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

PE19-004

KIA

6/28/2019

DEFECT A

CA FILES

SORENTO

2016 SORENTO_ACCIDENT SCRIPTS_ALLEGED DEFECT A_EXPANDED SCOPE

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?

NONE

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

HAVE SOME RACKS ON TOP THAT HE PUT ON AFTERMARKET FOR SURFBOARDS

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

09/11/2018 15:30:00

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

NO DAMAGES TO ANY VEH OR STRUCTURE OTHER THAN MY VEH

B-2) What time was 911 called?

8:35 AM

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

CLEAR DAY LIGHT TRAFFIC

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 DRIVING DOWN THE HWY I NOTICED THAT THE VEH WAS NOT ACCELLERATING AS IT SHOULD. THE CEL CAME ON AND ALL OF A SUDDEN THE CAR STARTED TO DECELERATE. I HEARD A POPPING NOISE AND PULLED OVER. IT LOOKED LIKE THE VEH HAD OVER HEATED WITH SMOKE COMING OUT OF THE HOOD. I MADE A PHONE CALL TO MY WORK TO TELL THEM I WAS GOING TO BE LATE. I LOOKED BACK AND THE ENTIRE FRONT END OF THE VEH WAS ON FIRE

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

ON

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

CHECK ENGINE LIGHT WAS ON TODAY, NO PROBLEMS PRIOR

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

JUST THE RACK ON TOP

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

MERCED AVE, ON HWY 99, FOWLER, CA

C-1) Which fire agency responded?

FOWLER FIRE DEPT

C-2) What is the fire report number?

UNKNOWN

D-1) Where is the vehicle now?

IN A TOW YARD DAVES TOWING

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?

NO

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

THE MAIN THING RIGHT NOW IS A RENTAL , AND WHAT NEXT

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?

Minor child in back 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?

09/29/2018 03:30:00

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

None

B-2) What time was 911 called?

9:35 PM

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

Dark road. Clear night sky

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

No

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

The CEL light came on and looked out the mirror and notice red and orange light coming from the car a passer by stop the my son and as he it the unlock and grabbed his son out the car the next thing the vehicle was completely in flames.

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?

CEL came on and no work done the vehicle.

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?

Queen Ann Rd on a country road

C-1) Which fire agency responded?

Woodstock fire department

C-2) What is the fire report number?

[redacted]

D-1) Where is the vehicle now?

Graves towing compant

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?

No

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

To know why the vehicle caught fire and for Kia to look into this as well.

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?

none

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

N/A

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

work tools, car seat

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

11/30/2018 18:15:00

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

none

B-2) What time was 911 called?

10:15:00 AM

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

freeway, clear and sunny

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

none

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

driving on the freeway started seeing smoke then the fire got off the freeway then broke the window to get out

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

on and in park

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

none

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

none

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

4000 Greenbriar Dr Houston, TX 77098

C-1) Which fire agency responded?

local fire dept.

C-2) What is the fire report number?

unknown

D-1) Where is the vehicle now?

Archer KIA

D-2) Have any repairs been completed?

none

D-3) Was the insurance company contacted?

yes

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

no

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

to compensate for loss of work tools and vehicle

Accident Report

Case [redacted]

Report Details

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?

Same

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

[redacted]

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

0

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

NA

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?

09/02/2017 23:00:00

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

NA

B-2) What time was 911 called?

4:02 PM

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

Clear and sunny

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 driving down teh highway, the front part of the veh was making a noise and i tried to accelerate and it was not, as i got into the third lane there was fire coming from the vents and at my feet.

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?

The CEL came on on 9/1/17 and the dlr did an oil cahnge and let me know about SC147

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?

295 S mile marker 38.6 Burlington NJ

C-1) Which fire agency responded?

i dont know

C-2) What is the fire report number?

dont have

D-1) Where is the vehicle now?

Mark Island Tow 609-265-2272

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?

no

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

I want to know why it caught on fire, i would like to be put into another lease

Accident Report

Case [redacted]

Report Details

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

[redacted]

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

[redacted]

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?

09/21/2017 21:00:00

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

clear/hot/smooth road

A-7) What Speed was the Vehicle Traveling?

0

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

was pulling away from traffic light on 41 when I heard a loud boom. The man behind me pulled around me and told me that I was on fire. I pulled over and looked beneath the vehicle and saw the flames. I was in apolo Beach FL

C-1) Was the Police Contacted?

Yes

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

Hillsboro Co sherriffs

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 #

Progressive, Policy [redacted] claim [redacted]

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

Yes

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

Towed

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

unknown/insurance company had it

C-5) Have Any Repairs Been Completed?

No

C-6) Were Parties Wearing Seatbelts?

Yes

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

No

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?

0

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

N/A

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

Equiptment in the luggage compartment

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

09/21/2017 21:00:00

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

N/A

B-2) What time was 911 called?

2:00 PM

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

Clear/Hot/Smooth Road

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

Pulling away from light in 41 in Apolo Beach FL when I heard a loud boom. The man behind me pulld along side me and told me that my car was on fire. I immediately pulled over and got of the car and saw that there was a fire under the hood.

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?

CEL intermittent/not on before explosion/no guages read weird

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

Yes

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

41/Big Bend Rd Apollo Beach Fl

C-1) Which fire agency responded?

Hillsboro Co Fire Dept

C-2) What is the fire report number?

[redacted]

D-1) Where is the vehicle now?

Unknown/insurance has it

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?

Y

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

I owe 11800 on a vehicle that was having some kind of issues under the hood. I should be reimbursed for that.

Accident Report

Case [redacted]

Report Details

A-1) Who owns the vehicle?

[redacted] // [redacted] LIBERTY TWP OH [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?

0

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

na

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?

03/27/2018 01:30:00

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

My vehicle front bumper melted, right front window well is melted, tire has heat damage, the engine is probably destroyed, right front head light and fender, hood.

B-2) What time was 911 called?

745 PM Dominos called

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

Four lane road , clear traffic,clear weather.

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 headed west on state rte 63. Just after stop light headed up a incline, noticed CEL came on, car sputtered. It went off, came back on , The red CeL came on, looked out passenger window, saw flame, had turbned right into dominos, the guy pulling in behind me went into dominoes and told them they called 911 and they had a fires extinguisher, and they had put it out and then the firetruck came out.

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?

yellow engine light and CEL and another flashing light

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?

100 N Main Monroe OH

C-1) Which fire agency responded?

Monroe Fire

C-2) What is the fire report number?

No, they didn't actually put it out

D-1) Where is the vehicle now?

At home [redacted] Liberty Township OH [redacted]

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?

no

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

Covered under warrqanty if manufactured defect, I would like to tow the veh to the dealer and see how this could of happened.

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?

0

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

[redacted] in driver 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?

03/29/2018 18:30:00

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

None

B-2) What time was 911 called?

N/A

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

clear and Sunny

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

None

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

while driving approx. 70 mph car began to smoke and then the fire came from engine area

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

Engine was on

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

Yes oil light and then the car shut off and all of the lights came on as it was still rolling

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?

Arsonel st in Watertown NY

C-1) Which fire agency responded?

Water Town Fire Dept

C-2) What is the fire report number?

Not yet

D-1) Where is the vehicle now?

Ames Brothers

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?

No

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

Total it and give a new kia have loved all of my past kias

Accident Report

Case [redacted]

Report Details

PE19-004

KIA

6/28/2019

DEFECT A

CA FILES

SORENTO

2016 SORENTO_CA REPORTS_ALLEGED DEFECT A_EXPANDED SCOPE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPG4A30GG[redacted]	[redacted]	50,000

Burlington, NJ , [redacted] Prod. Date: 03/28/2015 Dealer: NJ028 Burlington KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

Case History

*** 09/06/2017 11:15:39 (GMT-07:00) Arizona ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 09/06/2017 11:15:00 (GMT-07:00) Arizona and created by Debra Rustin ***
customer states
1.took veh for recall
2.is there a record of recalls?

Writer states
1.Apologised
2.yes, went over recall dates

customer states
1.i was driving on hwy
2.tried to accelerate
3. wouldnt accelerate
4. it caught on fire
5.how can it be determined what caused the fire?

customer states
1. police towed it to a lot
2.***call dropped, interupted with another call***

*** 09/06/2017 11:30:58 (GMT-07:00) Arizona ***
Assigned to WIPBin Default of Debra Rustin by Kevin Brazzle
Reason:

*** Phone - Others created on 09/06/2017 13:14:19 (GMT-07:00) Arizona and created by Debra Rustin ***

<For Internal Use Only
CUSTOMER “ALLEGES” PRODUCT LIABILITY
Forward to NCA
1 Customer alleges the vehicle caught fire
2 Vehicle is currently down at a tow lot
3 Customer is requesting to know why it caught fire
4 Please review and follow up accordingly>

*** 09/06/2017 13:15:26 (GMT-07:00) Arizona ***
Dispatched from WIPBin = Default to Queue National CA by Debra Rustin
Reason:

*** 09/07/2017 07:39:11 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 09/07/2017 07:45:46 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 24/24 of Samuel Kim by Jeff Stroup
Reason:

*** Web - Others created on 09/07/2017 08:50:46 (GMT-08:00) Pacific Time (US & Canada) and created by Esther Kong ***
Cust filed the following VOQ with NHTSA:

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A30GG[redacted]	[redacted]	50,000

Burlington, NJ , [redacted] Prod. Date: 03/28/2015 Dealer: NJ028 Burlington KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

TL* THE CONTACT OWNS A 2016 KIA SORENTO. WHILE STATIONARY, THE VEHICLE CAUGHT FIRE WITHOUT WARNING. THE CONTACT STATED THAT SMOKE ENTERED THE VEHICLE THROUGH THE AIR CONDITIONING VENTS AND THAT FLAMES EMERGED FROM THE FLOORBOARD AREA NEAR THE DRIVER'S SEAT. IMMEDIATELY, THE CONTACT PULLED THE VEHICLE OVER TO THE RIGHT SIDE OF THE ROAD AND EXITED THE VEHICLE AS THE FRONT END BURST INTO FLAMES. THE CONTACT WAS UNSURE IF A POLICE REPORT WAS FILED. THE FIRE DEPARTMENT EXTINGUISHED THE FIRE. THERE WERE NO INJURIES. THE FAILURE MILEAGE WAS 50,000.

*** Phone - Call - Outbound created on 09/08/2017 14:15:40 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called customer and left message:
1. Calling in regards to a 2016 Kia Sorento
2. Requested call back and photos
3. Left call back number and email address

*** 09/08/2017 14:17:18 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 24/24 and Sub Status of Assigned

*** 09/12/2017 10:29:43 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Pictures / Police Report and Sub Status of Assigned

*** Email - External Email Received created on 09/12/2017 10:29:55 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received photos from customer ([redacted]
Hello,
Claim is through GEICO claim handler name is Sarah Grzybowski #800-716-1097 ext.4645. The car has been towed today to insurance auto auction located at 250 Blackwood/Bamsboro RD Tunnersville NJ 08012. There number is 856-227-8760 stock number [redacted] I am going up there Tuesday and will be taking more pictures but I will send that I have.
Thanks
[redacted]

*** Note - Others created on 09/12/2017 10:35:04 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
IAA Southern New Jersey location in Turnersville, NJ. Stock number [redacted]

*** 09/12/2017 11:25:14 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Legal Review and Sub Status of Assigned

*** Note - Others created on 09/12/2017 11:25:51 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Reviewed case with KMA Engineers:
1. Obtain permission to inspect

*** Phone - Call - Inbound created on 09/13/2017 10:39:20 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received message from customer:
1. This is M[redacted]
2. I had reported about my engine catching on fire on my 2016 Kia
3. I was calling to find out if you gotten anywhere

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPG4A30G[redacted]	[redacted]	50,000

Burlington, NJ , [redacted] Prod. Date: 03/28/2015 Dealer: NJ028 Burlington KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

4. I gave you the stock number, I gave you where the vehicles at
5. I was wondering if you, you know, got anywhere with the information about like if it came out or any progress on the report or on anything
6. My phone number is ([redacted]
7. And also to see if you got my email with the pictures and everything
8. Alright, again my [redacted]
9. Have a good day

*** Phone - Call - Outbound created on 09/13/2017 13:15:39 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called Geico Insurance and left message for Sarah Grzybowski (800)716-1097 ext.4645
1. Calling in regards to a 2016 Kia Sorento
2. Calling to get permission to inspect
3. Requested call back
4. Left call back number

*** Phone - Call - Outbound created on 09/13/2017 13:18:17 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called customer and left message:
1. I received your message
2. Writer has left a message for Geico requesting a call back

*** Phone - Call - Outbound created on 09/15/2017 10:34:18 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called Geico Insurance and left message for Sarah Grzybowski (800)716-1097 ext.4645
1. Calling in regards to a 2016 Kia Sorento
2. Calling to get permission to inspect
3. Requested call back
4. Left call back number

*** Phone - Call - Inbound created on 09/18/2017 10:38:22 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received message from Sarah Grzybowski at Geico Insurance:
1. Hi sir, this is Sara Grzybowski following back up from Geico
2. Sorry I was unable to get back to you, I was in meetings on and off for the last few days
3. So I will follow up early next week with Insurance Auto Auctions and of course you guys as well to go over the inspection on the vehicle
4. I do work Tuesdays through Saturdays from 7 to 3:30
5. So you can of course follow directly with me if you have any additional questions
6. My number is (800)716-1097
7. My extension is 4645

*** Phone - Call - Outbound created on 09/19/2017 11:27:02 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called Geico Insurance and left message for Sarah Grzybowski (800)716-1097 ext.4645
1. Calling in regards to a 2016 Kia Sorento
2. Calling to get permission to inspect
3. Requested call back
4. Left call back number

*** Phone - Call - Outbound created on 09/19/2017 11:41:25 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPG4A30GG[redacted]	[redacted]	50,000

Burlington, NJ , [redacted] Prod. Date: 03/28/2015 Dealer: NJ028 Burlington KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

Called Geico Insurance and spoke with Kristen
Writer states:
1. I've left several messages fro Sarah Grzybowski
2. Calling to get permission to inspect

Kristen states:
1. The claim number is going to be [redacted]
2. Her supervisor, her name is Kelly

(Writer was transferred to Kelly's voicemail)

Writer states:
1. Calling to get permission to inspect
2. Requested call back
3. Left call back number

*** Phone - Call - Outbound created on 09/20/2017 11:37:56 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called and spoke with [redacted]
Writer states:
1. Kia would like to perform a preliminary inspection
2. However, we have not been able to get permission from Geico to inspect
3. Thank you

Customer states:
1. They do the same thing with me
2. I have to call her over and over again to call me back
3. I went up to the salvage yard and got my personal things
4. I'll give her a call

*** Phone - Call - Inbound created on 09/20/2017 11:47:42 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received call from Sarah Grzybowski at Geico Insurance
Customer states:
1. Did you not get my message?
2. I just got off the phone with Insurance Auto Auctions and gave permission

Writer states:
1. Thank you

*** Phone - Call - Outbound created on 09/20/2017 11:49:11 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called IAA Southern New Jersey location in Turnersville, NJ and spoke with Julie (856)227-8760
Writer states:
1. Calling in regards to stock number [redacted]
2. Calling to see if Kia has permission to inspect
3. Thank you

IAA states:
1. Yes, just come bring the stock number and your business card

*** Note - Others created on 09/20/2017 11:52:03 (GMT-08:00) Pacific Time (US & Canada) and created by

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A30G[redacted]	[redacted]	50,000

Burlington, NJ , [redacted] Prod. Date: 03/28/2015 Dealer: NJ028 Burlington KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

Samuel Kim ***
Advised KMA Engineer.

*** Note - Others created on 09/29/2017 10:39:47 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
1. Initial inspection performed by KMA Engineer on 9/28
2. Found 3 holes in engine block

*** 09/29/2017 10:46:32 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Legal Inspection and Sub Status of Assigned

*** Note - Others created on 09/29/2017 16:10:01 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
TREAD review complete.

*** Phone - Call - Outbound created on 10/02/2017 11:36:41 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called customer and left message:
1. Requested call back
2. Left call back number

*** 10/02/2017 11:43:36 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Legal Review and Sub Status of Assigned

*** Phone - Call - Inbound created on 10/02/2017 17:15:29 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received message from customer:
1. This is [redacted]
2. I'm sorry I missed your call
3. My phone number is [redacted]
4. Again, this is [redacted]
5. You gave me a call today about my car
6. Alright, bye, bye

*** Phone - Call - Outbound created on 10/03/2017 16:39:42 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called customer and spoke with [redacted]
Writer states:
1. Calling in regards to a 2016 Kia Sorento
2. Our preliminary inspection 3 holes in the engine block
3. Explained to customer subrogation process

Customer states:
1. It was a lease, I'm basically out of car
2. I had GAP insurance
3. I put down $1,000 or $1,500 when I went to lease it and now they want me to put another down payment

Writer states:
1. Apologized
2. If you are interested in leasing a new vehicle, you will need to speak to someone at a Kia dealership

Customer states:

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A30GG0[redacted]	[redacted]	50,000

Burlington, NJ , [redacted] Prod. Date: 03/28/2015 Dealer: NJ028 Burlington KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

1. Okay

*** 10/04/2017 11:04:38 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Information Given
[Resolution Summary]

*** 06/08/2018 10:43:40 ***
Reopened with Sub Status of Working

*** Letter - Letter Received created on 06/08/2018 10:45:20 and created by Jazmin Diaz ***
NCA rec'd letter from Geico. Letter states:
1. In order to determine the cause of the fire, an inspection and testing of the vehicle will be conducted.
2. Inspection will take place at Insurance auto Auctions.
3. Failure to respond to this notification within 10 business days from the date of this letter will be constructed as forfeiture of your right to be present at this examination.

Attaching to case & dispatching to NCA.

*** 06/08/2018 10:49:50 ***
Dispatched from WIPBin = Default to Queue National CA by Jazmin Diaz
Reason:

*** 06/11/2018 07:44:57 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 06/11/2018 08:50:17 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 24/24 of Samuel Kim by Jeff Stroup
Reason:

*** 06/11/2018 10:10:54 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 24/24 and Sub Status of Assigned

*** 06/12/2018 10:54:13 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 6/12 (Tuesday) and Sub Status of Assigned

*** Letter - Letter Received created on 06/13/2018 12:37:20 (GMT-08:00) Pacific Time (US & Canada) and created by Brecon Crosby ***
NCA rec'd letter from Geico. Letter states:
1. Please be advised that I represent Geico Indemnity Company.
2. Our insured has filed a comprehensive claim due to the above veh burning.
3. Testing of the vehicle will be conducted by Sterling Investigative Services.
4. To coordinate the inspection date and time, please contact Sterling Investigative Services.
5. Failure to respond to this notification within 10 business days from the date of this letter will be construed as a forfeiture of your rights to be present at the examination.

Attaching to case.

*** Note - Others created on 06/20/2018 17:03:22 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Reviewed case with KMA Engineer:
1. KMA Engineer unable to attend joint inspection

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A30GG[redacted]	[redacted]	50,000

Burlington, NJ , [redacted] Prod. Date: 03/28/2015 Dealer: NJ028 Burlington KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

*** 06/20/2018 17:04:37 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Legal Review and Sub Status of Assigned

*** Phone - Call - Outbound created on 06/21/2018 13:15:06 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called Geico Insurance and left message for Fire/Theft Claims Supervisor Sarah Maerten (800)716-1097, extension 4645:
1. Calling in regards to your claim number [redacted]
2. KMA is not able to attend a joint inspection
3. If Geico Insurance decided to pursue subrogation, please send us a complete subrogation package along with a copy of the C&O for review
4. Left call back number and email address

*** 06/21/2018 13:17:18 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Samuel Kim with Resolution Code : Information Given
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPHDA12GG[redacted]	[redacted]	24,299

Urbana , IL , [redacted] Prod. Date: 01/30/2015 Dealer: IL075 Napleton's KIA of Urbana

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

Case History

*** 09/25/2017 16:04:28 (GMT-07:00) Arizona ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 09/25/2017 15:57:27 (GMT-07:00) Arizona and created by Michael Talbot-Haynes ***
The caller, [redacted] states:
1. Bought CPO 2016 Sorento from Napleton 4 and a half weeks ago
2. On Saturday, at 30k miles, it stopped and smoked like it was on fire
3. It went to the dealer
4. They said it had a blown engine with a hole in the side
5. I am concerned about this situation and am unhappy that the engine failed this soon
6. I am in a rental right now, that is nice
7. However, I have reservations in the long term about this car
8. The engine will be replaced but the parts around it will remain, which is disconcerting
9. No one can tell me if there will be problems down the road
10. So I wanted to discuss that

The writer states:
1. Apologizes issues
2. Confirms info
3. So I do show this was authorized under warranty for an engine replacement
4. Kia will stand beside our warranty
5. To make sure we address your concerns, how are you asking Kia to assist with this?

The caller states:
1. If I had my druthers, I would rather not keep this car
2. Kia has the ability to buy this back from me and then fix it so the dealer can sell it to someone else
3. I had researched this purchase and am disappointed to say the least that it failed this earlier on

The writer states:
1. Apologizes issues
2. Please consult the WCIM for the specifics on the buy back laws in your state
3. We will escalate your case to the escalations office so that they can contact you back about this matter
4. Gives case #
5. They will be calling in three business days to discuss further

The caller states:
1. Thank you

*** Phone - Call - Outbound created on 09/25/2017 16:04:52 (GMT-07:00) Arizona and created by Michael Talbot-Haynes ***
The writer tries to reach SVC dept. Closed

*** Phone - Call - Inbound commitment created on 09/25/2017 16:05:24 (GMT-07:00) Arizona with Commitment Date 09/26/2017 and created by Michael Talbot-Haynes ***

*** Phone - Call - Inbound commitment fulfilled on 09/27/2017 11:56:52 (GMT-07:00) Arizona with Commitment Date 09/26/2017 closed by Michael Talbot-Haynes ***

*** Phone - Call - Outbound created on 09/27/2017 11:56:56 (GMT-07:00) Arizona and created by Michael Talbot-Haynes ***

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPHDA12GG[redacted]	[redacted]	24,299

Urbana , IL , [redacted] Prod. Date: 01/30/2015 Dealer: IL075 Napleton's KIA of Urbana

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

The writer leaves VM for Jeremy, SVC IL075 with case # for callback on status and RO template

*** Phone - Call - Inbound created on 09/27/2017 15:46:10 (GMT-07:00) Arizona and created by Michael Talbot-Haynes ***
Jeremy, SVCA leaves VM for callback

Jeremy, SVCA states:
1.PWA open, engine on order

*** Phone - Call - Outbound created on 09/29/2017 08:53:31 (GMT-07:00) Arizona and created by Michael Talbot-Haynes ***
Jeremy, SVCA

VIN: 5XYPHDA12GG[redacted]
MY and Mileage: 16 Sorento 24299 miles
Most recent RO#, Open and Close Date: RO [redacted] 9/25/17 Open
Days Down at initial Service Alert report (if applicable): 5
Most recent Repair Issue and Diagnosis: Customer says engine stopped with smoke billowing from exhaust, engine failed hole in side, being replaced
Able to Duplicate (Y or N): Y
Repeat Repair (Y/N), if so, how many times?: N
Repair History of current concern with dates (Open and Closed) and mileage: NA
ETA for completion of repairs (if applicable): NA
Parts on order (Y/N), if so obtain part#, order#: N
Techline Case (if applicable): [redacted]
Rental / Loaner Provided? If so, since when?: Y 9/25/17
Dealer contacted DPSM (if needed): N
Vehicle repaired?: N
Customer has possession?: N
Dealer Code/Selling Dealer (Y or N): IL075 Y
Original Owner (Y or N): N
What is current Customer Request (if needed): N/A

*** Phone - Call - Outbound created on 09/29/2017 09:25:58 (GMT-07:00) Arizona and created by Michael Talbot-Haynes ***
The writer sends case notes and Escalation notice to Jeff Bairnsfather, DPSM

*** Phone - Others created on 09/29/2017 09:26:39 (GMT-07:00) Arizona and created by Michael Talbot-Haynes ***
Call to Action:
1. [redacted] bought a CPO 16 Sorento with 24k miles, 5XYPHDA12GG[redacted] 5 weeks ago.
2. It is at IL075 getting an engine replacement under warranty.
3. Dispatching to Escalations as [redacted] wants the CPO bought back.

*** 09/29/2017 09:27:39 (GMT-07:00) Arizona ***
Dispatched from WIPBin = D Premium to Queue Central Region ECR by Michael Talbot-Haynes
Reason:

*** 09/29/2017 10:02:07 (GMT-07:00) Arizona ***
Accepted from Queue Central Region ECR to WIPBin default-1 by Randy Chacon

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPHDA12GG[redacted]	[redacted]	24,299

Urbana , IL , [redacted] Prod. Date: 01/30/2015 Dealer: IL075 Napleton's KIA of Urbana

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

*** 09/29/2017 10:04:42 (GMT-07:00) Arizona ***
Assigned to WIPBin 00: INBOX of Albert Judson by Randy Chacon
Reason:

*** Phone - Call - Inbound created on 09/29/2017 11:21:10 (GMT-07:00) Arizona and created by Michael Talbot-Haynes ***
The caller states:
1. Was expecting a call right by now
2. Gives wrong case #

The writer states:
1. Responds with correct last name and gives correct case #
2. Apologizes, took several days to get all the info from the dealer
3. Was out of the office during the week
4. Case is now in Escalations
5. They will call you back next week

The caller states:
1. So it is moving forward
2. Thank you

*** 10/04/2017 13:00:26 (GMT-07:00) Arizona ***
Case moved into WIPBin 00: INBOX and Sub Status of Assigned

*** Phone - Call - Outbound created on 10/04/2017 13:00:13 (GMT-07:00) Arizona and created by Albert Judson ***
Writer called customer IL075 and states:
1. Calling to verify status of customer vehicle?
2. Gave last 8 of VIN.

SVCA Jeremy states:
1. Vehicle is currently down.
2. Currently waiting for the engine to arrive.
3. Customer is currently in rental vehicle.
4. Should be repaired within a few days after the parts arrive.

*** Phone - Call - Outbound created on 10/04/2017 13:21:55 (GMT-07:00) Arizona and created by Albert Judson ***
Writer called IL075 and states:
1. Calling to verify ETA for parts on customer vehicle?
2. Gave customer name and RO# [redacted]

Parts Advisor Kenny states:
1. Was showing it was ordered but it did not get ordered.
2. Do not have Order#, Part# 21101-2GK13R.

*** Phone - Call - Outbound created on 10/04/2017 13:33:33 (GMT-07:00) Arizona and created by Albert Judson ***
Writer called customer at [redacted] and left VM:
1. Gave name, direct number (520-770-4737) and case number.
2. Calling to review customer case.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPHDA12GG[redacted]	[redacted]	24,299

Urbana , IL , [redacted] Prod. Date: 01/30/2015 Dealer: IL075 Napleton's KIA of Urbana

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

3. Request callback.

*** Phone - Call - Outbound commitment created on 10/04/2017 15:39:21 (GMT-07:00) Arizona with Commitment Date 10/06/2017 and created by Albert Judson ***

*** Phone - Call - Inbound created on 10/16/2017 13:13:31 (GMT-07:00) Arizona and created by Debra Rustin *** customer states
1.called 3 weeks ago
2.havent gotten a call back

Writer states
1.Apologised
2.Ecr did call you on 10/4/17
3. ***skyed ecr, unavailable**
4.transf to vm

*** Phone - Call - Inbound created on 10/16/2017 13:28:02 (GMT-07:00) Arizona and created by Albert Judson ***
Customer left VM:
1. Gave name and case number.
2. Called the day after my engine blew on my CPO vehicle.
3. Have not got a call, request callback at [redacted]

*** Phone - Call - Outbound commitment fulfilled on 10/16/2017 13:38:40 (GMT-07:00) Arizona with Commitment Date 10/06/2017 closed by Albert Judson ***
Writer called customer and states:
1. Calling to review customer case.
2. Is vehicle still currently down at dealer?

Customer States:
1. Vehicle is still currently down at the Kia dealer.
2. I dont want the vehicle back.

Writer States:
1. Apologized for the problem.
2. Kia would assist with repairs under terms of warranty.
3. Repurchase would not be an option at this time.
4. Customer should refer to WACIM and confirm repurchase process through his state.
5. Writer will follow up to verify vehicle repaired and concerns resolved.

Customer States:
1. OK, was waiting to hear back about the repurchase.

*** Phone - Call - Outbound created on 10/16/2017 13:32:59 (GMT-07:00) Arizona and created by Albert Judson ***
Writer called IL075 at [redacted] and states:
1. Calling to verify status of repairs?
2. Gave customer name.

SVCA Jeremy states:
1. Vehicle has been repaired and we followed up with customer.
2. Just waiting for customer to pick up.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPHDA12G[redacted]	[redacted]	24,299

Urbana , IL , [redacted] Prod. Date: 01/30/2015 Dealer: IL075 Napleton's KIA of Urbana

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

*** Phone - Call - Outbound created on 10/16/2017 13:37:11 (GMT-07:00) Arizona and created by Albert Judson ***

Writer called customer [redacted] and states:
1. Calling to review customer case.
2. Advised that writer received update that vehicle repaired.
3. Has dealer notified customer?

Customer States:
1. I received update about repairs last week.
2. Told them that I did not want that vehicle.
3. They are looking for another vehicle with them.

Writer States:
1. Understood, advised that repurchase not an option through KMA.
2. Continue follow up with dealer regarding replacement options.
3. Contact writer if additional assistance needed with Kia vehicle.

*** 10/16/2017 14:10:12 (GMT-07:00) Arizona ***
Closed with Resolution Code : Concerns Recorded
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPH4A10GG[redacted]	[redacted]	1
, ,		Prod. Date: 02/28/2015	Dealer:	

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

Case History

*** 12/11/2017 16:39:28 (GMT-08:00) Pacific Time (US & Canada) ***
Contact = [redacted] Priority = Escalated, Sub Status = Working

*** Letter - Letter Received created on 12/11/2017 16:40:01 (GMT-08:00) Pacific Time (US & Canada) and created by Brecon Crosby ***
NCA rec'd letter from Progressive. Letter states:
1. Please consider this letter notice that the above captioned veh has been declared a total loss.
2. Investigation into the cause of the loss is pending.
3. Inspection of the veh will be completed on 12/20/17.

Attaching & dispatching to NCA.

*** 12/11/2017 16:42:20 (GMT-08:00) Pacific Time (US & Canada) ***
Dispatched from WIPBin = Default to Queue National CA by Brecon Crosby
Reason:

*** 12/12/2017 07:53:47 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 12/12/2017 08:02:11 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin Default of Gustavo Villela by Jeff Stroup
Reason:

*** Phone - Call - Inbound created on 12/12/2017 10:09:55 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr LVM for Adam Jennings from Progressive

*** Phone - Call - Inbound commitment created on 12/12/2017 10:33:59 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/19/2017 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 12/20/2017 15:29:24 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/19/2017 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 12/20/2017 15:29:26 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr LVM for Adam Jennings from Progressive

*** Phone - Call - Inbound commitment created on 12/20/2017 15:31:08 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/28/2017 and created by Gustavo Villela ***

*** Phone - Call - Inbound created on 01/09/2018 10:00:44 (GMT-05:00) Eastern Time (US & Canada) and created by Eric Swecker ***
Adam - Progressive Insurance

Adam states:
1. I am calling to see if I could get contact information of the case manager supervisor.
2. I have called him multiple times last week, and he never called me back.
3. Can you help?

Writer states:
1. Apologize.
2. Adv the case manager is part of our national team, and if you would to talk his supervisor you will need to

Last_name	First_name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPH4A10GG[redacted]	[redacted]	1
, ,		Prod. Date: 02/28/2015	Dealer:	

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

request that through his department.
3. Provide contact email for case manager.

Adam states:
1. Okay, thank you.

*** Phone - Call - Inbound created on 01/19/2018 11:14:16 (GMT-05:00) Eastern Time (US & Canada) and created by Craig [redacted] ***
Adam from Progressive Insurance.

Adam states
1. I'm calling to see if I can reach a manager in Gustavo's dept he hasn't been back in touch yet.

Wrt states
1. Apologize.
2. I don't have a way to contact a manager in that dept.

Adam states
1. I need to get something going soon on this case.
2. It needs to be handled soon.
3. Can you get someone to assist.

Wrt states
1. I can send my manager a msg and see if she can get Gustavo or his supervisor to contact you back.

Adam states
1. Thank you for that.

*** Phone - Call - Inbound created on 01/22/2018 10:11:06 (GMT-07:00) Mountain Time (US & Canada) and created by Linda Welter ***
Adam Jennings from Progressive States:
1. Attempting to contact National CM.
2. Have left multiple messages with no response.

Writer States;
1. Apologized,
2. Will email supervisor SCoder with request for contact.
Thank you, call ended. .

*** Phone - Call - Inbound created on 01/22/2018 11:53:27 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr spoke with Adam Jennings:
1. Asked for pics/reports
2. Adam advised will email them
3. Adam asked if fire investigator can join call
4. Wtr agreed

Tim Herdon, fire investigator joined call:
1. Tim advised of hole in the engine block
2. Wtr asked for pictures
3. Tim advised will send along with adams pictures

Last_name	First_name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPH4A10GG[redacted]	[redacted]	1
, ,		Prod. Date: 02/28/2015	Dealer:	

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

call ended

*** Phone - Call - Inbound commitment fulfilled on 01/22/2018 12:23:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/28/2017 closed by Gustavo Villela ***

*** Phone - Call - Inbound commitment created on 01/22/2018 12:23:59 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/24/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment created on 01/22/2018 12:23:59 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/24/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 01/26/2018 12:38:00 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/24/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 01/26/2018 13:07:11 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr spoke with adam jennings:
1. Advised reviewed photos and vehicle maintenance history
2. Advised lack of maintenence of vehicle
3. Adam advised would possibly subrogate
4. Wtr gave number and address to send possible subro

call ended

*** 01/26/2018 13:43:41 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Information Given
[Resolution Summary]
Pending further insurance contact

*** 02/07/2018 16:17:58 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened with Sub Status of Working

*** Letter - Letter Received created on 02/07/2018 16:18:01 (GMT-08:00) Pacific Time (US & Canada) and created by Brecon Crosby ***
NCA rec'd letter from Progressive. Letter states:
1. Please consider this letter notice that the above captioned vehicle has been declared a total loss.
2. Placed on hold at the facility listed below.
3. An investigation into the cause of the loss is pending.
4. If we do not receive a response within 30 days of this letter, the inspection of the vehicle will be completed on 2/15/18.

Attaching & dispatching to Call Center.

*** 02/07/2018 16:21:13 (GMT-08:00) Pacific Time (US & Canada) ***
Dispatched from WIPBin = Default to Queue National CA by Brecon Crosby
Reason:

*** 02/08/2018 08:02:09 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 02/08/2018 08:12:42 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin Default of Gustavo Villela by Jeff Stroup

Last_name	First_name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPH4A10GG[redacted]	[redacted]	1
, ,		Prod. Date: 02/28/2015	Dealer:	

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

Reason:

*** Phone - Call - Inbound created on 02/09/2018 07:53:58 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr reviewed with management

*** 02/09/2018 07:54:15 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Information Given
[Resolution Summary]
Pending further insurance contact

*** 12/17/2018 09:28:42 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened by Stephanie Mondragon with Sub Status of Working

*** Letter - Letter Received created on 12/17/2018 09:28:49 (GMT-08:00) Pacific Time (US & Canada) and created by Stephanie Mondragon ***
NCA rec'd letter from Progressive:
1. New Product Liability Demand Referral.
Attaching and dispatching to National CA.

*** 12/17/2018 09:33:37 (GMT-08:00) Pacific Time (US & Canada) ***
Dispatched from WIPBin = Default to Queue National CA by Stephanie Mondragon
Reason:

*** 12/18/2018 07:48:07 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 12/18/2018 08:35:14 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin Intro Calls of Ashley Vazquez by Jeff Stroup
Reason:

*** 12/18/2018 16:58:20 ***
Case moved into WIPBin Intro Calls and Sub Status of Assigned

*** Others - Others created on 01/16/2019 08:37:50 and created by Ashley Vazquez ***
Wtr reviewed with engineers 1/16/18

*** Phone - Call - Outbound created on 01/17/2019 09:33:26 and created by Ashley Vazquez ***
Wtr spoke with Levella at Progressive:
1. After review of the sent documents with our engineers, we will not be offering a settlement offer as there is no fire report/c&o
2. Without a report and a manufacturing issue being found
3. We will not be offering assistance
Levella states:
1. If i can get an inspection set up and get a report your team can re review the case?
Wtr states:
1. Yes, with a report we can move forward with reviewing the case

*** 01/17/2019 09:40:58 ***
Closed by Ashley Vazquez with Resolution Code : Information Given
[Resolution Summary]
Pending further insurance contact

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A32GG0[redacted]	[redacted]	164,846

Lakeland , FL , [redacted] Prod. Date: 07/14/2015 Dealer: FL113 Regal KIA

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

Case History

*** 12/19/2017 08:41:28 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 12/19/2017 08:41:31 and created by Thomas Allor ***
Cust Sts:
1. Veh caught on fire and burned to the ground.
2. Cannot get in touch with anyone at the dealership.
3. This happened in spetember.
4. the car began to tap under the hood.
5. So I stopped.
6. I called the owner of my next stop
7. checked the oil
8. oil full
9. fluids good
10. drove up and down the street and it drove okay.
11. left stop and drove 3/4 mile went boom
12. pulled over and the vehicle was on fire.
13. cel had been coming on for a couple months
14. delaer could never duplicate.
15. has picture of the screen on the car
16. before this happened I tried to call to see if could get in
17. no one answered.

Wrt Sts:
1. Apologized.
2. Is everyone okay?

Cust Sts: '
1. By the grace of god I was alright.

*wrt ran fire script

Cust Sts:
1. I think they may have unkooked the CEL sensor
2. They couldn't diagnose the issue but the check engine light never came on again

Wrt Sts:
1. That's terrible
2. Do you have any proof of this?

Cust Sts:
1. No
2. But the CEL never came on again.
3. The GM assured that GAP insurance would cover any issues with the vehicle.
4. I was at the delaership a month ago and when we contacted GAP they advised that the policy should have never been made and that the dealership should reimburse for the policy and even the vehicle.
5. For the manager to come in and advise that they would cover me is wrong
6. I called the owner of the company and was told that there is nothing they can do.
7. I owe 11800 for a car that I am finding out that I was never covered in.
8. I was taken out of another vehicle that I tried to purchassed
9. The deal fell through after a month due to the 11800 balance owed for the prvious vehicle.
10 The dealer was put in a chev equinox instead.

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A32GG[redacted]	[redacted]	164,846

Lakeland , FL , [redacted] Prod. Date: 07/14/2015 Dealer: FL113 Regal KIA

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

11 I had the chevy for one day.
12 I had to take back because was not suitable for my job.

Wrt Sts:
1. What has happened since then?
2. Have we been able to put you in another vehicle.

Cust Sts:
1. dealership put me in a chevy traverse.

Wrt Sts:
1. I will get this sent up to National and have this reviewed.
2. Expect a folow up in 2-3 days.
3. National will follow up with you to let you know what is going to happen going forward.

Cust Sts:
1. Okay.
2. Thank you so much for the assistance.

*** Note - Others created on 12/19/2017 10:11:37 and created by Thomas Allor ***
Forward to NCA
1 Customer alleges the vehicle caught fire due to dealership tampering
2 Vehicle is currently down at an unknown location
3 Customer is requesting payoff for the remainder owed on the vehicle. 11,800$
4. Please review and follow up accordingly

*** Phone - Call - Outbound created on 12/19/2017 10:26:37 and created by Thomas Allor ***
Wrt Sts:
1. Introduced self
2. Adv am calling on cust behalf to get history for CEL

Kristen (S/A) Sts:
1. Dealer Code: fl113
Service Mgr/Adv Kristen
Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted] LAKELAND FL [redacted]
VIN: 5XYPG4A32GG[redacted]
MY and Mileage: 16/164000
Most recent RO# Open Date and Close date (if applicable): RO [redacted] 06/29 -6/29/17 148002
Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis:
C/S: cel is on
CAUSE: loose gas cap
CORRECTION: tightened cap/reset
Able to Duplicate (Y or N): Y
Repeat Repair (Y/N), if so, how many times?: N
Repair History of current concern with RO#, Open and Closed dates with mileage: RO [redacted] 6/6/17-6/6/17
141191/history code for intake manifold position sensor-
ETA for completion of repairs (if applicable): N/A
Parts on order (Y/N), if so obtain part#, order#: N/A

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A32GG[redacted]	[redacted]	164,846

Lakeland , FL , [redacted] Prod. Date: 07/14/2015 Dealer: FL113 Regal KIA

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

Techline Case (if applicable): N/A
Rental / Loaner Provided? If so, since when?: N
Dealer contacted DPSM (if needed): N
Vehicle repaired?: Y
Dealer Code/Selling Dealer (Y or N):fl113
Original Owner (Y or N):Y
What is current Customer Request (if needed): N/A N/A

2. No other history for CEL.

Wrt Sts:
1. Thank you

*** Note - Others created on 12/19/2017 10:28:06 and created by Thomas Allor ***
Forward to NCA
1 Customer alleges the vehicle caught fire due to dealership tampering
2 Vehicle is currently down at an unknown location
3 Customer is requesting payoff for the remainder owed on the vehicle. 11,800$
4. Please review and follow up accordingly

*** 12/19/2017 10:28:28 ***
Dispatched from WIPBin = Default to Queue National CA by Thomas Allor
Reason:

*** 12/20/2017 07:46:10 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 12/20/2017 07:50:08 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 1. Intro Calls of Ryan Ristow by Jeff Stroup
Reason:

*** Phone - Call - Outbound created on 12/20/2017 08:50:30 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt contacted the customer:
1. Calling in regards to the vehicle.
2. I see that you had a vehicle fire.
3. and that you settled with your insurance.
4. unfortunately, in this situation we are unable to offer assistance.
5. We would be pending contact from the insurance in the for of a subrogation.
6. Explained subrogation.

Customer replied;
1. Okay I have another question.
2. The dealer sold me the wrong kind of GAP insurance.
3. I needed commercial GAP and they did not provide it.

Wrt replied:
1. It sounds like an issue between you the insurance and the dealer.
2. but please forward me those docs and I am happy to contact them on your behalf.
3. That's all I am able to offer.

The customer replied:

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A32GG[redacted]	[redacted]	164,846

Lakeland , FL , [redacted] Prod. Date: 07/14/2015 Dealer: FL113 Regal KIA

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

1. Okay, I appreciate your help.

*** 12/20/2017 09:22:56 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Information Given
[Resolution Summary]
Case closed pending customer contact.

*** 06/11/2018 13:09:08 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened with Sub Status of Working

*** Phone - Call - Inbound created on 06/11/2018 13:09:17 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
Media contacted Corp comm.

wtr spoke with Julie at progressive insurance (813-512-3167)
1. insurance sold the vehicle in Nov and no longer in possession
2. no C&O was performed
3. vehicle had approx. 165,000 miles
4. customer and vehicle is an escort for mobile homes (flags on vehicle to advise of wide load being driven on streets and would follow mobile homes being delivered throughout the country)

*** 06/11/2018 14:17:17 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Inbox/Need To Call and Sub Status of Working

*** 07/02/2018 16:48:33 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Jeff Stroup with Resolution Code : Information Given
[Resolution Summary]
Case closed pending customer contact.

*** 10/04/2018 09:51:26 ***
Reopened by DANIELLE GANGEWERE with Sub Status of Working

*** Phone - Call - Inbound created on 10/04/2018 09:51:30 and created by DANIELLE GANGEWERE ***
Cust states-
1 I spoke to Sean about other KIA veh catching on fire.
2 I asked if other KIA veh had caught on fire.
3 My veh did catch on fire with me inside.
4 He told me that no other veh had caught on fire.
5 I purchased another Sorento becuase I loved mine.
6 I have yet to hear anything from KIA about what they are going to do to assist me.
7 I am now being sued for $13000, because I owe $12000 on a veh that caught on fire with me still inside.
8 I need KIA to pay that.
9 That was not my fault.
10 I saw a commercial about KIA veh catching on fire.
11 So I know what Sean told me was not true.
12 I want this taken care of.

Wrt states-
1 Apologized.
2 Let me go ahead and I will send your case to National.

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A32GG0[redacted]	[redacted]	164,846

Lakeland , FL , [redacted] Prod. Date: 07/14/2015 Dealer: FL113 Regal KIA

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

3 Once they receive the case, they will review and follow up.
4 Typically takes 2-3 business days.

cust states-
1 Okay.
2 With the attorney calling me non stop I may not answer.
3 Ask him to leave a message and I will call him back.

*** Note - Others created on 10/04/2018 09:58:26 and created by DANIELLE GANGEWERE ***
Forward to NCA
1 Customer alleges veh caught on fire while she was inside.
2 Vehicle is currently down at Unknown.
3 Customer is requesting that KIA pay off her veh as she is now being sued for $13000.
4 Please review and follow up accordingly

*** 10/04/2018 10:00:41 ***
Dispatched from WIPBin = Default to Queue National CA by DANIELLE GANGEWERE
Reason:

*** 10/05/2018 08:09:24 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 10/09/2018 08:17:26 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 1. Intro Calls of Ryan Ristow by Jeff Stroup
Reason:

*** Phone - Call - Outbound created on 10/10/2018 09:57:38 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt contacted the customer:
1. I see that you are calling back regarding the vehicle.
2. I am happy to review further.
3.However, the insurance has sold the lot and they did not perform a cause and origin.
4. I can take a look at the documents you have on hand.
5. can you send maintenance records and all other pertanent docs.

The customer replied:
1. Yes, I will send that immediately.

The customer replied;
1. What kills me is that you told me this was a fluke the last time we talked.
2. So I bought another Kia.
3. Now Kia fires are all over the news.
4. One person got locked in a car and burnt alive.

Wrt replied:
1. I do not see any notes stating that I said anything about it being "a fluke."
2. If that were a conversation we were having, I would have told you that each fire is investigated individually, as many things can cause a vehicle fire.
3. And at that time and this time, there are no recalls related to vehicle fires regarding your vehicle.

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A32GG[redacted]	[redacted]	164,846

Lakeland , FL , [redacted] Prod. Date: 07/14/2015 Dealer: FL113 Regal KIA

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

The customer replied:
1. Okay, well I will send you the docs I can get.

*** Email - External Email Received commitment created on 10/10/2018 10:03:24 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/17/2018 and created by Ryan Ristow ***

*** 10/10/2018 11:07:46 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1. Intro Calls and Sub Status of Assigned

*** Email - External Email Received commitment fulfilled on 10/17/2018 10:21:13 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/17/2018 closed by Ryan Ristow ***
Dcos received.

*** Others - Others commitment created on 10/17/2018 10:26:09 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/18/2018 and created by Ryan Ristow ***

*** Others - Others commitment updated on 10/18/2018 13:27:27 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/18/2018 and updated by Ryan Ristow ***
Wrt reviewed with the CAFOM:
1. Request more paperwork.

*** Others - Others commitment fulfilled on 10/18/2018 13:27:30 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/18/2018 closed by Ryan Ristow ***

*** Email - External Email Received commitment created on 10/18/2018 13:27:54 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/19/2018 and created by Ryan Ristow ***

*** Email - External Email Received commitment created on 10/18/2018 13:27:31 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/23/2018 and created by Ryan Ristow ***

*** Email - External Email Received commitment fulfilled on 10/24/2018 13:22:36 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/23/2018 closed by Ryan Ristow ***
Wrt received letter stating the customer is being sued by the creditor.

Wrt contacted the customer:
1. Advised that the letter from the creditor was received, but the sales contract and the insurance docs are still needed.

*** Email - External Email Received commitment created on 10/24/2018 13:23:22 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/29/2018 and created by Ryan Ristow ***

*** Email - External Email Received commitment updated on 10/29/2018 08:52:15 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/29/2018 and updated by Ryan Ristow ***
Wrt received the insurance settlement form.
Still pending sales contract and other docs.

*** Email - External Email Received commitment updated on 10/29/2018 08:52:21 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/05/2018 and updated by Ryan Ristow ***

*** Email - External Email Received commitment fulfilled on 11/05/2018 13:46:03 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/05/2018 closed by Ryan Ristow ***

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A32GG[redacted]	[redacted]	164,846

Lakeland , FL , [redacted] Prod. Date: 07/14/2015 Dealer: FL113 Regal KIA

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

Customer docs received.

*** Phone - Call - Outbound created on 11/05/2018 13:46:18 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt contacted the customer:
1. I received your contract.
2. I will have everything reviewed.

The customer replied;
1. I just did not get a lot because I drive for a living.
2. I thought I had GAP, the dealer lied to me.

Wrt replied:
1. Okay, well the vehicle is no longer available to inspect, but I will review and contact you back.

*** Research - Others commitment created on 11/05/2018 13:52:28 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/12/2018 and created by Ryan Ristow ***

*** Research - Others commitment fulfilled on 11/12/2018 13:05:50 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/12/2018 closed by Ryan Ristow ***
Wrt reviewed with management:
1. offer the customer GW.

*** Phone - Call - Outbound created on 11/12/2018 13:09:24 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt contacted the customer:
1. Calling to follow up regarding your case.
2. After review of the information, we would not be offering to pay off the remainder of what you owe.
3. The vehicle is no longer available to inspect.
4. And if we were to review it, we would have only offered that the value of the vehicle.
5. This is similar to the insurance.
6. However, I would like to offer GW because you are a consistent Kia customer.
7. You have owned 3 cars and I would like to show that we appreciate you.
8. I can offer $5,000.

The customer replied;
1. Okay, that is much more than I thought you would offer.
2. I wish it was all of it, but if that is the best you can do.
3. I will talk to my husband and call you back.

Wrt replied;
1. Okay, please let me know and I will write up the release.

The customer replied;
1. okay, thanks for the call.

*** Phone - Call - Inbound commitment created on 11/12/2018 13:21:29 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/19/2018 and created by Ryan Ristow ***

*** Phone - Call - Inbound commitment fulfilled on 11/19/2018 10:38:33 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/19/2018 closed by Ryan Ristow ***
No customer contact.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A32GG[redacted]	[redacted]	164,846

Lakeland , FL , [redacted] Prod. Date: 07/14/2015 Dealer: FL113 Regal KIA

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

*** 11/19/2018 10:38:39 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Ryan Ristow with Resolution Code : Information Given
[Resolution Summary]
Case closed pending customer contact.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A39GG[redacted]	[redacted]	37,000

Cincinnati , OH, [redacted] Prod. Date: 04/27/2015 Dealer: OH064 Superior KIA

Kia Case Type Lvl1: Inquiry
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: System&Policy/General
Kia Case Type Lvl4: Other

Case History

*** 03/27/2018 06:16:17 (GMT-07:00) Mountain Time (US & Canada) ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 03/27/2018 06:16:29 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
[redacted] Wife called
1. My car caught on fire while driving

Writer states
1 Apologized to hear
2 Is every tine Ok?

Customer states
1 Yes.
2 i have my husband here he will be able to provide more detailed answers

Writer states
1 If you would like to upload pictures
2 COMPLETED FIRE SCRIPT

Customer states
1 I will try uploading the pictures now

Writer states
1 While your doing that I'm going to put you on a brief hold to finish everything up here on my end..

Customer states
1 Ok thank you

writer states
1 I received the pictures
2. If you can please leave the veh
3. It will be 2-3 business days

Customer states
1 And for a rental?

Writer states
1 If you'd like to call me later today i can see if the case has been assigned to someone in that department
2 Ill reach out to my supervisor to get more details if not

Customer states
1 Ok thank you

SURVEY ACCEPTED**********

*** Phone - Call - Inbound created on 03/27/2018 06:33:18 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
CALL TO ACTION **********
Forwarding to National

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A39GG[redacted]	[redacted]	37,000

Cincinnati , OH, [redacted] Prod. Date: 04/27/2015 Dealer: OH064 Superior KIA

Kia Case Type Lvl1: Inquiry
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: System&Policy/General
Kia Case Type Lvl4: Other

1 Customer alleges my car caught fire when my husband was driving it.
2 Completed fire script
3 Pictures attached
4 Customer needing a car to drive meanwhile if possible
5 Customer prefers Superior Kia
6 DPSM Scot Smith aware of Escalation
7 Please review and follow up accordingly

*** Case 12672691 is sent on 3/27/2018 5:57:52 by Bethany Grombly
To: SSMITH@KIAUSA.COM
Cc: bgrombly@kiaconsumeraffairs.com
Title: NO ACTION REQUIRED - Case Escalation:OH064, [redacted] [redacted]

*** 03/27/2018 06:58:00 (GMT-07:00) Mountain Time (US & Canada) ***
Dispatched from WIPBin = Default to Queue National CA by Bethany Grombly
Reason:

*** 03/27/2018 07:50:44 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 03/27/2018 08:02:39 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 1.1 Default/IC of Gustavo Villela by Jeff Stroup
Reason:

*** Phone - Call - Inbound commitment created on 03/27/2018 10:16:04 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/27/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment created on 03/27/2018 10:16:04 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/29/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound created on 03/27/2018 14:41:58 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
Writer contact customer
1 Calling to let you know that i did speak to my supervisor about rental
2 She states that you can always get
3 We just arn't able to authorize the rental yet in out department because they do need to go through the appropriate procedures in the NCA department

Customer states
1 o okay

Writer states
1 Gustavo 949) 430-3321

Customer staets
1 thankyou

*** Phone - Call - Inbound created on 03/29/2018 12:37:28 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
RCV VM from customer [redacted]
1 i spoke to you Tuesday morning
2 Out kia caught fire

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A39GG[redacted]	[redacted]	37,000

Cincinnati , OH, [redacted] Prod. Date: 04/27/2015 Dealer: OH064 Superior KIA

Kia Case Type Lvl1: Inquiry
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: System&Policy/General
Kia Case Type Lvl4: Other

3 Was given given Gustavo number
4 I tried calling Tuesday and called all day yesterday
5 rings twice and goes to VM
6 i need to know what to do

*** Phone - Call - Inbound created on 03/29/2018 12:39:44 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
Writer contact customer @ [redacted]
1 Returning your call

Customer states
1 ive tried calling Gustavo

Writer states
1 We would need to allow him 2-3 business days for him to be in touch

customer states
1 If they cant get it towed in tomorrow then it will be all the way into next week

Writer states
1 My recommendation is to wait to tow the veh until your TCS is in touch

Customer states
1 thank you

*** Phone - Call - Inbound commitment created on 03/27/2018 10:16:04 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/30/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound created on 03/30/2018 07:41:49 (GMT-07:00) Arizona and created by Debra Rustin ***

Customer states
1.havent heard from anyone
2.its now 3 days
3.i may need to speak to a supervisor

Writer states
1.i show he has it scheduled to call you today 3/30

Customer states
1.i have a car that caught on fire
2.geico called me back right away
3.i dont understand why it takes 3 days
4.if he doesnt call me back til the end of the day
5.he has already surpassed the 3 days
6.i find this rediculous
7.i have no vehicle
8.he doesnt answer his phone or emails
9.he has a couple hours to call me

Last_name	First_name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A39GG0[redacted]	[redacted]	37,000

Cincinnati, OH, [redacted] Prod. Date: 04/27/2015 Dealer: OH064 Superior KIA

Kia Case Type Lvl1: Inquiry
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: System&Policy/General
Kia Case Type Lvl4: Other

Writer states
1.Apology for situation
2.i will forward this information to him

*** Phone - Call - Inbound created on 03/30/2018 09:56:20 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr spoke with [redacted]
1.Wtr apologized for wait
2. Advised will review today
3. Wtr advised will call back today
4. Cust stated will expect call

call ended

*** Phone - Call - Inbound commitment fulfilled on 03/30/2018 14:56:00 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/30/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 03/30/2018 14:56:02 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr reviewed case with engineer

*** Phone - Call - Inbound created on 03/30/2018 15:00:09 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr spoke with [redacted]
1.Advised wanting to have car taken to dlr for further inspection
2. Wtr advised will speak with dlr for loaner

call ended

*** Case note has been appended from duplicated auto-case on 04/05/2018 01:04:38 (PST)

Comments from Service Alert - TL

Dealer : Superior Kia
Technician : Clark Meyer
Service Manager : CLARK MEYER
Dealer Phone :
DPSM : Scot Smith
Vehicle Model : SORENTO LX FWD AUTO
Model Year : 2016
Mileage : 36944
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
#4 rod came out bottom of engine and vehicle caught fire.

[Diagnostics Performed]
Took photos of damage and got parts estimate. Sent DPSM copy of RO with parts list and photos. DPSM told me tc stop until further noticed. Neil Mowen from KIA called and wanted me to open a techline case.

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A39GG0[redacted]	[redacted]	37,000

Cincinnati, OH, [redacted] Prod. Date: 04/27/2015 Dealer: OH064 Superior KIA

Kia Case Type Lvl1: Inquiry
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: System&Policy/General
Kia Case Type Lvl4: Other

*** Phone - Call - Inbound created on 04/09/2018 13:30:22 (GMT-07:00) Mountain Time (US & Canada) and created by Steve Larez ***
[redacted] Smith called writer regarding case.

DPSM states.
1. Who does the dlr call for this case. It looks like a PL case.

Writer states.
1. It is,
2. Gave Gustavo as case owner.
3. I can call dlr as well.

*** Phone - Call - Inbound created on 04/09/2018 12:19:45 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr spoke with Clark, service manager:
1.Asked for estimate
2. Clark advised around 15,000 for parts
3. Wtr advised will review case

call ended

*** Phone - Call - Inbound created on 04/09/2018 14:38:17 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr spoke with [redacted]
1. Apologized for wait
2. Advised waiting on final question regarding estimate from dlr
3. Asked if rental situation was sorted at dlr

[redacted] stated:
1. Thank you for letting me know
2. I talked to the dlr and they can place me in a sorento if needed

Wtr stated
1. Ok
2. Will call tomorrow with updates

call ended

*** Phone - Call - Inbound commitment created on 04/09/2018 14:59:30 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/10/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound created on 04/11/2018 11:06:29 and created by Kelly Hammel ***
Clark Meyer, SVC MGR from OH064 called in:
1. What is the process for this claim? What is status?
2. I was told to reach out to Gustavo villela.
3. Ive emailed him a couple of times and no response.
4. Need to find out which way to move on this.
5. Customer has been in rental 10 days now.
6. This is definitely engine failure
7. I need an answer ASAP, please.

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A39GG[redacted]	[redacted]	37,000

Cincinnati, OH, [redacted] Prod. Date: 04/27/2015 Dealer: OH064 Superior KIA

Kia Case Type Lvl1: Inquiry
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: System&Policy/General
Kia Case Type Lvl4: Other

Writer states
1. Apologized
2. Called and LVM for Gustavo to call Clark, SVC MGR
3. Advised clark I sent him a message

Clark states
1. Please put in the case notes that I called and need an answer on this customer's situation, please.

Writer states
1.Of course, will do
2. Thank you

*** Phone - Call - Inbound created on 04/12/2018 16:37:22 (GMT-08:00) Pacific Time (US & Canada) and created by Paul King ***
1. received inbound call from customer. Transfer from reception.
2. customer was wanting to follow up on case and wanting to talk to Jeff Stroup.
3. Told customer I would walk over and alert Jeff to your case and need for a call back.
4. During the time we were talking Jeff called the customer and the she hung up with me and began a dialog with Jeff.

*** 04/16/2018 07:55:09 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Inbox/Need To Call and Sub Status of Working

*** Phone - Call - Inbound created on 04/13/2018 14:49:14 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr soke with customer 4/12
1. customer upset as if KMA offers 17 then customer would walk away with 2,000
2. customer inquired about SOC
3. wtr advised customer to go and look at vehicles to get a VIN
4. wtr advised with about 37,000 there may be a mileage fee around 10,000
5. customer advised she does not want to pay mileage fee
6. wtr advised would see if we could disount it but do think we would not be able to waive it

customer sent email to wtr:

Jeff- I went to Superior today and they were able to locate a Sorento LX with my same package but different color, which is fine. Here is the VIN 5xypg4a3xjg[redacted]

Look forward to hearing from you.

wtr spoke with customer 4/19
1. wtr advised again mileage fee would typically be about 10,000
2. wtr advised remember speaking with customer to see about getting it best as possible
3. wtr advised would be able to get MI fee at $2,500
4. customer advised she will speak with her husband but does not know if they will accept it
5. customer advised she would call wtr back tomorrow

*** Phone - Call - Inbound created on 04/26/2018 13:05:38 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
Ms. [redacted] called and stated:

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A39GG0[redacted]	[redacted]	37,000

Cincinnati, OH, [redacted] Prod. Date: 04/27/2015 Dealer: OH064 Superior KIA

Kia Case Type Lvl1: Inquiry
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: System&Policy/General
Kia Case Type Lvl4: Other

1. I have spoken with my husband
2. we still don't feel that we need to pay anything

wtr stated:
1. apologized for concerns
2. again, as the vehicle is repairable would be happy to repair and offer GW

ms. Delaet stated:
1. no we want the SOC
2. I have been speaking with Rick Barker at the dealer
3. if he pays the $2,500 would you do it then?

wtr stated:
1. I can call him to see if he would be willing to assist
2. once I speak with him I will contact you back
3. again as you are in a rental vehicle we need to proceed one way or the other

customer stated:
1. I will have my phone on me

*** Phone - Call - Outbound created on 04/26/2018 13:07:55 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr left voicemail for Rick at OH064 to call back.

*** Phone - Call - Outbound created on 04/26/2018 15:17:14 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr tried calling Rick at dlr but was advised he has already left for the day

*** Phone - Call - Outbound created on 04/26/2018 15:21:26 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr spoke with Ms. [redacted] and stated:
1. tried reaching out to the dealer again but understand he has left for the day

customer stated:
1. I have his cell phone so I will just call him and ask him to call you
2. thank you

wtr stated:
1. that would be great
2. thank you

*** Phone - Call - Inbound created on 05/01/2018 14:03:54 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr spoke with Rick(GM) at dlr
1. customer owns multiple Hyundai vehicles and this is first Kia vehicle
2. customer performs maintenance at their Hyundai store as they have good relationship with service advisor

*** Phone - Call - Outbound created on 05/01/2018 14:37:22 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr spoke with customer

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A39GG[redacted]	[redacted]	37,000

Cincinnati, OH, [redacted] Prod. Date: 04/27/2015 Dealer: OH064 Superior KIA

Kia Case Type Lvl1: Inquiry
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: System&Policy/General
Kia Case Type Lvl4: Other

1. advised would send offer letter to customer
2. customer was very happy with offer

*** Email - External Email Sent created on 05/01/2018 14:40:48 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
Michael,

As per my conversation with your wife, please see the attached offer letter. Please sign and return it. If you have any questions, please let me know.

Thank you,

*** 05/02/2018 09:47:01 ***
EB848C5A-A9CA-4156-8A08-329AFF47358B.jpeg added by [redacted] on 05/02/2018 09:47:00

*** 05/02/2018 09:47:02 ***
494469BE-8AE3-4981-AF60-B04F73B461B4.jpeg added by [redacted] on 05/02/2018 09:47:01

*** 05/02/2018 09:47:03 ***
Web - Note created on 05/02/2018 09:47:03 and created by [redacted]
Signed agreement

*** Others - Others created on 05/04/2018 16:05:48 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt sent request to KMF.

*** 05/07/2018 13:58:31 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 1. Intro Calls of Ryan Ristow by Jeff Stroup
Reason:

*** Phone - Call - Inbound created on 05/10/2018 16:21:03 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt received a VM from the customer requesting a C/B.

*** Phone - Call - Outbound created on 05/10/2018 16:21:22 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt contacted the customer:
1. I apologize for the delay.
2. I have received the KMF docs and will be submitting all the docs today.

The customer replied:
1. This is taking forever.
2. It shouldn't be taking 7 weeks.

Wrt replied;
1. I apologize, I will be sending out all the docs by tomorrow morning.
2. I will let you know when I send everything.

*** Email - External Email Sent created on 05/10/2018 16:24:30 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Rick,

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A39GG[redacted]	[redacted]	37,000

Cincinnati , OH, [redacted] Prod. Date: 04/27/2015 Dealer: OH064 Superior KIA

Kia Case Type Lvl1: Inquiry
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: System&Policy/General
Kia Case Type Lvl4: Other

Please sign and return the attached vehicle trade out authorization form.

Best,

*** Phone - Call - Outbound created on 05/11/2018 08:47:50 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt contacted the customer:
1. I am pending a signed document from the dealer.
2. once I get that back, I will submit.
3. I emailed to Rick.

Customer replied;
1. He is off today.

Wrt replied:
1. Okay, I will see if anyone wants to reach out to him if I do not hear back soon.

*** Email - External Email Received commitment created on 05/11/2018 08:50:04 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/18/2018 and created by Ryan Ristow ***

*** 05/11/2018 09:00:43 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1. Intro Calls and Sub Status of Assigned

*** Email - External Email Received commitment fulfilled on 05/14/2018 13:42:33 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/18/2018 closed by Ryan Ristow ***
Wrt spoke with GM:
GM stated:
1. the prices we have do not match.

Wrt replied;
1. Let's verify that we have the same VINs.

GM replied:
1. That is it.
2. We have different VINs.
3. I will confirm with the customer which VIN they are after.
4. I will give you a call tomorrow at 10AM.

Wrt replied:
1. Okay, thanks for the help.

*** Phone - Call - Inbound commitment created on 05/14/2018 13:42:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/15/2018 and created by Ryan Ristow ***

*** Phone - Call - Inbound commitment fulfilled on 05/15/2018 14:30:00 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/15/2018 closed by Ryan Ristow ***
Wrt spoke with GM:
1. Did you double check?

GM replied:

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A39GG[redacted]	[redacted]	37,000

Cincinnati, OH, [redacted] Prod. Date: 04/27/2015 Dealer: OH064 Superior KIA

Kia Case Type Lvl1: Inquiry
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: System&Policy/General
Kia Case Type Lvl4: Other

1. yes, we have a different VIN on file.

Wrt replied:
1. Okay, I will confer with the customer make sure we have the correct VIN.

*** Phone - Call - Outbound created on 05/15/2018 14:30:13 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt contacted the customer:
1. Calling in regards to the vehicle.
2. want to make sure we have the correct VIN.

Customer replied;
1. The correct VIN is 5XYPG4A3XJG[redacted]

Wrt replied:
1. okay, sounds good.
2. We had the wrong one recorded initially I will speak with the dealer because it appears that this vehicle is not on the dealer lot.

Customer replied:
1. okay, I have guests over.
2. can I keep the rental until Monday.

Wrt replied:
1. That is fine.
2. I will continue to update you.

*** Phone - Call - Outbound commitment created on 05/15/2018 14:32:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/16/2018 and created by Ryan Ristow ***

*** 05/15/2018 14:32:50 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1. Intro Calls and Sub Status of Assigned

*** Phone - Call - Outbound commitment created on 05/15/2018 14:32:14 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/17/2018 and created by Ryan Ristow ***

*** Phone - Call - Outbound commitment updated on 05/17/2018 10:29:42 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/17/2018 and updated by Ryan Ristow ***
Wrt attempted to contact GM:
1. He is out of office.
2. Call back tomorrow

*** Phone - Call - Outbound commitment updated on 05/17/2018 10:29:46 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/18/2018 and updated by Ryan Ristow ***

*** Phone - Call - Outbound commitment fulfilled on 05/18/2018 13:41:16 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/18/2018 closed by Ryan Ristow ***
Wrt attempted to reach the GM.
1. Not in the office.
2. Wrt left a VM requesting a C/B.

*** Phone - Call - Outbound created on 05/18/2018 13:41:18 (GMT-08:00) Pacific Time (US & Canada) and

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A39GG0[redacted]	[redacted]	37,000

Cincinnati, OH, [redacted] Prod. Date: 04/27/2015 Dealer: OH064 Superior KIA

Kia Case Type Lvl1: Inquiry
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: System&Policy/General
Kia Case Type Lvl4: Other

created by Ryan Ristow ***
Wrt left a VM for the DPSM.

*** Phone - Call - Outbound commitment created on 05/18/2018 13:41:51 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/21/2018 and created by Ryan Ristow ***

*** Phone - Call - Outbound commitment updated on 05/21/2018 10:18:19 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/21/2018 and updated by Ryan Ristow ***
Wrt left a VM for the GM.

*** 05/21/2018 10:18:39 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1. Intro Calls and Sub Status of Assigned

*** Phone - Call - Outbound commitment fulfilled on 05/21/2018 13:23:46 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/21/2018 closed by Ryan Ristow ***
Wrt spoke with the dealer:
1. Dealer stated he could assist with dealer trade and would get the vehicle by tomorrow morning.

Wrt replied;
1. Great, thanks for the help.

*** Phone - Call - Inbound commitment created on 05/21/2018 13:24:21 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/22/2018 and created by Ryan Ristow ***

*** Phone - Call - Inbound commitment fulfilled on 05/23/2018 09:06:11 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/22/2018 closed by Ryan Ristow ***
Wrt confirmed VIN with the GM.

*** Others - Others commitment created on 05/23/2018 09:11:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/24/2018 and created by Ryan Ristow ***

*** Phone - Call - Outbound created on 05/23/2018 09:13:44 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt left a VM for the customer.

*** Others - Others commitment fulfilled on 05/23/2018 15:25:11 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/24/2018 closed by Ryan Ristow ***
Wrt confirmed VIN with KMF.

*** Others - Others created on 05/23/2018 15:26:06 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt sent and received the signed trade out authorization form.

*** Others - Others created on 05/23/2018 15:26:37 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt submitted VRS 112562.

*** Others - Others created on 05/23/2018 15:26:59 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt submitted packet to Morley.

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A39GG[redacted]	[redacted]	37,000

Cincinnati, OH, [redacted] Prod. Date: 04/27/2015 Dealer: OH064 Superior KIA

Kia Case Type Lvl1: Inquiry
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: System&Policy/General
Kia Case Type Lvl4: Other

*** Others - Others commitment created on 05/23/2018 15:27:43 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/08/2018 and created by Ryan Ristow ***

*** 05/30/2018 08:28:00 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 4. Call to Dealer and Sub Status of Assigned

*** Others - Others commitment fulfilled on 06/07/2018 10:11:34 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/08/2018 closed by Ryan Ristow ***
Wrt submitted supplemental check request through VRS.

*** Others - Others commitment created on 06/07/2018 10:11:52 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/28/2018 and created by Ryan Ristow ***

*** Others - Others commitment updated on 06/28/2018 08:12:40 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/03/2018 and updated by Ryan Ristow ***

*** Others - Others commitment created on 06/07/2018 10:11:37 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/10/2018 and created by Ryan Ristow ***

*** Others - Others commitment created on 06/07/2018 10:11:37 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/17/2018 and created by Ryan Ristow ***

*** Others - Others commitment created on 06/07/2018 10:11:37 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/24/2018 and created by Ryan Ristow ***

*** Others - Others commitment created on 06/07/2018 10:11:37 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/31/2018 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 07/25/2018 13:02:13 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/31/2018 closed by Ryan Ristow ***
Hi [redacted],

I have the check to mail to you. Can you confirm your address and I will get it in the mail today.

Best,

*** Others - Others created on 07/25/2018 13:17:06 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Address verified. Check mailed.

*** Phone - Call - Inbound commitment fulfilled on 07/25/2018 13:17:55 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/10/2018 closed by Ryan Ristow ***

*** 07/25/2018 13:17:57 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Ryan Ristow with Resolution Code : Repurchase/SOC
[Resolution Summary]
Case closed pending customer contact.

*** 08/16/2018 09:05:58 ***
Reopened by Everett Thomas with Sub Status of Working

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A39GG[redacted]	[redacted]	37,000

Cincinnati, OH, [redacted] Prod. Date: 04/27/2015 Dealer: OH064 Superior KIA

Kia Case Type Lvl1: Inquiry
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: System&Policy/General
Kia Case Type Lvl4: Other

*** Phone - Call - Inbound created on 08/16/2018 09:06:11 and created by Everett Thomas ***
Keith called from Superior Kia
1 Hey
2 Still waiting on a check from KIA due to lemon law

Wrt states
1 Apolgized
2 Let me look into it
3 Please hold for a bit

Dlr states
1 okay

Looks into case for a few mins

Wrt states
1 Im unable to find the appropriate information for you
2 Im going to have to transfer this to someone else who can better assist you
3 Please hold while I do so

Dlr states
1 Thank you very much

****Transferred to Issac***

*** Phone - Call - Inbound created on 08/16/2018 09:13:44 and created by Issac Carrillo ***
Svc Manager Clark States
1. Was calling in regards to a reimbursement that we're supposed to receive here
2. But we have not gotten anything.
3. Need to get my GM off my back.

Writer States
1. Apologized.
2. Advised Clark wrt was going to review notes.
3. Explained that wrt would get case sent out to NCA.

Clark States
1. OKay.

*** 08/16/2018 09:42:46 ***
Dispatched from WIPBin = 1 - Default to Queue National CA by Issac Carrillo
Reason:

*** 08/17/2018 07:33:12 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 08/17/2018 07:36:52 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 1. Intro Calls of Ryan Ristow by Jeff Stroup
Reason:

*** Email - External Email Sent created on 08/17/2018 08:22:43 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A39GG[redacted]	[redacted]	37,000

Cincinnati , OH, [redacted] Prod. Date: 04/27/2015 Dealer: OH064 Superior KIA

Kia Case Type Lvl1: Inquiry
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: System&Policy/General
Kia Case Type Lvl4: Other

Hi Ric,

I saw someone was requesting an update regarding the status of the vehicle payment. My record shows it was payed on the parts statement already. Contact me with any question

Best,

*** 08/17/2018 08:23:07 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Ryan Ristow with Resolution Code : Repurchase/SOC
[Resolution Summary]
Case closed pending customer contact.

Kia Motors America
Consumer Affairs Department

L name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA36GG[redacted]	[redacted]	72,000

Watertown, NY, [redacted] Prod. Date: 10/21/2015 Dealer: NY132 Fx Caprara KIA

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

Case History

*** 03/29/2018 16:02:29 ***
Contact = AMY DAVIS, Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 03/29/2018 16:01:51 and created by Dianne Clark ***
Forwarding to NCA
1- Customer alleges vehicle caught on fire while driving
2-Vehicle is currently down at 3rd party repair shop
3-Customer is requesting inspection
4- Please review and respond accordingly

*** 03/29/2018 16:06:05 ***
Dispatched from WIPBin = Default to Queue National CA by Dianne Clark
Reason:

*** 03/30/2018 07:44:00 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted, from Queue = National CA to WIPBin Inbox/Need To Call

*** 03/30/2018 08:14:06 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 1.1 Default/IC of Gustavo Villela by Jeff Stroup
Reason:

*** Phone - Call - Inbound created on 04/02/2018 10:03:57 (GMT-05:00) Eastern Time (US & Canada) and created by Eric Swecker ***
Cust states:
1. I am calling to get an update my case
2. Can you help?

Writer states:
1. Apologize.
2. Adv her the case has been escalate up to our NCA team, and it takes to 2 to 3 business days for them to contact you.

Cust states:
1. Okay, the repair shop says there is a hole in the block and I need to take to it a dlr.
2. Can you help with that? The closest dlr is Fx Caprara Kia.

Writer states:
1. Apologize.
2. Adv her that she is currently outside of 5/60k and she will need to pay for the tow.
3. Adv her that she could speak with NCA team due to they have other resources available.

Cust states:
1. Okay, thank you.

*** 04/02/2018 07:45:13 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1.1 Default/IC and Sub Status of Assigned

*** Phone - Call - Inbound created on 04/03/2018 10:30:51 (GMT-07:00) Arizona and created by Sasha Kerns ***
Customer states:
1: Checking status
2: I'm without a vehicle
3: Need to know what is going to be done

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA36GG[redacted]	[redacted]	72 000

Watertown, NY, [redacted] Prod. Date: 10/21/2015 Dealer: NY132 Fx Caprara KIA

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

Writer states:
1: Apologized
2: Advised no further updates
3: Advised will document in case
4: Gave CM number

*** Phone - Call - Inbound created on 04/04/2018 09:16:21 (GMT-07:00) Arizona and created by Erika Lento ***
Cust states:
1.I know this has been pushed up to the National level
2.This happened Thursday and now it's Wednesday
3.Something needs to be done now
4.I don't have a vehicle to drive
5.They told me my case managers name is Gustavo and gave me his number
6.I haven't been able to reach him

Wrt states:
1.Apologized
2.Let me reach out to him
3.*placed cust on hold
4.*emailed GVillela
5.I reached out to your case manager
6.I let him know you need a call
7.He will reach out when he is able

Cust states:
1.ok

*** Phone - No Callback created on 04/04/2018 13:32:28 and created by Jacob Adams ***
customer states
1 is Gustavo Villela available

writer states
1 he is not available
2 i did leave him a message for him to call back

*** Phone - Call - Inbound created on 04/06/2018 13:25:11 (GMT-05:00) Eastern Time (US & Canada) and created by Jada Jones ***
cust states
1. I am checking on my case I haven't got a call back and no contact I need my case manager to speak with me and to have contact

wrt states
1. apologized
2. advised cust I will note case and update case manager to call her

cust states
1. thanks

*** Phone - No Callback created on 04/06/2018 16:22:05 and created by Susan Torborg ***

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPGDA36GG[redacted]	[redacted]	72 000

Watertown, NY, [redacted] Prod. Date: 10/21/2015 Dealer: NY132 Fx Caprara KIA

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

Customer states:
1. I need to speak to my CM
2. He is not returning my calls. I have left numerous messages

Writer states;
1. I apologize
2,. I can send to my supervisor and have her send him an email

Customer states:
1. The last person I spoke to told me she was doing that but I still have not gotten a call

Writer states:'
1. I can try calling him again

Customer states :
1. Ok go ahead and transfer me , I will leave another message.
Transferred to Gustavo line

*** Phone - No Callback created on 04/17/2018 12:23:04 (GMT-07:00) Mountain Time (US & Canada) and created by Helena Camacho ***
Cust states:
1. I am calling for an update to my case
2. still have yet to get a call back from my case owner
3. i was told his supervisor would be contacted and i would get a call back
4. i want to talk to someone today
5. we took the car to the dealer
6. we got a ext warranty
7. the are going to replace the engine/radiator
8. under the car there are wiring harness that are melted and they wont replace them
9. i wanted to trade it in
10. we wont get anything for it
11. insurance is not doing anything about it, they say its a mechanical/electrical break down
12. i think kia needs to make this right
13. FX Caprara kia, they gave me a rental today
14. i dont want this car back
15. my son was in the car when this happened
16. everyone else i have spoken to would never get back into a car that has been on fire
17. i would get into another kia but not this one

Writer states:
1. apologized
2. Gustavo Villela is not available at this time
3. i have reached back out JJones to make contact to case owner for follow up
4. she is going to follow up with agent/sup and get you a call back

Cust states:
1.

Writer states:
1. apologized
2. let me see if your case manager is available

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPGDA36G[redacted]	[redacted]	72,000

Watertown, NY, [redacted] Prod. Date: 10/21/2015 Dealer: NY132 Fx Caprara KIA

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

-TCS not available on another call or away from their desk

3. Apologized
4. Thank you for your patience your case manager is looking into your concern
5. I can send you to their voice mail and note your case
6. they are not available at this time

Cust states:
1. ok thank you

<For Internal Use Only
-cust req buy back
-veh is down at FX Caprara Kia since 4/11/2018
-issues happened on 3/28/2018>

*** Note - Others created on 04/17/2018 14:44:12 (GMT-05:00) Eastern Time (US & Canada) and created by Robyn Hall ***

<For Internal Use Only
Email sent to NCA requesting call back to customer with status>

*** Phone - Call - Inbound created on 04/17/2018 11:53:20 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr spoke with Adam, service manager:
1. Adam advised customer was placed in rental today
2. DPSM approved repair today
3. Ordering the parts
4. Wtr advised will follow up with repair

call ended

*** Phone - Call - Inbound created on 04/17/2018 11:55:18 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr LVM for Amy Davis

*** Phone - Call - Inbound commitment created on 04/17/2018 11:56:52 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/18/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound created on 04/18/2018 15:19:08 (GMT-05:00) Eastern Time (US & Canada) and created by Eric Swecker ***
Cust states:
1. I am calling because I have been call you all to get an update on my case, but Gustavo did finally called us, but he call my husband, and he cannot answer the phone.
2. Could you change it or update it to my phone ([redacted]
3. The phone is always while me.

Writer states:
1. Apologize.
2. Adv her that we have update the phone and we have noted it in the case.

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA36GG[redacted]	12676046	72,000

Watertown, NY, [redacted] Prod. Date: 10/21/2015 Dealer: NY132 Fx Caprara KIA

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

Cust states:
1. Okay, thank you I have been calling him all day, and I just want to make sure that he calls the right number.

Writer states:
1. Adv we will send him an email asking him to call your #.

Cust states:
1. Okay, thank you.

*** Phone - Call - Inbound created on 04/18/2018 14:09:11 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
WTr spoke with [redacted]
1. Wtr advised dpsm approved repair
2. Cust stated dont want repair
3. Wtr referred to wicam
4. Wtr asked for sales contract, loan amount, and maintenance history
5. Wtr advises will call dlr to pause on repairs
6. Wtr advised would need docs asap
7. Cust agreed to send them over asap

call ended

*** Phone - Call - Inbound created on 04/18/2018 15:11:40 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr Spoke with Adam, service manager:
1. Wtr advised to hold off on repairs
2. Wtr advised will follow up on decision tomorrow
3. Adam agreed

call ended

*** Phone - Call - Inbound commitment updated on 04/18/2018 15:15:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/19/2018 and updated by Gustavo Villela ***

*** Phone - Call - Inbound created on 04/19/2018 15:13:34 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr spoke with [redacted]
1. Wtr thanked for submitting docs for review
2. Offered 2 options to customer
   1. Repair of vehicle and 5 car payments
   2. Repurchase of vehicle (deduction of $19,839.39)
   3. SOC with mile (deduction of $19,839.39)
3. Cust asked if they can take the night to think about it
4. Wtr advised of course

call ended

*** Phone - Call - Inbound created on 04/19/2018 15:58:47 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr spoke with [redacted]

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA36GG[redacted]	[redacted]	72 000

Watertown, NY, [redacted] Prod. Date: 10/21/2015 Dealer: NY132 Fx Caprara KIA

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

1. Amy advised looking into option 3
2. Amy advised would want to see about assistance with mileage deduction
3. Wtr advised can review
4.Wtr asked cust to look for new vehicle at dlr and get vin for more exact estimate
5. Wtr asked cust to move forward on repairs for any option
6. Cust agreed, call ended

*** Phone - Call - Inbound commitment fulfilled on 04/19/2018 16:27:40 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/19/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound commitment created on 04/19/2018 16:28:18 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/20/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound created on 05/01/2018 08:20:31 and created by Eric Thompson ***
cust states
1 Have been calling Gustavo and spoke with Jada
2 Restated issues
3 Emailed yesterday

wrt states
1 Will request that CM call you

cust states
1 Thank you

*** Phone - Call - Inbound created on 05/01/2018 08:19:30 and created by Eric Thompson ***
-

*** Phone - Call - Inbound created on 05/02/2018 11:47:38 and created by Xavier Bonner ***
Customer
1. calling to try and reach case representative
2. Have not heard from him in almost 2 weeks
3. Left multiple messages and called multiple times and have not heard anything back on this
4. Just trying to get somewhere cause it has been over a month now since

Writer states
1. Apologized
2. Will see what can do in trying to reach him
3. One moment will see if available

Not available went to VM
sent email to supervisor to request call back
line was disconnected when customer on hold

*** Phone - No Callback created on 05/02/2018 13:33:14 and created by Sarah Samples ***
Cust states:
1. I have been calling everyday and sending messages to our case representative GUs and rcvd no callbacks from him.
2. I have cllaed and had emails sent to his supervisor and still no one calls me back

wrt states:
1. apologized

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPGDA36GG[redacted]	[redacted]	72 000

Watertown, NY, [redacted] Prod. Date: 10/21/2015 Dealer: NY132 Fx Caprara KIA

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

cust states:
1. i am very frustrated and want to speak to someone else.

wrt states;
1. advised will see if a supervisor is available

cust states;
1. OK thank you

Transferred to JJONES ext 44809

*** Phone - Call - Inbound created on 05/02/2018 16:39:02 (GMT-05:00) Eastern Time (US & Canada) and created by Jada Jones ***
SUP CALL
introduced myself
wrt states
1. how can I help

cust states
1. I need to speak with my case manager and I haven't heard anything and this has been 4/20/18
2. all I need is a call back and to know what we are doing

wrt states
1. advised cust that I will reach out to the sup and get her a call back

cust states
1. thank you

*** Phone - Call - Inbound created on 04/30/2018 10:26:09 (GMT-07:00) Arizona and created by Kevin Brazzle ***
Cust states:
1. I have not heard from my case manager.
2. I have left multiple messages and sent him emails and he is not returning my calls.

Writer States:
1. Apologized for non contact.
2. Advised will send call back request via email.
3. Normal turn around time is in 24 hours from when request is sent.

cust thanked writer.

*** Phone - Call - Inbound created on 05/03/2018 10:51:59 (GMT-07:00) Arizona and created by Angel Soto ***
Cust states:
1. havent received a cb from Gustavo since 04/20/18
2. I spoke to Jada and she said she would email him and send an email to his sup
3. I have emailed him and I have not heard a word, he wanted the vin number to the new veh purchased, they gave us 3 options
- I didnt want a veh on fire

Last_name	First_name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA36GG[redacted]	[redacted]	72 000

Watertown, NY, [redacted] Prod. Date: 10/21/2015 Dealer: NY132 Fx Caprara KIA

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

- they would buy the veh
- or put us in a veh same make

4. We chose the same veh make and model which we did and I have not heard from him since
5. I have not heard from him since and it is very frustrating that we dont know what is going on

Writer states:
1. Verified cust info
2. Writer just sent Gustavo an email to call you.

Cust states:
1. That has been done by many people including me.

Writer states:
1. Apologized
2. Writer can let sup know regarding concern

*** Phone - No Callback created on 05/07/2018 12:21:49 (GMT-07:00) Mountain Time (US & Canada) and created by Octavia Murray ***
Customer States:
1. I am needing to talk to Gustavo Villela
2. I have called and no one has called back
3. I want to talk to someone higher or something
4. When I talked with him on 04.20.2018 I thought we had this taken care of
5. I need to know what is going on.

Writer States:
1. Apologized
2. I can call Gustavo to see if he available
3. Called Gustavo no anwer
4. Advised customer will send request to supervisor requesting someone higher
5. Emailed TSoto for request.

Customer States:
1. Thank you

Writer states:
1. You're Welcome
2.Thank you for call KCAC

*** Phone - Call - Inbound created on 05/08/2018 15:40:43 (GMT-05:00) Eastern Time (US & Canada) and created by Kristi Smith ***
cust states:

1. We can't get a call back regarding this case.
2. This is crazy.
3. Her vehicle caught on fire and Kia won't respond back.

wrt states:

1. Apologized.
2. Case has been escalated to National level.
3. Would need to contact Gustavo directly at 949-430-3321.

Last_name	First_name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA36GG[redacted]	[redacted]	72,000

Watertown, NY, [redacted] Prod. Date: 10/21/2015 Dealer: NY132 Fx Caprara KIA

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

cust states:

1. He won't answer.
2. If I have to get a lawyer then I will.
3. I will talk to the owners of Caprera Kia and see what they can do.
4. I will tell everyone I know to get rid of their Kia because they do not stand behind the warranty.
5. Have a good day.

*** Phone - No Callback created on 05/08/2018 12:47:31 and created by Jacob Adams ***
customer states
1 i am looking for an update on my case

writer states
1 no update at this time

*** Web - Note created on 05/08/2018 18:34:09 (GMT-05:00) Eastern Time (US & Canada) and created by Dennis Whitman ***
*****Duplicate Case Note*****

Case #[redacted] - Gustalvo Villela has been contacted multiple times and I have called the 800 Kia office and have not been successful at getting answers on our case. I have not heard from Gus since April 20 and we need answers. I have also spoken with Jada and have gotten no reply from National office. We were given 3 options on April 19, chose one and did what I was supposed to and let Gus know on the 20th. Since then , nothing! Could I please get a number for someone else at the national office that I could call? My car malfunctioned and caught fire on March 29, 2018 and we need a vehicle.

*****End Duplicate Case Note*****

*** Phone - Call - Inbound created on 05/14/2018 08:18:30 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
WTr spoke with [redacted]
1. Advised case is going to be reviewed with management for amount
2. Will get back to you today
3. Cust thanked

call ended

*** Phone - No Callback created on 05/21/2018 11:14:13 (GMT-07:00) Arizona and created by Michael Haynes ***
The caller states:
1. We have an open case
2. We cannot get the NCA representative to contact us back
3. We have chosen the 3rd option twice on this case
4. Was promised an e-mail on 5/15/18
5. Can that office be alerted?

The writer states:
1. Apologizes, I can send an alert on that now

*** Phone - Call - Inbound created on 05/21/2018 13:48:52 and created by Kevin Weeks ***
Cust states
1-can you connect me to my case owner - we can get a hold of my case owner and this is getting out of hand

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPGDA36GG[redacted]	[redacted]	72 000

Watertown, NY, [redacted] Prod. Date: 10/21/2015 Dealer: NY132 Fx Caprara KIA

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

2-I have spoken to many people including Jada in your dept. and she cant even get anything done

wrt states
1-Apologized
2-please hold and I will try to call your case owner now

cust states
1-Thank you

wrt states
1-explained cust info why the call -- left case# on VM

---

wrt states
1-apologize for the long hold
2-I called and left him a VM and should be calling you back
3-your case owner is actively working your case that I can see, sometimes it takes time
4-I will also update the notes on the case as well

cust states
1-thank you

*** Phone - Call - Inbound created on 05/29/2018 07:53:39 and created by Rebecca Woodard ***
Cust:
1. I am calling to get an update on my case, I have seen on the news about other vehicles catching on fire.
2. It has been 2 months since my vehicle caught on fire, and I am about to make my 3rd payment on a car that I don't even have, I need to get some answers on this because no one has ever called me back

Writer:
1. Apologized
2. I will reach out to your CM and see if they are available to speak with you
3. Called CM, No answer, went to VM
4. I can transfer you to his voicemail and you can leave a message if you would like.

Cust:
1. I have left several messages and I cannot get him to contact us back, last time he called was on 05/14/2018, he gave us 3 options and was told he would send an email to me for the offer and I have not gotten the email
2. I just want to get this taken care of, at this point we may have to get a lawyer involved because it is not getting taken care of

Writer:
1. I have spoken with my supervisor, I am going to send the information to her, as soon as she gets the email she is going to call the supervisor from NCA and make sure someone gets in contact with you.

Cust:
1. ok, I want a call back today or we will have to go a different route

*** Email - Internal Email Received created on 06/01/2018 07:23:56 (GMT-07:00) Arizona and created by Lael Clark ***
Email received from DPSM MHoff inquiring status on the case

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA36GG1[redacted]	[redacted]	72,000

Watertown, NY, [redacted] Prod. Date: 10/21/2015 Dealer: NY132 Fx Caprara KIA

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

<For Internal Use Only
Case does not belong to KCA - Case is owned by GVillela at NCA - Email has been sent back to DPSM advising of such>

*** Phone - Call - Inbound created on 06/01/2018 07:25:33 (GMT-07:00) Arizona and created by Lael Clark ***
Writer called NCA CSR GVillela (949-430-3321) and left VM:
1. Gave writer's name and case info
2. Calling to advise writer is getting emails on this case, requesting status
3. Advised case belongs to GVillela, and customer is alleging have not heard anything from GVillela since 4/20/2018
4. Advised not writer's region, and of multiple documented attempts at getting GVillela to reach out to customer
5. Requested GVillela call customer, dealer, or DPSM to advise of status and resolve case
6. Gave ECR contact and case number
7. Requested callback with questions

*** Phone - Call - Inbound created on 06/07/2018 14:35:17 (GMT-05:00) Eastern Time (US & Canada) and created by Kristi Smith ***
cust states:

1. Calling to get an update.

wrt states:

1. Apologized.
2. Advised would update case notes and request a call back.
3. Will request a call back.

cust states:

1. Ok, thank you.

*** Email - Internal Email Received created on 06/08/2018 07:45:27 (GMT-07:00) Arizona and created by Lael Clark ***
Email received from DPSM MHoff, inquiring on contact

*** Email - Internal Email Sent created on 06/08/2018 07:46:17 (GMT-07:00) Arizona and created by Lael Clark ***
Email sent to CAFOM JStroup requesting assistance

*** Phone - Call - Inbound commitment created on 06/13/2018 16:14:19 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/14/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound created on 06/18/2018 13:45:37 and created by Sandra Clark ***
Customer states
1. I need to speak to someone
2. Why will no one call me back

1. Apologized.
2. Advised would update case notes and request a call back.
3. Will request a call back.

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA36GG[redacted]	[redacted]	72,000

Watertown, NY, [redacted] Prod. Date: 10/21/2015 Dealer: NY132 Fx Caprara KIA

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

*LVM for SKim

*** Phone - Call - Inbound created on 06/18/2018 13:49:23 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received message from customer:
1. Hi Samuel
2. This is [redacted]
3. Gus is our case worker I guess
4. And just wanting to get a call back to let us know where the status of our Kia Sedona that caught on fire March 28th of this year
5. We still have not gotten a resolve or an email or anything like that
6. So if you could please give me a call back
7. My name is [redacted] my number is area code [redacted]
8. Thank you very much, bye

*** Phone - Call - Outbound created on 06/18/2018 16:25:44 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr spoke with Ms. [redacted]
1. customer advised dlr still waiting to hear back from KMA in reference to start repairs to vehicle
2. customer advised she sent back paperwork for Option 3 for SOC and $5,000 customer contribution
3. customer advised she was going to refi vehicle
4. customer advised she sent CSR the VIN to the vehicle she wanted about a month ago
5. customr advised she wants dark interior and red or steel grey look exterior
6. wtr advised would contact dlr and then contact customer back tomorrow

*** Letter - Letter Received created on 06/22/2018 14:29:08 (GMT-08:00) Pacific Time (US & Canada) and created by Brecon Crosby ***
NCA rec'd letter from the State of NY Office of the AG. Letter states:
1. Enclosed please find a copy of a complaint filed by the above consumer.
2. I request that you review the complaint and stare your response in writing.

Attaching to case.

*** Phone - Call - Inbound commitment fulfilled on 06/26/2018 07:57:02 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/14/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 06/26/2018 07:57:04 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr LVM for Sales department

*** Phone - Call - Inbound commitment fulfilled on 06/26/2018 08:09:30 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/26/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 06/26/2018 08:09:32 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr received email from Ms. [redacted]
1. "Good morning,

I received a call from Jeff Stroup and thought we were actually going to get something done. However, he called Monday, June 18 and said we would hear from him the next day and haven't heard anything since. Please let us know what is going on. We take vacation in the summer and we cannot go out of state or more than 100 miles away from where we got the rental car. We need to have this settled and have a car to drive."

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA36GG[redacted]	[redacted]	72,000

Watertown, NY, 13601 Prod. Date: 10/21/2015 Dealer: NY132 Fx Caprara KIA

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

*** Phone - Call - Inbound created on 06/26/2018 08:09:52 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr spoke with Brad Charleton, gm of NY132:
1. Wtr gave cust specifications of vehicle
2. Brad gave vin of 5XYPGDA39KG[redacted]
3. Wtr advised will follow up with GM

call ended

*** Phone - Call - Inbound created on 06/26/2018 08:13:19 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr sent email to Ms. [redacted]
1. "Ms. [redacted]

I just got off the phone with the dealership and received a new vin for a vehicle that fit your specifications when you spoke with Jeff Stroup last week. The dealer is holding the car and we are processing on our end. I will be following up with you in a few days once the paperwork has processed and the dealer can transfer the vehicle.

Thank you,"

*** Phone - Call - Inbound commitment created on 06/26/2018 08:14:03 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/26/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound created on 06/26/2018 14:02:11 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr receiveed email from ms. [redacted]
1. "Gus,

Thank you for getting back to me. My husband had went to the dealership last week and they had a blue Sorento with black interior with the same options as ours had. I also would like to make sure that the vehicle has a car starter installed. Ours had a car starter when we purchased it from the dealer.

Thanks again!"

*** Phone - Call - Inbound created on 06/26/2018 14:02:37 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr sent email to Ms. [redacted]
1. "Ms. [redacted]

When I was speaking with Brad, the general manager, he did mention a blue vehicle. Just to make sure we get a vehicle that fits all your needs, Can you give a call to Brad Charleton at (315)788-5427 and let him know what specifications you want. He has my contact info so once a vehicle is found, have him send me the vin.

Thank you,"

*** Phone - Call - Inbound created on 06/26/2018 14:05:21 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr received email from Ms. [redacted]
1. "Good afternoon Gus,

I in no way way to delay things from happening, hoping we could be in a vehicle this week. The deal offered to us

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA36GG[redacted]	[redacted]	72,000

Watertown, NY, [redacted] Prod. Date: 10/21/2015 Dealer: NY132 Fx Caprara KIA

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

was a car with our current payment plus $5000. We would have to refinance because we don't have the $5000 cash, however I could come up with $3000 cash and just keep the payment we have and not have to involve the finance people other than changing the VIN.

I personally think this is a fair offer because we have been going through this for three months now and we are on our fourth rental car. We have had to make trips to Watertown which is out of our way to pick up vehicles and we have spent a lot of our time just calling and contacting Kia and the attorney generals office. I thought this may just make the process a little easier because we wouldn't have to refinance and all that paperwork wouldn't have to be done.

Once again, I don't want to slow up the process so if this is not feasible then we will just have to refinance. Please consider this however as a viable option. Thank you for your consideration."

*** Phone - Call - Inbound created on 06/26/2018 14:28:00 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr emailed GM tradeout authorization form

*** Phone - Call - Inbound created on 06/27/2018 11:21:39 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr called and LVM for Brad, gm

*** Phone - Call - Inbound commitment fulfilled on 07/02/2018 14:08:47 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/26/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 07/02/2018 14:53:52 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr Sent docs to more

*** Phone - Call - Inbound created on 07/03/2018 14:01:53 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr received email from morley:
1. "Good afternoon Guss,

Can you please send me a copy of the customer's title?

I also see you have "Compliance other" selected with a date of 7/9. Can you please clarify what type of compliance this is?

Thank you,"

*** Phone - Call - Inbound created on 07/03/2018 14:05:36 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr sent email to Ms. [redacted]
1. "Ms. [redacted]

I apologize for the wait. We needed to hear back from Kia Motors Finance to have the new vehicle approved. The only contribution you would have is the $3000.

At this point a third party named Morley will be contacting you for the transaction of the vehicle. They have asked me for a copy of your title. Can you email me a copy of your title?

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA36GG[redacted]	[redacted]	72 000

Watertown, NY, [redacted] Prod. Date: 10/21/2015 Dealer: NY132 Fx Caprara KIA

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

Thank you,"

*** Phone - Call - Inbound commitment created on 07/03/2018 14:13:27 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/05/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 07/03/2018 16:09:01 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/05/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 07/03/2018 16:10:10 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Received copy of title and sent to morley

*** Phone - Call - Inbound commitment created on 07/03/2018 16:10:42 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/10/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 07/10/2018 10:21:06 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/10/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound commitment created on 07/10/2018 10:21:25 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/19/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound created on 07/10/2018 10:21:29 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr, pending morley pickup

*** Phone - Call - Inbound commitment fulfilled on 07/26/2018 08:20:39 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/19/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound commitment created on 07/26/2018 08:21:04 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/31/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 07/27/2018 17:29:44 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/20/2018 closed by Gustavo Villela ***

*** Letter - Letter Received created on 07/31/2018 07:44:35 and created by Jazmin Diaz ***
NCA rec'd letter from The State of NY Office of the AG. Letter states:
1. We have not rec'd your response to our prior letter regarding Amy [redacted] complaint.
2. Copy enclosed.
3. We request you provide our office with a formal response within 5 business days.

Attaching to case.

*** Phone - Call - Inbound created on 07/31/2018 08:37:43 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr sent repsonse to AG and morley complete

*** Phone - Call - Inbound commitment fulfilled on 07/31/2018 08:38:23 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/31/2018 closed by Gustavo Villela ***

*** 07/31/2018 08:38:26 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Gustavo Villela with Resolution Code : Repurchase/SOC
[Resolution Summary]

Last_name	First_name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA36GG[redacted]	[redacted]	72 000

Watertown, NY, [redacted] Prod. Date: 10/21/2015 Dealer: NY132 Fx Caprara KIA

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

No further contact required

*** Case 12676046 is sent on 8/20/2018 9:11:27 by Xavier Bonner
To: MHOFF@KIAUSA.COM
Cc: gvillela@kiausa.com
Title: ACTION REQUIRED - Repair Review:NY132, [redacted]

*** 09/27/2018 11:34:23 ***
Reopened by Judith Taylor with Sub Status of Working

*** Phone - No Callback created on 09/27/2018 11:34:33 and created by Judith Taylor ***
Ms. Grant from the NY attorney generals office call asking why no one had responded to 3 letter that were sent out to Kia.
Explained to her that normally we deal with the customer and it looked like we had a resolution to repurchase the car. She will call the customer to see if she has received the settlement but is very upset that no one responded to her letters

*** 09/27/2018 11:42:48 ***
Dispatched from WIPBin = Default to Queue National CA by Judith Taylor
Reason: Had to reopen to note case

*** 09/28/2018 08:05:51 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 09/28/2018 08:46:57 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin Default of Gustavo Villela by Jeff Stroup
Reason:

*** Phone - Call - Inbound commitment created on 09/30/2018 11:47:43 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/01/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 10/01/2018 11:13:24 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/01/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 10/01/2018 11:13:25 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr called AG office, Ms. Grant:
1. Wtr advised response was sent 07/31/18
2.Ms. Grant advised never received
3. Ms. Grant advised to resend via email watertown.regional@ag.ny.gov
4.Wtr agreed

call ended

*** Phone - Call - Inbound created on 10/01/2018 11:18:51 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr resent response to AG

*** Phone - Call - Inbound commitment created on 10/01/2018 11:19:27 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/08/2018 and created by Gustavo Villela ***

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA36GG[redacted]	[redacted]	72 000

Watertown, NY, [redacted] Prod. Date: 10/21/2015 Dealer: NY132 Fx Caprara KIA

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

*** Phone - Call - Inbound commitment fulfilled on 10/08/2018 09:08:59 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/08/2018 closed by Gustavo Villela ***

*** 10/08/2018 09:09:04 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Gustavo Villela with Resolution Code : Repurchase/SOC
[Resolution Summary]
No further contact required

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A37GG[redacted]	[redacted]	51,000

Savannah , GA, [redacted] Prod. Date: 03/17/2015 Dealer: GA055 KIA Country of Savannah

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

Case History

*** 05/09/2018 11:51:27 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 05/09/2018 11:51:17 and created by Tammi Donnelly ***
cust states
1 I heard a clicking noise and then a boom
2 Always check my panel to make sure everything is running okay
3 I saw a bunch of smoke
4 I went to turn on the veh again and it wouldn't turn over
5 Oil all over the back of my veh
6 My mechanic friends said my engine seized
7 They said I couldn't get a loaner until they diagnose the veh

wrt states
1 Apologized
2 Need additional info

cust states
1 Kia Country of Savannah
2 Cecilia

wrt states
1 No open SC's
2 5/60
3 The dlr is correct, it would need to be diagnosed in order to provide a loaner/rental
4 They would also be able to provide a rental at a discounted rate and you can submit your receipt under review for reimbursement consideration

cust states
1 I just paid a payment of over $400
2 I use my veh for work and need something done now

wrt states
1 I understand
2 Let me reach out to the dlr tomorrow so I can give them enough time to diagnose and contact you back

cust states
1 Thank you

*** Phone - Call - Outbound commitment created on 05/09/2018 11:52:55 with Commitment Date 05/10/2018 and created by Tammi Donnelly ***

*** Phone - Call - Outbound commitment fulfilled on 05/10/2018 12:47:44 with Commitment Date 05/10/2018 closed by Tammi Donnelly ***
wrt states
1 Calling from KCAC
2 Checking on open RO

Cecilia States
1 This veh is not here
2 I will reach out to the cust

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPG4A37GG[redacted]	[redacted]	51,000

Savannah , GA, [redacted] Prod. Date: 03/17/2015 Dealer: GA055 KIA Country of Savannah

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

wrt states
1 Thank you

*** Phone - Call - Outbound commitment created on 05/10/2018 12:50:00 with Commitment Date 05/15/2018 and created by Tammi Donnelly ***
Per Cecilia at dlr she is going to contact cust today 5/10/18

*** Phone - Call - Inbound created on 05/11/2018 06:44:21 (GMT-07:00) Arizona and created by Leonel Martinez ***

Customer Ms. [redacted] called in and states:
1. Calling to follow up on my case
2. Provided case #

Writer states:
1. Apologized
2. Informed TCS is still working the case
3. Can transfer to TCS line
4. If not available can leave a message

Customer states:
1. No, I will wait for a call back
2. Thank you
3. I can also be reached at my cell: ([redacted]

*** Phone - Call - Inbound created on 05/11/2018 08:42:52 (GMT-07:00) Arizona and created by Chistopher Davis ***
Customer states:
1.Is case manager available?
2.I want an update on case
3.I need a vehicle to drive before 4PM

Writer states:
1.Apologized
2.I see TL has advised dealer to send them video of engine
3.They need to work with TL and fully diagnose vehicle before providing alternate transportation
4.We can authorize up to 3 days rental if you secure rental on your own
5.I have called dealer and we are waiting on follow up from dealer
6.Dealer is going to send video and picture to TL and see how they can assist with alternate transportation

Customer states:
1.I want a vehicle by 4PM
2.I don't want to make a big deal about this but will if i have to
3.Get me a vehicle, work with me

Writer states:
1.Will document

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A37G[redacted]	[redacted]	51,000

Savannah , GA, [redacted] Prod. Date: 03/17/2015 Dealer: GA055 KIA Country of Savannah

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

2.Case manager will follow up

*** Phone - Call - Outbound commitment fulfilled on 05/15/2018 10:16:40 with Commitment Date 05/15/2018 closed by Tammi Donnelly ***
Dealer Template
Ceclia Srv states
Customer Name: [redacted]
Customer phone #: [redacted]3
Customer address: [redacted] Huntsville GA[redacted]
VIN: 5XYPG4A37GG[redacted]
MY and Mileage: 16 Sorento / 52539
Repeat concern? N
Most recent RO# and Open Date: [redacted] / 5/10/18-still open
Concern: Cust states I heard a click and saw smoke
Causes: Unknown
Correction: Engine replacement
Days Down at initial Service Alert report (if applicable): 5
Able to Duplicate (Y or N): Y
ETA for completion of repairs (if applicable): NA
Parts on order (Y/N), if so obtain part#, order#: Not yet
Techline Case (if applicable): [redacted]
Rental / Loaner Provided? If so, since when?: loaner 5/16/18
Dealer contacted DPSM (if needed): N
Vehicle repaired?: N
Customer has possession?: N
Dealer Code/Selling Dealer (Y or N): GA055/N
Original Owner (Y or N): N
What is current Customer Request (if needed): N/A

*** Phone - Call - Outbound created on 05/15/2018 11:08:27 and created by Tammi Donnelly ***
wrt states
1 Calling from KCAC
2 Following up and let you know I am still working on your case
3 I saw an engine is on order and you will have a loaner tomorrow
4 I will continue watching your order and will follow up next Weds

cust states
1 Thank you

*** Phone - Call - Outbound commitment created on 05/15/2018 11:11:33 with Commitment Date 05/23/2018 and created by Tammi Donnelly ***

*** Phone - Call - Outbound commitment fulfilled on 05/23/2018 11:29:15 with Commitment Date 05/23/2018 closed by Tammi Donnelly ***
wrt states
1 Calling from KCAC
2 Checking to see if an engine has been placed on order

Brian parts states
1 P/N 21101 2GK15R
2 Order #51418E

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A37GG[redacted]	[redacted]	51,000

Savannah , GA, [redacted] Prod. Date: 03/17/2015 Dealer: GA055 KIA Country of Savannah

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

3 ETA 5/16/18

*** Phone - Call - Outbound created on 05/23/2018 11:29:18 and created by Tammi Donnelly ***
wrt L/M for srv
1 Calling KCAC
2 Checking open RO [redacted]
3 800#, case#

*** Phone - Call - Inbound commitment created on 05/23/2018 11:32:44 with Commitment Date 05/24/2018 and created by Tammi Donnelly ***

*** Phone - Call - Inbound commitment updated on 05/31/2018 12:01:26 with Commitment Date 06/04/2018 and updated by Tammi Donnelly ***
wrt states
1 Calling KCAC
2 Checking on open RO [redacted]

Cecilia states
1 The engine is in and there is no estimated time

wrt states
1 Thank you

*** 06/04/2018 15:02:28 ***
Dispatched from WIP Working On to Queue Callcenter by

*** 06/05/2018 11:25:45 (GMT-07:00) Arizona ***
Accepted from Queue Callcenter to WIPBin default by Brenda Hernandez

*** 06/05/2018 11:34:02 (GMT-07:00) Arizona ***
Dispatched from WIP default to Queue ZZ Sasha Kerns by Tammi Donnelly

*** 06/05/2018 11:59:00 (GMT-07:00) Arizona ***
Accepted from Queue ZZ Sasha Kerns to WIPBin 24 F/U ZZ Queue by Sasha Kerns

*** 06/06/2018 14:21:16 (GMT-07:00) Arizona ***
Case moved into WIPBin 24 F/U ZZ Queue and Sub Status of Working

*** Phone - Call - Inbound commitment fulfilled on 06/20/2018 07:04:17 with Commitment Date 06/04/2018 closed by Tammi Donnelly ***
Wrt states
1 I am calling from KCAC
2 I am following up with you on your recent repair
3 Questions//Concerns give us a callback

cust states
1 Going very well
2 I feel like a fear to drive

wrt states
1 Apologized

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPG4A37GG[redacted]	[redacted]	51,000

Savannah , GA, [redacted] Prod. Date: 03/17/2015 Dealer: GA055 KIA Country of Savannah

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

2 There should be no fear

cust states
1 I have to go but thanks for the call

*** 06/20/2018 07:04:21 ***
Closed by Tammi Donnelly with Resolution Code : Concerns Recorded
[Resolution Summary]

*** 07/05/2018 17:54:52 (GMT-05:00) Eastern Time (US & Canada) ***
Reopened by Aimee McFarlane with Sub Status of Working

*** Phone - Call - Inbound created on 07/05/2018 17:54:58 (GMT-05:00) Eastern Time (US & Canada) and created by Aimee McFarlane ***
Fire TREAD completed / AM

*** 07/05/2018 17:55:12 (GMT-05:00) Eastern Time (US & Canada) ***
Closed by Aimee McFarlane with Resolution Code : Concerns Recorded
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A38GG[redacted]	[redacted]	43,000

, , Prod. Date: 02/22/2016 Dealer:

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

Case History

*** 09/11/2018 12:38:53 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Case [redacted] is sent on 9/11/2018 12:59:13 by Teresa Quinn
To:
Cc: tquinn@kiacosumeraffairs.com
Title: NO ACTION REQUIRED - Case Escalation:, [redacted]

*** Note - Others created on 09/11/2018 13:01:26 and created by Teresa Quinn ***
Product Liability
Forwarding to NCA.
1. Customer alleges the engine caught fire and veh was destroyed.
2. Vehicle is currently down.
3. Customer is requesting rental.
4. Please review and follow up accordingly.

*** Phone - Call - Inbound created on 09/11/2018 12:38:59 and created by Teresa Quinn ***
Cust wife ([redacted] states
1. This morning, my husband was on the way to work and the veh started smoking.
2. The engine was on fire
3. The veh is completely destroyed
wtr states
1. Apologized
cust states
1. Is the veh still under warranty
2. Can we get a rental?
wtr states
1. Ran fire script
2. Advised that they can rent a veh and be considered for possible reimbusement by kia
3. Advised of escalation
4. Cust will receive a call back in 2-3 business days

*** 09/13/2018 07:21:22 ***
Dispatched from WIPBin = Default to Queue National CA by Teresa Quinn
Reason:

*** 09/13/2018 07:57:39 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 09/13/2018 08:01:22 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin default of Alex Villalpando by Jeff Stroup
Reason:

*** Phone - Call - Outbound created on 09/14/2018 09:32:17 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt states
1. Hello contacting in regards to case
2. Please advise

Cust states

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A38GG[redacted]	[redacted]	43,000
, ,		Prod. Date: 02/22/2016	Dealer:	

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

1. Was driving and vehicle made a popping noice
2. Car decelerated and lights came on
3. Got out of car
4. There was smoke and then fire
5. Contacted Insurance. Progressive
6. Ricky Jensen 925 278 5708
7. Claim# [redacted]
8. they have moved the car
9. Do not have rental

Wrt states
1. Thank you for information
2. Will reach out to insurance
3. You may place yourself in a rental and can offer to reimburse you once claim comes to a closure

Cust states
1. Okay thank you
2. Can you send me that in writing

Wrt states
1. Yes
2. Please contact me if you have any questions

*** Email - External Email Sent created on 09/14/2018 09:35:53 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Sent: Friday, September 14, 2018 9:32 AM
To: [redacted]
Subject: Kia Motors America [redacted]

Hello [redacted]

Thank you for speaking with me. Per our discussion, please provide photos of your vehicle and copy of the police and/or fire report if available. Please send the photos 1 at a time.

As discussed, I will be able to reimburse you up to $43 a day if you decide to place yourself in a rental vehicle. The reimbursement will be via a company check and I will need a copy of the rental receipt.

Please contact me if you have any questions.

Thank you,

*** Phone - Call - Outbound created on 09/14/2018 09:42:46 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Ricky Jensen (HER) 925 278 5708
Claim# [redacted]

Wrt advised
1. Contacting in regards to vehicle
2. Would like to setup inspection

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A38GG1[redacted]	[redacted]	43,000
, ,		Prod. Date: 02/22/2016	Dealer:	

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

Ricky advised
1. Vehicle is at Copart Fresno
2. Just got there
3. Inspection has not yet been completed
4. Can follow up with you to see when will be taking place

Wrt thanked

*** Phone - Call - Inbound commitment created on 09/14/2018 09:44:16 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/17/2018 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on 09/18/2018 09:11:35 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt states
1. Hello contacting in regards to case
2. Please advise

Cust states
1. Recently moved to AR
2. Had to pick up stuff from storage unit in CO
3. While driving, engine stopped working
4. While pulling over, noticed smoke
5. Opened the hood and there was fire
6. Able to put it out with water
7. PD and FD were not contacted
8. I had vehicle towed to mechanic through AAA
9. Mechanic said vehicle's rod broke causing fire
10. He could not work on it because of a recall
11. Towed car to Dlr using Uhaul with uncle's truck
12. I am now back in AR through Dlr Rental
13. However I was recently diagnosed to have Seizures
14. I am not allowed to drive
15. I do not have insurance
16. Enterprise is charging me $60 every 3 days because of this
17. Can anything be done about this

Wrt states
1. thank you for information
2. Will contact dlr and enterprise and follow up
3. Please contact me if you have any questions

Cust states
1. Thank you

*** Note - Others created on 09/18/2018 09:18:02 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Please ignore previous entry

*** Phone - Call - Inbound commitment updated on 09/20/2018 09:05:53 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/21/2018 and updated by Alex Villalpando ***

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A38GG[redacted]	[redacted]	43,000
,	,	Prod. Date: 02/22/2016	Dealer:	

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

*** Phone - Call - Inbound commitment updated on 09/24/2018 09:41:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/25/2018 and updated by Alex Villalpando ***

*** Note - Others created on 09/25/2018 13:57:19 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Ricky Jensen 925 278 5708
Claim# 18-3554739
rikki_j_jensen@progressive.com

Russ Auker
russaukerfvi@yahoo.com
916-790-4179

*** Phone - Call - Inbound commitment updated on 09/25/2018 13:59:17 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/28/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 09/28/2018 11:32:35 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/02/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 10/02/2018 15:36:33 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/03/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 10/03/2018 16:44:00 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/05/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 10/11/2018 10:34:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/16/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 10/16/2018 09:39:43 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/19/2018 and updated by Alex Villalpando ***

*** Note - Others created on 10/19/2018 16:38:06 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
KMA engineer inspected vehicle.

*** Phone - Call - Inbound commitment updated on 10/19/2018 16:38:22 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/22/2018 and updated by Alex Villalpando ***

*** Note - Others created on 10/19/2018 16:39:19 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
KMA engineer inspected vehicle 10/16

*** Phone - Call - Outbound created on 10/19/2018 16:44:32 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt attempted contact with cust. Left message for CB

*** Email - External Email Sent created on 10/19/2018 16:45:53 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
To: [redacted]
Subject: RE: Enterprise Rental Agreement 3HT0G1 / [redacted]

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPG4A38G[redacted]	[redacted]	43,000

, , Prod. Date: 02/22/2016 Dealer:

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

Hello [redacted]

Thank you for providing the rental agreement and receipt. I apologize for the delay. Could you please confirm the dollar amount and your address.

I would also just like to confirm that you are no longer in a rental as well.

Once confirmed, I will be able to proceed with the reimbursement.

Thank you,

*** Phone - Call - Inbound commitment updated on 10/22/2018 17:20:47 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/23/2018 and updated by Alex Villalpando ***

*** Phone - Call - Outbound created on 10/22/2018 17:20:51 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt attempted contact with cust. Left message for CB

*** Email - External Email Received created on 10/23/2018 10:38:45 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Subject: Re: Enterprise Rental Agreement [redacted] / [redacted]

The amount I paid was $1015.35. Per our agreement I had the rental for 21 days @ $43 a day that would be $903 you owe me. I am no longer in the rental. My home address is [redacted] Tulare CA [redacted]

*** Phone - Call - Outbound created on 10/23/2018 10:39:30 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt states
1. Hello contacting in regards to case
2. Have received email thank you
3. What is status with insurance company

Cust states
1. thank you
2. Have settled
3. they paid off car

Wrt states
1. Thank you

*** Phone - Call - Inbound commitment updated on 10/23/2018 10:42:35 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/26/2018 and updated by Alex Villalpando ***

*** 10/23/2018 14:16:36 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Submitted

*** Phone - Call - Inbound commitment updated on 10/23/2018 14:16:50 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/08/2018 and updated by Alex Villalpando ***

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A38GG1[redacted]	[redacted]	43,000
, ,		Prod. Date: 02/22/2016	Dealer:	

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

*** Phone - Call - Inbound commitment updated on 11/08/2018 10:47:30 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/21/2018 and updated by Alex Villalpando ***

*** 11/19/2018 14:16:13 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Submitted

*** 11/19/2018 14:51:11 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Final Approved

*** Email - External Email Sent created on 11/20/2018 17:32:56 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Sent: Tuesday, November 20, 2018 5:33 PM
To: [redacted]
Subject: RE: Enterprise Rental Agreement 3HT0G1 / [redacted]

Hi [redacted]

I have received your check and it will be sent by mail tomorrow. Please contact me if you do not receive it within a timely manner.

Thank you,

*** Phone - Call - Inbound commitment fulfilled on 12/07/2018 11:52:16 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/21/2018 closed by Alex Villalpando ***

*** 12/07/2018 11:52:26 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Alex Villalpando with Resolution Code : Information Given
[Resolution Summary]
Pending further contact.

*** 03/20/2019 15:08:49 ***
Reopened by Ashley Vazquez with Sub Status of Working

*** 03/20/2019 15:09:17 ***
Inspection requested by KMA62020
Request Code: PLLegal--[redacted]32019
Request Details:

*** 03/20/2019 15:12:16 ***
Closed by Ashley Vazquez with Resolution Code : Information Given
[Resolution Summary]
Pending further contact.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A39GG0[redacted]	[redacted]	44,500
, ,		Prod. Date: 03/28/2015	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Others
Kia Case Type Lvl4: Other

Case History

*** 10/02/2018 07:32:55 (GMT-07:00) Mountain Time (US & Canada) ***
Contact = [redacted] [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 10/02/2018 07:37:04 (GMT-07:00) Mountain Time (US & Canada) and created by Octavia Murray ***
Customer States:
1. The vehicle caught fire while driving
2. I called NHTSA and they gave me your number
3. I want Kia to be aware of this fire.

Writer States:
1. Apologized
2. I need to go over an accident report with you.
3. It will be reviewed further
4. If there is more information need Kia will f/u with you

Customer States:
1. Thank you

Writer states:
1. You're Welcome
2.Thank you for call KCAC

*** Phone - Call - Inbound created on 10/02/2018 07:49:53 (GMT-07:00) Mountain Time (US & Canada) and created by Octavia Murray ***
*** Call to Action***

Forward to NCA
1 Customer alleges the vehicle caught fire while driving.
2 Vehicle is currently down at tow yard.
3 Customer is requesting to know why the vehicle caught fire and to have it looked into.
4 Please review and follow up accordingly

*** 10/02/2018 08:09:42 (GMT-07:00) Mountain Time (US & Canada) ***
Dispatched from WIPBin = Default to Queue National CA by Octavia Murray
Reason:

*** 10/02/2018 07:55:12 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 10/02/2018 08:24:24 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin default of Alex Villalpando by Jeff Stroup
Reason:

*** Phone - Call - Outbound created on 10/02/2018 09:20:12 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt states
1. Hello contacting in regards to case
2. Please advise

Cust States ([redacted]
1. This is my car and I am the owner

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A39GG[redacted]	[redacted]	44,500
, ,		Prod. Date: 03/28/2015	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Others
Kia Case Type Lvl4: Other

2. Son was driving with his baby son at the time
3. They said they were driving and there was a CEL
4. They pulled over and saw fire from underneath of car
5. Son got his son out of the car
6. Car is at tow yard
7. Have contacted insurance but have been playing phone tag. National General Insurance
8. Currently in a rental through insurance but not sure for how long
9. Will also be leaving to Disney world soon for vacation

Wrt states
1. Thank you for information
2. Please provide any photos or docs available
3. Will reach out to insurance
4. If insurance does continue rental, can offer to reimburse you for rental

Cust states
1. Can you please contact my wife
2. [redacted]
3. [redacted]
4. Thank you

Wrt states
1. Yes
2. Please contact me if you have any questions

*** Phone - Call - Outbound created on 10/02/2018 09:27:03 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
[redacted]
Wrt attempted contact. Left message for CB

*** Email - External Email Sent created on 10/02/2018 09:32:21 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Sent: Tuesday, October 02, 2018 9:32 AM
To: [redacted]COM'
Cc: [redacted]'
Subject: Kia Motors America [redacted]

Hello [redacted]

Thank you for speaking with me earlier. 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.

You may also provide my contact information to your insurance company. Please contact me if you have any questions.

Thank you,

*** Phone - Call - Outbound created on 10/02/2018 09:39:24 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A39GG0[redacted]	[redacted]	44,500
, ,		Prod. Date: 03/28/2015	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Others
Kia Case Type Lvl4: Other

Wrt contacted National General Insurance.
Amanda 716 932 5923
Claim# [redacted]

Wrt states
1. Contacting in regards to case
2. Wanting to discuss claim
3. And see about inspecting vehicle

Amanda states
1. Will need to review with manager before releasing information
2. Can call you back

Wrt thanked

*** Phone - Call - Inbound commitment created on 10/02/2018 09:41:13 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/04/2018 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on 10/02/2018 17:09:14 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Amanda 716 932 5923 National General Insurance contacted Wrt
Amanda 716 932 5923
Claim# [redacted]

Amanda states
1. Can allow inspection
2. towed to Gavers Auto services
3. 25 Lake AveWoodstock, IL 60098

Wrt states
1. Will vehicle be moved
2. Can still inspect vehicle if moved

Amanda states
1. We can move it
2. Will contact customer

wrt thanked

*** Web - Note created on 10/03/2018 11:19:41 (GMT-08:00) Pacific Time (US & Canada) and created by Esther Kong ***
NCA received the follow VOQ from NHTSA below:

TL THE CONTACT OWNED A 2016 KIA SORENTO. WHILE OPERATING THE VEHICLE, THE CHECK ENGINE INDICATOR ILLUMINATED. THE DRIVER WAS ALERTED BY ANOTHER MOTORIST THAT SMOKE WAS COMING FROM THE VEHICLE. THE CONTACT PULLED OVER, EXITED THE VEHICLE, AND NOTICED FLAMES AND SMOKE COMING FROM THE ENGINE COMPARTMENT. THE FIRE DEPARTMENT WAS IMMEDIATELY CALLED TO THE SCENE AND EXTINGUISHED THE FLAMES. FIRE AND POLICE REPORTS WERE FILED. THE VEHICLE WAS DESTROYED AND TOWED. THE LOCAL DEALER (GARY LANG AUTO/KIA, 1107 IL-37, MC HENRY, IL) WAS NOTIFIED OF THE FAILURE, BUT THE CAUSE OF THE FIRE WAS NOT DIAGNOSED. THE MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS 50,000.

Last_name	First_name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A39GG[redacted]	[redacted]	44,500
, ,		Prod. Date: 03/28/2015	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Others
Kia Case Type Lvl4: Other

*** Phone - Call - Inbound commitment updated on 10/04/2018 09:56:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/05/2018 and updated by Alex Villalpando ***

*** Phone - Call - Outbound created on 10/11/2018 11:31:15 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt attempted contact with Amanda 716 932 5923
Claim# [redacted]

Left message for CB

*** Phone - Call - Inbound commitment updated on 10/11/2018 11:31:56 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/15/2018 and updated by Alex Villalpando ***

*** Phone - Call - Outbound created on 10/15/2018 10:56:26 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt contacted Amanda 716 932 5923 with National General Insurance
Claim# [redacted]
Amanda.jankowski@ngic.com

Amanda advised
1. Vehicle moved to Copart - 1475 Bluff City Blvd, Elgin, IL 60120
2. Can contact Copart giving permission to Kia to inspect

Wrt thanked

*** Phone - Call - Inbound commitment updated on 10/15/2018 10:58:51 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/16/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 10/16/2018 09:01:16 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/17/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 10/16/2018 09:34:25 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/17/2018 and updated by Alex Villalpando ***

*** Email - External Email Received created on 10/17/2018 09:45:47 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Subject: RE: National General Insurance Claim# 352 3448 / Kia Motors [redacted]

Hi Alex,

I just called Copart and EFI Global should be good to look at the vehicle.

Thank you,

Amanda Jankowski
MD TCR
PO BOX 1623
Winston Salem, NC 27102
 716.932.5923 800.924.0273

Last_name	First_name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A39GG[redacted]	[redacted]	44,500
, ,		Prod. Date: 03/28/2015	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Others
Kia Case Type Lvl4: Other

*** Note - Others created on 10/17/2018 09:46:03 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Copart - 1475 Bluff City Blvd, Elgin, IL 60120
Stock # [redacted]

*** Phone - Call - Outbound created on 10/17/2018 09:57:54 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt attempted contact with cust. Left message for CB

*** Phone - Call - Inbound commitment updated on 10/17/2018 09:58:17 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/19/2018 and updated by Alex Villalpando ***

*** Note - Others created on 10/19/2018 09:50:28 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
PER LEGAL - WE HAVE BEEN INFORMED ABOUT THE OPERATIVE FACTS OF CASE [redacted] WE BELIEVE THAT THERE IS A REASONABLE PROSPECT THAT THIS CASE MAY END UP IN LITIGATION AND REQUEST CA TO PERFORM AN INSPECTION TO PROTECT THE COMPANY IN THE EVENT OF LITIGATION. THIS WILL CONFIRM THAT ANY INSPECTION REPORTS WILL BE SUBJECT TO THE ATTORNEY CLIENT PRIVILEGE.

*** Phone - Call - Inbound commitment updated on 10/19/2018 09:54:56 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/22/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 10/22/2018 12:02:37 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/24/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 10/24/2018 13:50:46 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/26/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 10/26/2018 10:55:08 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/01/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 11/01/2018 08:59:06 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/04/2018 and updated by Alex Villalpando ***

*** Note - Others created on 11/02/2018 10:14:40 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Reviewed with KMA engineers

*** Phone - Call - Outbound created on 11/02/2018 10:15:50 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt attempted contact with cust. Left message for CB

*** Phone - Call - Inbound commitment updated on 11/02/2018 10:17:40 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/05/2018 and updated by Alex Villalpando ***

*** Email - External Email Received created on 11/02/2018 11:53:11 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Cust states
1. Hi retuSent: Friday, November 02, 2018 6:39 AM
To: Villalpando, Alex [KMA]
Subject: YOUR CLAIM #: [redacted] NGIC CLAIM #: [redacted]

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPG4A39G[redacted]	[redacted]	44,500

, , Prod. Date: 03/28/2015 Dealer:

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Others
Kia Case Type Lvl4: Other

Alex, please review our attached subrogation demand and issue payment to the address below. We have the salvage on hold if you wish to take possession of the vehicle. Thank you

Steve Gunnell
Sr. Subrogation Representative, AIC, SCLA
PO Box 89476
Cleveland, OH 44101-6476
Phone: (888) 233-4575 ext. 53022
Fax: (800) 924-0273

*** Phone - Call - Outbound created on 11/02/2018 11:54:30 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Cust states
1. Hi returning your call

Wrt states
1. Thank you for returning call
2. Inspection results received and reviewing information
3. Have received subrogation demand from insurance
4. Wrt explained subrogation process
5. Recommend to follow up with insurance

Cust states
1. Okay
2. Wife has been handling insurance
3. We will thank you

Wrt states
1. Please contact me if you have any questions.

*** Phone - Call - Outbound created on 11/02/2018 12:00:48 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt contacted Steve with Nation General Insurnace
(888) 233-4575 ext. 53022
Claim# [redacted]

Wrt states
1. Hello contacting in regards to claim
2. Have received subro demand
3. Did you have O&C performed

Steve states
1. Not sure
2. Does this car have any open recalls
3. or any recent events/issues with model

Wrt states
1. Do not see any open SC at this time
2. Our C&O advised origin was engine compartment

Last_name	First_name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A39GG[redacted]	[redacted]	44,500
, ,		Prod. Date: 03/28/2015	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Others
Kia Case Type Lvl4: Other

3. Can review and follow up

Steve states
1. thank you

*** Note - Others created on 11/05/2018 11:00:50 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Reviewed with KMA engineers

*** Phone - Call - Outbound created on 11/05/2018 11:03:35 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt attempted contact with Steve with Nation General Insurnace
(888) 233-4575 ext. 53022
Claim# [redacted]

Left message for CB

*** Email - External Email Sent created on 11/05/2018 11:05:27 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Sent: Monday, November 05, 2018 11:05 AM
To: 'Gunnell, Steve'
Subject: RE: YOUR CLAIM #: [redacted] NGIC CLAIM #: [redacted]

Hi Steve,

I just called and left a message. In regards to this claim, could you please provide any additional information you may have, including reports, supporting you subrogation demand.

Please let me know if you have any questions.

Thank you,

*** 11/05/2018 11:11:50 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Submitted

*** Phone - Call - Inbound commitment updated on 11/05/2018 11:13:47 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/12/2018 and updated by Alex Villalpando ***

*** Email - External Email Sent created on 11/07/2018 17:04:37 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Sent: Tuesday, November 06, 2018 5:42 AM
To: Villalpando, Alex [KMA]
Subject: RE: YOUR CLAIM #: [redacted] NGIC CLAIM #: [redacted]

Alex, please provide the cause & origin that Kia completed. As you are aware, the fire started in the engine compartment and Kia has a history of these engine failures. Please remit payment to the address below or we will be forced to forward this file to our subrogation attorney for suit. Thank you

Steve Gunnell
Sr. Subrogation Representative, AIC, SCLA

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A39GG0[redacted]	[redacted]	44,500
, ,		Prod. Date: 03/28/2015	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Others
Kia Case Type Lvl4: Other

PO Box 89476
Cleveland, OH 44101-6476
Phone: (888) 233-4575 ext. 53022
Fax: (800) 924-0273

Sent: Wednesday, November 07, 2018 5:05 PM
To: 'Gunnell, Steve'
Subject: RE: YOUR CLAIM #: [redacted] NGIC CLAIM #: [redacted]

Steve,

I am unable to provide you with a copy of the cause & origin. For further review, please provide me with any additional information you have, including maintenance history, supporting your subrogation demand.

I will be able to review once received.

Thank you,

*** Phone - Call - Inbound commitment updated on 11/12/2018 11:43:15 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/19/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 11/19/2018 11:30:45 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/28/2018 and updated by Alex Villalpando ***

*** Email - External Email Sent created on 11/19/2018 11:31:02 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Sent: Thursday, November 08, 2018 5:40 AM
To: Villalpando, Alex [KMA]
Subject: RE: YOUR CLAIM #: [redacted] NGIC CLAIM #: [redacted]

Hi Alex. Our insured advised that the vehicle had approximately 44,500 miles on it and regular maintenance completed including oil change 8 weeks prior to this incident. Our insured, [redacted] is deaf and has communicated with us via written statement. Our insured's papers were burned during the fire.

Steve Gunnell
Sr. Subrogation Representative, AIC, SCLA
PO Box 89476
Cleveland, OH 44101-6476
Phone: (888) 233-4575 ext. 53022
Fax: (800) 924-0273

Last_name	First_name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A39G[redacted]	[redacted]	44,500
, ,		Prod. Date: 03/28/2015	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Others
Kia Case Type Lvl4: Other

Sent: Thursday, November 08, 2018 7:45 PM
To: Gunnell, Steve
Subject: RE: YOUR CLAIM #: [redacted] NGIC CLAIM #: [redacted]

Hi Steve,

I was able to retrieve the Carfax for this vehicle and it does indicate any maintenance history. Would you or insured be able to contact and obtain records from the facilities that have serviced the vehicle?

I have communicated with [redacted] and Karen originally in regards to this claim.

Thank you,

Sent: Tuesday, November 13, 2018 8:16 AM
To: 'Villalpando, Alex [KMA]'
Subject: RE: YOUR CLAIM #: [redacted] NGIC CLAIM #: [redacted]

Alex, I received an update from our insured on the maintenance history:

From: [redacted]
Sent: Monday, November 12, 2018 8:30 PM
To: Gunnell, Steve
Subject: Re: claim #: [redacted]

We bought the KIA Sorrento in 2016. My husband states that Gary Lang Chevrolet gave us 3 free oil changes which we used and after that there was no maintenance needed beyond regular oil changes completed by my husband like he also does in all of our vehicles.When we first got the car we did have to take the car in for a battery replacement because it went dead soon after we bought the car. It was replaced for free. We had no other issues with the car until the fire.

Thank you,
[redacted] and [redacted] [redacted]

Sent: Thursday, November 15, 2018 7:07 AM
To: Villalpando, Alex [KMA]
Subject: FW: YOUR CLAIM #: [redacted] NGIC CLAIM #: [redacted]

Alex, please see the email I sent to you below a couple days ago regarding the maintenance history. Our insured performed his own oil changes as he does with all his vehicles.

Sent: Thursday, November 15, 2018 8:39 AM
To: 'Gunnell, Steve'

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A39GG[redacted]	[redacted]	44,500
, ,		Prod. Date: 03/28/2015	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Others
Kia Case Type Lvl4: Other

Subject: RE: YOUR CLAIM #: [redacted] NGIC CLAIM #: [redacted]

Good morning Steve,

As stated in our owner's manual, the customer is allowed to perform their own oil changes but must retain documents as proof.

*** Phone - Call - Inbound commitment updated on 11/28/2018 13:13:07 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/13/2018 and updated by Alex Villalpando ***

*** 11/30/2018 17:16:00 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Submitted

*** 12/03/2018 09:24:40 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Final Approved

*** Phone - Call - Inbound commitment fulfilled on 12/05/2018 12:00:17 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/13/2018 closed by Alex Villalpando ***

*** 12/05/2018 12:00:27 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Alex Villalpando with Resolution Code : Concerns Recorded
[Resolution Summary]
Pending further contact.

*** 01/10/2019 17:07:36 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened by Alex Villalpando with Sub Status of Working

*** Note - Others created on 01/10/2019 17:07:48 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
tread completed

*** 01/10/2019 17:08:05 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Alex Villalpando with Resolution Code : Concerns Recorded
[Resolution Summary]
Pending further contact.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A38GG[redacted]	[redacted]	48,000

Matteson , IL , [redacted] Prod. Date: 01/27/2015 Dealer: IL061 Hawkinson KIA

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

Case History

*** 11/19/2018 16:32:09 (GMT-08:00) Pacific Time (US & Canada) ***
Contact = [redacted] Priority = Escalated, Sub Status = Working

*** Letter - Letter Received created on 11/19/2018 16:32:36 (GMT-08:00) Pacific Time (US & Canada) and created by Stephanie Mondragon ***
NCA rec'd letter from Arlington J. Foley Attorney at Law:
1. Be advised that I represent [redacted] for claims that she has against KMA which resulted from her 2016 Kia Sorento spontaneously catching fire and erupting into flames.
2. Immediately respond here to to avoid litigation being filed.

Attaching and dispatching to National CA.

*** 11/19/2018 16:35:42 (GMT-08:00) Pacific Time (US & Canada) ***
Dispatched from WIPBin = Default to Queue National CA by Stephanie Mondragon
Reason:

*** 11/20/2018 07:36:20 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 11/20/2018 07:49:21 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 1. Intro Calls of Ryan Ristow by Jeff Stroup
Reason:

*** Phone - Call - Outbound created on 11/20/2018 08:22:09 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt contacted the attorney:
1. Calling in regards to the letter you sent in.

The customer replied;
1. Yes, thanks for calling.

Wrt replied;
1. I had a few questions.
2. We have been in contact with the customer's insurance.
3. We are working to coordinate this inspection.
4. Is this still okay?

The attorney replied;
1. That is fine, we just want to be privy to everything you are doing.
2. We told her to work with you because it would cost her thousands of dollars for us to do what you are doing for her.
3. She is not a person of great means so we believe this to be the best option.

Wrt replied:
1. Do you know if she settled with her insurance?

The attorney replied:
1. She informed me she signed over the title.
2. Her main concerns are lost items and a minor back injury.

Wrt replied:
1. Okay, are we good to continue speaking with the insurance?

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A38GG[redacted]	[redacted]	48,000

Matteson , IL , [redacted] Prod. Date: 01/27/2015 Dealer: IL061 Hawkinson KIA

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

The attorney replied;
1. Yeah that's fine.
2. Just send me an email letting me know you received my letter.

*** Email - External Email Sent created on 11/20/2018 08:35:00 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Arlington,

Per our conversation, I am in receipt of your letter regarding your client, [redacted] We are currently working towards setting a date to inspect the vehicle. I will advise once we have a concrete date.

Best,

*** Others - Others commitment created on 11/20/2018 08:35:37 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/27/2018 and created by Ryan Ristow ***

*** 11/20/2018 08:35:54 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1. Intro Calls and Sub Status of Assigned

*** Others - Others commitment created on 11/20/2018 08:35:12 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/30/2018 and created by Ryan Ristow ***

*** Others - Others commitment created on 11/20/2018 08:35:12 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/04/2018 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 12/04/2018 10:37:03 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/04/2018 closed by Ryan Ristow ***
Inspection date 12/12/18

*** Phone - Call - Outbound commitment created on 12/04/2018 10:37:29 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/05/2018 and created by Ryan Ristow ***

*** Phone - Call - Outbound commitment fulfilled on 12/05/2018 09:16:07 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/05/2018 closed by Ryan Ristow ***
Wrt left a message for the attorney advising of inspection date.

Wrt emailed attorney:

Arlington,

I left a message with your receptionist as well, but I wanted to advise that we have set our inspection date for the vehicle as 12/12/18. Let me know if you have any questions.

Best,

*** Others - Others commitment created on 12/05/2018 09:16:24 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/13/2018 and created by Ryan Ristow ***

*** Others - Others commitment created on 12/05/2018 09:16:10 (GMT-08:00) Pacific Time (US & Canada) with

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A38GG0[redacted]	[redacted]	48,000

Matteson , IL , [redacted] Prod. Date: 01/27/2015 Dealer: IL061 Hawkinson KIA

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

Commitment Date 12/11/2018 and created by Ryan Ristow ***

*** Others - Others commitment created on 12/05/2018 09:16:10 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/14/2018 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 12/17/2018 10:01:10 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/14/2018 closed by Ryan Ristow ***
Wrt reviewed with the KMA engineer:
Preliminary results of our inspection are that the origin is the engine compartment and the cause is a hole in the engine block. The engineer also noted that the vehicle was lacking sufficient maintenance records.

*** Email - External Email Received created on 12/17/2018 10:01:22 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
I received your message regarding the vehicle inspection on 12/12/18. It would be greatly appreciated if you would forward a copy of the results.

Thank you for your anticipated cooperation.

Arlington J. Foley, Sr.
Attorney at Law

Arlington,

In review of the vehicle, we found that it appears that it is lacking maintenance. Are you able to see if your client has any maintenance records?

Best,

*** Email - External Email Received commitment created on 12/17/2018 10:02:21 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/02/2019 and created by Ryan Ristow ***

*** Email - External Email Received commitment fulfilled on 01/02/2019 14:48:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/02/2019 closed by Ryan Ristow ***
No contact from the attorney.

*** 01/02/2019 14:49:46 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Ryan Ristow with Resolution Code : No Cust Contact
[Resolution Summary]
Case closed pending further contact.

*** 01/10/2019 11:26:17 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened by Ryan Ristow with Sub Status of Working

*** Others - Others created on 01/10/2019 11:26:30 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Tread review complete

*** 01/10/2019 11:26:58 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Ryan Ristow with Resolution Code : No Cust Contact
[Resolution Summary]
Case closed pending further contact.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A34GG[redacted]	[redacted]	67,948

Houston , TX, [redacted] Prod. Date: 10/07/2015 Dealer: TX106 Archer KIA

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

Case History

*** 12/20/2018 05:36:55 ***
Contact = [redacted] [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 12/20/2018 05:36:49 and created by Jacob Adams ***
customer states
1 my vehicle caught fire while driving on the highway

writer states
1 apologized
2 we would like to gather some information about this
** ran script **
3 advised would be escalating case

*** Note - Others created on 12/20/2018 05:55:01 and created by Jacob Adams ***
Forward to NCA
1 Customer alleges vehicle caught fire while driving on the highway
2 Vehicle is currently down at TX106
3 Customer is requesting to compensate for loss of work tools and vehicle
4 Please review and follow up accordingly

*** 12/20/2018 05:56:21 ***
Dispatched from WIPBin = Default to Queue National CA by Jacob Adams
Reason:

*** 12/20/2018 07:48:08 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 12/20/2018 07:57:34 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin Default of Louis Manuel by Jeff Stroup
Reason:

*** 12/20/2018 08:51:00 ***
Case moved into WIPBin Default and Sub Status of Assigned

*** Phone - Call - Inbound created on 12/20/2018 14:56:05 and created by Alexis TATE ***
Ms. [redacted] (Owner) states
1. I g he fire report # [redacted]
2. he told me to call back if I was able to get it.

Wrt states
1. Verified cust info.
2. Apologized, advised noting case for CM to follow up.

Cust states
1. Okay.

Wrt states
1. Anything else I can do for you?

Cust states
1. I am going to get fire report, it will be mailed, do I need to mail to you?
2. The recall was mailed to me on 11/30 that was the day it caught on fire.

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A34GG[redacted]	[redacted]	67,948

Houston , TX, [redacted] Prod. Date: 10/07/2015 Dealer: TX106 Archer KIA

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

Wrt states
1. Advised not in NCA, and if NCA needs more info will request it.

Cust states
1. Okay thank you.

***Transferred to survey

*** Phone - Call - Inbound created on 12/26/2018 07:17:00 (GMT-07:00) Mountain Time (US & Canada) and created by Octavia Murray ***
Customer states:
1. I wanted to get an update on my case

Writer states:
1. Apologized
2. You case is with NCA
3. They will f/u with you to go over more info

Customer states:
1. Thank you

Writer states:
1. You're welcome
2. Thank you for choosing Kia

*** 12/27/2018 09:07:26 ***
Case moved into WIPBin Intro Calls and Sub Status of Assigned

*** Phone - Call - Outbound created on 12/27/2018 09:47:58 and created by Louis Manuel ***
writer called customer and stated:
1. can you please recall the event?

Customer states:
1. husband was driving the car
2. saw smoke and pulled over
3. had to punch his way out the window. Injured his thumb

wtr stated
1. do you have an open insurance claim?

cust states:
1. yes but they will not settle/cover

wtr stated:
1. where is the current location of the veh?
2. do you have any photos or videos of veh (fire/police report)
3. is there anything you are requesting from KIA?

cust states

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A34GG125193	[redacted]	67,948

Houston , TX, [redacted] Prod. Date: 10/07/2015 Dealer: TX106 Archer KIA

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

1. Archer Kia TX106
2. yes I can send photos and receipts of the things lost
3. pay for items lost and the vehicle

wtr stated:
1. once photos have been received, we will review and contact you.

*** Phone - Call - Inbound created on 01/02/2019 15:39:49 and created by ANGELA HAYES ***
richard with TX106 states
1 I guess we should open a CA case for this vehilce

5xypg4a34gg[redacted]
richard of TX106
Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted] houston tx [redacted]
VIN:
MY and Mileage: 67950
Most recent RO #: [redacted]
Open Date 11/30/18
Close Date still open
Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis: under PI1802B
Customer states engine knocking
Dealer states we did an oil change but did not stop knocking cust took it home and said it caught on fire it has holes in the side of the block, the oil cap melted
Able to Duplicate (Y or N): Y
Repeat Repair (Y/N), if so, how many times?: N
Repair History of current concern with dates (Open and Closed) and mileage:
1. Dates
RO #
Customer states
Dealer states

ETA for completion of repairs (if applicable): N
Parts on order (Y/N), if so obtain part#, order#:
Part #
Order #
Techline Case (if applicable): N
Rental / Loaner Provided? If so, since when?: N
they were in a loaner vehicle and they wrecked it so the insurance will not let us put them in another one
Dealer contacted DPSM (if needed): N
Vehicle repaired?: Y
Customer has possession?: N
Dealer Code/Selling Dealer (Y or N): TX106
Original Owner (Y or N): N
What is current Customer Request (if needed):

*** 01/04/2019 11:45:29 ***

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPG4A34GG[redacted]	[redacted]	67,948

Houston , TX, [redacted] Prod. Date: 10/07/2015 Dealer: TX106 Archer KIA

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

Case moved into WIPBin Pending Docs and Sub Status of Assigned

*** Phone - No Callback created on 01/07/2019 07:43:11 and created by Sarah Samples ***
Cust states:
1. calling to check on status of my case as I have not heard anything

wrt states;
1. apologized
2. advised will notate case and have Team Lead reach out to national agent and request a phone call back

Cust states:
1. OK thank you any help would be appreciated

*** Phone - Call - Inbound created on 01/07/2019 09:10:37 and created by Louis Manuel ***
wtr called customer
writer states:
1. apologized
2. have received the documents you had sent
3. just got off the phone with Gary at Archer Kia
4. Archer Kia says they advised cust not to drive bc engine was knocking
5. archer kia said cust insisted oil change to be performed
6. archer advised cust not to leave the lot

cust states
1. no one told us there was an engine knock
2. we went to archer to get regular maintenance
3. after the oil change they just said we were 'good to go'
4. did not mention the engine knock to my spouse.
5. would we still be under warranty? got the car around 33k miles

writer states:
1. you would be under 2nd owner 5yr/60k mile wty
2. i will review this information with my team and get back to you
3. in terms of the rental you requested, baytown will not provide a rental
4. advised cust to call archer and tell situation
5. advised we can reimburse up to $35 a day for rental after claim is completed

*** 01/08/2019 08:56:21 ***
Case moved into WIPBin Pending Engineer Review and Sub Status of Assigned

*** Phone - Call - Inbound created on 01/10/2019 16:40:45 and created by Louis Manuel ***
TREAD review complete.

*** Phone - Call - Outbound created on 01/18/2019 09:59:11 and created by Louis Manuel ***
writer called gary SA at TX106
writer states:
1. please take any photos of hole in block, dipstick etc
2. gave email
3. thanked

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A34GG[redacted]	[redacted]	67,948

Houston , TX, [redacted] Prod. Date: 10/07/2015 Dealer: TX106 Archer KIA

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

*** Phone - Call - Outbound created on 01/18/2019 10:01:44 and created by Louis Manuel ***
writer called cust
writer states:
1. req'd maintenance recs

cust states:
1. idk if i have many to send
2. i get all my oil changes done at archer
3. will send what i have

writer states:
1. thanked

*** 01/29/2019 15:46:44 ***
Case moved into WIPBin TL Cases and Sub Status of Assigned

*** 02/01/2019 15:48:16 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin default of Alex Villalpando by Jeff Stroup
Reason:

*** Note - Others created on 02/01/2019 16:04:31 and created by Louis Manuel ***
1. veh down at archer kia
2. cust in rental via fort bend kia as of 2/2/19
3. fort bend kia contact: tim dufner tdufner@fbkia.com

*** Phone - Call - Outbound created on 02/06/2019 12:09:31 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt attempted contact with cust. Left message for CB

*** Phone - Call - Outbound created on 02/06/2019 12:14:58 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Sent: Wednesday, February 06, 2019 12:15 PM
To: 'jparada@archerauto.com'
Subject: Kia Motors America [redacted] / 5XYPG4A34GG[redacted]

Hi Javier,

Thank you for speaking with me. As discussed, a representative with Morley will be inspecting the vehicle on our behalf.

Please let me know if you have any questions.

Thank you,

*** Note - Others created on 02/06/2019 12:19:02 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
PER LEGAL - WE HAVE BEEN INFORMED ABOUT THE OPERATIVE FACTS OF CASE [redacted] WE BELIEVE THAT THERE IS A REASONABLE PROSPECT THAT THIS CASE MAY END UP IN LITIGATION AND REQUEST CA TO PERFORM AN INSPECTION TO PROTECT THE COMPANY IN THE EVENT OF LITIGATION. THIS WILL

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A34GG[redacted]	[redacted]	67,948

Houston , TX, [redacted] Prod. Date: 10/07/2015 Dealer: TX106 Archer KIA

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

CONFIRM THAT ANY INSPECTION REPORTS WILL BE SUBJECT TO THE ATTORNEY CLIENT PRIVILEGE.

*** Phone - Call - Inbound commitment created on 02/06/2019 12:19:29 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/08/2019 and created by Alex Villalpando ***

*** 02/07/2019 06:27:27 ***
Web - Note created on 02/07/2019 06:27:27 and created by [redacted]
WOULD LIKE TO KNOW WHATS GOING ON WITH MY CASE. IN NEED OF A VEHICLE ASAP

*** Phone - Call - Outbound created on 02/07/2019 16:57:23 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt states
1. Hello contacting in regards to case
2. Will be assisting moving forward
3. Will be inspecting the vehicle
4. Report may take a few weeks to receive
5. Please continue using rental/loaner car until I have advised further

Cust states
1. Okay thank you very much

Wrt states
1. Please contact me if any questions

*** Phone - Call - Inbound commitment updated on 02/07/2019 16:59:47 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/13/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 02/13/2019 09:59:12 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/22/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound created on 02/20/2019 09:04:31 (GMT-07:00) Arizona and created by Chistopher Davis ***
[redacted] owner)states:
1.I am owner of vehicle because they would not allow me to just co-sign
2 [redacted] will not give me any info so now she is 4-5 months behind on payments and i can not afford to pay my own car note and hers
3.I need some answers

Writer states:
1.Apologized
2.Case is being reviewed by NCA
3.May i place you on hold and review case?

Customer states:
1.Yes thanks

Writer states:
1.Apologized for hold
2.Advised of current status
3.Pending findings from inspection

Customer states:

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A34GG[redacted]	[redacted]	67,948

Houston , TX, [redacted] Prod. Date: 10/07/2015 Dealer: TX106 Archer KIA

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

1.I am owner on car
2.She has a lawyer and is planning on going forward because she said it caught fire right after the oil change at dealer
3.Take my email down and i want to
4.It is [redacted]
5.I will be taking this case over because i am the one who's credit is being hit due to her not paying

Writer states:
1.Will note request for CM

*** Phone - Call - Outbound created on 02/22/2019 09:50:35 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt states
1. Hello contacting in regards to case
2. Inspection has been completed and report should be received soon.
3. See a [redacted] has contacted us as well?

Cust states
1. Thank you for update
2. [redacted] is co owner
3. What do you think will happen
4. And will [redacted] have to be involved

Wrt states
1. Unsure but will review report once received and advise of results
2. [redacted] may be involved as he is owner. Any resolution may include him

Cust states
1. Okay he is just upset
2. thank you

Wrt states
1. Please contact me if any questions.

*** Phone - Call - Outbound created on 02/22/2019 10:01:22 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt contacted [redacted]

Wrt states
1. Hello contacting in regards to case

[redacted] states
1. Thank you for calling me
2. [redacted] is the co signer
3. She needed help at time of sale
4. Now she is behind on payments and its impacting me
5. She has not been communicating with me
6. Car caught on fire 1 mile after oil change at dlr.

Wrt states

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A34GG[redacted]	[redacted]	67,948

Houston , TX, [redacted] Prod. Date: 10/07/2015 Dealer: TX106 Archer KIA

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

1. Apologize
2. Have completed inspection and should have report soon
3. Can keep you updated

Cust states
1. thank you

*** Phone - Call - Inbound commitment updated on 02/22/2019 10:04:18 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/27/2019 and updated by Alex Villalpando ***

*** Email - External Email Received created on 02/22/2019 15:49:15 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Sent: Friday, February 22, 2019 9:50 AM
To: [redacted]
Subject: Kia Motors America [redacted]

Hi [redacted]

Thank you for speaking with me. As discussed, please send my any information you would like for me to review.

Please let me know if you have any questions.

Thank you,

Sent: Friday, February 22, 2019 10:27 AM
To: Villalpando, Alex [KMA]
Subject: RECEIPTS

I HAD TOLD LOUIE, THAT ALL MY RECEIPTS THAT WERE IN MY VEHICLE GOT BURNED DOWN IN THE GLOVE DEPARTMENT. I LOST EVERYTHING, WORK TOOLS, SHOES, CARSEAT ETC.

*** Email - External Email Received created on 02/22/2019 15:52:27 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
From: Helen Ono West [mailto:helen@thebuckleylawgroup.com]
Sent: Friday, February 22, 2019 12:16 PM
To: Villalpando, Alex [KMA]
Cc: Tomeko Samuel
Subject: [redacted] - LOR

Alex,
Please find my letter attached.

Best,

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A34GG[redacted]	[redacted]	67,948

Houston , TX, [redacted] Prod. Date: 10/07/2015 Dealer: TX106 Archer KIA

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

Helen Ono West | Associate
The Buckley Law Group
1811 Bering Drive, Suite 300
Houston, Texas 77057
Tel: 281.719.9312
Fax: 281.719.9307
helen@thebuckleylawgroup.com

*** Phone - Call - Outbound created on 02/22/2019 15:53:00 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt attempted contact with attorney. Left message for CB

*** Phone - Call - Outbound created on 02/26/2019 10:33:52 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt attempted contact with attorney. Left message for CB

*** Phone - Call - Inbound commitment updated on 02/26/2019 10:34:10 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/27/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment fulfilled on 02/26/2019 10:34:28 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/27/2019 closed by Alex Villalpando ***

*** Phone - Call - Inbound commitment fulfilled on 02/26/2019 10:34:31 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/27/2019 closed by Alex Villalpando ***

*** Phone - Call - Outbound created on 02/27/2019 13:41:15 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Attorney states
1. Hello returning call

Wrt states
1. thank you for calling back
2. Apologize for phone tag
3. Have received letter
4. Are you representing other owner of vehicle [redacted]
5. Any settlement would go to owners of vehicle
6. Vehicle inspection report has been completed by EFI Global and report has been received
7. Did not advise of a manufacturer defect
8. After review of report, was looking to offer assistance
9. Is demand ready

Attorney states
1. Thank you
2. Will see about other owner
3. Can report be provided
4. Their was loss of items in vehicle
5. Husband's stuff
6. Demand should be ready by Friday to send

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A34GG[redacted]	[redacted]	67,948

Houston , TX, [redacted] Prod Date: 10/07/2015 Dealer: TX106 Archer KIA

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

Wrt states
1. Unable to provide report
2. Cust currently in rental
3. Will review for rental
4. Will review demand once received
5. Thank you

*** Phone - Call - Inbound commitment updated on 02/27/2019 13:49:34 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/04/2019 and updated by Alex Villalpando ***

*** Email - External Email Received created on 02/28/2019 10:34:46 and created by Louis Manuel ***
From: Timothy Dufner [mailto:tdufner@fbkia.com]
Sent: Tuesday, February 26, 2019 3:14 PM
To: Manuel, Louis [KMA]
Subject: RE: Alternative Transport Request

Louis

Is there any update on this? She has been in rental for about 25 days now.

Timothy Dufner
Fixed Operations Manager
Fort Bend Kia
281-239-1000

From: Manuel, Louis [KMA] [mailto:LManuel@Kiausa.com]
Sent: Friday, February 01, 2019 1:17 PM
To: Timothy Dufner <tdufner@fbkia.com>
Subject: Alternative Transport Request

Tim,

Thank you for speaking with me today. Please authorize alternative transportation for Ms. [redacted] while Kia Motors America investigates her vehicle fire. Kia Motors America will reimburse Fort Bend Kia for all rental/loaner charges incurred for the duration of the case. Customer will be responsible for gas and insurance. Please let me know when I can send the customer down there or give me a call if you have any questions.

Customer Info:
[redacted] ([redacted])
16 Sorento VIN# 5XYPG4A34GG[redacted]
68k miles

Thank you,

*** Phone - Call - Inbound commitment updated on 03/05/2019 17:42:12 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/07/2019 and updated by Alex Villalpando ***

*** Email - External Email Received created on 03/07/2019 15:11:32 (GMT-08:00) Pacific Time (US & Canada) anc

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPG4A34G[redacted]	[redacted]	67,948

Houston , TX, [redacted] Prod. Date: 10/07/2015 Dealer: TX106 Archer KIA

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

created by Alex Villalpando ***
From: Helen Ono West [mailto:helen@thebuckleylawgroup.com]
Sent: Friday, March 01, 2019 1:20 PM
To: Villalpando, Alex [KMA]
Cc: Tomeko Samuel
Subject: Demand - [redacted]

Alex,
Please find my demand letter attached. Also, please acknowledge receipt of this email.

Feel free to contact me if you have any questions.

Best,

Helen Ono West | Associate

Date: Tuesday, March 5, 2019 at 7:42 PM
To: Helen Ono West <helen@thebuckleylawgroup.com>
Cc: Tomeko Samuel <tomeko@thebuckleylawgroup.com>
Subject: RE: Demand - [redacted] / Kia Motors America [redacted]

Hi Helen,

Thank you for your offer but we are unable to accept. KMA is willing to offer $16,000.00 inclusive. This based upon KBB value ($12,000), attorney fees, and out of pockets.

Please advise if your client would like to accept so I may prepare the paperwork.

Thank you,

From: Helen Ono West [mailto:helen@thebuckleylawgroup.com]
Sent: Wednesday, March 06, 2019 8:06 AM
To: Villalpando, Alex [KMA]
Subject: Re: Demand - [redacted] / Kia Motors America [redacted]

Alex,
I just tried to give you a call to discuss this claim. We would like to make a counter of $18,000 which is what Ms. [redacted] still owes on the car.

Best,

Helen Ono West | Associate

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A34GG1[redacted]	[redacted]	67,948

Houston , TX, [redacted] Prod. Date: 10/07/2015 Dealer: TX106 Archer KIA

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

From: "Villalpando, Alex [KMA]" <AVillalpando@Kiausa.com>
Date: Wednesday, March 6, 2019 at 6:15 PM
To: Helen Ono West <helen@thebuckleylawgroup.com>
Subject: RE: Demand - [redacted] / Kia Motors America [redacted]

Hi Helen,

Sorry for missing your call. I was unaware the customer had a loan. Could you please provide information and documents for the vehicle loan including a sales contract.

Also, has the other owner of the vehicle been reached out to?

Thank you,

From: Helen Ono West [mailto:helen@thebuckleylawgroup.com]
Sent: Thursday, March 07, 2019 8:10 AM
To: Villalpando, Alex [KMA]
Subject: Re: Demand - [redacted] / Kia Motors America [redacted]

Alex,
Yes, I've spoken with [redacted] numerous times and got his approval for our initial demand. I've attached the purchase agreement. [redacted] spoke to Aly and they have to mail him the remaining amount, they wouldn't email it. The exact amount due is $18,284.62.

Best,

Helen Ono West | Associate
The Buckley Law Group
1811 Bering Drive, Suite 300

*** Phone - Call - Outbound created on 03/07/2019 15:25:18 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt contacted Ally 888 477 8459

18,333.07
3/17/19
6.921

*** Phone - Call - Inbound commitment updated on 03/07/2019 17:56:16 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/08/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 03/12/2019 17:00:06 (GMT-08:00) Pacific Time (US & Canada)

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A34GG1[redacted]	[redacted]	67,948

Houston , TX, [redacted] Prod. Date: 10/07/2015 Dealer: TX106 Archer KIA

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

with Commitment Date 03/14/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound created on 03/12/2019 17:07:56 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
na

*** Phone - Call - Inbound created on 03/13/2019 11:04:27 and created by Linda Bohm ***
[redacted] called in
1. Would like to speak to Alex
2. Haven't heard from him in about a month
3. Has left numerous VM for Alex but hasn't gotten a call back.
4. A lawyer has been involved but he would prefer to deal directly with Kia

Wrt:
1. Apologized for inconvience
2. Offered to give cust Alex's number
3. Advised that my supervisor will contact Alex's supervisor and that cust will get a call back soon
3. Can we please get a phone number from you?

Cust:
1. [redacted]
2. Thank you

*** Email - External Email Received created on 03/14/2019 10:49:09 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
From: Villalpando, Alex [KMA]
Sent: Tuesday, March 12, 2019 5:00 PM
To: 'Helen Ono West'
Subject: RE: Demand - [redacted] / Kia Motors America [redacted]

Hi Helen,

After review, we accept your offer of $18,000 inclusive. Please see attached offer letter to be signed and returned.

Please let me know if you have any questions.

Thank you,

From: Helen Ono West [mailto:helen@thebuckleylawgroup.com]
Sent: Thursday, March 14, 2019 8:48 AM
To: Villalpando, Alex [KMA]
Subject: [redacted] / Kia Motors America [redacted]

Alex,
I wanted to inform you that I have spoken with Ms. [redacted] and we will no longer be representing her for any claims that she has against Kia. I have provided her with the release for $18,000 and told her that she can decide what she wants to do with it. If you have any questions, please contact Ms. [redacted] directly or contact [redacted]

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPG4A34G[redacted]	[redacted]	67,948

Houston , TX, [redacted] Prod. Date: 10/07/2015 Dealer: TX106 Archer KIA

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

[redacted]

Have a good day!

Best,

Helen Ono West | Associate
The Buckley Law Group
1811 Bering Drive, Suite 300
Houston, Texas 77057
Tel: 281.719.9312
Fax: 281.719.9307
helen@thebuckleylawgroup.com

*** Phone - Call - Outbound created on 03/14/2019 11:04:58 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt states
1. Hello contacting in regards to case
2. Apologize for not returning contact sooner but attorney was involved
3. Received email stating attorney no longer representing you and [redacted]

Cust states ([redacted]
1. Attorney is out of the picture now
2. Just want to get this taken care of
3. What do you we need to do

Wrt states
1. Have made offer to attorney
2. Offered to repurchase vehicle for $18,000
3. Can send you offer letter
4. Will require 2 signatures to accept

Cust states
1. Okay
2. I will get her to sign it
3. Will also contact Ally because they keep contacting us

Wrt states
1. Please contact me if any questions.

*** Phone - Call - Outbound created on 03/14/2019 11:30:30 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt states
1. Hello contacting in regards to case
2. Have spoken to [redacted]
3. Will be sending offer letter to repurchase vehicle
4. Please sign and return

Cust states ([redacted]
1. Okay thank you

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A34GG[redacted]	[redacted]	67,948

Houston , TX, [redacted] Prod. Date: 10/07/2015 Dealer: TX106 Archer KIA

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

Wrt states
1. Please contact me if any questions.

*** Phone - Call - Inbound commitment updated on 03/14/2019 11:33:56 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/19/2019 and updated by Alex Villalpando ***

*** Email - External Email Received created on 03/19/2019 15:42:47 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
From: [redacted] [mailto:[redacted]]
Sent: Tuesday, March 19, 2019 9:40 AM
To: Villalpando, Alex [KMA]; YOSELYN567@YAHOO.COM
Subject: RE: Kia Motors America [redacted]

Here is the document you requested signed. Thank you.

Thanks,

[redacted]

*** Email - External Email Sent created on 03/19/2019 16:44:13 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Sent: Thursday, March 14, 2019 1:30 PM
To: [redacted] <[redacted]>
Subject: Kia Motors America [redacted]

Hello [redacted] and [redacted]

Thank you for speaking with me. As discussed, please see attached offer letter to be signed and returned. Also, please provide a copy of the vehicle registration or copy of title in order to verify vehicle ownership.

Please let me know if you have any questions.

Thank you,

Sent: Tuesday, March 19, 2019 4:44 PM
To: [redacted]
Subject: RE: Kia Motors America [redacted]

Hi [redacted]

Thank you for returning the offer letter. Also, was your lien holder able to provide you with a copy of the title, title application, or another document verifying ownership?

Thank you,

*** Phone - Call - Inbound commitment updated on 03/19/2019 16:44:46 (GMT-08:00) Pacific Time (US & Canada)

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A34G[redacted]	[redacted]	67,948

Houston , TX, [redacted] Prod. Date: 10/07/2015 Dealer: TX106 Archer KIA

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

with Commitment Date 03/21/2019 and updated by Alex Villalpando ***

*** Email - External Email Received created on 03/20/2019 16:50:47 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
From: J[redacted]
Sent: Tuesday, March 19, 2019 4:59 PM
To: [redacted] Villalpando, Alex [KMA]
Subject: Re: Kia Motors America [redacted]

I am waiting on a response from them. Nothing yet.
Thank you,
[redacted]

*** Phone - Call - Outbound created on 03/21/2019 10:14:52 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt contacted Ally 1-888-925-2559

Payoff: $18,429.97
Per Diem: $6.92
10 Day: 3/31/19

Rep advised will fax copy of title.

*** Phone - Call - Inbound commitment updated on 03/21/2019 10:16:34 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/22/2019 and updated by Alex Villalpando ***

*** Fax - Fax Received created on 03/21/2019 16:10:21 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Received copy of title from Ally

*** Note - Others created on 03/22/2019 11:14:24 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
VRS# [redacted]

*** Phone - Call - Inbound commitment updated on 03/22/2019 11:14:45 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/29/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 03/29/2019 09:33:48 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/03/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 04/03/2019 15:21:50 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/10/2019 and updated by Alex Villalpando ***

*** Phone - Call - Outbound created on 04/19/2019 11:22:26 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt contacted Ally 1-888-925-2559
Payoff: $18,630.69
Per diem: $6.92
10 Day: 4/29/19

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A34GG[redacted]	[redacted]	67,948

Houston , TX, [redacted] Prod. Date: 10/07/2015 Dealer: TX106 Archer KIA

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

*** Phone - Call - Outbound created on 04/19/2019 11:27:48 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt states
1. Hello contacting in regards to case
2. About ready to make payment as agreed upon
3. However unable to complete as you currently owe more
4. Unable to complete repurchase
5. Recommend to contact Ally and make payment
6. Payment should be more than what we are payment to allow room for possible additional interest.
7. Lien holder will be able to credit you if there is an over payment
8. Please update me once completed so I may verify

[redacted] states
1. I will call them Monday

*** Email - External Email Sent created on 04/19/2019 11:30:52 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
From: Villalpando, Alex [KMA]
Sent: Friday, April 19, 2019 11:28 AM
To: [redacted]
Subject: Kia Motors America [redacted]

Hi [redacted]

Thank you for speaking with me. As discussed, please contact Ally so we may make the payment to credit your payoff.

Please update me once completed so I may verify with Ally.

Thank you,

*** Phone - Call - Inbound commitment updated on 04/19/2019 11:31:06 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/22/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 04/22/2019 10:48:20 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/23/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound created on 04/23/2019 10:47:40 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Cust states ([redacted]
1. Have tried calling Ally for phone payment
2. No one is taking it
3. Keep getting transferred to different departments

Wrt states
1. Can attempt contact with Ally and follow up

Cust states
1. Thank you

*** Phone - Call - Outbound created on 04/23/2019 10:52:00 (GMT-08:00) Pacific Time (US & Canada) and

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A34G[redacted]	[redacted]	67,948

Houston , TX, [redacted] Prod. Date: 10/07/2015 Dealer: TX106 Archer KIA

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

created by Alex Villalpando ***
Wrt contacted Ally

5/3/19
18,658.38
6.92

Rep advised cust can make payments over phone or online

*** Phone - Call - Outbound created on 04/23/2019 10:53:20 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt states
1. Hello contacting in regards to case
2. Payoff is increasing
3. Ally advised payments can be made via phone or online

Cust states ([redacted]
1. Have tried but unable to
2. No one at Ally is assisting
3. Can I make the difference of payment to you

Wrt states
1. Can check and follow up

*** Phone - Call - Outbound created on 04/23/2019 10:54:37 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt states
1. Hello contacting in regards to case
2. Have been in contact with [redacted]
3. Per offer letter you signed
4. We are making a payment towards the repurchase of your vehicle
5. However, loan amount is higher
6. You must pay difference so vehicle can be repurchase as agreed upon
7. Rental must be returned by 4/27
8. Any day further will become customer pay

Cust states
1. Thank you for the update
2. Will try to get a hold of [redacted] to see if we can go half

Wrt states
1. Please contact me if any questions

*** Phone - Call - Inbound commitment updated on 04/23/2019 10:58:30 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/24/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 04/24/2019 09:41:35 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/25/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 04/25/2019 10:12:53 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/26/2019 and updated by Alex Villalpando ***

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A34GG[redacted]	[redacted]	67,948

Houston , TX, [redacted] Prod. Date: 10/07/2015 Dealer: TX106 Archer KIA

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

*** Phone - Call - Outbound created on 04/26/2019 13:53:15 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt contacted Ally 888 477 8459
$18,379.15
5/6/19
$6.92

*** Phone - Call - Inbound commitment updated on 04/29/2019 17:42:31 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/10/2019 and updated by Alex Villalpando ***

*** Note - Others created on 05/02/2019 10:09:05 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Check# [redacted] mailed

*** Phone - Call - Inbound commitment updated on 05/10/2019 08:54:15 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/17/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 05/17/2019 11:15:35 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/24/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment fulfilled on 05/29/2019 14:07:20 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/24/2019 closed by Alex Villalpando ***

*** Note - Others created on 05/29/2019 14:07:22 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Morley turned in vehicle

*** 05/29/2019 14:07:51 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Alex Villalpando with Resolution Code : Goodwill Issued
[Resolution Summary]
Pending further contact.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPGDA39GG0[redacted]	[redacted]	66,905

Amarillo , TX, [redacted] Prod. Date: 02/04/2015 Dealer: TX076 Pete's Car Smart KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

Case History

*** 12/26/2018 15:20:57 ***
Contact = [redacted] [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 12/26/2018 14:51:39 and created by Andera Moon ***
Cust stated
1. Veh is in Amarillo, TX we are in Fort Irwin, CA
2. Trying to figure out if our veh is still under warranty
3. Veh engine failed

Wrt states
1. I apologize
2. May i asked what happened with veh

Cust States
1. Driving on HWY, randomly started making a noise, loud bang sounded like something in the engine fell, opened truck and veh had a little Smoke, then wouldn't start so we called RSA.

Wrt stated
1. Where is veh now?

Cust stated
1.Pete's Car Smart Kia

Wrt stated
1. I have reviewed the TL case and i am showing that the engine was authorized.
2. I will reach out to the DLR and F/U with repair.

Cust stated
1. What can we do for a rental in the meantime?

Wrt stated
1. You can purchase a rental out of pocket, once veh is repaired then we can review for consideration of reimbursement.

Cust stated
1. I dont really have any money for that right now.

Wrt stated
1. I can attempt to reach DLR and see what we can do to get you in a rental veh.
2. Looks like they just closed for today so i will do it first thing in the morning.

Cust stated
1. How would i get my veh to me?
2. From Amarillo, TX to Fort Irwin, CA
3. Could you ship the veh to me?

Wrt stated
1. We do not usualy ship vehs
2. It would be your responsibility to get the veh after it is repaired, but again we can review more into that once veh is repaired.

Wrt stated

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA39GG[redacted]	[redacted]	66,905

Amarillo , TX, [redacted] Prod. Date: 02/04/2015 Dealer: TX076 Pete's Car Smart KIA

Kia Case Type Lvl1: Complaint
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1. Anything else i can help you with?

Cust stated
1. No thank you.

Wrt stated
1. Would you please be so kind to take a quick survey based on the level of service i provided you today?
*****Transferred to Survey*****

*** Phone - Call - Inbound commitment created on 12/26/2018 15:27:39 with Commitment Date 12/27/2018 and created by Andera Moon ***
Call DLR 1st get RO and see if we can get cust a rental

*** Phone - Call - Inbound commitment fulfilled on 12/27/2018 07:23:30 with Commitment Date 12/27/2018 closed by Andera Moon ***

*** Phone - Call - Outbound created on 12/27/2018 07:23:31 and created by Andera Moon ***
Wrt called DLR, spoke to (Chris Srv Adv) and stated
1. May speak to Srv Mgr or Srv Adv?
2. May i have RO info?

Chris stated
1. Were no rental cars at the time of break down

Wrt stated
1. Do we have any way of getting a rental/loaner for cust in CA?

Chris stated
1. No.

**********RO INFORMATION**********
Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted] IRWIN CA [redacted]
VIN: 5XYPGDA39GG[redacted]
MY and Mileage: (66,950)
Most recent RO# [redacted]
Open Date: 12/22/18
Close date: N/a
Days Down at initial Service Alert report:
Most recent Repair Issue and Diagnosis: Hole in the block
Cust States veh started to slow down then lost a bunch of oil
Able to Duplicate: Y
Repair History of current concern with RO#,
Open and Closed dates with mileage:
ETA for completion of repairs: N/a
Parts on order (Y/N), Y
If so obtain part# , order#: Techline Case:
*Rental / Loaner Provided? N
Dealer contacted DPSM (if needed):N
Vehicle repaired?: N
Customer has possession?: N

L t name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA39GG0[redacted]	[redacted]	66,905

Amarillo , TX, [redacted] Prod. Date: 02/04/2015 Dealer: TX076 Pete's Car Smart KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

Dealer Code/Selling Dealer: TX076
Original Owner: N
What is current Customer Request: N/A

*** Phone - Call - Outbound created on 12/27/2018 07:36:08 and created by Andera Moon ***
Wrt called cust and stated
1. Calling with an update on rental veh.
2. The DLR is unable to supply rental outside of the DLR itself.

Cust stated
1. Did you ask them about getting the veh back to CA after it is repaired?

Wrt stated
1. No.
2. Once the veh is fixed we can come back to getting it back in your possession.
3. Anything else i can help you with?

Cust stated
1. No thank you.

*** Phone - Call - Inbound commitment created on 12/27/2018 07:38:21 with Commitment Date 01/03/2019 and created by Andera Moon ***

*** Case note has been appended from duplicated auto-case on 12/28/2018 01:01:22 (PST)

Comments from UPER

Part ordered for customer vehicle has been placed into the UPER status on12/26/2018 00:00:00

Dealer Name : PETE'S CAR SMART, INC. Pete's Car Smart Kia
Dealer Contact name : MICHAEL PEREZ
Dealer Phone : 806 351 1122
Part No# : 21101 2GK15R Pete's Car Smart Kia
Order No# : 1226E
Order Qty# : 1

Dealer Comment : open ro date 12-22-18 miles 66905 car stalled need eta to advise customer

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

*** Phone - Call - Outbound created on 01/02/2019 12:42:22 and created by Andera Moon ***
Wrt called DLR, spoke to (Chris Srv Adv) and stated
1. Do you have an ETA for repair?

Chris stated
1. Engine ordered

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPGDA39G[redacted]	[redacted]	66,905

Amarillo , TX, [redacted] Prod. Date: 02/04/2015 Dealer: TX076 Pete's Car Smart KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

2. No eta yet

Wrt stated
1. Thank you

*** Note - Others created on 01/02/2019 12:48:50 and created by Andera Moon ***
Per AS400 part is on B/O ETA until 01/18/19

*** Phone - Call - Outbound created on 01/02/2019 12:49:56 and created by Andera Moon ***
Wrt called cust and stated
1. I will be escalating this case to another department, to get some more resources involved.
2. Please allow a few business days for someone to reach out to you.
3. Provided case # and writer's contact information.
4. Call back if any questions or concerns

Cust stated
1. Thank you for the update.

*** Note - Others created on 01/02/2019 12:55:08 and created by Andera Moon ***
**** CALL TO ACTION ****
1. Veh engine down
2. Engine on B/O
3. F/U with cust accordingly

*** Case [redacted] is sent on 1/2/2019 12:56:1 by Andera Moon
To: mpfeifer@kiausa.com
Cc: amoon@kiaconsumeraffairs.com
Title: NO ACTION REQUIRED - Case Escalation:TX076, [redacted]

*** Phone - Call - Inbound commitment fulfilled on 01/02/2019 12:56:18 with Commitment Date 01/03/2019 closed by Andera Moon ***

*** 01/02/2019 12:56:50 ***
Dispatched from WIPBin = Commitment to Queue Southwest Region ECR by Andera Moon
Reason:

*** 01/03/2019 08:18:49 (GMT-07:00) Arizona ***
Accepted from Queue Southwest Region ECR to WIPBin Wednesday-1 by Randy Chacon

*** 01/03/2019 08:20:58 (GMT-07:00) Arizona ***
Case moved into WIPBin Wednesday-1 and Sub Status of Working

*** 01/03/2019 09:21:15 (GMT-07:00) Arizona ***
Assigned to WIPBin 00-ECR Inbox of Eric Swecker by Randy Chacon
Reason:

*** Note - Others created on 01/03/2019 12:40:59 (GMT-05:00) Eastern Time (US & Canada) and created by Eric Swecker ***
*** WebDCS: ETA - Jan 17, 2019 ***

Last_name	First_name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPGDA39[redacted]	[redacted]	66,905

Amarillo , TX, [redacted] Prod. Date: 02/04/2015 Dealer: TX076 Pete's Car Smart KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

*** 01/03/2019 12:42:11 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin = 00-ECR Inbox to Queue ECR Lite by Eric Swecker
Reason:

*** Phone - Call - Inbound created on 01/08/2019 14:38:08 and created by Melissa Hight ***
[redacted] owner, states
1. We currently have a rental through Kia
2. My husband had to pay out of pocket for our other rental because he had to report to his post
wtr states
1. Apologized
2. Advised cust may be able to submit receipts to dlr directly
3. Advised may be able to review goodwill - no guarantee
4. Advised cust can submit receipts to kia.com
5. Provided case #
call dropped

*** 01/08/2019 14:46:02 ***
Dispatched from WIPBin = to Queue ECR Lite by Melissa Hight
Reason: yanked to update email for uploading docs

*** Phone - Call - Outbound created on 01/08/2019 14:46:08 and created by Melissa Hight ***
wtr called cust - unable to leave VM - no VM available

*** Phone - Call - Inbound created on 01/24/2019 09:32:05 and created by CHARLOTTE PEERY ***
[redacted] [redacted] states:
1. Our veh. broke down while in Texas
2. We rented a truck to get back
3. We had asked if we could get reimbursed for the rental
4. The person I talked to at the dlr said they couldn't put it on there wty claims because they would just get reimbursed instead of me
5. So that is why I am calling

Wrt states:
1. Apologized
2. Advised will need to send in receipt and POP
3. Advised can upload docs at KIA.com>Contact KIA>Attach to existing case
4. Advised will not send up for review of reimbursement until veh. is completely repaired, advised no guarantees
5. Advised KIA will review for wty reimbursement on
6. Gave case# and 800#

Cust states:
1. We are also going to need to car brought back to us
2. He is in the Army and we will not have any time to pick it up
3. There is no way we can go pick it up

Wrt states:
1. Advised reunite is customer responsibility
2. Advised will be glad to note case that she is inquiring about a reunite
3. Advised that trip interruption is a program offered through RSA for 5/60,000 miles whichever comes first for a warranty-related disablement
4. Disablement must have occurred more than 150 miles from the customer's home , which it has it is about 1,000

Last_name	First_name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA39GG[redacted]	[redacted]	66,905

Amarillo , TX, [redacted] Prod. Date: 02/04/2015 Dealer: TX076 Pete's Car Smart KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

miles away
5. Advised will need to wait until veh. is repaired before appropriate team will review for reunite request

Cust states:
1. Ok. Thank you.

*** Phone - Call - Inbound created on 02/12/2019 11:27:39 and created by Roberto Salazar ***
Customer States:
1. What is the part shipment eta?

Writer States:
1. Checked AS400, Part No# : 21101 2GK15R Pete's Car Smart Kia
Order No# : [redacted]
2. advise UPPER ETA 02/28/2019.

*** Case note has been appended from duplicated auto-case on 02/16/2019 01:02:37 (PST)

Comments from UPER

Part ordered for customer vehicle has been placed into the UPER status on02/14/2019 00:00:00

Dealer Name : PETE'S CAR SMART, INC. Pete's Car Smart Kia
Dealer Contact name : MICHAEL PEREZ
Dealer Phone : 806 351 1122
Part No# : 21101 2GK31QQKR Pete's Car Smart Kia
Order No# : [redacted]
Order Qty# : 1

Dealer Comment : open ro date 12-22-18 miles 66905 contacted tech line on this case # [redacted] we were instructed to order a standard oem engine part number due to pi1802 engine was not available yet after talking with techline on 2-14-19 I was told to order pi1803x engine now and cancel which ever one arrives qicker

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

*** Phone - Call - Inbound created on 03/07/2019 10:13:03 and created by Deborah [redacted] ***
customer call in
Customer would like reunite from Pete's Car Smart KIA in Amarillo, TX to kia motors in victorville ca.
Customer states
1. They paying for the rental up until today.
Tomorrow must be turn no cant pick up rental payment.
2. i understand about escalating part .
Writer states
1.The case will have to go to escalating. They will be the one to arrange for the transport to california.
2.They should reach out to you in after reviewing the case.

<For Internal Use Only
They paying for the rental up until today.
Tomorrow must be turn no cant pick up rental payment.>

*** Phone - Call - Outbound created on 03/07/2019 10:46:45 and created by Deborah [redacted] ***

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPGDA39GG[redacted]	[redacted]	66,905

Amarillo , TX, [redacted] Prod. Date: 02/04/2015 Dealer: TX076 Pete's Car Smart KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

Writer contacted Service @ (806) 351-1122 spoke to Chris in service

Service states
1. Rental was authorizes in victorville CA.
2. Dealer only waiting for vehicle to be transported.
Writer states
1. Okay , thank you

*** Phone - Call - Inbound created on 03/11/2019 12:03:56 and created by Edward Hunter ***
Michael Perez, Service Manager, called from TX076
Car is finished
Where is reunite?

Writer skyped TCM Deborah [redacted] on the phone
Writer requested she call the service manager back to discuss this

*** Phone - Call - Inbound created on 03/12/2019 07:30:52 and created by Edward Hunter ***
Michael Perez, Service Manager, called from TX076 again.
Car is finished
Where is reunite?

Writer skyped TCM Deborah [redacted] on the phone
Writer requested she call the service manager back to discuss this

*** Phone - Call - Inbound created on 03/12/2019 14:48:04 (GMT-07:00) Mountain Time (US & Canada) and created by Octavia Murray ***
Customer states:
1. I want to know what the ETA is on getting my vehicle
2. I need to when I will get my vehicle back

Writer states:
1. Apologized
2. I am not showing an ETA
3. Once we do get the ETA we will f/u to advise

Customer states:
1. Thank you

Writer states:
1. You're welcome
2. Thank you for choosing Kia

*** Phone - Call - Outbound created on 03/07/2019 11:34:29 and created by Deborah [redacted] ***
Writer called customer @ [redacted]

Customer states
1.Customer want to know would pay.
2. Just wants to stay in loop.

Writer states

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPGDA39GG[redacted]	[redacted]	66,905

Amarillo , TX, [redacted] Prod. Date: 02/04/2015 Dealer: TX076 Pete's Car Smart KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

1.Where did you get the rental from Texas or Calif.
2. Is the rental from a enterprise car rental.
3. I was advised by my Supervisor that I can Authorizes the rental for you to use until your vehicle is delivered .
4. Kia could reimbursement.

*** Phone - Call - Inbound created on 03/07/2019 13:56:09 and created by Deborah [redacted] ***
Writer contacted Service @(806) 351-1122 spoke to Tray in service
Service person (Tray) stated that Chris was with customer
and could he help .
Writer states
1. I ask him if he could verify the address and phone # for me please, If he could be my second contact person please

Service person (Tray) stated yes I will

Writer thank yo very much

*** Phone - Call - Inbound created on 03/14/2019 08:21:12 and created by Deborah [redacted] ***
Customer call in
Customer check on transport how it coming along
Writer states
1. I explain to customer paper have transfer to transport area to be review to be done.
Customer states
1. Okay i know it takes a while but my husbands it wondering.
2.We had to pay out pocket for a truck rental to travel from Texas to Fort Irwin CA
3. Rental out pocket cost is $600.00 need vehicle to relocated to
Fort Irwin CA.
4. Thank You
Writer states
1. You are welcome

*** Email - External Email Sent created on 03/15/2019 06:57:19 and created by Deborah [redacted] ***

Writer email customer [redacted]

Writer states
1. The estimate for pick up is 3/14/19 and delivery is 3/16/19.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPGDA39GG[redacted]	[redacted]	66,905

Amarillo , TX, [redacted] Prod. Date: 02/04/2015 Dealer: TX076 Pete's Car Smart KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

2. Should you have any questions or concerns please feel free to call KCAC at 1800-333-4542 followed by case #[redacted]

*** Phone - Call - Inbound created on 03/20/2019 09:19:56 and created by Edward Hunter ***
Customer called and asked:
1. What do I need to have for the payment reimbursement?
2. May I have the case number and anything else I need to have to upload this information?
3. We got the car back yesterday!

Writer states:
1. I am happy you got your car back, finally
2. We need something from the lender to tell us what the payments are, you mentioned that after the original sales contract was done, the lender lowered the payments due to being active duty military.
3. Screen shot of the lender's site showing payment history
4. Gave case number and campaign number
5. Requested call back if any other questions or problems.

*** Phone - Call - Inbound created on 03/20/2019 12:29:49 (GMT-07:00) Arizona and created by Debra Rustin ***
customer states
1.we got our kia back
2.trying to upload rental receipts
3.also our car payment history

writer states
1. go to kia.com

customer states
1.thats not working for me

writer states
1. can you fax them in?

customer states
1.yes

writer states
1.we need rental bills, receipts. work order, contract and bank statement showing payments made

customer states
1. the car was delivered to us
2.we didnt get a work order

writer states
1. ok, we may need to have dlr fax it to us

*** Fax - Fax Received created on 03/22/2019 15:20:11 and created by Kimberly StalnakerGalvez ***

<For Internal Use Only
fax received and attached to case
>

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPGDA39GG[redacted]	[redacted]	66,905

Amarillo , TX, [redacted] Prod. Date: 02/04/2015 Dealer: TX076 Pete's Car Smart KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

*** Phone - Call - Inbound created on 03/26/2019 13:10:36 and created by Johnathan Jimenez ***
Cust states
1. Calling in to see if my fax was received

Wrt states
1. Thanked
2. Advised customer I do see the documents attached
3. CM not available
4. Advised cm will follow up asap

Cust states
1. Thanked

Wrt states
1. Thanked
ended call
skyped cm

*** Fax - Fax Received created on 04/05/2019 13:24:14 and created by Melissa Garcia ***
Fax Received From Customer*

Attached Documents
1. Account Activity Summary
2. Global Lending Services, monthly statement
Dated 03/01/2019

*** Phone - Call - Inbound created on 04/08/2019 09:54:19 and created by Judith Taylor ***
Ms. [redacted] States
1. I have sent in all my information on my rental can you tell me if you received it or not

Wtr States
1. I show it has been received and you cm should submit it for reimbursement
2. I have skyped your cm just in case she has not seen you sent the information in so she can submit it for you

Cust State
1. Ok thank you

*** Phone - Call - Inbound created on 04/09/2019 12:50:36 and created by Heather Jessee ***

[redacted] [redacted] Owner Calling In

Cust states:
1. Calling about my reimbursement.
2. Requesting reimbursement for the rental and the car notes.
3. I faxed all the info in.

Writer states:
1. Apologized.
2. Adv we have received docs.
3. I am showing total amount for Enterprise costs- $647.52

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPGDA39GG[redacted]	[redacted]	66,905

Amarillo , TX, [redacted] Prod. Date: 02/04/2015 Dealer: TX076 Pete's Car Smart KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
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Kia Case Type Lvl4: Engine Breakage/Damage

4. Car notes, $488.09 each.

Cust states:
1. Yeah, that sounds right.
2. They had the veh for months, so at least 4.
3. The vehicle is currently at Valley Hi now.
4. Doing the same thing.
5. We really need a rental bc we cannot afford to come out of pocket any more than we already have.

Writer states:
1. Apologized.
2. Let me reach out to Valley Hi and we can see if a rental can be authorized for you.

Cust states:
1. Thank you

*******Outbound call to Valley Hi Kia @ (760) 955-0046********

***Andy- service

Andy states:
1. Veh has not been diagnosed yet.
2. Send me an email and I will have the service adviser set it up.
3. Service adviser will reach out today.

Writer states:
1. Thank you so much.

**********End Outbound Call**********

Writer states:
1. Sorry for the hold.
2. Relayed info.
3. Will note concerns and request CM f/u.
4. Case # and contact info provided

Cust states:
1. Thank you

*** Email - External Email Sent created on 04/09/2019 13:30:00 and created by Heather Jessee ***

Writer emails service manager-

Andy,
KCAC will authorize rental for customer until vehicle can be diagnosed/ repaired. We will pay up to $45 per day and that does not include fuel or insurance. Authorization is [redacted] Depending on diagnosis and repair, we can have you send me the rental invoice and reimburse you on your parts statement otherwise on the sublet for the repair.
Please contact me with any concerns or questions.
I appreciate all you do.

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA39GG[redacted]	[redacted]	66,905

Amarillo , TX, [redacted] Prod. Date: 02/04/2015 Dealer: TX076 Pete's Car Smart KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

Thanks!

Heather “Nikki” Jessee, Total Case Specialist

<For Internal Use Only
awilson@valleyhi.com>

*** Email - External Email Received created on 04/09/2019 14:10:37 and created by Heather Jessee ***

Writer receives email from service manger-

From: Andy Wilson [awilson@valleyhi.com]
Sent: Tuesday, April 9, 2019 5:06 PM
To: Heather Jessee <hjessee@kiaconsumeraffairs.com>
Subject: [External Email] - Re: [redacted]

HELLO HEATHER,
I JUST SPOKE WITH THE TECHNICIAN AND HE HAS FOUND THE NUT ON TOP OF THE MOTOR MOUNT MISSING. THIS IS CAUSING THE VEHICLE THE ISSUE THE CUSTOMER HAS CAME IN FOR. HOW WOULD YOU LIKE ME TO PROCEED WITH THIS CUSTOMER. THIS IS NOT A KIA ISSUE, THIS IS THE TECHNICIAN LEAVING A COMPONENT OFF WHEN INSTALLING THE VEHICLES NEW ENGINE.
ANDY WILSON VALLEY HI KIA ASST SERVICE MANAGER.
THANK YOU FOR YOUR TIME.

*** Email - External Email Sent created on 04/09/2019 14:14:13 and created by Heather Jessee ***

Writer emails service manager-

Andy, thanks for letting me know. Can you please give me the estimate on the cost for parts and labor for this repair? The RO info, please?
I appreciate all you do.
Thanks,

Heather “Nikki” Jessee, Total Case Specialist

*** Note - Others created on 04/09/2019 15:09:05 and created by Heather Jessee ***

<For Internal Use Only
CM authorizes dealership to repair vehicle-
Will reimburse dealer on parts statement for repair>

*** Email - External Email Received created on 04/09/2019 15:10:41 and created by Heather Jessee ***

Writer receives email from service manager-

MAAM THE COST OF THE PART IS ONLY 5$ AND SOME CHANGE, THE DIAG IS 159.99, AND THE LABOR IS 78.88. LET ME KNOW WHAT YOU WOULD LIKE TO DO. THANK YOU HAVE A GREAT DAY.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPGDA39GG[redacted]	[redacted]	66,905

Amarillo , TX, [redacted] Prod. Date: 02/04/2015 Dealer: TX076 Pete's Car Smart KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

*** Email - External Email Sent created on 04/09/2019 15:10:57 and created by Heather Jessee ***

Writer emails service manager-

Will you allow me to reimburse you for this on your parts statement?
Thanks,

Heather “Nikki” Jessee, Total Case Specialist

*** Email - External Email Received created on 04/09/2019 15:11:35 and created by Heather Jessee ***

Writer receives email from service manager-

I HAVE SPOKE WITH MY SERVICE DIRECTOR AND HE HAS STATED THIS WOULD BE FINE.

*** Phone - Call - Inbound created on 04/09/2019 14:59:05 and created by Briana Stonechek ***
customer states:
1. I haven't heard anything about my rental

writer states:
1. Apologized
2. Messaged HJessee to confirm if rental will remain covered
3. HJessee advised rental is covered for the time down for repair

writer called TX076 service department

writer states:
1. Provided VIN
2. I want to confirm rental has been authorized

svc adviser TX076, Tre, states:
1. This car came and left
2. How is this working in CA?

writer states:
1. CA?
2. Is Andy Wilson your service manager?

svc adviser TX076, Tre, states:
1. No ma'am Joseph Perez

writer states:
1. I have the wrong dealer I'm sorry

writer searched dealers near 92310, called Valley Hi KIA service department @ 877-241-4321

writer states:
1. Provided VIN
2. I want to confirm rental has been authorized

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA39GG0[redacted]	[redacted]	66,905

Amarillo , TX, [redacted] Prod. Date: 02/04/2015 Dealer: TX076 Pete's Car Smart KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

svc manager, Andy Wilson, states:
1. I have approval for rental and repair
2. William will call the customer to get them into a rental over night

writer states:
1. Thank you

writer continued with the customer

writer states:
1. Rental and repair have been approved and ironed out with everyone
2. The service writer William will be calling you shortly to touch base

customer states:
1. Thank you

*** Email - External Email Sent created on 04/10/2019 09:18:10 and created by Heather Jessee ***

Writer emails service adviser-

Andy, good morning. When you have the chance, can you please provide me the status of this vehicle?
Has the repair been completed yet?
I appreciate all you do.
Thanks,

Heather “Nikki” Jessee, Total Case Specialist

*** Email - External Email Sent created on 04/10/2019 09:22:40 and created by Heather Jessee ***

Writer emails customer-

Ms. [redacted]
Good morning. I am reaching out to you on behalf of KIA Consumer Affairs in reference to your reimbursement request. At this time, we need to have you submit a copy of your sales contract or the vehicle registration so we car continue to review the rental and car payment reimbursement request. Please let me know if you have any concerns or questions.
Thank you for being the best part of KIA!

Heather “Nikki” Jessee, Total Case Specialist

*** Phone - Call - Outbound created on 04/10/2019 09:27:57 and created by Heather Jessee ***

Writer calls dlr TX076 @ (806) 351-1122

John- service

Writer states:
1. Needing RO info, provided VIN
2. Needing RO from engine replacement

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA39GG[redacted]	[redacted]	66,905

Amarillo , TX, [redacted] Prod. Date: 02/04/2015 Dealer: TX076 Pete's Car Smart KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

John states:
1. Sure

Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: SAME AS ON FILE
VIN: 5XYPGDA39GG[redacted]
MY and Mileage: 2016 KIA SORENTO 66905
Most recent RO# and Open Date: #[redacted] 12/22/2019-03/25/2019
Days Down at initial Service Alert report:N/A
Most recent Repair Issue: ENGINE LOCKED UP
Diagnosis: REPLACED ENGINE
Able to Duplicate: YES
Repeat Repair: NO
ETA for completion of repairs: COMPLETED
Parts on order- part# order#: NO [redacted]
Techline Case: YES
Rental / Loaner Provided?: NA
Dealer contacted DPSM:
Vehicle repaired?:
Customer has possession?:
Dealer Code/Selling Dealer: TX076 PETES CAR SMART KIA
Original Owner: YES
What is current Customer Request: REQUESTING REIMBURSEMENT FOR RENTAL PAID FOR OUT OF POCKET FOR THIS TIME AND CAR NOTES

*** Email - External Email Received commitment created on 04/10/2019 09:29:48 with Commitment Date 04/12/2019 and created by Heather Jessee ***

*** Phone - Call - Inbound created on 04/10/2019 13:38:00 and created by DANIELLE GANGEWERE ***
Ms. [redacted] states-
1 I am calling about an email that I received.
2 Nikki had asked me to send in a copy of my Sales Contract or my Registration.
3 Why is she needing that?

Wrt states-
1 Apologized,
2 She is needing that due to the amount that you're requesting reimbursement for.

Cust states-
1 Thank you.
2 I will send that in tomorrow.

*** Phone - Call - Inbound created on 04/12/2019 09:14:40 and created by Teresa Quinn ***
cust states
1. I am needing an update on my case
2. Did Nikkie receive docs

Skyped CM no response*****

wtr states

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA39GG0[redacted]	[redacted]	66,905

Amarillo , TX, [redacted] Prod. Date: 02/04/2015 Dealer: TX076 Pete's Car Smart KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

1. Apologized
2. Will update case for return call from CM

cust states
1. Thanks

*** Email - External Email Sent commitment updated on 04/12/2019 09:57:10 with Commitment Date 04/12/2019 and updated by Heather Jessee ***

Writer emails customer-

Ms. [redacted]
Good morning. I apologize I was not available when you contacted our office earlier. I have not yet received a copy of your registration or buyers agreement. Please let me know if you have any questions.
Thanks,

Heather “Nikki” Jessee, Total Case Specialist

*** Email - External Email Sent commitment updated on 04/12/2019 09:57:14 with Commitment Date 04/16/2019 and updated by Heather Jessee ***

*** Phone - Call - Inbound created on 04/12/2019 10:15:23 and created by Nicole Sotelo ***
Cust states
1 Can I speak with my CM?

Wrt states
1 I will see if she is available, one moment
* Wrt skyped HJessee *
2 I think she is at lunch
3 What is it that you were requesting?

Cust states
1 She said she wasn't able to get my docs
2 I faxed

Wrt states
1 It does normally take about 72 hours

Cust states
1 Okay
2 I thought it was weird I Was emailed that

Wrt states
1 She will follow up with you shortly

*** Email - External Email Sent commitment updated on 04/16/2019 09:21:39 with Commitment Date 04/18/2019 and updated by Heather Jessee ***

*** Phone - Call - Inbound created on 04/17/2019 08:09:24 and created by Teresa Quinn ***
cust states

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPGDA39GG[redacted]	[redacted]	66,905

Amarillo , TX, [redacted] Prod. Date: 02/04/2015 Dealer: TX076 Pete's Car Smart KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

1. I am needing an update on my case

wtr states
1. Apologized
2. Will update case for return call from CM

cust states
1. Thanks

*** Phone - Call - Inbound created on 04/17/2019 11:11:37 and created by Alexis Tate ***
Ms. [redacted] (Owner) states
1. I called in earlier, the lady was not helpful.
2. Nikki is working my case, has she received my faxes?

Wrt states
1. Verified cust info.
2. Apologized, reviewing case notes and reaching out to CM.

Cust states
1. Okay.

**********CUST DISCONNECTED ON HOLD*********
WRT CALLED CUST BACK [redacted]

Wrt states
1. I am calling from KCAC, to follow up.
2. Left VM, Advised to call back if assistance is needed.
3. Provided contact #, case #
4. Advised sales agreement or registration is needed.

*** Email - External Email Sent commitment fulfilled on 04/17/2019 11:26:00 with Commitment Date 04/18/2019 closed by Heather Jessee ***

Writer calls cust [redacted] @ ([redacted]
LVM
Writer states:
1. Nikki from KIA
2. Apology that I was not available when you contacted us earlier.
3. Adv at this time we are just waiting on a copy of the sales contract or the registration.
4. Please let me know if you are having concerns sending in info.
5. Once received we can then move forward with your reimbursement.
6. Case # and contact info provided, thank you

*** Phone - Call - Outbound commitment created on 04/17/2019 11:26:17 with Commitment Date 04/18/2019 and created by Heather Jessee ***

*** Phone - Call - Inbound created on 04/17/2019 11:21:28 and created by Angela Hayes ***
[redacted] states
1 I was talking to Alexis and got cut off

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPGDA39GG[redacted]	[redacted]	66,905

Amarillo , TX, [redacted] Prod. Date: 02/04/2015 Dealer: TX076 Pete's Car Smart KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

wrt states
1 apologize
2 adv Alexis called cust back and left VM
3 adv sales contract or registration is needed

cust states]
1 that is confusing
2 I faxed that in last week

wrt states
1 asked if could fax again

cust states
1 could somebody let me know when they get the fax
2 an email is fine just so we know
3 thank you

*** Phone - Call - Outbound commitment updated on 04/17/2019 12:02:32 with Commitment Date 04/19/2019 and updated by Heather Jessee ***

*** 04/17/2019 13:55:57 ***
IMG_20190417_0003.jpg added by [redacted] on 04/17/2019 13:55:57

*** 04/17/2019 13:55:58 ***
Web - Note created on 04/17/2019 13:55:57 and created by [redacted]
Nikki is the case worker on the case at kia consumer and she needed the registration. Registration is to complete the case for reimbursement of rental and car payments.

*** Phone - Call - Inbound created on 04/17/2019 14:00:08 and created by Jacob Adams ***
customer states
1 is my case my case manager available

writer states
1 let me check
2 apologized
3 she is currently not available
4 I will request for a return call

*** Phone - Call - Inbound created on 04/18/2019 11:34:09 and created by Nicholas Lopez ***
cust states
1. i want to know if they have everything for a reimbursement

writer states
1.going over the case notes and seeing what your CM needs
2.it looks like we do have everything we need
3.your cm will follow up with you asap

cust states
1.ok great thank you

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPGDA39GG[redacted]	[redacted]	66,905

Amarillo , TX, [redacted] Prod. Date: 02/04/2015 Dealer: TX076 Pete's Car Smart KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

ended call

*** Email - External Email Sent commitment fulfilled on 04/18/2019 14:32:04 with Commitment Date 04/19/2019 closed by Heather Jessee ***

Writer emails customer-

Ms. [redacted]
Good afternoon. Thank you for submitting the required documents for KIA to review for your reimbursement request. At this time, we have approved reimbursement in the amount of $1,132.61. An offer letter and a release letter have been attached to this email. If you can please look over the offer and release to ensure information listed is correct, sign and date and email back to our office, please. Once received back, we can then initiate the reimbursement to start processing. Please let us know if you have any concerns or questions.
Thank you for being the best part of KIA!

Heather “Nikki” Jessee, Total Case Specialist

*** Email - External Email Received created on 04/18/2019 14:31:23 and created by Heather Jessee ***

Writer receives email from warranty admin-

PLEASE SEE ATTACHED FOR PAYMENT.
Thank you,

Yvonne Garcia

attached doc to case

*** 04/18/2019 14:36:03 ***
Goodwill #: [redacted] Submitted

*** Email - External Email Sent created on 04/18/2019 14:37:23 and created by Heather Jessee ***

Writer emails warranty admin-

Yvonne, thank you for sending the invoice to me. I have submitted the $159.95 to our back office to have the amount reimbursed back to you on your parts statement. Please let me know if you have any concerns or questions.
I appreciate all you do.
Thanks,

Heather “Nikki” Jessee, Total Case Specialist

*** Phone - Call - Outbound commitment created on 04/18/2019 14:38:32 with Commitment Date 04/22/2019 and created by Heather Jessee ***

*** Phone - Call - Inbound created on 04/19/2019 12:57:30 and created by Heather Jessee ***

[redacted] Owner Calling In

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPGDA39GG[redacted]	[redacted]	66,905

Amarillo , TX, [redacted] Prod. Date: 02/04/2015 Dealer: TX076 Pete's Car Smart KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

Cust states:
1. Calling to f/u on case.
2. Why are we just getting one car payment?
3. We should be reimbursed for 2 months.
4. What is going on?

Writer states:
1. Apologized.
2. Adv the reimbursement is the amount we have approved.
3. Taking into consideration the amount we paid the dlr for last repair and the reunite etc

Cust states:
1. I don;t accept that.
2. We want more.

Writer states:
1. Apologized
2. Adv additional info needed.

Cust states:
1. Requesting 2 car notes and the rental

Writer states:
1. Will review and follow up

Cust states:
1. Thanks

*** Phone - Call - Outbound commitment updated on 04/22/2019 11:21:55 with Commitment Date 04/24/2019 and updated by Heather Jessee ***

*** Email - External Email Sent commitment fulfilled on 04/22/2019 11:27:29 with Commitment Date 04/24/2019 closed by Heather Jessee ***

Writer emails customer-

Ms. [redacted]
Good afternoon. I am reaching out to let you know KIA's Regional Office will be reviewing your reimbursement request. An agent from that office should be in touch within 2-3 business days.
Please let us know if you have any concerns or questions.
Thank you for being the best part of KIA!

Heather "Nikki" Jessee, Total Case Specialist

*** Note - Others created on 04/22/2019 11:23:36 and created by Heather Jessee ***

Call to Action

Forward to ECR
1. Cust states engine failed.
2. TX076 replaced engine.

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA39GG[redacted]	[redacted]	66,905

Amarillo , TX, [redacted] Prod. Date: 02/04/2015 Dealer: TX076 Pete's Car Smart KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

3. DPSM has been advised.
4. Dispatching bc cust disagrees with KCAC offer to reimburse for $1132.61 (rental and one car payment)
5. Cust is requesting reimbursement for an additional car payment bringing total to 1,617.70
6. Please review and follow up accordingly.

*** Phone - Call - Inbound created on 04/24/2019 08:03:08 and created by Alexis Tate ***
Ms. [redacted] (Owner) states
1. Is there a update?
2. I called Nikki last week, and was told a certain amount was approved.
3. I should get 2 car payments not 1.
4. I wanted to have it re- reviewed.

Wrt states
1. Verified cust info.
2. Apologized, reviewing case notes.

Cust states
1. Okay.

Wrt states
1. Apologized for hold.
2. Advised looks like case is being sent to ECR, who will be following up in 2-3 business days.

Cust states
1. Okay. Thanks.

*** 04/24/2019 14:38:30 ***
Dispatched from WIPBin = GW to Queue Western Region ECR by Heather Jessee
Reason:

*** 04/25/2019 07:50:47 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue Western Region ECR to WIPBin 0. default by Esther Kong

*** 04/25/2019 07:59:43 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin Default of Dany Chittamany by Esther Kong
Reason:

*** Phone - Call - Inbound created on 04/26/2019 12:52:59 and created by Alexis Tate ***
Ms. [redacted] (Owner) states
1. Has the case been assigned to anyone?

Wrt states
1. Verified cust info.
2. Apologized, reviewing case notes.

Cust states
1. Okay.

Wrt states
1. Apologized, for hold.
2. Advised CM is Dany Chittamany

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPGDA39GG[redacted]	[redacted]	66,905

Amarillo , TX, [redacted] Prod. Date: 02/04/2015 Dealer: TX076 Pete's Car Smart KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

3. Provided contact #, email.
4. Advised can transfer to CM/ VM.

Cust states
1. Okay, Thanks.
2. I will email him.

*** Phone - Call - Outbound created on 04/26/2019 13:40:19 (GMT-08:00) Pacific Time (US & Canada) and created by Dany Chittamany ***
Writer contacted Customer @ [redacted]
Writer states:
1. Introduced self.
2. Understand that you are not satisfied with previous offer.
3. I have re-reviewed and understand that your vehicle was down for 3 months for engine repair.
4. Am prepared to offer you 4 car payments.
5. However, will need copy of RO for engine repair.
6. I understand that you may have never received one because the vehicle was reunited with you.
7. Once I have that RO to verify the days down, will send you offer and release.

Customer states
1. We would be very happy to receive that.
2. Ok keep me updated when you send that offer letter.

Writer states:
1. Absolutely will send you an email when that is done.
2. Thank you.
- ended call -

*** Phone - Call - Outbound created on 04/26/2019 14:03:36 (GMT-08:00) Pacific Time (US & Canada) and created by Dany Chittamany ***
Writer contacted SM @ TX076 Michael Perez:
Writer states:
1. Requesting RO for engine repair.

Michael states:
1. Sending to dchittamany@kiausa.com

Writer states:
1. Thannk you so much.
- ended call-

*** Email - External Email Received created on 04/26/2019 14:16:09 (GMT-08:00) Pacific Time (US & Canada) and created by Dany Chittamany ***

FROM: Service Department <service@petescarsmartkia.com>
(RO attached engine repair)

*** 04/26/2019 14:30:09 (GMT-08:00) Pacific Time (US & Canada) ***
Email is sent on 04/26/2019 14:28:12 by Dany Chittamany
To: [redacted]
Cc:

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPGDA39GG0[redacted]	[redacted]	66,905

Amarillo , TX, [redacted] Prod. Date: 02/04/2015 Dealer: TX076 Pete's Car Smart KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

Title: Kia Consumer Assistance Center Case#[redacted]
Attachments:
[redacted] Offer and Release TO BE SIGNED.pdf

*** Email - External Email Sent created on 04/26/2019 14:28:12 (GMT-08:00) Pacific Time (US & Canada) and created by Dany Chittamany ***
Dear [redacted]
Attached is the offer letter for a one time goodwill offer for the inconvenience with your vehicle. Please confirm the name and address on the offer letter is correct, review, sign, and return all pages to me via fax or e-mail to proceed.
Sincerely,

Dany C.
Kia Motors America

04/26/2019 14:36:13
Email is received on 04/26/19 14:36:12 from [redacted]

04/26/2019 15:51:15
Email is received on 04/26/19 15:51:05 from [redacted]
Attachments:
IMG_20190426_0001.pdf
IMG_20190426_0002.pdf
IMG_20190426_0004.pdf
IMG_20190426_0005.pdf

*** Email - External Email Received created on 04/26/2019 14:36:12 (GMT-08:00) Pacific Time (US & Canada) and created by Dany Chittamany ***
Hi this is Mrs. [redacted] so it's reimbursement for just 4 car payments? Not car rental too?

*** Email - External Email Received created on 04/26/2019 15:51:05 (GMT-08:00) Pacific Time (US & Canada) and created by Dany Chittamany ***
Here are the papers that are signed and thank you for helping us with this.
Please let us know how long it will approximately take to receive this check.

Have a great weekend
[redacted]

*** 04/29/2019 11:15:54 ***
Goodwill #: [redacted] Submitted

*** 04/29/2019 11:17:11 ***
Goodwill #: [redacted] Submitted

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA39GG0[redacted]	[redacted]	66,905

Amarillo , TX, [redacted] Prod. Date: 02/04/2015 Dealer: TX076 Pete's Car Smart KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

*** 04/29/2019 14:04:32 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Submitted

*** 04/29/2019 14:06:39 (GMT-08:00) Pacific Time (US & Canada) ***
Email is sent on 04/29/2019 14:05:26 by Dany Chittamany
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 04/29/2019 14:05:26 (GMT-08:00) Pacific Time (US & Canada) and created by Dany Chittamany ***
Dear Mr. and Mrs. [redacted]

Thank you for returning the signed documents. I will process your goodwill payment and follow up to advise when the check will be sent. This process can take up to 45 days but if you have any additional questions or need immediate assistance do not hesitate to contact me directly.
Respectfully,

Dany C.
Kia Motors America

*** Note - Others commitment created on 04/29/2019 14:08:19 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/31/2019 and created by Dany Chittamany ***
MONTIOR CHECK ISSUED STATUS 1 MONTH MARK

04/29/2019 14:28:43
Email is received on 04/29/19 14:28:41 from n[redacted]

*** Email - External Email Received created on 04/29/2019 14:28:41 (GMT-08:00) Pacific Time (US & Canada) and created by Dany Chittamany ***
Great thank you and hopefully it doesn't take too long. Have a great day.

05/03/2019 08:53:54
Email is received on 05/03/19 08:53:52 from [redacted]

*** Email - External Email Received created on 05/03/2019 08:53:52 (GMT-08:00) Pacific Time (US & Canada) and created by Dany Chittamany ***
Hi,

This is Mr [redacted] I was wondering if there is any update?

Thanks

*** 05/06/2019 12:11:38 (GMT-08:00) Pacific Time (US & Canada) ***
Email is sent on 05/06/2019 12:10:43 by Dany Chittamany
To: [redacted]
Cc:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPGDA39GG[redacted]	[redacted]	66,905

Amarillo , TX, [redacted] Prod. Date: 02/04/2015 Dealer: TX076 Pete's Car Smart KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 05/06/2019 12:10:43 (GMT-08:00) Pacific Time (US & Canada) and created by Dany Chittamany ***
Dear Mr. [redacted]
None at this time. I will put in an expedite request for your check.
Sincerely,
Kia Motors America

*** Note - Others created on 05/06/2019 12:16:14 (GMT-08:00) Pacific Time (US & Canada) and created by Dany Chittamany ***
EXPEDITE REQUESTED FOR GW CHECK

*** 05/06/2019 12:38:44 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Submitted

*** 05/06/2019 12:42:00 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Submitted

*** 05/06/2019 12:58:27 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Final Approved

*** Phone - Call - Outbound created on 05/08/2019 13:40:35 (GMT-08:00) Pacific Time (US & Canada) and created by Dany Chittamany ***
Writer contacted Customer @ [redacted]
Writer states:
1. Received check today.
2. Mailing via USPS.
3. Should receive in next few business days

Customer states:
1. Thank you for letting me know.
- ended call -

*** Letter - Letter Sent created on 05/08/2019 13:44:29 (GMT-08:00) Pacific Time (US & Canada) and created by Dany Chittamany ***
Received Check on 5/8/2019
Check #[redacted]
$1,940.36
Mailed out via USPS
5087 Superior Valley Ct Apt B
Fort Irwin CA 92310

*** Note - Others commitment fulfilled on 05/08/2019 13:48:13 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/31/2019 closed by Dany Chittamany ***

*** 05/14/2019 08:35:29 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Final Approved

PE19-004

KIA

6/28/2019

DEFECT A

CA FILES

SORENTO

2017 SORENTO_ACCIDENT SCRIPTS_ALLEGED DEFECT A_EXPANDED SCOPE

Accident Report

Case [redacted]

Report Details

PE19-004

KIA

6/28/2019

DEFECT A

CA FILES

SORENTO

2017 SORENTO_CA REPORTS_ALLEGED DEFECT A_EXPANDED SCOPE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2017 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA36HG[redacted]	[redacted]	30,664

Norwood , MA [redacted] Prod. Date: 12/01/2016 Dealer: MA038 Central KIA of Norwood

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Start Operation

Case History

Dealer : Central KIA of Norwood
Technician : Joaquim Arelo
Service Manager : Kevin Pasionek
Dealer Phone :
DPSM : Ken Domingues
Vehicle Model : SORENTO LX AWD AUTO
Model Year : 2017
Mileage : 30664
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
customer states that the engine does not start

[Diagnostics Performed]
the vehicle was towed in for a no start i checked for codes the battery was also dead so any codes could of possibly go away do to a discharged battery, i checked the oil level and it looks like it was topped off before coming here i tried to turn the engine by hand and it would not turn i applied a little force and engine broke free, i stuck my finger in the oil fill and the engine has so much sludge in it that it looks like an oil change has never been done, i put the vehicle up on the lift and found a hole in the upper engine oil pan i will attach pictures and update tech case when pics are attached, i also have the service writer calling customer for maintenance records, also the starter is now not good do to customer trying to crank engine to start and burned starter

*** Assigned to WIPBin Inbox of Melissa Hight on 09/05/2018 07:06:34 (PST)
*** 09/06/2018 07:15:19 ***
Dispatched from WIP Inbox to Queue Service Alert / Techline by

*** 10/11/2018 10:13:07 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Service Alert / Techline to WIPBin SA/TL by Travis Widener

*** 10/11/2018 10:20:55 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIP SA/TL to Queue ZZ Ricardo Dorcean by Melissa Hight

*** 10/12/2018 05:29:43 ***
Accepted from Queue ZZ Ricardo Dorcean to WIPBin Default by Ricardo Dorcean

*** 10/17/2018 09:01:54 ***
Case moved into WIPBin Default and Sub Status of Working

*** Phone - Call - Outbound created on 10/17/2018 10:46:14 and created by Ricardo Dorcean ***
Writer called customer [redacted]
No answer, left voicemail.
Writer states:
1. Advised KCAC contacting customer in regards to recent vehicle concern.
2. Advised calling to make sure concerns were resolved.
3. Provided case # and writer's contact information.
4. Requested callback if additional assistance is needed.

*** Phone - Call - Outbound created on 10/17/2018 10:49:40 and created by Ricardo Dorcean ***

Last name	First name	VIN of 2017 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA36HG[redacted]	[redacted]	30,664

Norwood , MA [redacted] Prod. Date: 12/01/2016 Dealer: MA038 Central KIA of Norwood

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Start Operation

Writer called dealer @ (781) 762-8100
Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted] DEDHAM, MA [redacted]
VIN: 5XYPGDA36HG[redacted]
MY and Mileage: SORENTO LX AWD AUTO 2017 / 30,664 mi
Most recent RO #: [redacted]
Open Date 08/27/2018
Close Date still open
Days Down at initial Service Alert report (if applicable): 52 days
Most recent Repair Issue and Diagnosis:
Customer states: Engine does not start
Dealer states: No repairs, sledge in motor and hole in motor pan;
Able to Duplicate (Y or N): Y
Repeat Repair (Y/N), if so, how many times?:
Repair History of current concern with dates (Open and Closed) and mileage: N/A
ETA for completion of repairs (if applicable): N/A
Parts on order (Y/N), if so obtain part#, order#: N
Part #
Order #
Techline Case (if applicable): [redacted]
Rental / Loaner Provided? If so, since when?: Rental - 08/27
Dealer contacted DPSM (if needed): Y
Vehicle repaired?: N
Customer has possession?: N
Dealer Code/Selling Dealer (Y or N): MA038 / MA038
Original Owner (Y or N): Y
What is current Customer Request (if needed): N/A

***per techline decline, we are closing case

*** 10/17/2018 11:07:35 ***
Closed by Ricardo Dorcean with Resolution Code : Referred to Dlr
[Resolution Summary]

*** 10/31/2018 08:01:45 (GMT-07:00) Mountain Time (US & Canada) ***
Reopened by Bethany Grombly with Sub Status of Working

*** Phone - Call - Inbound created on 10/31/2018 08:01:48 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
customer state
1 i think i was speaking to Bill
2 They are very difficult people to deal with
3 I lease my car every two years
4 its been out about a month now
5 Said corporate wont take care of it
6 I don't want to go through legal
7 There are a lot of problems with these saw one had caught fire
8 I was driving and heard a huge noise Saturday September 14 going on route 1 left hand side going 65 mph heard a huge noise , got to the right side, pulled over , saw smoke coming out of the hood, saw a flame , got what i got in the car ,shut it off and walked away, AAA towed to Kia

Last_name	First_name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2017 SORENTO 5XYPGDA36HG[redacted]	[redacted]	30,664

Norwood , MA [redacted] Prod. Date: 12/01/2016 Dealer: MA038 Central KIA of Norwood

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Start Operation

Writer states
1 Apologized
2 So there was a fire ?

customer states
1 There was no fire,. just smoke
2 It looked like it overheated
3 i almost got myself killed
4 Dlr gave me a loaner for a month and came to my business and took the car without asking me
5 Now I'm paying for a rental
6 I would like the car fix on Kias behalf
7 I'm trying to be patient but the dealer has been difficult to work with
8 Its your car, i make the payments every time
9 id rather handle this out with you then to handle it legally
10 i'm going through a divorce right now
11 I did talk to an attorney and did go over the documents
12 i gave them oil changes receipts
13 they said the engine seized

Writer states
1 Warranty is 10yr 100000 miles
2 Why did the dealer say it was not covered under warranty
3 Where do you get your oil changes?

Customer states
1 Right down the street here
2 i have receipts if you need them
3 They said that Kia wont take care of it
4 Said its an engine to put in myself
5 its a leased vehicle
6 Its a year old , Jesus
7 Iv'e leased many different cars
8 Depending on the outcome i will buy another Kia
9 Iv'e heard other companies having engine issues too

Writer states
1 Is this your first leased Kia ?
2 How many receipts did you provide the dealer

Customer states
1 Only had two receipts
2 yes it is the first

Writer states
1 I will escalate your case to ECR and will they will be in touch in 2-3 business days
2 I will reach out to the dealer as well to get more information

customer states
1 ok

Last name	First name	VIN of 2017 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA36HG[redacted]	[redacted]	30,664

Norwood , MA [redacted] Prod. Date: 12/01/2016 Dealer: MA038 Central KIA of Norwood

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Start Operation

*** Phone - Call - Inbound created on 10/31/2018 08:30:20 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
Writer contact dealer Spoke to Bill
1 Veh is still here
2 We arn't touching the car because KJia denied engine coverage due to lack of maintenance
3 We illustrated through tech line was neglect on maintenance on the vehicle
4I don't have any maintenance records
5 One for 24000 and one for 26000
6 I haven't had authorization from him to repair the vehicle
7 Tried getting payment for rental since it wasn't going to be covered and he wouldn't so had to pick up the vehicle from him and now he is in a hertz vehicle at his own cost
8 Ive told the insurance company
9 Told was going through the claim through commerece
10 He will be responsible for the rental through us and also the 30 day Rental through the insurance company
11 Lease is up February
12 Rust spots on oil filter is a sighn never been an oil change
CASE#: [redacted]
Dealer: MA038
Customer Name [redacted]
Customer phone #: [redacted]
Customer address:SAME
VIN:5XYPGDA36HG[redacted]
MY and Mileage: 30664
Most recent RO# [redacted] Open 8/27/18 and Close Date:
Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis:
Concern: Customer states towed in,vehicle doesnt start
Cause:Engine has a hole in block , full of sludge, oil filter has rust spots
Correction:Replace engine customer pay
Able to Duplicate (Y or N):y
Repeat Repair (Y/N), if so, how many times?n
Repair History of current concern with dates (Open and Closed) and mileage:n
ETA for completion of repairs (if applicable):n
Parts on order (Y/N), if so obtain part#, order#:n
Techline Case (if applicable) [redacted]
Rental / Loaner Provided? If so, since when?:Y Loaner 8/27/18-10/17/18
Dealer contacted DPSM (if needed): Y
Vehicle repaired?:n
Customer has possession?:n
Dealer Code/Selling Dealer (Y or N):y
Original Owner (Y or N):y
What is current Customer Request cost of engine replacement to be covered

*** Phone - Call - Inbound created on 10/31/2018 08:19:51 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
CALL TO ACTION
Forwarding to ECR
1 Customer states engine seized ,and requesting Kia to cover the cost
2 Customer states has reached out to the attorney
3 Customer states veh in dealer for a month
4 DLR confirmed engine replacement needed and denied due to lack of maintenance

Last name	First name	VIN of 2017 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA36H[redacted]	[redacted]	30,664

Norwood , MA [redacted] Prod. Date: 12/01/2016 Dealer: MA038 Central KIA of Norwood

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Start Operation

5 DPSM is aware
6 Please review and follow up accordingly

*** Case [redacted] is sent on 10/31/2018 7:43:19 by Bethany Grombly
To: kdomingues@kiausa.com
Cc:
Title: NO ACTION REQUIRED - Case Escalation:MA038, [redacted] [redacted]

*** 10/31/2018 08:43:47 (GMT-07:00) Mountain Time (US & Canada) ***
Dispatched from WIPBin = Default to Queue Eastern Region ECR by Bethany Grombly
Reason:

*** 11/01/2018 07:32:03 (GMT-07:00) Arizona ***
Accepted from Queue Eastern Region ECR to WIPBin ZZ TCS cases by Randy Chacon

*** 11/01/2018 07:43:28 (GMT-07:00) Arizona ***
Case moved into WIPBin ZZ TCS cases and Sub Status of Working

*** 11/01/2018 07:54:51 (GMT-07:00) Arizona ***
Assigned to WIPBin Default of Susan Torborg by Randy Chacon
Reason:

*** Phone - Call - Outbound created on 11/05/2018 10:52:01 and created by Susan Torborg ***
Writer called customer / mb is full

*** Email - External Email Sent created on 11/05/2018 10:53:23 and created by Susan Torborg ***
Writer emailed customer

Hello Mr. [redacted]

I tried to leave a voicemail for you earlier and your mailbox is full. I am reaching out to you regarding your concerns on the 2017 Sorento. Please feel free to call me at the phone number below.

Thank you.

Susan Torborg
Escalated Case Representative

Kia Motors America, Inc
T 520-770-4729 or ext. 44729
E storborg@kiaconsumeraffairs.com

*** Phone - Call - Outbound commitment created on 11/05/2018 10:53:53 with Commitment Date 11/08/2018 and created by Susan Torborg ***
2nd call

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2017 SORENTO 5XYPGDA36HG[redacted]	[redacted]	30,664

Norwood , MA [redacted] Prod. Date: 12/01/2016 Dealer: MA038 Central KIA of Norwood

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Start Operation

*** Phone - Call - Inbound commitment updated on 11/06/2018 09:49:26 with Commitment Date 11/08/2018 and updated by Susan Torborg ***
Customer calling in

Writer states
1. I see that you need a new engine and DLR will not cover due to improper maintenance.

Customer states
1. Correct.

Writer states
1. Did you provided main. records?
2. They opened a TL case and they are stating that there is sludge in the engine.
(notes in TL say customer did not provide main. records, customer states he did- would not matter per TL / sludge in the engine)

Customer states
1. Yes I emailed that to the DLR

Writer states
1. Can you please forward the email to me with the records?

Customer states
1. Yes, I will send that to your email

Writer states
1. Ok I will have to call the DLR
2. Give me some time to work on this.

Customer states
1. Ok
2. I will send the email and the 2 receipts I have

Writer states
1. Can you please send me more than 2.
2. The more proof you have the better I can advocate for you .

Customer states
1. Give me some time to get those please

Writer states
1. I will pend this out for a week.

Customer states
1. Thank you

*** Others - Others commitment updated on 11/06/2018 09:49:58 with Commitment Date 11/13/2018 and updated by Susan Torborg ***
pending documents /main. history

*** Others - Others commitment updated on 11/16/2018 15:05:20 with Commitment Date 11/13/2018 and updated by Susan Torborg ***

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2017 SORENTO 5XYPGDA36HG[redacted]	[redacted]	30,664

Norwood , MA [redacted] Prod. Date: 12/01/2016 Dealer: MA038 Central KIA of Norwood

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Start Operation

Customer emailed main. receipts (5)
Starting 10/17
6 month gap from when purchased in 4/17
Receipts show services every 2 months

*** Phone - Call - Outbound commitment updated on 11/16/2018 15:06:41 with Commitment Date 11/19/2018 and updated by Susan Torborg ***
Call DLR re: main records

*** Phone - Call - Outbound commitment updated on 11/19/2018 10:14:14 with Commitment Date 11/19/2018 and updated by Susan Torborg ***
Writer called DLR
Advised customer sent me main. receipts.
Will forward to them to reopen TL to be reviewed.

DLR states
1. Ok thank you

*** Email - Internal Email Sent commitment updated on 11/19/2018 10:14:43 with Commitment Date 11/19/2018 and updated by Susan Torborg ***
Emailed SM to advise main. records attached to TL case
Reopen and review

*** Phone - Call - Outbound commitment updated on 11/19/2018 10:20:49 with Commitment Date 11/19/2018 and updated by Susan Torborg ***
Writer called customer
Advised receipts received
Attached to TL case
Will contact once they have determined if this is going to be a covered repair.

Customer states
1. Great
2. Can you email me that so I can share with my insurance, because they are providing me a rental at this time.

Writer states
1. Sure I will send that out for you
2. I will be in contact

*** Email - External Email Sent commitment updated on 11/19/2018 10:21:18 with Commitment Date 11/19/2018 and updated by Susan Torborg ***
Writer emailed customer per request so he can share with insurance for rental purposes

*** Phone - Call - Outbound commitment updated on 11/19/2018 10:21:38 with Commitment Date 11/28/2018 and updated by Susan Torborg ***
Call DLR re: decision

*** Phone - Call - Inbound created on 12/19/2018 14:02:34 and created by Roberto Salazar ***
Customer States:
1. Requesting update on case.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2017 SORENTO 5XYPGDA36HG[redacted]	[redacted]	30,664

Norwood , MA [redacted] Prod. Date: 12/01/2016 Dealer: MA038 Central KIA of Norwood

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Start Operation

2. Please have case manager to follow up.

Writer States:
1. Advised case is with ECR.
2. Skype Susan* Currently on call.
3. Advised case manager is unavailable.
4. Acknowledged.

*** Phone - Call - Outbound commitment updated on 01/12/2019 12:38:23 with Commitment Date 11/28/2018 and updated by Susan Torborg ***
Writer called customer [redacted]
LVM re: repair/TL declined 2x
Offered 3 yr main. plan for inconvenience.
Provided direct#/ case#

*** Phone - Call - Outbound commitment updated on 01/12/2019 12:38:48 with Commitment Date 01/18/2019 and updated by Susan Torborg ***
F/U on case
If not call back /close case pending customer contact

*** Phone - Call - Outbound commitment updated on 01/26/2019 10:56:52 with Commitment Date 01/26/2019 and updated by Susan Torborg ***
Writer called customer [redacted]
Advised of vm left
No call back

Customer states
1. I had the engine replaced at a 3rd party because it was cheaper.
2. I had to pay about 4600.00

Writer states
1. Based on the TL declining to cover 2x, I can offer you a 3 yr. main. plan

Customer states
1. That is all you are offering
2 Will you cover the engine?

Writer states
1. Correct
2. No I will not cover the engine.
3. Are you declining the main. plan

Customer states
1. Yes
2. Can you offer me anything towards the engine?

Writer states
1. If no on main. plan, I will offer 1000.00 total.

Customer states
1. Can you pay 3500.00?

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2017 SORENTO 5XYPGDA36HG[redacted]	[redacted]	30,664

Norwood , MA [redacted] Prod. Date: 12/01/2016 Dealer: MA038 Central KIA of Norwood

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Start Operation

Writer states
1. No, 1000.00 is my offer
2. I will include the main. plan as well

Customer states
1. Can you do 1500.00
2. I can apply that towards the repair
3. I am on a payment plan with the mechanic.

Writer states
1. So you have not paid the total of the engine?

Customer states
1 I put down 2600.00 and have a plan for the rest

Writer states
1. Let me find out about that and I will call you back
2. You will need to forward me the RO and POP so I can review.

Customer states
1. Okay I will send that right now.

*** Email - External Email Received commitment updated on 01/26/2019 10:57:09 with Commitment Date 01/26/2019 and updated by Susan Torborg ***
Customer emailed RO/ POP

*** Others - Others commitment updated on 01/26/2019 10:57:42 with Commitment Date 01/26/2019 and updated by Susan Torborg ***
Reviewed offer to customer / partial pay from customer on engine
Agreed to offer 1500.00 final

*** Phone - Call - Outbound commitment updated on 01/26/2019 10:59:50 with Commitment Date 01/26/2019 and updated by Susan Torborg ***
Writer called customer back ([redacted]
Advised I will honor 1500.00 final

Customer states
1. Okay I will accept that
2. When can I get that refund?

Writer states
1. I will need to send you a GW ltr and Release that need to be signed
2. Once I have those back I can submit
3. It does take about 4-6 weeks for the refund.

Customer states
1. When will I get those?

Writer states

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2017 SORENTO 5XYPGDA36HG[redacted]	[redacted]	30,664

Norwood , MA [redacted] Prod. Date: 12/01/2016 Dealer: MA038 Central KIA of Norwood

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Start Operation

1. I will send them today.
2. If you get them back to me today, I will submit immediately.

Customer states
1. Okay.

*** Phone - Call - Outbound commitment fulfilled on 01/26/2019 11:06:03 with Commitment Date 01/26/2019 closed by Susan Torborg ***

*** Phone - Call - Outbound commitment fulfilled on 01/26/2019 11:06:15 with Commitment Date 01/18/2019 closed by Susan Torborg ***

*** Email - External Email Sent commitment updated on 01/26/2019 11:10:55 with Commitment Date 01/26/2019 and updated by Susan Torborg ***
Writer emailed customer GW ltr and Release

Hello Mr. [redacted]

Here are the letters that need to be read and signed. Please submit these back to me as soon as possible and I will process your request.

Thank you.

Susan Torborg, Escalated Case Representative

Kia Motors America, Inc.
111 Peters Canyon Rd. Irvine, CA 92606
T (520) 770-4729 F (866) 852-6617 E storborg@kiaconsumeraffairs.com

*** Email - External Email Received commitment updated on 01/26/2019 11:11:15 with Commitment Date 02/01/2019 and updated by Susan Torborg ***
Pending signed GW ltr and Release

*** Phone - Call - Outbound commitment updated on 02/01/2019 08:57:47 with Commitment Date 02/01/2019 and updated by Susan Torborg ***
Writer called customer ([redacted]
MB is full

*** Email - External Email Sent commitment updated on 02/01/2019 09:00:01 with Commitment Date 02/01/2019 and updated by Susan Torborg ***
Writer emailed customer

Hello Mr. [redacted]

I tried to call you at ([redacted] but your mailbox is full. I forgot to ask you for a copy of your sales contract. If you are not able to send that, please send a copy of your vehicle registration.

Last name	First name	VIN of 2017 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA36H[redacted]	[redacted]	30,664

Norwood , MA [redacted] Prod. Date: 12/01/2016 Dealer: MA038 Central KIA of Norwood

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Start Operation

Sorry for the delay. I will get that submitted as soon as I get that back from you. I did get your signed copies of the goodwill letter and release. Thank you for sending those back.

Thank you.

Susan Torborg, Escalated Case Representative

Kia Motors America, Inc.
111 Peters Canyon Rd. Irvine, CA 92606
T (520) 770-4729 F (866) 852-6617 E storborg@kiaconsumeraffairs.com

*** Email - External Email Received commitment updated on 02/01/2019 09:00:18 with Commitment Date 02/08/2019 and updated by Susan Torborg ***
Pending copy of sales contract/registration

*** Email - External Email Received commitment updated on 02/01/2019 09:00:28 with Commitment Date 02/08/2019 and updated by Susan Torborg ***

*** 02/01/2019 11:42:03 ***
Goodwill #: [redacted] Submitted

[UVO]*** Phone - Call - Inbound created on 02/05/2019 12:48:17 and created by Koraima Mondragon ***
Inbound Voicemail February 1st
Customer states;
1. Hey Susan, saw you called
2. Give me a ring thanks

<End of VM>

[UVO]*** Phone - Call - Outbound commitment created on 02/05/2019 12:49:24 with Commitment Date 02/08/2019 and created by Koraima Mondragon ***
Customer request a call back

*** Phone - Call - Outbound commitment fulfilled on 02/14/2019 10:58:35 with Commitment Date 02/08/2019 closed by Susan Torborg ***

*** Phone - Call - Outbound commitment fulfilled on 02/14/2019 11:00:09 with Commitment Date 02/08/2019 closed by Susan Torborg ***
Writer called customer [redacted]
MB is full

*** 03/01/2019 16:58:12 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Submitted

*** 03/01/2019 16:58:12 (GMT-08:00) Pacific Time (US & Canada) ***

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2017 SORENTO 5XYPGDA36HG[redacted]	[redacted]	30,664

Norwood , MA [redacted] Prod. Date: 12/01/2016 Dealer: MA038 Central KIA of Norwood

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Start Operation

Goodwill #: [redacted] Returned

*** Phone - Call - Outbound created on 03/04/2019 07:26:56 and created by Susan Torborg ***
Writer called customer ([redacted]
Advised that the copy of reg. does not have his name/name of Hyundai

Customer states
1. I will sent that over right away.
2. How long will it take now?

Writer states
1. I submitted on 2/1
2. Hopefully it will move quickly once I attach a copy of the registration

Customer states
1. Okay I will send that over
2. Thank you

Writer states
1. Thank you and I am sorry for the delay.

*** Phone - Call - Outbound created on 03/20/2019 14:03:27 and created by Susan Torborg ***
Writer called customer ([redacted]
MB is full

*** Email - External Email Sent created on 03/20/2019 14:06:18 and created by Susan Torborg ***
Writer emailed customer

Hello Mr. [redacted]

I am reaching out to you to let you know that the copy of the registration that you sent to me did not have your name on it. Please either submit official registration showing you are the owner or I need a copy of your sales contact.

Your refund is being held up until we receive this. I tried to call you to let you know, but you voicemail is full. Please submit as soon as possible so that I can attach to your case and get you your refund.

Thank you.

Susan Torborg, Escalated Case Representative

Kia Motors America, Inc.
111 Peters Canyon Rd. Irvine, CA 92606
T (520) 770-4729 F (866) 852-6617 E storborg@kiaconsumeraffairs.com

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2017 SORENTO 5XYPGDA36HG[redacted]	[redacted]	30,664

Norwood , MA [redacted] Prod. Date: 12/01/2016 Dealer: MA038 Central KIA of Norwood

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Start Operation

*** Others - Others commitment created on 03/20/2019 14:07:05 with Commitment Date 03/27/2019 and created by Susan Torborg ***
Pending copy of sales contract or registration with customers name on it.

*** 03/28/2019 13:02:59 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Final Approved

*** Note - Others created on 04/01/2019 10:03:38 and created by Louis Manuel ***
Received check on 4/1/2019.
Check #[redacted]
$1500.00
Mailed out via USPS

*** Others - Others commitment fulfilled on 04/22/2019 13:13:07 with Commitment Date 03/27/2019 closed by Susan Torborg ***

*** 04/22/2019 13:13:11 ***
Closed by Susan Torborg with Resolution Code : Goodwill Issued
[Resolution Summary]

PE19-004

KIA

6/28/2019

DEFECT A

CA FILES

SORENTO

2018 SORENTO_ACCIDENT SCRIPTS_ALLEGED DEFECT A_EXPANDED SCOPE

Accident Report

Case [redacted]

Report Details

Accident Report

Case [redacted]

Report Details

A-1) Who owns the vehicle?

[redacted]F CHARLOTTE NC [redacted] ([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?

0

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

NA

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?

10/25/2018 19:00:00

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

car

B-2) What time was 911 called?

12:00

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

Clear and dry

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

none

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

While driving someone yelled at me and told me that the car was on fire

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

running

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

CEL was on, was told to take the car from one dealer to a different one

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?

Rt 16 near Rt485, Charlotte NC

C-1) Which fire agency responded?

Charlotte FD

C-2) What is the fire report number?

not yet

D-1) Where is the vehicle now?

Hunter Towing, 1114 N Davidson St, Charlotte, NC 28206

D-2) Have any repairs been completed?

na

D-3) Was the insurance company contacted?

not yet

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

no

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

Another car to replace this one

Accident Report

Case [redacted]

Report Details

A-1) Who owns the vehicle?

[redacted] it was leased veh, just got it from Oct

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

[redacted] daughter front passenger seat, age[redacted]

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

[redacted]

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

1, front passenger

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

front passenger set, asleep

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

cell phone, clothes, Viola (musical instrument), my purse with my money and ID, just what i can think of now

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

01/22/2019 20:30:00

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

no, i was able to pull over to the side, it did almost start a brush fire, i have pictures of the veh, it burned weird

B-2) What time was 911 called?

at 1pm

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

clear, nice day

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

just some scrapes/bruises/little sore

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

in notes

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

engine was running/on

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

no, but the veh was in cruse control

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?

i was on I80 usa parkway and partick exit

C-1) Which fire agency responded?

Story or Lyon county

C-2) What is the fire report number?

dont have that

D-1) Where is the vehicle now?

at the kia dealer

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?

no

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

to investigate why this happened, and i need alternate transportation

Accident Report

Case [redacted]

Report Details

PE19-004

KIA

6/28/2019

DEFECT A

CA FILES

SORENTO

2018 SORENTO_CA REPORTS_ALLEGED DEFECT A_EXPANDED SCOPE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2018 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A36JG[redacted]	[redacted]	8,000

Dickinson , TX , [redacted] Prod. Date: 01/25/2018 Dealer: TX114 Gay Family KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

Case History

*** 10/09/2018 13:55:20 (GMT-07:00) Mountain Time (US & Canada) ***
Contact = [redacted] [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 10/09/2018 13:56:21 (GMT-07:00) Mountain Time (US & Canada) and created by Octavia Murray ***
Customer States:
1. My vehicle keeps stalling while driving
2. Its at the dlr and they can not dup the problem
3. I seen online that other people is having the same problem
4. I wanted to know if this apart of the lemon law
5. What do I need to do

Writer States:
1. Apologized
2. I can reach out to the dlr
3. From there we can send the info up for review to see what options are available.

Customer States:
1. Thank you

Writer states:
1. You're Welcome
2.Thank you for call KCAC

*** Phone - Call - Outbound commitment created on 10/12/2018 08:17:49 (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 10/16/2018 and created by Octavia Murray ***
Writer states:
1. Left VM and provided case# and 800#
2. F/u on customer repair

*** Web - Note created on 10/17/2018 12:14:38 (GMT-08:00) Pacific Time (US & Canada) and created by Esther Kong ***
NCA received the follow VOQ from NHTSA below:

4 TIMES WILE DRIVING THE ENGINE STARTED TO SMOKE SO BAD THE CARS BEHIND HAD TO STOP. THE VERY FIRST TIME WAS 6 WEEKS AFTER WE BOUGHT THE CAR. TOOK IT TO THE KIA DEALER THEY RECREATED THE ISSUE AND SAID THAT THE PROBLEM WAS A FLAW IN THE ENGINE HEAD. KIA SAID I HAD TO WAIT TILL THEY MAKE A RECALL. 3 MONTHS AFTER THAT ISSUE IT HAPPENED AGAIN, WE WERE SITTING IN AN INTERSECTION WHEN A TRUCK WAS GOING TO HIT US. I FLORED THE GAS AND A BUNCH A SMOKE CAME OUT IT BOGED BUT WE GOT OUT OF THE WAY IN TIME. KIA TOOK THE VAULVE COVER OFF AND IT LOOKED LIKE TAR. HOW CAN THAT BE POSIBLE WHEN IT WAS NOT EVEN DRIVEN THE FIRST 3,000 MILES FOR THE OIL CHANGE??? WE ARE PAYING FOR A CAR THAT HAS BEEN SITTING IN MY DRIVE WAY FOR OVER A YEAR NOW. TO SCARED TO DRIVE IT.

*** Phone - Call - Outbound commitment fulfilled on 10/17/2018 15:15:37 (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 10/16/2018 closed by Octavia Murray ***
Writer states:
1. Left VM and provided case# and 800#
2. F/u on customer repair

*** Case [redacted] is sent on 10/17/2018 14:15:57 by Octavia Murray

Last name	First name	VIN of 2018 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A36JG[redacted]	[redacted]	8,000
Dickinson , TX, [redacted]		Prod. Date: 01/25/2018	Dealer: TX114 Gay Family KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

To: swebster@kiausa.com
Cc: omurray@kiaconsumeraffairs.com
Title: ACTION REQUIRED - No Dealer Contact:TX114, [redacted]

*** Phone - Call - Outbound created on 10/18/2018 08:41:15 (GMT-07:00) Mountain Time (US & Canada) and created by Octavia Murray ***
Writer States:
1. I wanted to f/u with you to advised we are working you case
2. Once we get the update from the dlr we will send the case for review

Customer states:
1. This car keeps stalling while Im driving
2. This has happened 9 times
3. The dlr can not dup the problem
4. They think its funny every time I go in
5. They need to just take it back already.

Writer states:
1. Once I get all the info will send for review.

Customer States:
1. Thank you

Writer states:
1. You're Welcome
2.Thank you for call KCAC

*** Note - Others created on 10/23/2018 08:56:01 (GMT-07:00) Mountain Time (US & Canada) and created by Octavia Murray ***
*** Call to action ***

Forward to ECR
1 Customer states vehicle is stalling while driving
2 TX114 states can not dub customer problem
3 Dispatching because customer states filing lemon law/buyback
4 DPSM has been advised and customer referred to WCIM
5 Please review and follow up accordingly

*** 10/23/2018 09:39:15 (GMT-07:00) Mountain Time (US & Canada) ***
Dispatched from WIPBin = Default to Queue Southwest Region ECR by Octavia Murray
Reason:

*** Phone - Call - Inbound created on 10/23/2018 09:40:23 and created by Jason Murray ***
Cust states
1 I have had this veh die out on me multiple times while driving
2 It just looses power and I'm terrified I'm going to get hit
3 Dlr says they can't recreate and can't get a code
4 I took a video and they laughed at it when my car died
5 I don't know what to do

Wrt states
1 Apologize

Last_name	First_name	VIN of 2018 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A36JG[redacted]	[redacted]	8,000

Dickinson , TX, [redacted] Prod. Date: 01/25/2018 Dealer: TX114 Gay Family KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

2 That definitely sounds dangerous
3 It looks like you had asked about the Lemon Law, is that right?

Cust states
1 Well, yes, although if we can figure this out otherwise then no
2 But its terrifying and its my primary income
3 I drive UBER and LYFT
4 I'm just waiting to be run over by a truck or something

Wrt states
1 That makes sense, I just wanted to make sure I understood
2 And this is the second time you've been into the dlr

Cust states
1 Yep
2 And the second time they are doing nothing

Wrt states
1 Apologize
2 This is in the right place
3 The Escalated Case department should be able to work with you on this
4 Your case manager will be Felina and she will reach out in 2-3 business days

Cust states
1 Thank you

*** 10/24/2018 07:05:58 (GMT-07:00) Arizona ***
Accepted from Queue Southwest Region ECR to WIPBin default-1 by Randy Chacon

*** Phone - Call - Inbound created on 10/24/2018 06:57:41 and created by LISSANDRA RIVERO ***
Cust states:
1 do you know the status of my car ?
2 I'm losing money the longer they have it

Wrt states:
1 apologized
2 can call the DLR for you

Called DLR spoke to Linda in service
1 we are still test driving the car
2 we are not able to duplicate his issues but were trying

Customer Name [redacted]
MY and Mileage:9131-9200
Repeat concern?Yes
RO# [redacted]
Open date:10-16-18
Closed date:Open
Concern:after 8 hours and long battery light and CEL light is on
Diagnosis: Not able to dup
Able to Duplicate:No
**Back to customer **

Last name	First name	VIN of 2018 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A36JG[redacted]	[redacted]	8,000

Dickinson , TX, [redacted] Prod. Date: 01/25/2018 Dealer: TX114 Gay Family KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

Wrt states:
1 informed of what the DLR said
2 should have a follow up soon from CM

Cust states:
1 thank you

*** 10/24/2018 07:07:49 (GMT-07:00) Arizona ***
Assigned to WIPBin Default of Felina Chandler by Randy Chacon
Reason:

*** Phone - Call - Inbound created on 10/24/2018 10:10:59 (GMT-05:00) Eastern Time (US & Canada) and created by Craig [redacted] ***
Cust states
1. I haven't been able to get in touch with my case manager.
2. Every time I call her vm is full.

Wrt states
1. Apologize.
2. I see that the case was just escalated yesterday so we do give 2-3 business days for the escalated case manager to call you back.

Cust states
1. Thanks

*** Phone - Call - Inbound created on 10/25/2018 07:49:01 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
customer states
1 ive been out of my car almost two weeks
2 Ive been calling and calling
3 If i have an accident im going to have a real problem

Writer states
1 CM isn't in as of yet
2 i requested a follow up

Customer states
1 Ill try calling back three hours from now

*** Phone - Call - Inbound created on 10/25/2018 09:43:34 (GMT-07:00) Arizona and created by Debra Rustin ***
Customer states
1.trying to get in touch with my case worker

Writer states
1.apologized
2.she was just assigned to your case
3.we ask 2-3 business days
4.**skyped, transf to ecr

Last_name	First_name	VIN of 2018 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A36JG[redacted]	[redacted]	8,000

Dickinson , TX , [redacted] Prod. Date: 01/25/2018 Dealer: TX114 Gay Family KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

*** Phone - Call - Inbound created on 10/25/2018 09:44:36 and created by Felina Chandler ***
Writer states:
1. Intro self
2. How can I help you?

Customer states:
1. I have had issues with my car
2. What if I get into an accident, what happens?

Writer states:
1. We can not talk about what if, we have to allow them to fix it
2. If the dealership is unable to dup. the concern then they cannot fix it
3. But if they have it then give them sometime to try to fix it
4. You can always take the vehicle into another dealership if you do not feel comfortable

Customer states:
1. Okay so I file lemon law and get into an accident

Customer refused to let ECR speak*
Customer hung-up

*** Phone - Call - Inbound commitment created on 10/25/2018 09:50:13 with Commitment Date 10/29/2018 and created by Felina Chandler ***

*** Note - Others commitment fulfilled on 10/26/2018 13:54:56 with Commitment Date 10/29/2018 closed by Felina Chandler ***

*** 10/26/2018 13:56:00 ***
Closed by Felina Chandler with Resolution Code : Information Given
[Resolution Summary]
If customer calls back dispatch to ECR Fchandler

*** 11/06/2018 14:19:23 (GMT-05:00) Eastern Time (US & Canada) ***
Reopened by Jason Henry with Sub Status of Working

*** Phone - Call - Inbound created on 11/06/2018 14:19:28 (GMT-05:00) Eastern Time (US & Canada) and created by Jason Henry ***
Cust states:
1. Calling for my case manager
2. I can't ever get in touch with her, I only get a voicemail.

Wrt states:
1. Apologized
2. Wrt knows FChandler is here, and has spoken with her earlier
3. One moment - Skyped FChandler - Unavailable, will be off call in 5 mins or less.
4. Wrt can wait with Cust, or request she call you back.

Cust states:
1. Have her call me back, I've been leaving message for a month.
2. Thanks.

*** 11/06/2018 14:24:31 (GMT-05:00) Eastern Time (US & Canada) ***

Last name	First name	VIN of 2018 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A36JG[redacted]	[redacted]	8,000

Dickinson , TX , [redacted] Prod. Date: 01/25/2018 Dealer: TX114 Gay Family KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

Assigned to WIPBin Default of Felina Chandler by Jason Henry
Reason:

*** Phone - Call - Inbound created on 11/06/2018 12:19:48 and created by Teresa Quinn ***
cust states
1. I was supposed to get a call from my CM in 5 minutes or less
2. I'ts been over an hour
wtr states
1. Apologized
2. Will leave another note for her
cust states
1. Thanks

*** Phone - No Callback created on 11/07/2018 15:11:42 and created by LINDA ENGLISH ***
Cust states:
1 Had car 4 months
2 Car has died 3 times on hwy
3 All the lights come on and it dies at 60 miles an hour
4 Is there any one I can go higher
5 Or do I need to get a lawyer
6 She never calls me back
7 Do I need to file Lemon Law
8 Do I need to get an Attorney
9 Do I need to go to Channel 13 News
10 Put me in a rental car
11 I need my car
12 I have never talked to her at all other than a five minute attitude
13 I have video of the vehicle bogging out and why I'm going to get killed

Wrt States:
1 Apologized
2 Will notate the case as a no callback

Cust states:
1 Have to call after 5pm central
2 Thank you

*** Phone - Call - Outbound created on 11/09/2018 16:13:47 and created by Felina Chandler ***
Writer contacted customer @[redacted]

Writer states:
1. Intro self
2. I see that you are requesting a buy-back?

Customer states:
1. No
2. The issue it that I drive 2 hours away for work, my car dies while I drive
3. I have videos as well
4. They keep saying that they cannot duplicate

Writer states:

Last name	First name	VIN of 2018 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A36JG[redacted]	[redacted]	8,000

Dickinson , TX, [redacted] Prod. Date: 01/25/2018 Dealer: TX114 Gay Family KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

1. I apologize for the inconvenience
2. Where is the vehicle now?

Customer states:
1. The dealership has it

Writer states:
1. Okay I will contact them Monday and then I will contact you

Customer states:
1. thank you for your help

*** Phone - Call - Inbound commitment created on 11/09/2018 16:20:17 with Commitment Date 11/12/2018 and created by Felina Chandler ***

*** Phone - Call - Outbound commitment updated on 11/12/2018 08:11:09 with Commitment Date 11/12/2018 and updated by Felina Chandler ***
Writer contacted DLR TX114 @(281) 337-3333 spoke to Brian Service Adviser-

Writer states:
1. Intro self
2. I needed an update on this vehicle

Brian states:
1. We have nothing on this car
2. We are waiting on FTS

Writer states:
1. Thank you

*** Phone - Call - Outbound commitment updated on 11/12/2018 08:21:27 with Commitment Date 11/12/2018 and updated by Felina Chandler ***
Writer contacted FTS Nick Bibeault @949-526-5199

Writer states:
1. Intro self
2. I spoke with the DLR and they are saying you are coming
3. i do not see a TL case are you going on there?

Nick states:
1. I know nothing about this vehicle
2. They need to open a TL case

Writer states:
1. I am going to email the DPSM on this to request a TL case and ill CC you to that email

'Nick states:
1. Thank you

*** Email - Internal Email Sent commitment updated on 11/12/2018 08:26:25 with Commitment Date 11/12/2018 and updated by Felina Chandler ***
****Writer sent email to DPSMSteven Webster and CC FTS Nick Bibeault states:

Last name	First name	VIN of 2018 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A36JG[redacted]	[redacted]	8,000

Dickinson , TX, [redacted] Prod. Date: 01/25/2018 Dealer: TX114 Gay Family KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

Customer [redacted] 2018 Sorento VIN: 5XYPG4A36JG[redacted], 8000 Miles. Customer's vehicle is at DLR TX114.

Concerns:
1. Vehicle CEL stays on (No codes/per DLR)
2. Vehicle shuts off while driving (Turns back on when trying to restart/Per cust. States)

I spoke to Brian at the DLR today they told me they are waiting for FTS but there is no TL case opened, I have advised them to.

Steven – Can you request the DLR to open a TL case therefore we can follow the correct procedure, to request for an FTS if needed per TL?

*** Phone - Call - Outbound commitment fulfilled on 11/12/2018 08:26:53 with Commitment Date 11/12/2018 closed by Felina Chandler ***
Writer contacted customer @([redacted]

Writer LVM
1. Intro self
2. Reason for call
3. Provided case and call back number
4. Thank you for your time

*** Phone - Call - Inbound commitment created on 11/12/2018 08:27:04 with Commitment Date 11/14/2018 and created by Felina Chandler ***

*** Email - Internal Email Received commitment fulfilled on 11/12/2018 08:54:59 with Commitment Date 11/14/2018 closed by Felina Chandler ***
***Writer received email from DPSM advising serv manager to open TL

*** Phone - Call - Inbound commitment created on 11/12/2018 08:55:16 with Commitment Date 11/14/2018 and created by Felina Chandler ***

*** Case note has been appended from duplicated auto-case on 11/14/2018 01:04:54 (PST)

Comments from Service Alert - TL

Dealer : Gay Family KIA
Technician : [redacted] Dutzel
Service Manager : Brian Burns
Dealer Phone :
DPSM : Steven Webster
Vehicle Model : SORENTO L FWD AUTO
Model Year : 2018
Mileage : 9559
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2018 SORENTO 5XYPG4A36JG[redacted]	[redacted]	8,000

Dickinson , TX, [redacted] Prod. Date: 01/25/2018 Dealer: TX114 Gay Family KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

CUSTOMER STATES VEHICLE DYING AFTER DRIVING FOR 8 HOURS HAS NO CODES AND HAVENT BEEN ABLE TO DUPLICATE THE CONCERN

[Diagnostics Performed]
CHECKED CODES HAS NONE AND TEST DROVE AND TEST DROVE

*** Phone - Call - Outbound commitment updated on 11/14/2018 10:58:41 with Commitment Date 11/14/2018 and updated by Felina Chandler ***
Writer contacted DLR TX114 @(281) 337-3333

Writer LVM
1. Intro self
2. Reason for call
3. Provided case and call back number
4. Thank you for your time

*** Phone - Others created on 11/15/2018 08:49:59 and created by Russell Guss ***
Hi Felina,
This is Russell Guss (Sr. Field Technical Manager). An FTS is scheduled to visit dealer TX114 on 12/17/2018 as part of a TL escalation. Please contact me with any questions.

*** Phone - Call - Inbound created on 11/16/2018 15:25:26 and created by Myra Davis ***
cust Mr. [redacted] states
1 9,000 miles
2 phone as method contactc
3 is Selena around

writer states
1 apologized, would be happy to check for you
2 Showing your CM is away

cust states
1 have her call me after 5:00 pm Texas time on my number

writer states
1 ok will notate for your CM

Cust states
1 ok thank you

*** Phone - Call - Inbound created on 11/20/2018 16:20:29 (GMT-07:00) Arizona and created by Albert Judson ***
**** Sup call received from TCS DLaw ****

Customer States:
1. My vehicle broke down 9 times while I am driving.
2. Took to dealer for one week and dealer CND concern.
3. Reiterates concerns from case notes.
4. Dealer still not
5. Vehicle is currently down at TX114 and I am in a rental.

Last name	First name	VIN of 2018 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A36JG[redacted]	[redacted]	8,000

Dickinson , TX, [redacted] Prod. Date: 01/25/2018 Dealer: TX114 Gay Family KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

6. I drive the vehicle 8 hours a day, drive for Lyft/Uber
- I have video of this concern as well
7. Request contact after 5PM TX time.

Writer States:
1. Apologized for the problem.
2. Advised customer that ECR is working to involve a FTS.
3. Writer will update case and ECR will continue follow up with customer to review case.

*** Phone - Call - Outbound commitment updated on 11/29/2018 10:03:29 with Commitment Date 11/14/2018 and updated by Felina Chandler ***
Writer contacted DLR TX114 @(281) 337-3333

Writer LVM
1. Intro self
2. Reason for call
3. Provided case and call back number
4. Thank you for your time

*** Phone - Call - Outbound commitment fulfilled on 11/29/2018 10:08:59 with Commitment Date 11/14/2018 closed by Felina Chandler ***
Writer contacted customer @[redacted]

Writer states:
1. Intro self
2. I do apologize, our systems were down and wanted to follow up with you
3. the dealership still has your vehicle correct?

Customer states:
1. Yes, they said they are sending someone

Writer states:
1. Correct, I see that an FTS is coming on 12/18/2018

Customer states:
1. Yes
2. I am going to be there to show the guy

Writer states:
1. Okay and you do have a rental I auth correct?

Customer states:
1. Yes

Writer states:
1. I will follow up with you on 12/18/2018

Customer states:
1. Thank you for all your help

Last name	First name	VIN of 2018 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A36JG[redacted]	[redacted]	8,000

Dickinson , TX, [redacted] Prod. Date: 01/25/2018 Dealer: TX114 Gay Family KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

*** Phone - Call - Inbound commitment created on 11/29/2018 10:09:18 with Commitment Date 12/18/2018 and created by Felina Chandler ***

*** Phone - Call - Inbound created on 12/05/2018 16:10:01 (GMT-07:00) Arizona and created by Albert Judson ***
Customer States:
1. Gave name and case number.
2. Dealer advised me that the FTS is coming out 12/17/18.
3. Wanted to verify when the appt is so I can take the day off.

Writer States:
1. Apologized for the problem.
2. Advised customer that writer showing ECR scheduled case for follow up 12/18/18.
3. Will update customer case and ECR will review follow up.
4. Provided customer with ECR direct callback number.

*** Phone - Call - Inbound created on 12/06/2018 15:21:39 and created by Alexis TATE ***
Mr. [redacted] (Owner) states
1. I tried to call yesterday to speak with CM.
2. have not heard anything.
3. A engineer is supposed to be coming to look at veh.
4. They said 17 or 18th, I need to know exact day to take off work.

Wrt states
1. Verified cust info.
2. Apologized, advised I will reach out to CM.

Cust states
1.Okay.

*****WHILE ON HOLD, ACCIDENTALLY DISCONNECTED***
CALLED CUST BACK*

Wrt states
1. Apologized, advised 12/18/2018.
.2. Left VM, Advised to call back if assistance is needed.
3. Provided contact #, case #

*** Email - Internal Email Sent created on 12/06/2018 16:06:34 and created by Felina Chandler ***

<For Internal Use Only
***FTS scheduled Monday, December 17, 2018 9:00 AM to Tuesday, December 18, 2018 4:00 PM,>

*** Phone - Call - Inbound created on 12/06/2018 15:58:06 and created by Johnathan Jimenez ***
Writer states:
1. Thank you for calling back
2. I advised you on 11/29/2018, what are you confused about?

Customer states:
1. The dealership told me a differently

Last name	First name	VIN of 2018 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A36JG[redacted]	[redacted]	8,000

Dickinson , TX, [redacted] Prod. Date: 01/25/2018 Dealer: TX114 Gay Family KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

Write states:
1. Like I stated the FTS schedules and lets me know directly, I would know the correct information for FTS

Customer states:
1. What time

Writer stats:
1. Usually FTS visits are all day for your vehicle
2. I will contact you on 112/18/2018 at the end of day after I speak to FTS/DPSM

Customer states:
1. Thank you, I appreciate your help

*** Phone - Call - Inbound commitment updated on 12/17/2018 15:35:21 with Commitment Date 12/19/2018 and updated by Felina Chandler ***

*** Phone - Call - Inbound created on 12/18/2018 08:29:21 (GMT-05:00) Eastern Time (US & Canada) and created by Jason Henry ***
Cust states:
1. He was supposed to be here on the 18th, but he came yesterday
2. Now I'm here on the 18th, I took the 18th off as we discussed, and he was here yesterday.

Wrt states:
1. Apologized
2. Wrt sees the FTR schedule that Cust was advised was 9am on the 17th to 4pm on the 18th
3. Meaning that he will be back there again today, as previously advised.

Cust states:
1. What time will he be here?
2. I'm at the dealership now.

Wrt states:
1. Apologized, Wrt does not have direct contact with the FTR
2. Wrt can check with the SCVM or someone at the dlr
3. Called TX114, spoke with SVCM Brad - We don't have a concrete time set, yesterday he showed up around 8:15, but he wasn't scheduled until 9
4. Relayed to Cust

Cust states:
1. OK, that sounds good
2. They didn't call me yesterday

*** Phone - Call - Inbound created on 12/18/2018 07:43:46 and created by Teresa Quinn ***
Cust states
1. I need to speak to Felina
2. The engineer is here looking at my car
3. They are asking me to send videos to Felina
Wtr states
1. Apologized
2. Thanked customer for calling kia
3. Advised I can help customer
4. Checked for duplicate cases

Last_name	First_name	VIN of 2018 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A36JG[redacted]	[redacted]	8,000

Dickinson , TX, [redacted] Prod. Date: 01/25/2018 Dealer: TX114 Gay Family KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

5. Checked for open SC - None
6. Preferred contact method - email or phone
7. Wtr advised customer will leave message for return call from CM
****Skyped FChandler out of office
Cust states
1. May I speak to Jason
****Skyped JHenry he says its Felinas case refer to her*****
Cust states
1. Ok Thank you very much
*Wtr Thanked customer for calling Kia

*** Phone - Call - Outbound created on 12/18/2018 11:22:18 and created by Felina Chandler ***
Writer contacted DLR TX114 @(281) 337-3333 spoke to Ashley Service Adviser-

Writer states:
1. Intro self
2. any update?

Ashley states:
1. FTS is here test driving it

Writer states:
1. Customer states that FTS want him to send me videos, is that correct?

Ashley states:
1. No

*** Phone - Call - Outbound created on 12/18/2018 11:24:21 and created by Felina Chandler ***
Writer contacted customer @[redacted]

Writer states:
1. Intro self
2. I talked to the dealership and they told me they are still working/Test driving it

Customer states:
1. I guess FTS wants to know if I can send you the videos

Writer states:
1. Provided email

Customer states:
1. They want me to test drive it with a recorder but I do not want to
2. So the FTS guy said he is going to keep the car
3. I told him it happens after 8 hours of driving

Writer states:
1. Apologize for inconvenience
2. send me those emails
3. I will contact FTS after he is done and I will contact you back for a follow up

customer states:

Last name	First name	VIN of 2018 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A36JG[redacted]	[redacted]	8,000

Dickinson , TX, [redacted] Prod. Date: 01/25/2018 Dealer: TX114 Gay Family KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

1. Thank you

*** Email - External Email Sent created on 12/18/2018 11:35:40 and created by Felina Chandler ***
***Writer sent customer email 12/18/2018

*** Phone - Call - Inbound commitment fulfilled on 12/18/2018 11:36:08 with Commitment Date 12/19/2018 closed by Felina Chandler ***

*** Phone - Call - Outbound created on 12/18/2018 15:58:35 and created by Felina Chandler ***
Writer contacted DLR TX114 @(281) 337-3333 spoke to Brad Service Adviser-

Writer states:
1. Intro self
2. Update for FTS?

Brad states:
1. Nothing found
2. FTS drove the vehicle for over 8 hours
3. I know we are requesting flight recorder

Writer states:
1. Thank you

*** Phone - Call - Outbound created on 12/18/2018 16:04:25 and created by Felina Chandler ***
Writer contacted customer @([redacted]

Writer LVM
1. Intro self
2. Reason for call
3. Provided case/callback number
4. Thank you for your time

<For Internal Use Only
- Advise customer FTS CND concern/drove vehicle 8+ hours
- Advised customer FTS request flight recorder
- Advised customer has to pick vehicle up/ vehicle completed>

*** Email - External Email Sent created on 12/18/2018 16:09:31 and created by Felina Chandler ***
**Writer sent customer ack letter on 12/18/2018 and added to case

*** Phone - Call - Inbound created on 12/18/2018 16:24:31 and created by Christopher Vanburen ***
[redacted] States**[redacted]
1) I need to speak with my CM

WRT States
1) Apologized
2) **skyped CM**
3) Advise customer FTS CND concern/drove vehicle 8+ hours
- Advised customer FTS request flight recorder
- Advised customer has to pick vehicle up/ vehicle completed

Last_name	First_name	VIN of 2018 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A36JG[redacted]	[redacted]	8,000

Dickinson , TX, [redacted] Prod. Date: 01/25/2018 Dealer: TX114 Gay Family KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

[redacted] States**[redacted]
1) Tell her she needs to call me back!

*** Phone - Call - Inbound created on 12/18/2018 17:29:01 and created by Victoria Orr ***
Cust states
1. returning CM call, got vm
2. cant understand the message
3. ask her to call me after 5pm when off work
4. stalled 9 times all ready in 2 months-took video
5. what if it stalls and I get hit
6. I'm suing KIA
7. DOT told me not to drive car, its unsafe
8.I'm getting a hold of my attorney

Wrt states
1 apologized
2. skyped CM-no response may be off work
3. I will note case and ask CM to call you
4. Thanked

*** Phone - No Callback created on 12/19/2018 12:05:38 and created by Roberto Salazar ***
Customer States:
1. Is Felina available?
2. Please have case manager call back.

Writer States:
1. Skype Felina* no response.
2. Advised Felina is unavailable.
3. Acknowledged.

*** Phone - Call - Inbound created on 12/19/2018 12:54:37 and created by Emily Rogers ***
[redacted] (owner) states
1 I need Felina
2 Need to speak to Felina

Writer states
1 Apologized
2 Skyped FChandler
3 No response
4 Looks like case manager is not available
5 Writer can notate case for CM to review when she becomes available

Customer states
1 Can you tell her to PLEASE call me ASAP?
2 They want me to pick my car up

*** Phone - Call - Inbound created on 12/19/2018 15:04:01 and created by BETHANY MERRITT ***
cust states

Last_name	First_name	VIN of 2018 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A36JG[redacted]	[redacted]	8,000

Dickinson , TX, [redacted] Prod. Date: 01/25/2018 Dealer: TX114 Gay Family KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

1. The tech came yesterday
2 could not find anything
3. They are wanting me to pick up the veh
4. If it stalls on the hwy and i get hit there will be a big prob
wtr states
1.Apologize
2. Advised will message the CM
3. Advised that Cm is not available
cust states
1. The engineer is going to put a flight recorder in the veh
2. They won't have it for 2 wks
3 I will be driving at 60mph and it just shuts off
wtr states
1. Advised that if veh breaks down to call us for a tow
cust states
1. I don't want to die in this car
2. The service dept thinks this is a big joke
3. This is a brand new veh

*** Phone - Call - Inbound created on 12/20/2018 07:23:27 and created by Teresa Quinn ***
cust states
1. I am desparate to speak to Felina
2. She never answers her phone or calls me back
wtr states
1. Apologized
2. Will update case for return call from CM
****Skyped CM tell the customer i will call him later today********
cust states
1. Thanks

*** Phone - Call - Inbound created on 12/20/2018 08:20:44 and created by DANIELLE GANGEWERE ***
Mr. [redacted] states-
1 I need to speak with Felina.
2 Is she available?

Wrt states-
1 Apologized.
2 Let see if I can get in touch with her.
3 Is there anything that I could assist you with, or anything that you would like for me to let her know?

Cust states-
1 It is life or death that I speak with her now.
2 She doesn't answer her calls.

Wrt placed cust on hold. Messaged Felina.

Last_name	First_name	VIN of 2018 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A36JG4[redacted]	[redacted]	8,000

Dickinson , TX , [redacted] Prod. Date: 01/25/2018 Dealer: TX114 Gay Family KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

Wrt states-
1 Apologized.
2 Felina is on another call right now.
3 She did say that she would call you back later today.

Cust states-
1 Let her know it will only take 2 minutes of her time.
2 They don't want to put the recorder in the veh.
3 I don't want to pick the veh up if that isnt in the veh.
4 The veh will be doing what it has always done, and I will be right back at TX114.
5 It's right before Christmas so I need this taken care of, because they will be closed after tomorrow.
6 Tell her to call me back as soon as possible.

Wrt states-
1 Apologized.
2 I will note the case to let CM know.

Cust states-
1 Thank you.

*** Phone - Call - Outbound created on 12/20/2018 12:06:40 and created by Felina Chandler ***
Writer contacted DLR TX114 @(281) 337-3333 spoke to Jessica Service Adviser-

Writer states:
1. Intro self
2. I need to know if you guys requested flight recorder?

Jessica states:
1. Yes, but we are working on the paperwork

Writer states:
1. Thank you

*** Phone - Call - Outbound created on 12/20/2018 12:09:56 and created by Felina Chandler ***
Writer contacted customer @[redacted]

Writer states:
1. Intro self
2. What is going on?

customer states
1. The dealership is calling me to get the vehicle Saturday
2. I just wanted to ask you first if your okay with me getting it?

Writer states:
1. Yes, please to prevent storage fee
2. Also they requested a recorder so after you sign then they will order

customer states:

Last name	First name	VIN of 2018 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A36JG4[redacted]	[redacted]	8,000
Dickinson , TX, [redacted]		Prod. Date: 01/25/2018	Dealer: TX114 Gay Family KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

1. Thank you

Writer states;
1. Ill call you next week

*** Phone - Call - Inbound commitment created on 12/20/2018 12:15:07 with Commitment Date 12/26/2018 and created by Felina Chandler ***

*** Phone - Call - Outbound commitment fulfilled on 01/02/2019 14:12:58 with Commitment Date 12/26/2018 closed by Felina Chandler ***
Writer contacted customer @([redacted]

Writer states:
1. Intro self
2. How is the vehicle with the recorder?

customer states:
1. Its fine, it has not done anything yet
2. They have the recorder

Writer states:
1. Okay well just an FYI if your vehicle starts acting weird call me before hand therefore I can assist earlier

Customer states:
1. Thank you Felina
2. Happy new year

*** 01/02/2019 14:13:52 ***
Closed by Felina Chandler with Resolution Code : Information Given
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2018 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A34JG[redacted]	[redacted]	23,000

Concord , NC, [redacted] Prod. Date: 05/15/2017 Dealer: NC063 Hendrick KIA of Concord

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Case History

*** 10/25/2018 09:44:00 ***
Contact = [redacted] [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 10/25/2018 09:34:18 and created by Edward Hunter ***
Customer called
1. I was taking the car to the Hendrix KIA on Independance Blvd because of the CEL on
2. They told me that they were moving and to please take the car to the other location
3. While driving over there, one of the people near me shouted that the car was on fire.
4. I stopped and called 911
5. The car was towed to Hunter Towing

Writer states:
1. I am sorry to hear this
2. I will be sending this for further handling today
3. Please expect someone to contact you or the tow yard in the next 3 - 5 business days.

*** 10/25/2018 11:34:24 ***
Dispatched from WIPBin = Default to Queue National CA by Edward Hunter
Reason:

*** 10/26/2018 07:32:36 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 10/26/2018 07:55:39 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 1. Intro Calls of Ryan Ristow by Jeff Stroup
Reason:

*** 10/26/2018 10:10:03 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin Default of Ashley Vasquez by Ryan Ristow
Reason: Per review.

*** Phone - Call - Outbound created on 10/26/2018 13:46:39 and created by Ashley Vasquez ***
Wtr contacted customer:
1. Could not leave VM
2. Will touch back again

*** Phone - Call - Outbound created on 10/29/2018 09:27:49 and created by Ashley Vasquez ***
Wtr could not leave VM

*** 10/29/2018 09:59:08 ***
Case moved into WIPBin Intro Calls and Sub Status of Assigned

*** Phone - Call - Inbound commitment created on 10/31/2018 12:09:41 with Commitment Date 11/01/2018 and created by Ashley Vasquez ***

*** Email - External Email Sent created on 10/31/2018 12:14:15 and created by Ashley Vasquez ***
Wtr emailed customer stating:

Hello Mr. [redacted]

Last name	First name	VIN of 2018 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A34JG[redacted]	[redacted]	23,000

Concord , NC, [redacted] Prod. Date: 05/15/2017 Dealer: NC063 Hendrick KIA of Concord

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

I have been trying to reach you regarding your case on your 2018 Sorento. I have had no luck reaching you through phone as I also cannot leave you a voicemail because it has not been set up yet. Please give me a call back at [redacted]

Thank you,

*** Phone - Call - Inbound commitment fulfilled on 11/02/2018 08:23:50 with Commitment Date 11/01/2018 closed by Ashley Vasquez ***

*** Phone - Call - Inbound created on 11/07/2018 09:36:25 and created by Myra Davis ***
cust states (Jennifer [redacted]
1 23,000 miles
2 email as method of contact
3 our car caught on fire and was totaled
4 my insurance company is taking care of lein holder
5 they think it may be a mechanical issue
6 I need to tell you where it is
7 Its at 1081 Recovery Rd China Grove NC 28023 lot# 50574988

Writer states
1 apologized
2 will notate case for CM
3 Gave CM number [redacted]
4 gave case#

cust states
1 she can contact me at [redacted]

writer states
1 ok has been noted for CM to follow

cust states
1 ok thank you

*** Phone - Call - Outbound created on 11/07/2018 11:58:25 and created by Ashley Vasquez ***
Wtr spoke with customer's wife:
1. Calling in regards to case
2. Please Advise

Customer
1. I was taking the car to Hendrix KIA because my engine light came on. It first sounded like there was a ticking noise
2. I was to take vehicle to another KIA location
3. En route to the second KIA, someone told me the car was on fire from beneath the car

Wtr stated:
1. I am sorry to hear that, was anyone hurt?
2. Have you settled with your insurance?
3. Location of the vehicle

Customer states:

Last name	First name	VIN of 2018 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A34JG[redacted]	[redacted]	23,000

Concord , NC, [redacted] Prod. Date: 05/15/2017 Dealer: NC063 Hendrick KIA of Concord

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

1. No one was hurt, thank you
2. My insurance said that it was a mechanical malfunction
so they are currently seeing what they are going to do
-Insurance claim #[redacted]
-Insurance adjuster name & # Parri Dhavsar 410 568 0675
3. 1081 Recovery Rd China Grove NC 28023 lot# 50574988
4. I am in a rental right now through my insurance but it will end on Monday

Wtr states:
1. Thank you for that information
2. At this time I would like to request from you any photos you have of the vehicle or any reports you may have filed fire/police report so we can go ahead and investigate further
3. If you'd like, you can also go ahead and put yourself in a rental and we can go ahead and reimburse you up to $35 a day. All you would need to do is send in a copy of your reciept and we can reimburse you after your claim is complete.
4. I can send you in an email regarding the information that I will need from you

Customer states:
1. Okay, thank you
2. Provided email:[redacted]

*** Email - External Email Sent created on 11/07/2018 12:10:49 and created by Ashley Vasquez ***
Wtr emailed customer stating:
Hello Mrs. [redacted]

Thank you for taking the time to speak with me.

At this time, I will be requesting from you any photos that you may have of the vehicle as well as any reports that you may have filed. Once we get that information, I will go ahead and review them our KMA Engineers and I will be able to make a determination regarding the next steps.

Thank you,

*** 11/07/2018 17:00:25 ***
Case moved into WIPBin Pending Customer Call Back and Sub Status of Assigned

*** Phone - Call - Inbound created on 11/16/2018 09:13:55 and created by Ashley Vazquez ***
1. Customer sent in photos and asked for possibility of loaner or rental vehicle
Wtr states:
1. thank you for documents
2. Will look into getting you in a loaner or rental
Customer thanked

*** Phone - Call - Outbound created on 11/16/2018 11:08:26 and created by Ashley Vazquez ***
Wtr left vm for Hendrick KIA Charlotte in regards to getting customer into a rental
1. gave contact info for call back

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2018 SORENTO 5XYPG4A34JG[redacted]	[redacted]	23,000

Concord , NC, [redacted] Prod. Date: 05/15/2017 Dealer: NC063 Hendrick KIA of Concord

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

*** Phone - Call - Inbound created on 11/16/2018 11:09:40 and created by Ashley Vazquez ***
Customer contacted for update on rental or loaner
1. Hi I do apologize, but I am waiting to hear back from the dealer
Customer states:
1. well how long will that take?
Wtr states:
1. I am hoping it will be by the end of the day, I will give them a call back again soon
Customer states:
1. This is ridiculous I am just going to have to contact my lawyer
Wtr states:
1. I do apologize, but I did offer to reimburse you for a rental if you decided to get one and we are looking into case
2. If that is the route you would like to take, you do have my information that you can provide your lawter
Customer:
1. ok
2. hung up

*** Phone - Call - Outbound created on 11/16/2018 14:02:48 and created by Ashley Vazquez ***
Wtr spoke with Karri Carbon at NC073
1. was hoping to get customer placed in a rental
2. would you be able to help with that
Karri states:
1. I will be happy to help customer set up with enterprise rental
2. can I have customer info
Wtr states
1. provided customer info

*** Others - Others created on 11/16/2018 16:15:09 and created by Ashley Vazquez ***
Wtr reviewed with KMA Engineers

*** Email - External Email Sent created on 11/16/2018 16:19:20 and created by Ashley Vazquez ***
Wtr emailed customer stating:

Good Evening Mrs. [redacted]

We were able to review the attachments that you sent in and we would like to move forward with inspecting the vehicle as the next step, however, in order to proceed, would you be able to send me any maintenance records tha you have so that we can take a look at those and then proceed with setting up the inspection? I will be returning to the office on Monday the 19th. If you have any further questions please send me a message or leave me a voicemail and I will get back to you early that morning.

Thank you

*** 11/19/2018 14:52:14 ***
Case moved into WIPBin Pending Customer Docs and Sub Status of Assigned

*** Email - External Email Received created on 11/28/2018 08:16:50 and created by Ashley Vazquez ***
Wtr received email stating:
Good morning,
I do not have any to provide. I cannot remember where we did the oil changes.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2018 SORENTO 5XYPG4A34JG[redacted]	[redacted]	23,000

Concord , NC, [redacted] Prod. Date: 05/15/2017 Dealer: NC063 Hendrick KIA of Concord

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

*** Phone - Call - Inbound created on 11/28/2018 08:18:53 and created by Ashley Vazquez ***
PER LEGAL - WE HAVE BEEN INFORMED ABOUT THE OPERATIVE FACTS OF CASE [redacted] . WE BELIEVE THAT THERE IS A REASONABLE PROSPECT THAT THIS CASE MAY END UP IN LITIGATION AND REQUEST CA TO PERFORM AN INSPECTION TO PROTECT THE COMPANY IN THE EVENT OF LITIGATION. THIS WILL CONFIRM THAT ANY INSPECTION REPORTS WILL BE SUBJECT TO THE ATTORNEY CLIENT PRIVILEGE.

*** Phone - Call - Outbound created on 11/28/2018 08:31:02 and created by Ashley Vazquez ***
Wtr called insurance for authorization to inspect vehicle, left VM for callback

*** Email - External Email Sent created on 11/28/2018 08:31:48 and created by Ashley Vazquez ***
Wtr sent insurance adjuster email 'pari.bhavsar@libertymutual.com'
Hi Pari,

The customer [redacted] has an open claim over on my end and we would like to go ahead and inspect the vehicle. Can I please get your authorization and location of the vehicle? I still do not have the information of the investigator who would be inspecting, but it would be our third party EFI. Please let me know if you have any questions.

Thank you,

*** Email - Others created on 11/29/2018 10:14:03 and created by Jenna Simoncelli ***
EFI Request Sent

*** Phone - Call - Inbound created on 12/04/2018 09:00:05 and created by Ashley Vazquez ***
Wtr spoke with EFI Investigator.
1. Inspection was done
2. Report should be sent out in the next two weeks
Customer thanked

*** Phone - Call - Inbound commitment created on 12/04/2018 09:01:18 with Commitment Date 12/17/2018 and created by Ashley Vazquez ***

*** Email - External Email Sent created on 12/04/2018 09:03:16 and created by Ashley Vazquez ***
Wtr could not leave VM for customer. Wtr sent email
Good Morning Mrs. [redacted]

I wanted to follow up with you to let you know that the inspection for your vehicle was completed. At this point, I will be waiting for the inspection report and it looks like it will be sent to me within the next 2 weeks. I will let you know when I receive and review it. You will still be able to remain in your rental throughout this time. If you have any questions, please give me a call.

Thank you,

*** Phone - Call - Inbound commitment created on 12/07/2018 15:08:14 with Commitment Date 12/11/2018 and created by Ashley Vazquez ***

*** 12/18/2018 16:58:40 ***
Case moved into WIPBin Waiting On Inspection and Sub Status of Assigned

Last name	First name	VIN of 2018 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A34JG[redacted]	[redacted]	23,000

Concord , NC, [redacted] Prod. Date: 05/15/2017 Dealer: NC063 Hendrick KIA of Concord

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

*** Phone - Call - Inbound commitment created on 12/07/2018 15:07:48 with Commitment Date 12/21/2018 and created by Ashley Vazquez ***

*** Phone - Call - Inbound commitment fulfilled on 12/19/2018 08:20:18 with Commitment Date 12/17/2018 closed by Ashley Vazquez ***

*** Email - External Email Sent created on 12/20/2018 08:54:00 and created by Ashley Vazquez ***
Wtr emailed customer stating:
Hello Mrs. [redacted]

I wanted to update you and let you know that I have spoken with the investigator and he has stated that he has sen out the report and it is in the process of being reviewed by his auditors before it gets sent to me. I will update you as soon as I receive it. I will also be out of the office on Monday 12/24 and Tuesday 12/25 but returning Wednesday through Friday 12/26-12/28 if you have any questions.

Best,

*** Others - Others created on 01/03/2019 16:30:32 and created by Ashley Vazquez ***
Reviewed with KMA Engineers

*** 01/04/2019 18:16:24 ***
Case moved into WIPBin Pending C/O and Sub Status of Assigned

*** Others - Others created on 01/10/2019 16:16:46 and created by Ashley Vazquez ***
Tread Review Complete.

*** Others - Others created on 01/14/2019 10:31:58 and created by Ashley Vazquez ***
Reviewed with Engineers 1/11 for maintenance

*** Phone - Call - Outbound created on 01/15/2019 13:51:20 and created by Ashley Vazquez ***
Wtr called customer but could not leave VM

*** Phone - Call - Inbound commitment created on 01/15/2019 13:52:04 with Commitment Date 01/16/2019 and created by Ashley Vazquez ***

*** Phone - Call - Inbound commitment fulfilled on 01/16/2019 08:32:39 with Commitment Date 01/16/2019 closed by Ashley Vazquez ***

*** Phone - Call - Outbound created on 01/16/2019 08:32:44 and created by Ashley Vazquez ***
Wtr called customer on both phone numbers, no answer could not leave VM

*** Email - External Email Sent created on 01/16/2019 10:10:28 and created by Ashley Vazquez ***
Wtr emailed customer stating:
Mrs. [redacted]

I have been trying to reach both phone numbers we have listed on your case and I have been unable to reach you. Is there a better phone number that I can call?

Thank you,

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2018 SORENTO 5XYPG4A34JG3[redacted]	[redacted]	23,000

Concord , NC, [redacted] Prod. Date: 05/15/2017 Dealer: NC063 Hendrick KIA of Concord

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

*** Phone - Call - Outbound created on 01/16/2019 10:53:25 and created by Ashley Vazquez ***
Wtr spoke with [redacted] (wife):
1. Calling in regards to case
2. I wanted to follow up in regards to the inspection report I received
3. Findings indicate that the origin of the fire was in the engine compartment of the vehicle and motor did have a hole in the block
4. There was a mechanical engine failure and after reviewing carfax I do not see any maintenance done on the vehicle I understand that you had previously mentioned that you had no maintenance records
5. At this time, I would not be offering further assistance without maintenance records
Customer states:
1. So if I get you the maintenance of oil changes done on the car you can possibly help?
Wtr states:
1. Yes, I will go ahead and review further if you can provide me with those records
2. As we have completed our inspection and received our results, I am requesting that you return your rental by the end of the day tomorrow, I will also let the dealer know
Customer states:
1. Okay I will see what i can find
Wtr thanked

*** Email - External Email Received created on 01/18/2019 08:23:48 and created by Ashley Vazquez ***
Customer emailed stating:
Good morning,

Is there any way that I can have the rental until tomorrow so I can finish out the work week without difficulty?

*** Email - External Email Sent created on 01/18/2019 08:24:20 and created by Ashley Vazquez ***
Wtr emailed customer stating:
Mrs. [redacted]

I will go ahead and let the dealer know about the extension.

Best,

extension for Friday 1/18/19

*** 01/29/2019 15:14:29 ***
Goodwill #: 144810 Submitted

*** 01/29/2019 15:32:34 ***
Goodwill #: [redacted] Submitted

*** 01/29/2019 15:32:54 ***
Case moved into WIPBin Pending Customer Docs and Sub Status of Assigned

*** 02/15/2019 16:58:17 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Submitted

*** 02/19/2019 16:56:56 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Submitted

Last name	First name	VIN of 2018 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A34JG[redacted]	[redacted]	23,000

Concord , NC, [redacted] Prod. Date: 05/15/2017 Dealer: NC063 Hendrick KIA of Concord

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

*** 02/20/2019 15:27:23 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Final Approved

*** 02/20/2019 15:27:27 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Final Approved

*** Note - Others created on 02/25/2019 08:19:21 and created by Ashley Vazquez ***
EFI Check Sent 2/25/19

*** Phone - Call - Inbound commitment fulfilled on 02/25/2019 08:20:21 with Commitment Date 12/21/2018 closed by Ashley Vazquez ***

*** 03/22/2019 17:38:18 ***
Closed by Ashley Vazquez with Resolution Code : Information Given
[Resolution Summary]
Information given to customer. Goodwill check sent to EFI/dlr.

*** 03/22/2019 17:38:25 ***
Reopened by Ashley Vazquez with Sub Status of Working

*** 03/22/2019 17:39:51 ***
Closed by Ashley Vazquez with Resolution Code : Information Given
[Resolution Summary]
Information given to customer. Goodwill check sent to EFI/dlr. Payment to NC063 processed.

*** 03/26/2019 15:52:37 ***
Reopened by Ashley Vazquez with Sub Status of Working

*** 03/26/2019 15:52:49 ***
Inspection requested by KMA62020
Request Code: PLThirdParty-NC063-[redacted]32619
Request Details:

*** 03/26/2019 15:54:41 ***
Closed by Ashley Vazquez with Resolution Code : Information Given
[Resolution Summary]
Information given to customer. Goodwill check sent to EFI/dlr. Payment to NC063 processed.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2018 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA39JG[redacted]	[redacted]	18,672

Reno , NV, [redacted] Prod. Date: 04/26/2017 Dealer: NV010 Tom Dolan's Reno KIA

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

Case History

*** 01/23/2019 16:41:47 (GMT-07:00) Arizona ***
Contact = [redacted] [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 01/23/2019 16:41:52 (GMT-07:00) Arizona and created by Brenda Hernandez ***
Customer alleges thermal event
Please follow up and escalate

*** 01/23/2019 16:57:36 (GMT-07:00) Arizona ***
Assigned to WIPBin 1. Default of Helena Camacho by Brenda Hernandez
Reason:

*** Phone - Call - Outbound created on 01/24/2019 12:47:43 (GMT-07:00) Mountain Time (US & Canada) and created by Helena Camacho ***
call to cust ph#[redacted]
-just rings and then hangs up/not able to leave message

*** Phone - Call - Outbound created on 01/24/2019 12:59:20 (GMT-07:00) Mountain Time (US & Canada) and created by Helena Camacho ***
call to NV010 Tom Dolan's Reno Kia
writer states:
1. request to speak to SVCA/SVCM
2. request vehicle/VIN info

David at NV010 states:
1. let me see if someone is available
-placed on hold

Christa SVCA states:
1. we have this under [redacted] [redacted]
2. she said she bought it used
3. we have been on a stand still, we have not done anything with the veh yet
4. last time it was here it had 18,671
5. it was here for a dent in the veh
6. 10/2018 was the last time it was here
7. only comes in for SC/WTY work

Customer Name: [redacted] [redacted]
Customer phone #: [redacted]
Customer address: [redacted] Sparks, NV [redacted]
VIN: 5XYPGDA39J[redacted]
Year/Model: 2018 Sorento
Mileage: 18,671
Most recent RO# [redacted]
Open Date: 1/22/2019
Close date (if applicable): still open
Days Down(if applicable): 3 days
>>>>Cust states, veh caught fire
>>>>Cause: unknown, was advised not to touch veh
>>>>Correction: TBD
Able to Duplicate (Y or N): NA
Repeat Repair (Y/N): N

Last name	First name	VIN of 2018 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA39JG3[redacted]	[redacted]	18,672

Reno , NV, [redacted] Prod. Date: 04/26/2017 Dealer: NV010 Tom Dolan s Reno KIA

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

ETA for completion of repairs (if applicable):TBD
Parts on order (Y/N): N
Techline Case: N
Rental or Loaner Provided: I believe her insurance
Date put in rental/loaner: unknown
Dealer contacted DPSM:
Vehicle repaired: N
Customer has possession: N
Original Owner (Y or N): N
Does customer maintain vehicle at this location: N

writer states:
1. thank you
-call ended with dlr

*** Phone - Call - Outbound created on 01/24/2019 12:59:28 (GMT-07:00) Mountain Time (US & Canada) and created by Helena Camacho ***
call to ph#[redacted]
writer states:
1. calling from KCAC
2. was advised of the thermal event with your veh
3. have a few questions about what happened
4. is everyone ok?

Mrs. [redacted] [redacted] states:
1. veh caught fire
2. it was driving with curse control on 70
3. my daughter was sleeping in the car so I had the radio off
4. heard a pop, and the car lost power
5. the oil light blinked at me and I had to coast to the side
6. there was smoke barreling out and I saw flames
7. I hit brakes and put it in park
8. i was yelling at my daughter to get up, she wasnt waking up
9.I had to run to the other side of the car to get her out
10. in the commotion i had forgotten about her seat belt
11. I had to get her seat belt off
12. right after i got her out it popped again and threw me to the ground
13. she is ok, but we dont want to drive in the car anymore
14. insurance put the car under investigation
15. i recently changed insurance company last week
16. I am in the middle of the divorce
17. what will kia do?
18. I bought this veh used

writer states:
1. apologized
2. adv would like to ask a few more questions as to the event
3. adv will be sending your case to our NCA office for further handling and review
4. someone from that office will be in touch with next steps
5. what is the best way you can be reached?

Mrs. [redacted] states:

Last name	First name	VIN of 2018 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA39JG[redacted]	[redacted]	18,672

Reno , NV, [redacted] Prod. Date: 04/26/2017 Dealer: NV010 Tom Dolan's Reno KIA

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

1. ph#[redacted]
2. thank you
-call ended

*** Note - Others created on 01/25/2019 09:43:14 (GMT-07:00) Mountain Time (US & Canada) and created by Helena Camacho ***
****Call to Action****
Forward to NCA
1 Customer alleges veh caught fire
2 Vehicle is currently at NV010 Dolan kia
3 Customer is requesting investigation into cause, assistance in getting replacement vehicle, does not feel safe in this one anymore
4 Please review and follow up accordingly

*** Case [redacted] is sent on 1/25/2019 8:43:51 by Helena Camacho
To: asmith@kiausa.com
Cc:
Title: NO ACTION REQUIRED - Case Escalation:NV010, [redacted]

*** 01/25/2019 09:43:57 (GMT-07:00) Mountain Time (US & Canada) ***
Dispatched from WIPBin = 1. Default to Queue National CA by Helena Camacho
Reason:

*** 01/28/2019 07:38:08 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 01/28/2019 07:46:14 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 24/24 of Samuel Kim by Jeff Stroup
Reason:

*** 01/28/2019 15:25:18 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 24/24 and Sub Status of Assigned

*** Phone - Call - Inbound created on 01/31/2019 15:46:05 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received message from customer:
1. Hello my name is [redacted]
2. I'm calling because I guess you are in charge of what is going on since my car caught on fire
3. If you could please give me a call
4. My name is [redacted]
5. It's [redacted]
6. It would be greatly appreciated, thank you
7. Once again, it's [redacted]
8. I'm trying to find out what Kias going to do
9. Thank you, bye

*** Phone - Call - Outbound created on 01/31/2019 16:00:45 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called dealer NV010 and spoke with Service Manager Carlos Bucio
Writer states:
1. Calling in regards to RO #[redacted]

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2018 SORENTO 5XYPGDA39JG[redacted]	[redacted]	18,672

Reno , NV, [redacted] Prod. Date: 04/26/2017 Dealer: NV010 Tom Dolan's Reno KIA

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

Dealer states:
1. I was talking to Andre
2. He was driving from Fernley to Reno
3. As she was on the way, she heard a loud clunking, the vehicle went into limp mode
4. She got out of the car and the vehicle was smoking in flames
5. It's a total loss
6. Her insurance came and picked it up, Geico
7. This customer is in a rental vehicle

Writer states:
1. Please keep the customer in the rental until we are able to address her concerns
2. Requested photos
3. Gave dealer email address
4. Thank you

*** 01/31/2019 16:23:13 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1/28 (Monday) and Sub Status of Assigned

*** Phone - Call - Outbound created on 01/31/2019 16:34:53 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called and spoke with [redacted] [redacted]
Writer states:
1. Calling in regards to a 2018 Kia Sorento
2. Apologized for the delay

Customer states:
1. I was traveling with my daughter on the highway, it was dry and it was sunny out
2. We were in the car for about 20 minutes
3. I had my cruise control set for 70
4. I had the radio off because my daughter fell asleep in the car
5. All of a sudden I heard a loud snap
6. And as soon as I looked down, I literally lost all power to the car
7. I moved over to the shoulder and I was pressing on the brake
8. And I could see underneath the hood, a whole bunch of smoke was coming out
9. But then I saw flames come from underneath the hood
10. I was yelling at my daughter to wake up
11. She wasn't waking up and I ran to her side and tried to grab her
12. I threw her out of the car and it threw me to the ground
13. I called 9-1-1

Writer states:
1. Are you and your daughter okay?
2. Where is the vehicle currently at?

Customer states:
1. Yea, I ended up going to the hospital the day because my chest was hurting
2. But other than scrapes and bruises, we're okay
3. I believe Geico was taking it to their tow yard
4. I changed insurance companies the week before because my husband and I went through a divorce
5. Geico first told me it was going under investigation, so they weren't willing to do a rental car
6. I called the dealership and he got me into a rental car like 2 hours after the incident

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2018 SORENTO 5XYPGDA39JG[redacted]	[redacted]	18,672

Reno , NV, [redacted] Prod. Date: 04/26/2017 Dealer: NV010 Tom Dolan's Reno KIA

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

7. I have to say the dealership has been nothing but amazing
8. I am kind of upset that my insurance company is covering it
9. I don't want to be penalized through my insurance
10. I had that car literally for 3 months
11. My oil change wasn't even due for another 3 weeks
12. This is my 4th Kia I owned
13. I traded in a perfectly great Kia Sportage and I also put money down on the Sorento

Writer states:
1. Where and when did you purchase the vehicle?
2. Requested photos and insurance contact information
3. Gave customer call back number and email address
4. Kia takes customer concerns very seriously
5. Once I receive the photos, I will get it reviewed and follow up with you

Customer states:
1. I bought the car October 17th from Tom Dolan's Reno Kia (NV010)
2. And now I'm out and even if my insurance company pays what I owe, I'm out a vehicle
3. Okay, thank you

*** Note - Others created on 02/19/2019 11:54:36 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
IAA Reno location in Mccarran. NV. Stock number [redacted]

*** 02/19/2019 11:58:17 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Pictures / Police Report and Sub Status of Assigned

*** 03/07/2019 10:15:51 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Legal Review and Sub Status of Assigned

*** Note - Others created on 03/07/2019 10:16:39 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Reviewed case w/ KMA Engineer

*** Note - Others created on 03/07/2019 10:16:59 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
PER LEGAL - WE HAVE BEEN INFORMED ABOUT THE OPERATIVE FACTS OF CASE [redacted] WE BELIEVE THAT THERE IS A REASONABLE PROSPECT THAT THIS CASE MAY END UP IN LITIGATION AND REQUEST CA TO PERFORM AN INSPECTION TO PROTECT THE COMPANY IN THE EVENT OF LITIGATION. THIS WILL CONFIRM THAT ANY INSPECTION REPORTS WILL BE SUBJECT TO THE ATTORNEY CLIENT PRIVILEGE.

*** 03/07/2019 10:17:47 (GMT-08:00) Pacific Time (US & Canada) ***
Inspection requested by KMA10155
Request Code: PLThirdParty-NV010-[redacted]3719
Request Details: EFI Global, Inc.

*** Phone - Call - Outbound created on 03/12/2019 12:07:39 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called Geico Insurance and spoke with Janelle (800)207-7847
Writer states:
1. Calling to get permission to inspect

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2018 SORENTO 5XYPGDA39JG[redacted]	[redacted]	18,672

Reno , NV, [redacted] Prod. Date: 04/26/2017 Dealer: NV010 Tom Dolan's Reno KIA

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

Insurance states:
1. The claim number is [redacted]
2. The adjuster is Craig Paress (520)546-2550

(Writer was warm transferred to Craig)

Writer states:
1. Calling to get permission to inspect
2. Gave call back number, case number and email address
3. Thank you

Insurance states:
1. I believe the vehicle went to the dealership after the fire occurred
2. I'll see what I can do about placing a hold on the vehicle and follow up with you

*** Phone - Call - Outbound created on 03/13/2019 11:47:35 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called IAA Reno location and spoke with Victoria (775)636-8829
Writer states:
1. Calling in regards to stock number [redacted]
2. Calling to see if we have permission to inspect
3. Thank you

IAA states:
1. It says EFI Global on behalf on Kia Motors
2. Just make sure they have ID of some sort to show

*** Email - External Email Sent created on 03/13/2019 11:49:46 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Sent inspection request to EFI Global

*** 03/13/2019 11:59:53 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Inspection (3rd Party) and Sub Status of Assigned

*** Email - External Email Received created on 03/13/2019 15:00:07 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
From: Burns, Kathryn [mailto:kburns@uis-usa.com]
Sent: Wednesday, March 13, 2019 2:05 PM
To: Kim, Samuel [KMA]; Jordyn.Cory@efiglobal.com
Cc: Joiner, Debra; Gutshall, Janice; OConnor, Terri
Subject: RE: Assignment Received CL#[redacted]

Dear Samuel Kim,

Thank you for contacting EFI Global regarding the fire loss at 4086 Peru Drive, McCarran, NV (ins. auto aution). We have completed our conflicts check, and there is no impediment to EFI Global accepting this assignment in accordance with our standard terms and conditions.

Our expert, Kirk LuMaye, will be conducting a origini and cause investigation under our assigned file number [redacted] The expert's contact information is:

Cellular: 707 344-6437

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2018 SORENTO 5XYPGDA39JG[redacted]	[redacted]	18,672

Reno , NV, [redacted] Prod. Date: 04/26/2017 Dealer: NV010 Tom Dolan's Reno KIA

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

Email: Kirk.LuMaye@efiglobal.com
Based In: Sacramento, CA

Should you require any of our additional nationwide staff services to complete this claim please do not hesitate to contact us. Those services include:

- Fire origin and cause investigations
- Electrical engineering
- Structural engineering
- Mechanical engineering
- Fire protection engineering
- Civil engineering
- Metalurgical engineering
- Vehicle accident reconstruction
- Forensic locksmithing
- Structural building plans
- Fire debris analysis
- Environmental consulting

Thank you again for selecting EFI Global as part of your investigative team. We look forward to working with you.

KATHRYN BURNS | Senior Project Coordinator
EFI Global, Inc.
1172 National Drive, Suite 100
Sacramento, CA 95834
DIRECT 916.640.0640 | FAX 916.640.0649
EMAIL Kathryn.Burns@efiglobal.com
www.efiglobal.com | Caring counts®

*** Email - External Email Received created on 03/13/2019 15:14:35 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from Craig Paress at Geico Insurance (do_not_reply@geico.com)

An Important Message From GEICO About Your Claim

March 13, 2019

CASE [redacted]

To Whom It May Concern,

Approval was granted to inspect the vehicle at IAA in Reno, NV. Please let me know via phone or fax (866-568-2132) of who and when someone will come to inspect the vehicle.

Sincerely,
Craig Paress
520-546-2550

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2018 SORENTO 5XYPGDA39JG[redacted]	[redacted]	18,672

Reno , NV, [redacted] Prod. Date: 04/26/2017 Dealer: NV010 Tom Dolan's Reno KIA

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

*** Email - External Email Received created on 03/13/2019 16:55:08 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
From: LuMaye, Kirk [mailto:klumaye@uis-usa.com]
Sent: Wednesday, March 13, 2019 4:31 PM
To: cparess@geico.com
Cc: Kim, Samuel [KMA]; LuMaye, Kirk
Subject: KIA CL#[redacted]

Hi Craig,

Thank you for taking my call a few minutes ago. Per your instructions, I am emailing you to confirm that I am available and plan to inspect this vehicle Monday 3/18/19.

Thank you,

Kirk LuMaye, PE, CFEI, CVFI, CXLT | FORENSIC ENGINEER, MECHANICAL

*** Email - External Email Received created on 03/19/2019 12:54:19 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from Forensic Mechanical Engineer Kirk LuMaye at EFI Global, Inc. (klumaye@uis-usa.com)
Hello Samuel,

I just wanted to confirm that I was able to inspect the vehicle yesterday, 3/18. If you would like a verbal report, please give me a call at 707-344-6437. Otherwise, I should be able to get you my written report later this week or early next week. I will be sending my photos today via FedEx. As usual, the USB drive will be encrypted. The password to access the files is [redacted]

Best,

Kirk LuMaye, PE, CFEI, CVFI, CXLT | FORENSIC ENGINEER, MECHANICAL
EFI Global, Inc.
1172 National Drive, Suite 100
Sacramento, CA 95834
OFFICE: 916-640-0640 | CELL: 707.344.6437
EMAIL kirk.lumaye@efiglobal.com
www.efiglobal.com | Caring counts®

*** Letter - Letter Received created on 03/20/2019 12:47:13 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received physical media from Forensic Engineer Kirk LuMaye at EFI Global via Fedex. Tracking number [redacted]

*** Note - Others created on 03/25/2019 11:51:09 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
DPSM ASmith requesting an update

*** Phone - Call - Inbound created on 03/25/2019 16:20:07 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Reviewed case w/ DPSM:
1. CA to reimburse for rental

Last name	First name	VIN of 2018 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA39JG3[redacted]	[redacted]	18,672

Reno , NV, [redacted] Prod. Date: 04/26/2017 Dealer: NV010 Tom Dolan s Reno KIA

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

*** Phone - No Callback created on 04/02/2019 11:47:00 and created by Ricardo Dorcean ***
Mr. Carlos Bucio, svc manager (NV010) states:
1. I am calling from the dealership trying to get an update for a customer
2 Her car was burned to the ground over
3. Samuel Kim is her case manager, but we're not getting any response from him
4. She has been waiting for such a long time

Writer states:
1. Apologized
2. Advised will try to get a hold of Mr. Kim

Called Mr. Kim, left voicemail @ (949) 468-1194

Writer states:
1 Thank you for holding, Mr. Bucio
2. Mr. Kim isn't available
3. We have notated the case so he can follow up with you all
4. Is there anything else we can assist you with

Mr. Bucio states:
1. No

Writer states:
1. Thank you for calling Kia
2. Have a great day

Mr. Bucio states:
1. Have a great day

*** Email - External Email Received created on 04/03/2019 13:08:42 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from Service Manager Carlos Bucio at dealer NV010 (carlos.bucio@dolanautogroup.com)
Good morning Samuel,

I have Christina [redacted] at the dealership as she has yet heard anything from you regarding what's going to happen next regarding this matter.
Vin # 5xypgda39jg[redacted]

Carlos Bucio
Dolan Mazda-Kia | Service Manager
Carlos.Bucio@dolanautogroup.com
Tel: 775-353-6874 | Fax: 775-384-5358
dolankia.com | dolanmazda.com | dolanautogroup.com
9475 S. Virginia St | Reno, NV [redacted]

*** Email - External Email Received created on 04/03/2019 13:10:07 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from Service Manager Carlos Bucio at dealer NV010 (carlos.bucio@dolanautogroup.com)
Good afternoon Samuel,

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2018 SORENTO 5XYPGDA39JG[redacted]	[redacted]	18,672

Reno , NV, [redacted] Prod. Date: 04/26/2017 Dealer: NV010 Tom Dolan's Reno KIA

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

Attached are the invoices for the rental vehicle [redacted] was in, along with the tow bill and invoice.

Thanks,
Carlos Bucio
Dolan Mazda-Kia | Service Manager
Carlos.Bucio@dolanautogroup.com
Tel: 775-353-6874 | Fax: 775-384-5358
dolankia.com | dolanmazda.com | dolanautogroup.com
9475 S. Virginia St | Reno, NV [redacted]
Get In. And Join The Family.

*** Email - External Email Received created on 04/03/2019 13:23:56 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from Warranty Administrator Stella Folz at dealer NV010 (stella.folz@dolanautogroup.com) and CC'd to Service Manager Carlos Bucio at dealer NV010 (carlos.bucio@dolanautogroup.com) and DPSM ASmith:
I was told by my Service Manager Carlos Bucio, that I am to claim the rental on a warranty claim. But I don't know how I am supposed to do that, I have no labor operation or repair to go with the warranty so I don't know how I am supposed to claim the rental. Her vehicle showed it does have the Service Campaign P11802D but of course that couldn't be performed due to the damage of the vehicle.

What I need from you is some type of authorization or claim number so I can contact the warranty help desk on how to proceed with rental only part of the claim, I also need something from you in writing that the rental and tow will be paid by KIA and the amount will be reimbursed to us.

The rental amount for 1/22/19 thru 3/29/19 is $1800.20

Tow bill to our dealership is : $393.00

Total owed to us: $1907.20

Please contact me ASAP to rectify this matter.

Thank You,

Stella

*** Phone - Call - Outbound created on 04/03/2019 13:26:24 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called dealer NV010 and spoke with Warranty Administrator Stella Folz
Writer states:
1. I received a copy of the RO and rental agreement from your Service Manager
2. We do not cover fuel
3. We will reimburse you $1,046.11 - $84.00 and $468.09 - $36.00
4. I am not sure why the 2nd rental agreement states $754.09 but the RO states $468.09

Dealer states:
1. She's buying a new Kia and she was unhappy she had to turn in the rental car
2. We don't want to lose her business so we're eating the balance
3. Thank you

Writer states:
1. Requested copy of tow bill

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2018 SORENTO 5XYPGDA39JG[redacted]	[redacted]	18,672

Reno , NV, [redacted] Prod. Date: 04/26/2017 Dealer: NV010 Tom Dolan's Reno KIA

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

2. Please allow 4 to 6 weeks for posting of payment

*** Email - External Email Received created on 04/03/2019 15:51:58 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from Warranty Administrator Stella Folz at dealer NV010 (stella.folz@dolanautogroup.com) and CC'd to Service Manager Carlos Bucio at dealer NV010 (carlos.bucio@dolanautogroup.com) and DPSM ASmith:
Sam,

Thanks for getting back to me today by phone.

Per our conversation, I have attached a copy of the tow bill.

Also, you advised that you will pay on the parts statement (in about 30 days) and will be sending me an email confirmation on that.

Also, you advised KIA will not pay for any fuel cost so you will be removing the fuel cost from both of the rental invoices you had received from Carlos.

If you should have any other questions, please do not hesitate to call me.

Stella Folz
Dolan Mazda-Kia | Warranty Administrator
Stella.Folz@dolanautogroup.com
Tel: 775-353-6811 | Fax: 775-825-3758
dolankia.com | dolanmazda.com | dolanautogroup.com
9475 S. Virginia St | Reno, NV [redacted]

*** Email - External Email Received created on 04/10/2019 10:40:44 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from Warranty Administrator Stella Folz at dealer NV010 (stella.folz@dolanautogroup.com) and CC'd to Service Manager Carlos Bucio at dealer NV010 (carlos.bucio@dolanautogroup.com)
Good afternoon Sam

I am resending you this email, because you were going to send me a email on the parts statement information and what you are paying and I haven't heard from you yet

Just checking up

Thanks
Stella

*** 04/10/2019 10:54:17 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Submitted

*** 04/10/2019 11:41:38 ***
Goodwill #: [redacted] Submitted

*** Email - External Email Received created on 04/11/2019 12:20:55 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from Forensic Mechanical Engineer Kirk LuMaye at EFI Global, Inc. (klumaye@uis-usa.com)

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2018 SORENTO 5XYPGDA39JG[redacted]	[redacted]	18,672

Reno , NV, [redacted] Prod. Date: 04/26/2017 Dealer: NV010 Tom Dolan's Reno KIA

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

Hi Samuel,

I just received the FD report on 4/9. I've attached it here for your records. I plan to have my report ready to forwarc this coming Monday or Tuesday.

Best,

Kirk LuMaye, PE, CFEI, CVFI, CXLT | FORENSIC ENGINEER, MECHANICAL
EFI Global, Inc.
1172 National Drive, Suite 100
Sacramento, CA 95834
OFFICE: 916-640-0640 | CELL: 707.344.6437
EMAIL kirk.lumaye@efiglobal.com
www.efiglobal.com | Caring counts®

*** 04/11/2019 17:37:46 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Final Approved

*** Email - External Email Received created on 05/03/2019 11:00:16 (GMT-08:00) Pacific Time (US & Canada) anc created by Samuel Kim ***
Received email from Forensic Mechanical Engineer Kirk LuMaye at EFI Global, Inc. (klumaye@uis-usa.com)
Hi Samuel,

I just wanted to provide you with a quick update. I apologize for the additional delay. My report should be coming to you tomorrow or Monday at the latest.

Thanks,

Kirk LuMaye, PE, CFEI, CVFI, CXLT | FORENSIC ENGINEER, MECHANICAL
EFI Global, Inc.
1172 National Drive, Suite 100
Sacramento, CA 95834
OFFICE: 916-640-0640 | CELL: 707.344.6437
EMAIL kirk.lumaye@efiglobal.com
www.efiglobal.com | Caring counts®

*** 05/08/2019 10:51:07 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Inspection Results Pending and Sub Status of Assigned

*** Email - External Email Received created on 05/08/2019 10:51:35 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
From: LuMaye, Kirk [mailto:klumaye@uis-usa.com]
Sent: Tuesday, May 07, 2019 11:27 AM
To: Kim, Samuel [KMA]
Cc: LuMaye, Kirk
Subject: Report -- Case No: [redacted] || Owner: [redacted] [redacted] || EFI No: 024.00202

Samuel,

Please find the report attached. Feel free to contact me any time with questions or concerns.

Thank you,

Last name	First name	VIN of 2018 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA39JG3[redacted]	[redacted]	18,672

Reno , NV, [redacted] Prod. Date: 04/26/2017 Dealer: NV010 Tom Dolan s Reno KIA

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

Kirk LuMaye, PE, CFEI, CVFI, CXLT | FORENSIC ENGINEER, MECHANICAL
EFI Global, Inc.
1172 National Drive, Suite 100
Sacramento, CA 95834
OFFICE: 916-640-0640 | CELL: 707.344.6437
EMAIL kirk.lumaye@efiglobal.com
www.efiglobal.com | Caring counts®

*** Note - Others created on 05/09/2019 16:36:01 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Reviewed case w/ KMA Engineer:
1. Photo shows oil drain plug missing

*** 05/09/2019 16:37:58 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Legal Review and Sub Status of Assigned

*** Email - External Email Received created on 05/28/2019 16:18:17 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from Senior Project Coordinator Kathryn Burns with EFI Global (kburns@uis-usa.com)
Dear Samuel Kim,
Attached is invoice [redacted] for [redacted] [redacted] Please remit payment at your earliest convenience.

As always, thank you for choosing EFI Global as part of your investigative team - we appreciate it very much.

Sincerely,

KATHRYN BURNS | Senior Project Coordinator
EFI Global, Inc.
1172 National Drive, Suite 100
Sacramento, CA 95834
OFFICE: 916.640.0640 | FAX: 916.640.0649
EMAIL Kathryn.Burns@efiglobal.com
www.efiglobal.com | Caring counts®

Assign a Project 24/7: efiglobal.com/Assign-a-Project

*** 05/31/2019 10:45:06 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Submitted

*** 06/05/2019 08:05:27 ***
Goodwill #: [redacted] Submitted

*** 06/10/2019 16:26:13 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Final Approved

*** Letter - Letter Sent created on 06/17/2019 14:03:49 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Sent check to EFI Global via Fedex. Tracking number [redacted]

*** 06/17/2019 14:04:47 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Samuel Kim with Resolution Code : Concerns Recorded
[Resolution Summary]

PE19-004

KIA

6/28/2019

DEFECT A

CA FILES

SORENTO



CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

CAMDEN, NJ [redacted]
HOME: [redacted] CONT: [redacted]
BUS: [redacted] CELL: [redacted]

[redacted]

INVOICE

PAGE 1

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SERVICE ADVISOR: 1871 RANDELLE BRITO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SNOW WHITE	16	KIA SORENTO	5XYPG4A30G[redacted]		19487/19489	T3593

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25JUN15 DD			20:00 19MAY16		110.80	CASH	21MAY16

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:408212
19MAY16	21MAY16	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL

A PERFORM VISUAL AND COMPUTER DIAGNOSIS FOR YOUR CHECK ENGINE LIGHT -
ADDITIONAL DIAGNOSIS AND REPAIR MAY BE EXTRA
CAUSE: SA220
160A02R1 ECM & TCM UPGRADE AND VCM REPLACE
3828 MOREY,MICHAEL LIC#: 3828
WK (N/C)
1 28323-2GGA1 MOTOR ASSY-VCM (N/C)
FC:
PART#: 28323-2GGA1
COUNT: 1
CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
19487 GDS - VDN# B28VANJ028160519004I p200400 P0200400 Intake Manifold Runner Stuck Open,P200A00 Intake Manifold Runner Performance,VCM Actuation test-noisy,intake runners not binding.Related to SA220 See SA220-VCM Actuator replaced and reflash performed.
****

B CUSTOEMR STATES VERY SLOW ACCELERATION
MISC SEE LINE A
3828 MOREY,MICHAEL LIC#: 3828
INTK (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
19487 Related to VCM Actuator/Check Engine Light
****

C SERVICE ACTION SA195
CAUSE: SA195
150A24R0 SA195 DOOR LATCH REPLACEMENT (4)
3828 MOREY,MICHAEL LIC#: 3828
WK (N/C)
1 81400-C5000QQK DOOR LATCH SERVICE K (N/C)
FC:
WR/SS
PART#: 81400-C5000QQK

DRAFT
Limited Warranty for front of Repair Order

BURLINGTON KIA, INC. (HEREAFTER "DEALERSHIP") GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM--WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER (HEREAFTER "CUSTOMER") AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.
DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER.
TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT, SUCH NOTICE, HOWEVER, MUST BE GIVEN TO REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE DEALERSHIP TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED (TOGETHER WITH NJ SALES TAX) UPON COMPLETION OF SUCH REPAIR.
ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS.
THIS PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART IS THAT WHICH MAY BE OFFERED BY THE MANUFACTURER OF SUCH PARTS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALERSHIP LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.

Dated:_____ _____
Customer Signature

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

[redacted]

CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

CAMDEN, NJ [redacted]
HOME: [redacted] CONT: [redacted]
BUS: [redacted] CELL: [redacted]

[redacted] KIA | Burlington KIA

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PAGE 2

SERVICE ADVISOR: 1871 RANDELLE BRITO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SNOW_WHITE	16	KIA SORENTO	5XYPG4A30GG[redacted]		19487/19489	T3593

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25JUN15 DD			20:00 19MAY16		110.80	CASH	21MAY16

R.O. OPENED	READY	OPTIONS:
19MAY16	21MAY16	SOLD-STK [redacted] DLR:408212

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

COUNT: 1
CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
19487 SA195 Door lock actuator replacement
****

D SERVICE ACTION SA220
MISC SEE LINE A
3828 MOREY,MICHAEL LIC#: 3828
INTK (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
19487 Sa220,VCM Actuator replacement and ecm upgrade.
****

E MULTIKCP1 PERFORM KIA MULTI POINT INSPECTION OF VEHICLE. MEASURE TIRES, CHECK FLUID LEVELS, CHECK ALL LIGHTS, WIPERS, BELTS AND HOSES. RETAIL PRICE $29.95, FREE OF CHARGE TO OUR LOYAL CUSTOMERS.
MULTI MULTIKCP1 PERFORM KIA MULTI POINT INSPECTION OF VEHICLE. MEASURE TIRES, CHECK FLUID LEVELS, CHECK ALL LIGHTS, WIPERS, BELTS AND HOSES. RETAIL PRICE $29.95, FREE OF CHARGE TO OUR LOYAL CUSTOMERS.
3828 MOREY,MICHAEL LIC#: 3828
INTK (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00
****

RECOMMENDED REPAIRS

THANK YOU FOR SERVICING YOUR VEHICLE @ BURLINGTON KIA. SHORTLY, YOU WILL BE EMAILED A SURVEY FROM KIA. THIS IS OUR PERSONAL REPORT CARD. PLEASE FEEL FREE TO CONTACT MARCUS DeANGELIS @ 888-464-9610 WITH ANY QUESTIONS OR CONCERNS REGARDING YOUR SERVICE EXPERIENCE @ BURLINGTON KIA!

DRAFT
Limited Warranty for front of Repair Order

BURLINGTON KIA, INC. (HEREAFTER "DEALERSHIP") GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM-WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER (HEREAFTER "CUSTOMER") AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.
DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER.
TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT, SUCH NOTICE, HOWEVER, MUST BE GIVEN TO REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE DEALERSHIP TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED (TOGETHER WITH NJ SALES TAX) UPON COMPLETION OF SUCH REPAIR.
ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS.
THIS PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART IS THAT WHICH MAY BE OFFERED BY THE MANUFACTURER OF SUCH PARTS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALERSHIP LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.

Dated:_____ _____
Customer Signature

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

[redacted]

CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

CAMDEN, NJ [redacted]
HOME: [redacted] CONT: [redacted]
BUS: [redacted] CELL: [redacted]

[redacted]

INVOICE

PAGE 1

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(877) 636-0063
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SERVICE ADVISOR: 1871 RANDELLE BRITO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SNOW_WHITE	16	KIA SORENTO	5XYPG4A30GG[redacted]		40404/40405	T3290

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25JUN15 DD			20:00 28APR17		120.00	CASH	28APR17

R.O. OPENED	READY	OPTIONS:	SOLD-STK:	DLR:
28APR17	28APR17		[redacted]	408212

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL

A CUSTOMER STATES TRUNK WILL NOT OPEN
MISC SEE LINE D
8544 DIAZ,ANTHONY LIC#: 8544
INTK (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
40404 recall recall sa234 fixed this problem
****

B CUSTOMER STATES DRIVER SIDE TRIM IS MISSING
MISC PRICE FOR REPAIR $391.12
8544 DIAZ,ANTHONY LIC#: 8544
INTK (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
40404 broken off customer need to replace the part with the clips
****

C FREE MULTI POINT INSPECTION
MPI FREE MULTI POINT INSPECTION
8544 DIAZ,ANTHONY LIC#: 8544
INTK (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
****

D SERVICE ACTION SA234
CAUSE: SA234
160A14R0 REPLACE GEAR IN REAR HATCH
8544 DIAZ,ANTHONY LIC#: 8544
WK (N/C)
1 81231-C5000QQK TAIL GATE LATCH SERV (N/C)
FC:
PART#: 81231-C5000QQK
COUNT: 1
CLAIM TYPE: V
AUTH CODE:

RECOMMENDED REPAIRS

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
40404 recall performed sa234 recall / tail gate latch

DRAFT

Limited Warranty for front of Repair Order

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Dated:_____ _____
Customer Signature

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

[redacted]

CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

CAMDEN, NJ [redacted]
HOME: [redacted] CONT: [redacted]
BUS: [redacted] CELL: [redacted]

INVOICE

PAGE 2

4428 Route 130 · Burlington, NJ 08016
(877) 636-0063
www.burlingtonkia.com

SERVICE ADVISOR: 1871 RANDELLE BRITO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SNOW_WHITE	16	KIA SORENTO	5XYPG4A30GG[redacted]		40404/40405	T3290

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25JUN15 DD			20:00 28APR17		120.00	CASH	28APR17

R.O. OPENED	READY	OPTIONS:	SOLD-STK:	DLR:
28APR17	28APR17		[redacted]	408212

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
E SERVICE ACTION SA242			
CAUSE: SA242			
160A24R1 (SA242)			
8544 DIAZ,ANTHONY LIC#: 8544			
WK			(N/C)
1 54530-C5100QQK BALL JOINT ASSY-LWR			(N/C)
2 14300-03257BQQK PIN			(N/C)
4 54519-2T000QQK BOLT			(N/C)
FC:			
PART#: 54530-C5100QQK			
COUNT: 1			
CLAIM TYPE: V			
AUTH CODE:			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00		TOTAL LINE E:	0.00
40404 recall performed sa242 recall			
**********			
F SERVICE ACTION SA283			
CAUSE: SA283			
160A43R0 OUTSIDE DOOR HANDLE REPLACEMENT BOTH			
8544 DIAZ,ANTHONY LIC#: 8544			
WK			(N/C)
1 82651-C5010QQK HANDLE ASSY-DOOR OUT			(N/C)
1 82661-C5010QQK HANDLE ASSY-DOOR OUT			(N/C)
FC:			
PART#: 82651-C5010QQK			
COUNT: 1			
CLAIM TYPE: V			
AUTH CODE:			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00		TOTAL LINE F:	0.00
40404 recall performed sa283 recall			
**********			

RECOMMENDED REPAIRS

DRAFT
Limited Warranty for front of Repair Order

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Dated:_____ _____
Customer Signature

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

[redacted]

CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

CAMDEN, NJ [redacted]
HOME: [redacted] CONT: [redacted]
BUS: [redacted] CELL: [redacted]

[redacted]

INVOICE

PAGE 3

4428 Route 130 · Burlington, NJ 08016
(877) 636-0063
www.burlingtonkia.com

SERVICE ADVISOR: 1871 RANDELLE BRITO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SNOW WHITE	16	KIA SORENTO	5XYPG4A30G[redacted]		40404/40405	T3290

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25JUN15 DD			20:00 28APR17		120.00	CASH	28APR17

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:408212
28APR17	28APR17	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

THANK YOU FOR SERVICING YOUR VEHICLE @ BURLINGTON KIA. SHORTLY, YOU WILL BE EMAILED A SURVEY FROM KIA. THIS IS OUR PERSONAL REPORT CARD. PLEASE FEEL FREE TO CONTACT MARCUS DeANGELIS @ 888-464-9610 WITH ANY QUESTIONS OR CONCERNS REGARDING YOUR SERVICE EXPERIENCE @ BURLINGTON KIA!

RECOMMENDED REPAIRS

WR/SS

DRAFT
Limited Warranty for front of Repair Order

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Dated:_____ _____
Customer Signature

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

[redacted]

CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

CAMDEN, NJ [redacted]
HOME: [redacted] CONT: [redacted]
BUS: [redacted] CELL: [redacted]

[redacted]

INVOICE

PAGE 1

4428 Route 130 · Burlington, NJ 08016
(877) 636-0063
www.burlingtonkia.com

SERVICE ADVISOR: 3747 CAMERON WHETSTONE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SNOW WHITE	16	KIA SORENTO	5XYPG4A30GG[redacted]		42687/42689	T5213

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25JUN15 DD			20:00 31MAY17		120.00	CASH	31MAY17

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:408212
31MAY17	31MAY17	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CHECK ENGINE LIGHT IS ON AND CAR DOESNT GO OVER 50MPH			
CAUSE: VCM MOTOR			
28325R1A VCM MOTOR ASSEMBLY			
22 REESE,DARNELL LIC#: 22			
WK			(N/C)
1 28323-2GGA1 MOTOR ASSY-VCM			(N/C)
28325RQ0 GDS OPERATION VCM MOTOR			
22 REESE,DARNELL LIC#: 22			
WK			(N/C)
FC:			
PART#: 28323-2GGA1			
COUNT: 1			
CLAIM TYPE: W			
AUTH CODE:			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
42687 PERFORMED INSPECTION OF CONCERN FAULT CODE FOR INTAKE RUNNER ACTIVE VEHICLE WILL NOT GO OVER 50MPH. ECM UPDATE WAS PERFORMED INSTALLED NEW VCM RESET ADAPTIVE VALUES AND PERFORMED 4 KEY CYCLES TO VERIFY CONCERN IS NO LONGER DUPLICATED FAULT CODE P200400 AND P200A00 NO LONGER PRESENT			
**********			
B MULTIKCP1 PERFORM KIA MULTI POINT INSPECTION OF VEHICLE. MEASURE TIRES, CHECK FLUID LEVELS, CHECK ALL LIGHTS, WIPERS, BELTS AND HOSES. RETAIL PRICE $29.95. FREE OF CHARGE TO OUR LOYAL CUSTOMERS.			
MULTI MULTIKCP1 PERFORM KIA MULTI POINT INSPECTION OF VEHICLE. MEASURE TIRES, CHECK FLUID LEVELS, CHECK ALL LIGHTS, WIPERS, BELTS AND HOSES. RETAIL PRICE $29.95. FREE OF CHARGE TO OUR LOYAL CUSTOMERS.			
22 REESE,DARNELL LIC#: 22			
INTK WK/SS			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00

DRAFT
Limited Warranty for front of Repair Order

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Dated:_____ _____
Customer Signature

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

[redacted]

CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

CAMDEN, NJ [redacted]
HOME: [redacted] CONT: [redacted]
BUS: [redacted] CELL: [redacted]

[redacted]

INVOICE

PAGE 2

4428 Route 130 · Burlington, NJ 08016
(877) 636-0063
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SERVICE ADVISOR: 3747 CAMERON WHETSTONE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SNOW_WHITE	16	KIA SORENTO	5XYPG4A30GG[redacted]		42687/42689	T5213

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25JUN15 DD			20:00 31MAY17		120.00	CASH	31MAY17

R.O. OPENED	READY	OPTIONS:	SOLD-STK:	DLR:
31MAY17	31MAY17		[redacted]	408212

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

42687 RECOMMEND FRONT AND REAR BRAKE SERVICE SOON
****

C SA295
CAUSE: SA295
170A15R0 (SA295)
22 REESE,DARNELL LIC#: 22
WK (N/C)
FC: PART#: COUNT:
CLAIM TYPE: V
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

42687 PERFORMED SA295
****

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RECOMMENDED REPAIRS

WR/SS

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Dated:_____ _____
Customer Signature

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

[redacted]









2016 KIA Sorento LX/L

Stock#: 20600282 | VIN: 5XYPG4A30GG[redacted]



Auction not assigned

Who Can Bid:

~~Public~~
~~Dealer~~
~~Dismantler~~
~~Rebuilder~~
~~Scrapper~~
~~Exporter~~
~~Other Licensed Business~~
~~Non-Auto Licensed Business~~

IAA Condition Details

Loss:	Fire
Primary Damage:	Engine Burn
Secondary Damage:	Interior Burn
Odometer:	Odometer Status Unknown
Start Code:	Cannot Test Start
Key:	Key(s) Missing
Vehicle Wheels:	Spare Tire Unknown, Standard Wheels
Airbags Checked:	Driver: Intact Left: None Passenger: Deployed Right: None

Selling Branch:	Southern New Jersey (NJ)
Vehicle Location:	At the branch
Auction Date and Time:	Not Ready for Sale
Lane/Item #:	Available two days before sale
Seller:	Geico Insurance
Actual Cash Value:	$17,241 USD
Estimated Repair Cost:	
Title/Sale Doc:	Wait Title

VIN Details

VIN (Status):	5XYPG4A30GG[redacted] (OK)
Vehicle:	Automobile
Manufactured In:	US
Body Style:	SUV 4 DOOR
Vehicle Class:	2WD Sport Utility Vehicles
Model:	Sorento
Series:	LX/L
Engine:	2.4L I4 FI DOHC 16V NF4
Fuel Type:	Gasoline
Cylinders:	4 Cylinders
Restraint System:	Du Frnt/Sd/Hd Air Bgs/Rr Hd Ar Bgs/Act Belts
Transmission:	Unknown
Drive Line Type:	Front Wheel Drive
Exterior/Interior:	White / Black
Entertainment:	Radio

More VIN Details

Page Last Updated: Sep-9 1:51am (CDT)

THE AUCTION AND/OR VEHICLE THAT YOU HAVE SELECTED IS RUN BY AN AFFILIATED COMPANY, ADESA, INC. ("ADESA"). BY PARTICIPATING IN THIS AUCTION AND/OR BIDDING ON OR PURCHASING THIS VEHICLE, PLEASE [redacted]


[redacted]
[redacted]
[redacted]
- 09/08/2017 INSURANCE AUTO AUCTIONS, INC. © - IAAI.COM


- 09/08/2017 INSURANCE AUTO AUCTIONS, INC. © - IAAI.COM


- 09/08/2017 INSURANCE AUTO AUCTIONS, INC. © - IAAI.COM


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NS, INC. © - IAAI.COM
AUTO AUCTIONS, INC. © - IAAI.COM
09/08/2017 INSURANCE AUTO AUCTIONS, INC. © - IAAI.COM


- 09/08/2017 INSURANCE AUTO AUCTIONS, INC. © - IAAI.COM


- 09/08/2017 INSURANCE AUTO AUCTIONS, INC. ©- IAAI.COM


09/08/2017 INSURANCE AUTO AUCTIONS, INC. © - IAAI.COM

NS, INC. © - IAAI.COM [redacted] - 09/08/2017 INSURANCE AUTO [redacted] © - IAAI.COM 000-20600282 - 09/08/201



[redacted] - 09/08/2017 INSURANCE AUTO AUCTIONS, INC. © - IAAI.COM


- 09/08/2017 INSURANCE AUTO AUCTIONS, INC. © - IAAI.COM

GEICO

- Government Employees Insurance Company
- GEICO General Insurance Company
- GEICO Indemnity Company
- GEICO Casualty Company

Regional Office:
300 Crosspoint Pkwy, Getzville, NY 14068

June 1, 2018

Sent Regular and Certified Mail – Return Receipt Requested

KIA MOTORS AMERICA
111 PETERS CANYON RD
IRVINE CA 92606

RECEIVED
JUN 07 2018
CONSUMER AFFAIRS

CLAIM:	[redacted]
INSURED:	[redacted]
POLICY:	[redacted]
LOSS DATE:	September 2, 2017
COMPANY:	GEICO Indemnity Company
VEHICLE:	2016 Kia Sorrento
VIN:	5XYPG4A30G[redacted]

To Whom It May Concern:

Please be advised that I represent GEICO Indemnity Company. Our insured has filed a comprehensive claim due to the above vehicle burning. The fire occurred on September 2, 2017 in Mount Holly, New Jersey.

In order to determine the cause of the fire, including a determination as to whether any defect in the vehicle was in existence at the time of the fire, an inspection and testing of the vehicle will be conducted by Sterling Investigative Services, an authorized representative of the above. This inspection will take place at Insurance auto Auctions, 250 Blackwood-Barnsboro Rd, Turnersville, NJ 08012.

To coordinate the inspection date and time, please contact Sterling Investigative Services at 732-553-1537. Should you have any questions pertaining to this matter, or wish to discuss the same in further detail, you may contact me at the number below. Failure to respond to this notification within ten business days from the date of this letter will be construed as forfeiture of your right to be present at this examination.

I would like to caution that should your expert fail to appear at the inspection, you will forfeit any right to subsequently claim prejudice/spoilation under Nally vs. Volkswagen of America, Inc. 405 Mass 191 (1989).

Sincerely,

Sarah Maerten
Fire/Theft Claims Supervisor
1-800-716-1097 Ext. 4645

Sensitivity: Confidential

[redacted]

CC: [redacted]
Camden NJ [redacted]

Sterling Investigative Services
116 North Broadway 2nd Floor
South Amboy NJ 08879

GEICO

- Government Employees Insurance Company
- GEICO General Insurance Company
- GEICO Indemnity Company
- GEICO Casualty Company

Regional Office:
300 Crosspoint Pkwy, Getzville, NY 14068

June 1, 2018

Sent Regular and Certified Mail – Return Receipt Requested

RECEIVED
JUN 12 2018
CONSUMER AFFAIRS

KIA MOTORS AMERICA
111 PETERS CANYON RD
IRVINE CA 92606

CLAIM:	[redacted]
INSURED:	
POLICY:	
LOSS DATE:	September 2, 2017
COMPANY:	GEICO Indemnity Company
VEHICLE:	2016 Kia Sorrento
VIN:	5XYPG4A30GG[redacted]

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Sincerely,

Sarah Maerten
Fire/Theft Claims Supervisor
1-800-716-1097 Ext. 4645

Sensitivity: Confidential

[redacted]

CC: [redacted]
Camden NJ [redacted]

Sterling Investigative Services
116 North Broadway 2nd Floor
South Amboy NJ 08879

[redacted]

PE19-004

KIA

6/28/2019

DEFECT A

CA FILES

SORENTO



PROGRESSIVE

Date: 1/22/18

CERTIFIED MAIL

RECEIVED
FEB 01 2018
CONSUMER AFFAIRS

ATTN: Gustavo Villela
Kia Motors America, INC.
PO Box 52410
Irvine, CA 92619-2410

Our Insured: [redacted]
Claim #:
Date of Loss: 11/5/17
VIN: 1J4RG4GK0AC[redacted]
Vehicle: 2016 Kia Sorento

Please consider this letter notice that the above captioned vehicle has been declared a total loss and placed on hold at the facility listed below.

IAA
16425 S Crawford Ave
Markham, IL 60428

Phone Number: (708)333-5700
Stock Number: [redacted]

An investigation into the cause of the loss is pending; our expert noted below will be completing an inspection of the vehicle to determine the specific cause of the fir loss.

Herndon & Associates
3135 Schoolcraft
Livonia, Michigan 48150

Phone Number: 313-600-2588
Consultant: Tim Herndon

This notification is to allow Kia Motors America, INC.
to attend this inspection and/or view the vehicle. If we do not receive a response within <30> days of this letter, the inspection of the vehicle will be completed on 2/15/18 at 11:00 A.M. CST.

This letter is also notice to Kia Motors America, INC.
of Progressive Universal Insurance Company's subrogation rights in this matter.

If there are any questions, please feel free to contact me at the number listed below.

Sincerely,

Adam Jennings
Fire & Theft Rep
812-774-4461

[redacted]

PROGRESSIVE

Date: 11/18/17

CERTIFIED MAIL

ATTN: Consumer Assistance Center
Kia Motors America, INC.
P.O. Box 52410
Irvine, CA 92619-2410

RECEIVED
DEC 05 2017
CONSUMER AFFA

Our Insured: [redacted]
Claim #:
Date of Loss: 11/5/17
VIN: 5XYPH4A10GG[redacted]
Vehicle: 2016 Kia Sorrento

Please consider this letter notice that the above captioned vehicle has been declared a total loss and placed on hold at the facility listed below.

IAA
16425 S. Crawford Ave
Markham, IL 60428

Phone Number: (708) 333-5700
Stock Number: [redacted]

An investigation into the cause of the loss is pending; our expert noted below will be completing an inspection of the vehicle to determine the specific cause of the fir loss.

Herndon & Associates
36135 Schoolcraft
Livonia, Michigan 48150

Phone Number: 313-600-2588
Consultant: Tim Herndon

This notification is to allow Kia Motors America, INC
to attend this inspection and/or view the vehicle. If we do not receive a response within <30> days of this letter, the inspection of the vehicle will be completed on 12/20/17 at 3:00 P.M. EST.

This letter is also notice to Kia Motors America, INC
of Progressive Universal Insurance Company's subrogation rights in this matter.

If there are any questions, please feel free to contact me at the number listed below.

Sincerely,

Adam Jennings
Fire & Theft Rep
812-774-4461

[redacted]

PROGRESSIVE

Date: 11/18/17

CERTIFIED MAIL

ATTN: Consumer Assistance Center
Kia Motors America, INC.
P.O. Box 52410
Irvine, CA 92619-2410

Our Insured: [redacted]
Claim #:
Date of Loss: 11/5/17
VIN: 5XYPH4A10GC[redacted]
Vehicle: 2016 Kia Sorrento

Please consider this letter notice that the above captioned vehicle has been declared a total loss and placed on hold at the facility listed below.

IAA
16425 S. Crawford Ave
Markham, IL 60428

Phone Number: (708) 333-5700
Stock Numbe[redacted]

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of Progressive Universal Insurance Company's subrogation rights in this matter.

If there are any questions, please feel free to contact me at the number listed below.

Sincerely,

Adam Jennings
Fire & Theft Rep
812-774-4461

[redacted]



1. View of the public Vehicle Identification Number destroyed by the fire.

2. View of the Federal Manufacturers Label, driver door post.



[redacted]

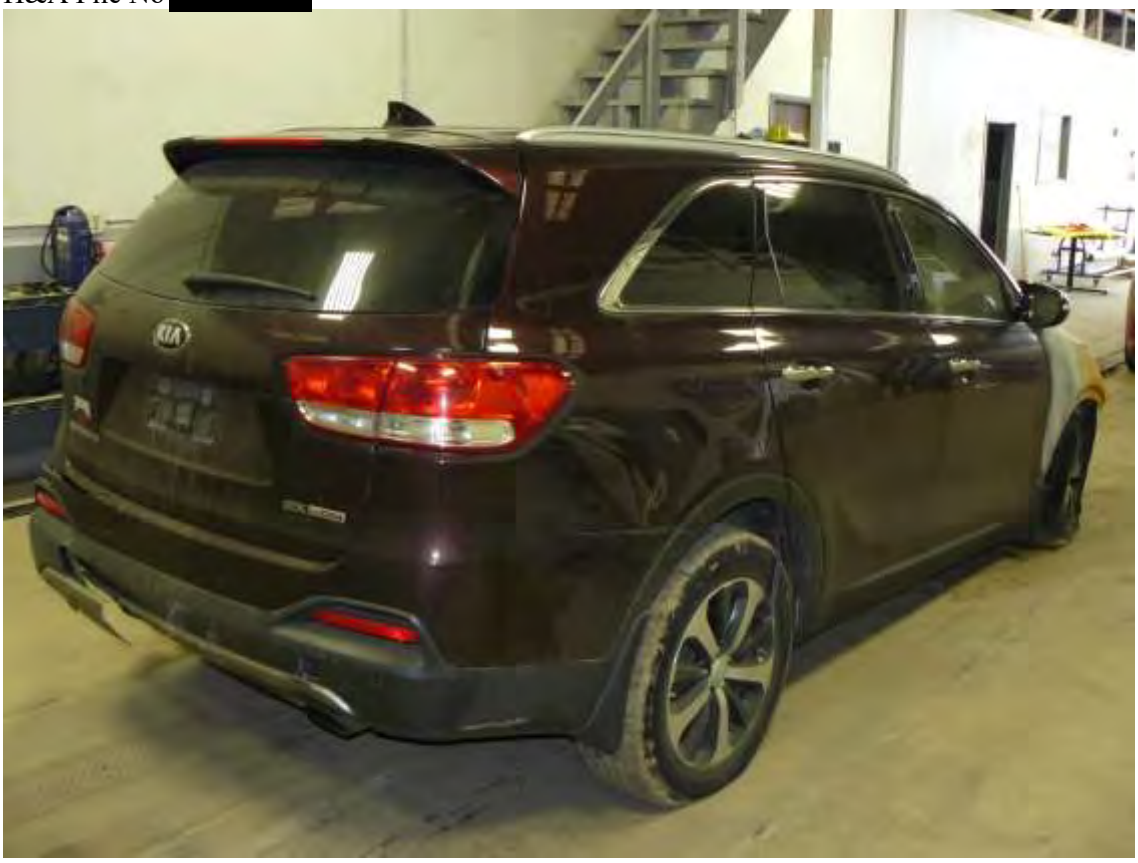


3. View of the front of the vehicle.

.....

4. View of the right front passenger's side.





5. View of the right rear passenger's side.

.....

6. View of the rear of the vehicle.





7. View of the rear driver's side.

.....

8. View of the left front.





9. View of the rear cargo area.

.....

10. View of the third row seating from the driver's side.



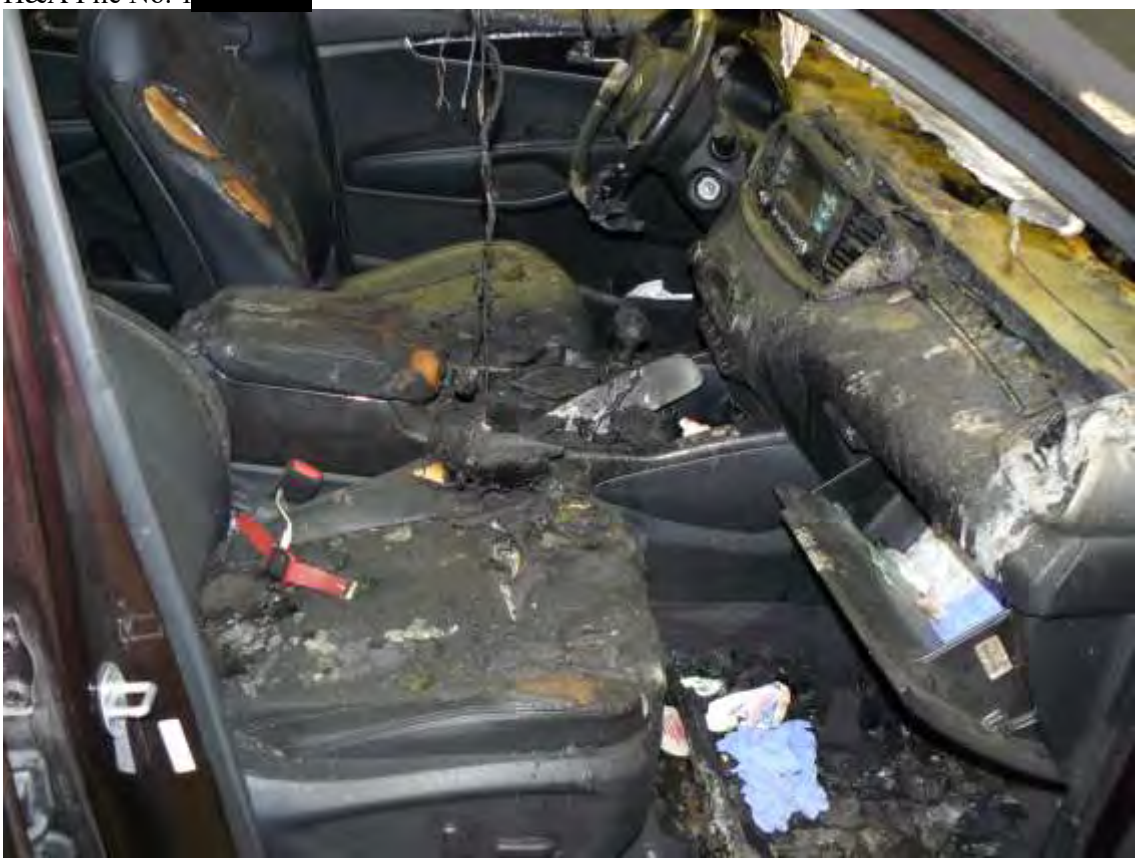


11. View of the front passenger compartment from the driver's side.

.....

12. View of the rear passenger compartment from the passenger's side.





13. View of the front passenger compartment from the passenger's side.

.....

14. View of a watch on the right front seat.





15. View of the front passenger compartment through the windshield opening.

.....

16. View of the engine from the front.





17. View from the passenger's side.

.....

18. View from the driver's side.





19. View of the fuse relay center and onboard computer, left or driver's side.

.....

20. View of the top of the engine.





21. View of the master cylinder and brake booster.

.....

22. View of the ABS, right rear.





23. View of the alternator, right front lower.

.....

24. View of the oil filter.





25. View of the transmission assembly, left front.

.....

26. View of the transmission lines and connections, left front.





27. View of the rear of the engine.

.....

28. View of the bottom of the engine as seen from the front.





29. View of the bottom of the engine as seen from the rear.

.....

30. View of a hole in the bottom of the engine.





31. Another view of the hole in the bottom of the engine.

.....

32. View of the oil drain plug.





33. View of the exhaust behind the hole in the engine charring and burning.

.....

34. View of the front and bottom of the transmission assembly.





35. View of the turbo in the rear.

.....

36. View of the oil dipstick jammed.





37. View of the fuel lines, left side of engine.

PROGRESSIVE

Payment Address
Progressive-Subro
24344 Network Place
Chicago, IL 60673-1243

Document Address
P.O. Box 512929
Los Angeles, CA
90051-0929

Phone: (877) 818-0139
Fax: (888) 781-6947

RECEIVED
DEC 13 2018
CONSUMER AFFAIRS

Subrogation 12-03-18 12:32 PM ET LXP0060/LXP0060
Authored By: LEVELLA PARKER
NEW PRODUCT LIABILTY DEMAND REFERRAL
LOSS STATE: IL
VEHICLE ON HOLD: Y - IAA
STOCK NO: [redacted]
16425 S. CRAWFORD AVENUE
MARKHAM, IL 60428-5311
TIRE KEPT: NA
STATUTE: 11-5-22
DAMAGES: $ 22,188.38
LIAB/FACTS OF LOSS: FIRE
ASSIGNED TO: LXP0060
--
EXPERT HIRED: YES, TIM HERNDON 313-600-2588/ TIM@HERNDON-ASSOC.COM
EVIDENCE IN OUR FAVOR: INSURED STATEMENT, ESTIMATE, PHOTOS, C&O
SUMMARY OF EVENTS/LIABILITY DECISION:
OUR INSURED WAS DRIVING DOWN LAKESHORE IN CHICAGO, IL. ANOTHER MOTORIST SIGNALLED TO OUR INSURED THAT THEIR VEHICLE WAS ON FIRE. INSURED WASNT SURE IF THIS WAS AN ATTEMPT TO LURE THEM AWAY, SO INSURED CONTINUED TO DRIVE UNTIL THE OTHER MOTORIST LEFT. INSURED PULLED OVER AND SAW FLAMES COMING FROM UNDER THE CAR. THE FIRE DEPARTMENT WAS CALLED AND THEY WENT ACROSS THE STREET.

[redacted]

ARMS® PROGRESSIVE

Rental Company: ENTERPRISE RENT-A-CAR
Invoice: [redacted]
Alternate Invoice Number: [redacted]

Bill To: PRO08FT
PROGRESSIVE
ATTN: ADAM JENNINGS
5975 Castlecreek Pkwy N Dr #40
Indianapolis, IN 46214

RENTER INFORMATION:
Renter: [redacted]

RENTAL INFORMATION:
Rental Branch Location:
ENTERPRISE RENT-A-CAR (1530)
9214 S STONY ISLAND AVE
CHICAGO, IL 606173638
(773) 734-6400

ADDITIONAL CLAIM INFORMATION:
Claim Number[redacted]
Claim Type: Insured
Vehicle Condition: Non-Driveable
Date Of Loss:
Insured Name:
Owner's Vehicle: 2018 ACURA CL
Additional Driver:

Repair Facility:
NEED SHOP INFO
ST. LOUIS, MO 63105
(999) 999-9999

RENTAL DETAIL:

Rental Period: 11/6/17 to 11/27/17 (22 days)
Billed Period: 11/6/17 to 11/27/17 (22 days)

Products and Services	Rate	Amount
22 TIME & DISTANCE	20.50	$451.00
1 REFUELING CHARGE	0.00	$0.00
22 YOUNG RENTER FEE	0.00	$0.00
Taxes and Surcharges		
1 LESSOR TAX	2.75	$2.75
1 CHICAGO TRANSACTION TAX	9.00%	$43.16
22 VLCRF	1.30	$28.60
1 AUTO RENTAL TAX	12.00%	$57.56
Total Charges:		$583.07
Less Amount Received:		$0.00
Total Amount Due:		**$583.07**

VEHICLES RENTED:

Effective Date and Time	Year	Make	Model	VIN	Starting Mileage	Ending Mileage	Mileage	Rate Charged
11/6/17 6:00 PM	2018	TOYO	CORO	2T1BURHE0JC[redacted]	2145	3232	1087	$20.50

Rental Invoice

Please Return This Portion with Remittance

Make Payment To:
ENTERPRISE RENT-A-CAR
P.O. BOX 840086
KANSAS CITY, MO 64184-0086
Federal ID: 43-0724835

Total Charges: $583.07
Less Amount Received: $0.00
Total Amount Due..... **$583.07**

Please include on your check:
Invoice: [redacted]

CMSD2340 /CMSM2340 P A C M A N DEC 06 18 - 13:29
OPID: MXN0054 CLAIM PAYMENT INQUIRY TERMID: ?115
INSD: [redacted] POL: [redacted]
DOL : NOV 05 17 IN-INFRT -GRP- CLM: [redacted] ACTIVE REP: A JENNINGS

PAY TO THE ORDER OF: TOTAL DRAFT AMOUNT: 583.07

LINE 1: ENTERPRISE RENT A CAR CO
LINE 2:
LINE 3:

ADDRESS: PO BOX 795110

CITY: SAINT LOUIS ST/PR* MO ZIP/CPC: 63179 CNTRY* USA

IN PAYMENT OF: Progressive Invoice Number: [redacted]

1099	? N	FEDERAL TAX ID:		LAST UPDT REP:	A092669
CDS CODE	*	EFT TRACE #:	712860111	ISSUING REP:	A JENNINGS
BANK CODE	* CTB	ISSUE DATE :	NOV 29 17	APPROVED BY:	
STATE	* IL	AREA	* 281	REVIEW DATE:	00 00
STOP RSN	*	DRAFT #	: 774038852	REVIEWED BY:	

COMMAND:

[redacted]

(&h) &f - PASSPORT&b&D, &T December 06, 2018, 13:27:40

CMSD2340 /CMSM2340 P A C M A N DEC 06 18 - 13:27
OPID: MXN0054 CLAIM PAYMENT INQUIRY TERMID: ?115
INSD: [redacted] POL: [redacted]
DOL : NOV 05 17 IN-INFRT -GRP- CLM: [redacted] ACTIVE REP: A JENNINGS

PAY TO THE ORDER OF: TOTAL DRAFT AMOUNT: 17,682.79

LINE 1: KIA MOTOR FINANCE
LINE 2:
LINE 3:

ADDRESS: PO BOX 24875

CITY: FOUNTAIN VALL ST/PR* CA ZIP/CPC: 92728 CNTRY* USA

IN PAYMENT OF: Progressive Invoice Number: [redacted]

1099 ? N FEDERAL TAX ID: LAST UPDT REP: A092669
CDS CODE * EFT TRACE #: 775282024 ISSUING REP: A JENNINGS
BANK CODE* 1CD ISSUE DATE : NOV 22 17 APPROVED BY:
STATE * IL AREA * 281 REVIEW DATE: 00 00
STOP RSN * DRAFT # : 344275074 REVIEWED BY:

COMMAND:

[redacted]

CMSD2340 /CMSM2340 P A C M A N DEC 06 18 - 13:27
OPID: MXN0054 CLAIM PAYMENT INQUIRY TERMID: ?115
INSD: [redacted] POL: [redacted]
DOL : NOV 05 17 IN-INFRT -GRP- CLM: [redacted] ACTIVE REP: A JENNINGS

PAY TO THE ORDER OF: TOTAL DRAFT AMOUNT: 2,014.28

LINE 1: CHERYL A SCOTT
LINE 2:
LINE 3:

ADDRESS: 8146 S PAXTON AVE

CITY: CHICAGO ST/PR* IL ZIP/CPC: 60617 CNTRY* USA

IN PAYMENT OF: Progressive Invoice Number: [redacted]

1099	? N	FEDERAL TAX ID:		LAST UPDT REP:	A092669
CDS CODE *		EFT TRACE #:	775291978	ISSUING REP:	A JENNINGS
BANK CODE*	1CD	ISSUE DATE :	NOV 29 17	APPROVED BY:	
STATE *	IL	AREA *	281	REVIEW DATE:	00 00
STOP RSN *		DRAFT # :	344436445	REVIEWED BY:	

COMMAND:

[redacted]

CMSD2340 /CMSM2340 P A C M A N DEC 06 18 - 13:27
OPID: MXN0054 CLAIM PAYMENT INQUIRY TERMID: ?115
INSD: [redacted] POL: [redacted]
DOL : NOV 05 17 IN-INFRT -GRP- CLM: [redacted] ACTIVE REP: A JENNINGS

PAY TO THE ORDER OF: TOTAL DRAFT AMOUNT: 1,408.24

LINE 1: KIA MOTORS FINANCE
LINE 2:
LINE 3:

ADDRESS: BOX 650805
1501 N PLANO RD STE 100
CITY: RICHARDSON ST/PR* TX ZIP/CPC: 75081-2493 CNTRY* USA

IN PAYMENT OF: Progressive Invoice Number: [redacted]

1099 ? N FEDERAL TAX ID: LAST UPDT REP: A092669
CDS CODE * EFT TRACE #: 775946262 ISSUING REP: A JENNINGS
BANK CODE* 1CD ISSUE DATE : MAR 20 18 APPROVED BY:
STATE * IL AREA * 281 REVIEW DATE: 00 00
STOP RSN * DRAFT # : 346502949 REVIEWED BY:

COMMAND:

[redacted]

Date: 11/10/2017 08:53 AM
Estimate ID: [redacted]
Estimate Version: 0
Committed
Profile ID: CHICAGO ALL PART TYP

Progressive Universal Insurance Co

Damage Assessed By: KRIS METKO
Classification:

Claim Rep: KRIS METKO
(847) 514-9683

* Product Type Auto
* Date of Loss: 11/ 5/2017
* Deductible: 500.00
* Claim Number: [redacted]

Insured: [redacted]
Owner:
Address: [redacted] CHICAGO, IL [redacted]
Telephone: Home Phone: [redacted]

Contact Phone: [redacted]

Mitchell Service: 911780

Description: 2016 Kia Sorento EX
Body Style: 4D Ut
VIN: 5XYPH4A10[redacted]
Mileage: 42,374
OEM/ALT: A
Color: MAROON

Drive Train: 2.0L Turbo Inj 4 Cyl FWD
License: [redacted]

Search Code: LOMBARD1

Options: PASSENGER AIRBAG, POWER DRIVER SEAT, POWER LOCK, POWER WINDOW, POWER STEERING
REAR WINDOW DEFOGGER, AIR CONDITION, REAR WINDOW WIPER, CRUISE CONTROL
TILT STEERING COLUMN, AM/FM STEREO, DRIVER AIRBAG, HEATED EXTERIOR MIRROR
REAR (DUAL-ZONE) AC, LEATHER SEAT, POWER PASSENGER SEAT
FRONT SIDE AIRBAG WITH HEAD PROTECTION, ANTI-LOCK BRAKE SYS., TRACTION CONTROL
FOG LIGHTS, ALUM/ALLOY WHEELS, REARVIEW CAMERA, TIRE INFLATION/PRESSURE MONITOR
ANTI-THEFT SYSTEM, AUXILIARY INPUT, BLUETOOTH WIRELESS CONNECTIVITY, HARD DRIVE
LEATHER STEERING WHEEL, SATELLITE RADIO, CD PLAYER
POWER ADJUSTABLE EXTERIOR MIRROR, PRIVACY GLASS, GENUINE WOOD TRIM
AUTO AIR CONDITION, TRIP COMPUTER, FIRST ROW BUCKET SEAT, SIDE AIRBAGS
AUTOMATIC HEADLIGHTS, SECOND ROW SIDE AIRBAG WITH HEAD PROTECTION
INTERIOR AUTOMATIC DAY/NIGHT OR ELECTROCHROMATIC MIRROR, MP3 PLAYER
DRIVER SEAT WITH POWER LUMBAR SUPPORT, ELECTRONIC PARKING AID
ELECTRONIC STABILITY CONTROL, FRONT HEATED SEATS, KEYLESS ENTRY SYSTEM
REAR BENCH SEAT, REAR SPOILER, STEERING WHEEL AUDIO CONTROLS

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
				Special/Manual Entry			
1	900500	BDY *	REPAIR	OBVIOUS TOTAL LOSS	Existing		0.0*

* - Judgment Item

All manufacturers requirements regarding seat belt and supplemental restraint system replacement must be adhered to. If additional parts or operations are necessary to properly accomplish this, please contact the estimating claims rep.

All repair shops must be licensed in accordance with section 5-301 of the Illinois Vehicle Code.

ESTIMATE RECALL NUMBER: 11/10/2017 08:42:19 [redacted]
Mitchell Data Version: OEM: SEP_17_V1109
MAPP:SEP_17_V1022
Software Version: 7.1.223

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All Rights Reserved

[redacted]

Estimate Totals

I. Labor Subtotals	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals
Labor Summary	0.0				0.00

II. Part Replacement Summary	Amount
Total Replacement Parts Amount	0.00

III. Additional Costs	Amount
Total Additional Costs	0.00

IV. Adjustments	Amount
Insurance Deductible	500.00-
Subtotal of Adjustments Exceeds Gross Total	
Customer Responsibility	0.00

I.	Total Labor:	0.00
II.	Total Replacement Parts:	0.00
III.	Total Additional Costs:	0.00
	Gross Total:	0.00
IV.	Total Adjustments:	0.00
	Net Total:	0.00

Point(s) of Impact
16 Non-Collision (P)

Alt. Location: PROGRESSIVE

Inspection Site: IAA - MARKHAM
Address: 16425 S. CRAWFORD AVENUE
Markham, IL 60428
(708) 333-5700
Inspection Date: 11/10/2017

THIS IS A DAMAGE ASSESSMENT ONLY - NOT AN AUTHORIZATION TO REPAIR - BASED ON DAMAGE VISIBLE OR CERTAIN AT THE TIME IT WAS WRITTEN.

IF FRAME OR UNIBODY REPAIR IS INCLUDED ON THIS ESTIMATE, THE AMOUNT SHOWN INCLUDES TIME OR ALLOWANCE FOR MEASURING BEFORE, DURING AND AFTER THOSE REPAIRS.

THE OWNER OF THE VEHICLE MAY SELECT THE REPAIR FACILITY OF HIS/HER CHOICE.

TO ENSURE PROPER AND PROMPT PAYMENT FOR ADDITIONAL DAMAGE DISCOVERED DURING THE COURSE OF REPAIRS, CONTACT PROGRESSIVE FOR SUPPLEMENT HANDLING PROCEDURES.

PROGRESSIVE HONORS THE PREVAILING LABOR MARKET RATE IN YOUR AREA FOR YOUR PROPERTY. IF YOU CHOOSE A SHOP THAT CHARGES IN EXCESS OF PREVAILING LABOR MARKET RATES, YOU WILL BE RESPONSIBLE FOR THE DIFFERENCE.

LIFETIME GUARANTEE FOR SHEET METAL AND PLASTIC BODY PARTS

Copyright (C) 1994 - 2017 Mitchell International
All Rights Reserved

[redacted]

The replacement parts written on the estimate are intended to return your vehicle to its pre-loss condition with proper installation. After repair, if any sheet metal or plastic body part included in the estimate fails to return your vehicle to its pre-loss condition (assuming proper installation), in terms of form, fit, finish, durability or functionality, Progressive will arrange and pay for the replacement of the part, to the extent not covered by a manufacturer's or other warranty. This service will be performed at no cost to you (including associated repair and rental car costs). To obtain service under this Guarantee, call Progressive at 1-800-274-4641. This Guarantee applies as long as you own or lease the vehicle. This Guarantee is not transferable and terminates if you sell or otherwise transfer your vehicle.

THIS GUARANTEE DOES NOT COVER NORMAL WEAR AND TEAR OR DAMAGE CAUSED BY IMPROPER MAINTENANCE, NEGLECT, ABUSE OR SUBSEQUENT ACCIDENT. THIS GUARANTEE IS LIMITED TO ARRANGING FOR THE SELECTION OF REPAIR PARTS THAT WILL RETURN YOUR VEHICLE TO ITS PRE-LOSS CONDITION. ACCORDINGLY, PROGRESSIVE WILL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES THAT RESULT FROM THE INSTALLATION OR USE OF THESE PARTS.

Part Type Terms and Abbreviations

NEW and OEM or part number displayed - These refer to a new, original equipment manufacturer part.
A/M Certified: This refers to a new, certified non-original equipment manufacturer replacement part.
A/M: This refers to a new, non-original equipment manufacturer replacement part.
Recycled: This refers to a used OEM part.
Remanufactured and Recond. and Recore: These refer to recycled OEM parts that have been rebuilt or refurbished.
OEM Surplus Part: This refers to new OEM parts, that are excess inventory from the Original Equipment Manufacturer.
Recovered OE - This refers to parts removed from a new vehicle for various reasons.

REPAIR SHOP'S AUTHORIZED REPRESENTATIVE'S SIGNATURE INDICATING AGREEMENT ON COST TO RETURN THE VEHICLE TO PRE-LOSS CONDITION INCLUDING TOW/STORAGE CHARGES:

SHOP SIGNATURE: _____ EST. COMPLETION DATE:_____

ANY PERSON WHO, WITH INTENT TO DEFRAUD OR KNOWING THAT HE/SHE IS FACILITATING A FRAUD AGAINST AN INSURER, SUBMITS AN APPLICATION OR FILES A CLAIM CONTAINING A FALSE OR DECEPTIVE STATEMENT IS GUILTY OF INSURANCE FRAUD.

Event Log

File Created:	11/10/2017 07:43:24 AM
Estimate Started:	11/10/2017 08:34:11 AM
Estimate Printed:	Estimate not printed
Estimate Committed:	11/10/2017 08:42:19 AM
Estimate Uploaded:	11/10/2017 08:53:23 AM

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[redacted]

Date: 11/10/2017 08:53 AM
Estimate ID: [redacted]
Pre-Existing Damage
Estimate Version: 0
Committed
Profile ID: CHICAGO ALL PART TYP

Progressive Universal Insurance Co

Pre-Existing Damage

Damage Assessed By: KRIS METKO
Claim Rep: KRIS METKO
(847) 514-9683
Classification:

* Product Type Auto
* Date of Loss: 11/ 5/2017
* Claim Number: [redacted]

Insured: [redacted]
Owner:
Address: [redacted] CHICAGO, IL [redacted]
Telephone: Home Phone: [redacted]
Contact Phone: [redacted]

Mitchell Service: 911780

Description: 2016 Kia Sorento EX
Body Style: 4D Ut
Drive Train: 2.0L Turbo Inj 4 Cyl FWD
VIN: 5XYPH4A10GG[redacted]
License: [redacted]
Mileage: 42,374
OEM/ALT: A
Search Code: LOMBARD1
Color: MAROON
Options: PASSENGER AIRBAG, POWER DRIVER SEAT, POWER LOCK, POWER WINDOW, POWER STEERING
REAR WINDOW DEFOGGER, AIR CONDITION, REAR WINDOW WIPER, CRUISE CONTROL
TILT STEERING COLUMN, AM/FM STEREO, DRIVER AIRBAG, HEATED EXTERIOR MIRROR
REAR (DUAL-ZONE) AC, LEATHER SEAT, POWER PASSENGER SEAT
FRONT SIDE AIRBAG WITH HEAD PROTECTION, ANTI-LOCK BRAKE SYS., TRACTION CONTROL
FOG LIGHTS, ALUM/ALLOY WHEELS, REARVIEW CAMERA, TIRE INFLATION/PRESSURE MONITOR
ANTI-THEFT SYSTEM, AUXILIARY INPUT, BLUETOOTH WIRELESS CONNECTIVITY, HARD DRIVE
LEATHER STEERING WHEEL, SATELLITE RADIO, CD PLAYER
POWER ADJUSTABLE EXTERIOR MIRROR, PRIVACY GLASS, GENUINE WOOD TRIM
AUTO AIR CONDITION, TRIP COMPUTER, FIRST ROW BUCKET SEAT, SIDE AIRBAGS
AUTOMATIC HEADLIGHTS, SECOND ROW SIDE AIRBAG WITH HEAD PROTECTION
INTERIOR AUTOMATIC DAY/NIGHT OR ELECTROCHROMATIC MIRROR, MP3 PLAYER
DRIVER SEAT WITH POWER LUMBAR SUPPORT, ELECTRONIC PARKING AID
ELECTRONIC STABILITY CONTROL, FRONT HEATED SEATS, KEYLESS ENTRY SYSTEM
REAR BENCH SEAT, REAR SPOILER, STEERING WHEEL AUDIO CONTROLS

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
				Rear Bumper			
1		BDY	OVERHAUL	Rear Bumper Cover Assy			2.6 #
2	100532	BDY	REMOVE/REPLACE	Rear Upr Bumper Cover	** A/M Certified	352.00	INC #
3		REF	REFINISH	Rear Upr Bumper Cover		C	2.2
4		BDY	REMOVE/INSTALL	R Rear Combination Lamp			0.3
5		BDY	REMOVE/INSTALL	L Rear Combination Lamp			0.3
6	100539	BDY	REMOVE/REPLACE	Rear Lwr Bumper Cover	Remanufactured	414.00	INC #
7		BDY	REMOVE/INSTALL	Rear Bumper Cover			INC #
8		REF	REFINISH	Rear Lwr Bumper Cover		C	1.8
9	100024	BDY	REMOVE/INSTALL	R Rear Bumper Reflector	Existing		INC #r
10	100025	BDY	REMOVE/INSTALL	L Rear Bumper Reflector	Existing		INC #r
				Additional Operations			
11		REF	ADD'L OPR	Clear Coat			1.2
				Additional Costs & Materials			
12			ADD'L COST	Paint/Materials		145.60 *	

ESTIMATE RECALL NUMBER: 11/10/2017 08:42:19 [redacted]
Mitchell Data Version: OEM: SEP_17_V1109
MAPP:SEP_17_V1022
Software Version: 7.1.223

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[redacted]

* - Judgment Item
\# - Labor Note Applies
** A/M Certified - Non-Original Equipment Manufacturer Replacement Part, Certified
** A/M - Non-Original Equipment Manufacturer Replacement Part
C - Included in Clear Coat Calc
r - CEG R&R Time Used For This Labor Operation

All manufacturers requirements regarding seat belt and supplemental restraint system replacement must be adhered to. If additional parts or operations are necessary to properly accomplish this, please contact the estimating claims rep.

All repair shops must be licensed in accordance with section 5-301 of the Illinois Vehicle Code.

Estimate Totals

I. Labor Subtotals	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals
Body	3.2	48.00	0.00	0.00	153.60
Refinish	5.2	48.00	0.00	0.00	249.60
Non-Taxable Labor					403.20
Labor Summary	8.4				403.20

II. Part Replacement Summary			Amount
Taxable Parts			766.00
Sales Tax	@	10.250%	78.52
Total Replacement Parts Amount			844.52

III. Additional Costs			Amount
Taxable Costs			145.60
Sales Tax	@	10.250%	14.92
Total Additional Costs			160.52

Paint Material Method: Rates
Init Rate = 28.00

IV. Adjustments	Amount
Total Adjustments:	0.00

I.	Total Labor:	403.20
II.	Total Replacement Parts:	844.52
III.	Total Additional Costs:	160.52
	Gross Total:	1,408.24
IV.	Total Adjustments:	0.00
	Pre-Existing Damage Net Total:	1,408.24

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. WARRANTIES APPLICABLE TO THESE REPLACEMENT PARTS ARE PROVIDED BY THE MANUFACTURER OR DISTRIBUTOR OF THESE PARTS RATHER THAN THE MANUFACTURER OF YOUR VEHICLE.

Point(s) of Impact
16 Non-Collision (P)

Alt. Location: PROGRESSIVE

ESTIMATE RECALL NUMBER: 11/10/2017 08:42:19 [redacted]
Mitchell Data Version: OEM: SEP_17_V1109
MAPP:SEP_17_V1022
Software Version: 7.1.223

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[redacted]

Inspection Site: IAA - MARKHAM
Address: 16425 S. CRAWFORD AVENUE
Markham, IL 60428
(708) 333-5700
Inspection Date: 11/10/2017

Part Type Terms and Abbreviations

NEW and OEM or part number displayed - These refer to a new, original equipment manufacturer part.
A/M Certified: This refers to a new, certified non-original equipment manufacturer replacement part.
A/M: This refers to a new, non-original equipment manufacturer replacement part.
Recycled: This refers to a used OEM part.
Remanufactured and Recond. and Recore: These refer to recycled OEM parts that have been rebuilt or refurbished.
OEM Surplus Part: This refers to new OEM parts, that are excess inventory from the Original Equipment Manufacturer.
Recovered OE - This refers to parts removed from a new vehicle for various reasons.

Progressive's Lifetime Guarantee does not cover repairs you request the shop to make that are not related to this accident, including but

Event Log

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[redacted]

Vehicle Valuation Report

Prepared For Progressive Group of Insurance Companies (800) 321-9843

mitchell

Claim Information

Claim Number	Policy Number	Loss Type	Owner
[redacted]		COMPREHENSIVE	[redacted] CHICAGO, IL [redacted]

Loss Date	Reported Date	Valuation Report Date	Valuation Report ID	Version Number
11/05/2017	11/05/2017	11/10/2017	1007287339	1

Vehicle Information

Year	Make	Model	Location	Mileage
2016	Kia	Sorento EX 4 Door Utility 109" WB 2.0L 4 Cyl Gas Turbocharged A FWD	IL 60617	42,374 miles

Ext Color	License	VIN
Dark Cherry	Z222148, Illinois	5XYPH4A10G[redacted]

Valuation Summary

Loss Vehicle Adjustments

Adjustments specific to your vehicle

Base Value =	$19,591.03
Condition +	$0.00
Prior Damage -	$1,408.24
Aftermarket Parts +	$0.00
Refurbishment +	$0.00
Market Value =	$18,182.79

Settlement Value:

$17,682.79

Settlement Adjustments

Adjustments specific to your policy

Deductible -	$500.00
Settlement Value =	$17,682.79

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Loss Vehicle Detail

Loss vehicle: 2016 Kia Sorento | EX 4 Door Utility 109" WB | 2.0L 4 Cyl Gas Turbocharged A FWD

Standard Equipment

Exterior

Black Bodyside Cladding and Black Wheel Well Trim	Black grille w/chrome surround
Black Side Windows Trim and Black Front Windshield Trim	Body-Colored Front Bumper w/Black Rub Strip/Fascia Accent
Body-Colored Power Heated Side Mirrors w/Manual Folding and Turn Signal Indicator	Body-Colored Rear Bumper w/Black Rub Strip/Fascia Accent
Chrome door handles	Clearcoat paint
Compact Spare Tire Stored Underbody w/Crankdown	Deep tinted glass
Fixed Rear Window w/Fixed Interval Wiper, Heated Wiper Park and Defroster	Front fog lamps
Front Windshield -inc: Sun Visor Strip	Fully Automatic Projector Beam Halogen Headlamps w/Delay-Off
Fully Galvanized Steel Panels	Laminated Glass
Liftgate Rear Cargo Access	Lip spoiler
Roof Rack Rails Only	Steel spare wheel
Tailgate/Rear Door Lock Included w/Power Door Locks	Tires: P235/60R18
Variable intermittent wipers	Wheels: 18" x 7.5 Alloy

Interior

2 LCD Monitors In The Front	3 12V DC Power Outlets
40-20-40 Folding Split-Bench Front Facing Manual Reclining Fold Forward Seatback Rear Seat	5 Person Seating Capacity
Air filtration	Analog Display
Bluetooth Wireless Phone Connectivity	Cargo Area Concealed Storage
Cargo Space Lights	Carpet Floor Trim
Cruise control w/steering wheel controls	Day-Night Auto-Dimming Rearview Mirror
Delayed Accessory Power	Driver And Passenger Visor Vanity Mirrors w/Driver And Passenger Illumination, Driver And Passenger Auxiliary Mirror
Driver foot rest	Dual Zone Front Automatic Air Conditioning
Fade-to-off interior lighting	FOB Controls -inc: Trunk/Hatch/Tailgate
Front Center Armrest and Rear Center Armrest	Front Cupholder
Front map lights	Full Carpet Floor Covering
Full cloth headliner	Full Floor Console w/Covered Storage, Mini Overhead Console w/Storage and 3 12V DC Power Outlets
Heated Front Bucket Seats -inc: 8-way power driver seat w/2-way lumbar support, 8-way power passenger seat, heated front seats w/3 steps and covered driver and passenger seatback pocket	HVAC -inc: Underseat Ducts, Headliner/Pillar Ducts and Console Ducts
Illuminated locking glove box	Includes Power Height Adjustment and Cushion Tilt
Instrument Panel Bin, Driver / Passenger And Rear Door Bins	Integrated Roof Antenna
Interior Trim -inc: Simulated Wood Instrument Panel Insert, Simulated Wood Door Panel Insert, Simulated Wood Console Insert and Metal-Look Interior Accents	Leather seat trim
Leather/Metal-Look Steering Wheel	Leather/Simulated Wood Gear Shift Knob

[redacted]

Manual Anti-Whiplash w/Tilt Front Head Restraints and Manual Adjustable Rear Head Restraints	Manual tilt/telescoping steering column
Outside temp gauge	Perimeter alarm
Power 1st Row Windows w/Driver 1-Touch Up/Down	Power Door Locks w/Autolock Feature
Power Rear Windows and Fixed 3rd Row Windows	Radio w/Seek-Scan, Clock, Speed Compensated Volume Control, Steering Wheel Controls, Voice Activation and Internal Memory
Radio: AM/FM/CD/MP3/SiriusXM -inc: 6-speakers, Bluetooth control w/voice recognition, USB/auxiliary audio input jacks, 4.3 inch touch screen and rear view camera, UVO eServices	Rear cupholder
Remote Keyless Entry w/Integrated Key Transmitter, Illuminated Entry, Illuminated Ignition Switch and Panic Button	Remote Releases -Inc: Power Fuel
Trip computer	Wireless Streaming

Mechanical

18.8 Gal. Fuel Tank	3.195 Axle Ratio
4-Wheel Disc Brakes w/4-Wheel ABS, Front Vented Discs, Brake Assist and Hill Hold Control	Battery w/run down protection
Electric Power-Assist Speed-Sensing Steering	Front And Rear Anti-Roll Bars
Front-wheel drive	Gas-pressurized shock absorbers
GVWR: 5,115 lbs	Multi-link rear suspension w/coil springs
Single stainless steel exhaust	Strut Front Suspension w/Coil Springs
Towing w/Harness	

Safety

ABS And Driveline Traction Control	Airbag Occupancy Sensor
Curtain 1st And 2nd Row Airbags	Dual Stage Driver And Passenger Front Airbags
Dual Stage Driver And Passenger Seat-Mounted Side Airbags	Electronic Stability Control (ESC) And Roll Stability Control (RSC)
Outboard Front Lap And Shoulder Safety Belts -inc: Rear Center 3 Point, Height Adjusters and Pretensioners	Rear child safety locks
Rear parking sensors	Side impact beams
Tire Specific Low Tire Pressure Warning	

Optional Equipment

CARPET FLOOR MATS (5 SEAT)	WHEEL LOCKS

***DIO/PIO =** Dealer/Port Installed Options

Loss Vehicle Base Value

Loss vehicle: 2016 Kia Sorento | EX 4 Door Utility 109" WB | 2.0L 4 Cyl Gas Turbocharged A FWD

[redacted]

Comparable Vehicle Information

Search Radius used for this valuation: 75 miles from loss vehicle zip/postal code.
Typical Mileage for this vehicle: 21,000 miles

#	Vehicle Description	Mileage	Location	Distance From Loss Vehicle	Price	Adjusted Value
1	2016 KIA SORENTO EX 4D SUV 4 2TURBO GAS A 2WD	53,846	46322	12 miles	$18,500.00 List Price	$16,535.18
2	2016 KIA SORENTO EX 4D SUV 4 2TURBO GAS A 2WD	26,555	60540	30 miles	$21,999.00 List Price	$20,211.42
3	2016 KIA SORENTO EX 4D SUV 4 2TURBO GAS A 2WD	34,651	60074	38 miles	$22,569.00 List Price	$21,267.79
4	2016 KIA SORENTO EX 4D SUV 4 2TURBO GAS A 2WD	29,169	60120	41 miles	$21,924.00 List Price	$20,349.74
					Base Value:	**$19,591.03**

Loss Vehicle Adjustments

Loss vehicle: 2016 Kia Sorento | EX 4 Door Utility 109" WB | 2.0L 4 Cyl Gas Turbocharged A FWD

Condition Adjustments

Condition Adjustment: $0.00 Overall Condition: 3.00-Good Typical Vehicle Condition: 3.00

Category	Condition	Condition $	Comments
Interior			
DOORS/INTERIOR PANELS	3 Good	$0.00	non permanent marks
SEATS	3 Good	$0.00	minimal wear
HEADLINER	Typical	$0.00	unable to accurately assess due to loss damages
DASH/CONSOLE	Typical	$0.00	unable to accurately assess due to loss damages
CARPET	3 Good	$0.00	minimal wear
GLASS	Typical	$0.00	unable to accurately assess due to loss damages
Exterior			
VINYL/CONVERTIBLE TOP	Typical	$0.00	not applicable
BODY	3 Good	$0.00	PED estimate completed
PAINT	3 Good	$0.00	PED estimate completed
TRIM	3 Good	$0.00	PED estimate completed
Mechanical			
ENGINE	Typical	$0.00	unable to accurately assess due to loss damages
TRANSMISSION	Typical	$0.00	unable to accurately assess due to loss damages
Tire	3 Good	$0.00	front tires unknown, lr 6, rr 5, new tread depth is 11/32

Typical condition reflects a vehicle that is in ready-for-sale condition and reflects normal wear and tear for that vehicle type / age.

Comments:

Claim # 17-5660938-01 | © 2017 Mitchell International, Inc. All Rights Reserved.

[redacted]

Prior Damage Adjustments

Description	Adjustment Amount
Rear bumper cover (100% of PED estimate of $1408.24)	-$1,408.24

Comparable Vehicles

Loss vehicle: 2016 Kia Sorento | EX 4 Door Utility 109" WB | 2.0L 4 Cyl Gas Turbocharged A FWD

1 2016 KIA SORENTO EX 4D SUV 4 2 TURBO GAS A2WD **List Price: $18,500.00**

VIN	Stock No	Listing Date	ZIP/Postal Code	Distance from Loss Vehicle
5XYPH4A1XG[redacted]	[redacted]	10/15/2017	46322	12 miles

Source

DEALER WEB LISTING - BUILDSHEET - TRUECAR.COM

THOMAS DODGE CHRYSLER JEEP OF HIGHLAND

9604 INDIANAPOLIS BLVD

HIGHLAND IN 46322

219-924-6100

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$901.00
Mileage	42,374	53,846	$350.89
Equipment			
EX PREMIUM PACKAGE	No	Yes	-$1,414.71
		Total Adjustments:	-$1,964.82
		Adjusted Price:	**$16,535.18**

Comparable Vehicle Package Details:

EX PREMIUM PACKAGE

Comparable Vehicle Option Details:

CARPET FLOOR MATS (5 SEAT), WHEEL LOCKS

2 2016 KIA SORENTO EX 4D SUV 4 2 TURBO GAS A2WD

List Price: $21,999.00

VIN	Stock No	Listing Date	ZIP/Postal Code	Distance from Loss Vehicle
5XYPH4A11GG[redacted]	[redacted]	09/05/2017	60540	30 miles

Source

DEALER WEB LISTING - BUILDSHEET - TRUECAR.COM
GERALD KIA OF NAPERVILLE
1661 AURORA AVENUE
NAPERVILLE IL 60540
877-403-3141

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$916.00
Mileage	42,374	26,555	-$908.85
Equipment			
WHEEL LOCKS	Yes	No	$37.27
		Total Adjustments:	-$1,787.58
		Adjusted Price:	**$20,211.42**

Comparable Vehicle Option Details

CARPET FLOOR MATS (5 SEAT)

3 2016 KIA SORENTO EX 4D SUV 4 2 TURBO GAS A2WD

List Price: $22,569.00

VIN	Stock No	Listing Date	ZIP/Postal Code	Distance from Loss Vehicle
5XYPH4A15GG[redacted]	[redacted]	10/07/2017	60074	38 miles

Source

DEALER WEB LISTING - BUILDSHEET - AUTOTRADER.COM
GROSSINGER HYUNDAI PALATINE
221 E LAKE COOK RD
PALATINE IL 60074
877-731-1622

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$983.00
Mileage	42,374	34,651	-$356.37
Equipment			
WHEEL LOCKS	Yes	No	$38.16
		Total Adjustments:	-$1,301.21
		Adjusted Price:	**$21,267.79**

Comparable Vehicle Option Details

CARPET FLOOR MATS (5 SEAT)

Claim # 17-5660938-01 | © 2017 Mitchell International, Inc. All Rights Reserved. | Page 6

[redacted]

2016 KIA SORENTO EX 4D SUV 4 2 TURBO GAS A2WD **List Price: $21,924.00**

VIN	Stock No	Listing Date	ZIP/Postal Code	Distance from Loss Vehicle
5XYPH4A14G[redacted]	[redacted]	10/05/2017	60120	41 miles

Source

DEALER WEB LISTING - BUILDSHEET - TRUECAR.COM
NAPLETON'S ELGIN KIA
909 E CHICAGO STREET
ELGIN IL 60120
847-717-8800

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$913.00
Mileage	42,374	29,169	-$698.41
Equipment			
WHEEL LOCKS	Yes	No	$37.15
		Total Adjustments:	-$1,574.26
		Adjusted Price:	**$20,349.74**

Comparable Vehicle Option Details

CARPET FLOOR MATS (5 SEAT)

Sub-Model Comparison

Sub-Model Description	Configuration	Original MSRP
2016 Kia Sorento EX	4 Door Utility 109" WB 2.0L 4 Cyl Gas Turbocharged FWD	$31,100.00

Vehicle Valuation Methodology Explanation

WorkCenter Total Loss was built through a joint partnership between J.D. Power and Associates vehicle valuation division Power Information Network (P.I.N.) and Mitchell International, a leading provider of claims processing solutions to private passenger insurers.

WorkCenter Total Loss produces accurate and easy-to-understand vehicle valuations via this five step process:

Step 1 - Locate Comparable Vehicles

Locate vehicles similar to the loss vehicle in the same market area. WorkCenter Total Loss finds these vehicles in AutoTrader.com, Cars.com, Vast.com and directly from dealerships.

Step 2 - Adjust Comparable Vehicles

Make adjustments to the prices of the comparable vehicles. The comparable vehicles are identical to the loss vehicle except where adjustments are itemized. There are several types of comparable vehicle adjustments

- Projected Sold Adjustment - an adjustment to reflect consumer purchasing behavior (negotiating a different price than the listed price).
- Mileage Adjustment - an adjustment for differences in mileage between the comparable vehicle and the loss vehicle.
- Equipment- adjustments for differences in equipment between the comparable vehicle (e.g. equipment packages and options) and the loss vehicle.

Step 3 - Calculate Base Vehicle Value

The base vehicle value is calculated by averaging the adjusted prices of the comparable vehicles.

Step 4 - Calculate Loss Vehicle Adjustments

There are four types of loss vehicle adjustments:

- Condition Adjustment:

  Adjustments to account for the condition of the loss vehicle prior to the loss.

- Prior Damage Adjustment:

  Adjustments to account for any prior damage present on the loss vehicle prior to the loss.

- After Market Part Adjustment:

  Adjustments to account for any after market parts present on the loss vehicle prior to the loss.

- Refurbishment Adjustment:

  Adjustments to account for any refurbishment performed on the loss vehicle prior to the loss.

Step 5 - Calculate the Market Value

The Market Value is calculated by applying the loss vehicle adjustments to the base value.

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Progressive Group of Insurance Companies

Settlement Summary

Claim Information

Claim Number: [redacted]
Policy Number:
Owner : [redacted]

Coverage Type of Loss: Comprehensive
Loss Date: 11/05/2017
Reported Date: 11/05/2017
Valuation Report ID: 1007287339

Vehicle Information

Loss Vehicle: 2016 Kia Sorento EX 4 Door Utility 109" WB 2.0L 4 Cyl Gas Turbocharged A FWD
VIN: 5XYPH4A10GG[redacted]
Mileage: 42,374 miles

Location: IL 60617
Exterior Color: Dark Cherry
License Plate: Z222148, Illinois

Loan Information		Payment Information	
Lien Holder Payoff:	$0.00	**Lien Holder Payment(s):**	$0.00
Loan/Lease Payoff Coverage:	$0.00	**Net to Owner:**	$17,682.79

Settlement

Stated Amount:	$0.00
Actual Cash Value:	$18,182.79
Base Value:	$19,591.03
Title History Adjustment:	-$0.00
Refurbishment Adjustments:	$0.00
After Market Parts Adjustment:	$0.00
Condition Adjustment:	$0.00
Prior Damage Adjustment:	-$1,408.24
Market Value:	$ 18,182.79
Settlement Adjustment(Pre-Tax):	$0.00
Fees:	$0.00
Taxes:	$0.00
Company Obtains:	$0.00
Net Settlement:	$18,182.79
Settlement Adjustment(Post-Tax):	$0.00
Deductible:	-$500.00
Other Adjustments:	$ 0.00
Total Settlement:	$17,682.79

Adjuster License #:
Comments:



















[redacted]



















[redacted]

PROGRESSIVE
P.O. Box 512929
Los Angeles, CA 90051-0929
Phone: 877-818-0139
Fax: (888) 781-6947

KIA MOTORS AMERICA INC
111 PETERS CANYON
IRVINE, CA 92606

Our Claim#: [redacted]

[redacted]

PROGRESSIVE

Payment Address
Progressive-Subro
24344 Network Place
Chicago, IL 60673-1243

Document Address
P.O. Box 512929
Los Angeles, CA
90051-0929

Phone: (877) 818-0139
Fax: (888) 781-6947

December 6, 2018

KIA MOTORS AMERICA INC
111 PETERS CANYON
IRVINE, CA 92606

Type of Loss:	Vehicle Fire
VIN\DOT Number:	5XYPH4A10G[redacted]
Year:	2016
Make:	KIA
Model:	SORENTO
Your Claim No:	N/A
Our Insured:	[redacted]
Address:	[redacted] CHICAGO, IL[redacted]
Our Claim No:	[redacted]
Date of Loss:	11-05-17
Damages:	$ 22,188.38

NOTICE OF SUBROGATION CLAIM

Please accept this letter as formal notice of our subrogation rights in regard to the above-captioned claim. Demand is hereby made upon you for payment of Progressive Universal Insurance Company damages and those of our insured.

Our investigation indicates damages to our insured's vehicle was a direct result of a manufacturer's defect or negligence on your behalf. Enclosed please find all supporting documentation.

Please acknowledge receipt of my subrogation demand and forward your payment of $22,188.38 to my attention, payable to "Progressive Universal Insurance Company, as subrogee of [redacted], and remit to the following address:

Progressive-Subro
24344 Network Place
Chicago, IL 60673--1243

You can contact me at the number listed below should you need additional documentation or to discuss this claim.

Thank you for your anticipated cooperation.

Levella Parker
Progressive Universal Insurance Company
Subrogation Representative
Phone: (440) 910-5598
Fax: (888) 781-6947
LEVELLA_PARKER@progressive.com
Enclosure

[redacted]

PE19-004

KIA

6/28/2019

DEFECT A

CA FILES

SORENTO



Attn: Ryan

Re: Ronni Rivera

Case: [redacted]

Fax 949-299-3229

Email: KRISTIE@KIALISA.COM

[redacted]

RAUSCH STURM
ATTORNEYS AT LAW

5801 ULMERTON RD, SUITE 201
CLEARWATER, FL 33760-3951

TOLL FREE: (877) 215-2552
FAX: (877) 396-4464
LAWFIRM@RSLEH.COM
WWW.RAUSCHSTURM.COM

September 24, 2018

[redacted]
LAKELAND FL [redacted]

Re: [redacted]
Creditor to Whom the Debt is Owed: Cascade Capital, LLC assignee of Santander Consumer USA Inc
Our File Number: [redacted]
Account #: **********1000
Account Balance: $13,054.78

Dear [redacted]

The above referenced account has been referred to this office. The original creditor of the account was Santander Consumer USA Inc. The amount due as of the date of this letter is $13,054.78. Any further payments you make on the account should be made to our office at: **250 North Sunnyslope Road, Suite 300, Brookfield, WI 53005.** Checks or money orders should be made payable to: Cascade Capital, LLC. Payments can be mailed, made by telephone or at our website. You can also review information regarding your account at our website. Our website address is: https://www.rauschsturm.com.

This communication is from a Debt Collector. This is an attempt to collect a debt and any information obtained will be used for that purpose. Unless you notify this office within 30 days after receiving this notice that you dispute the validity of the debt or any portion thereof, this office will assume this debt is valid. If you notify this office in writing within 30 days after receipt of this letter that you dispute the validity of the debt or any portion thereof, we will obtain verification of the debt or a copy of a judgment, if any, and mail you a copy of such verification or judgment. Upon your written request within 30 days after receipt of this letter we will provide the name and address of the original creditor, if different from the current creditor.

If you have any questions, please contact us by writing to the address listed above or by calling us at the telephone number listed above.

RAUSCH STURM

- DA2 D081518

Rausch Sturm is the trade name for Rausch, Sturm, Israel, Enerson & Hornik LLP

[redacted]

[redacted]

Attn: Ryan

From: Ronni Rivera

863 281 2634

11 pgs plus cover

RETAIL BUYERS ORDER

[redacted] GMC, Honda, Acura
2616 LAKELAND HILLS BLVD.
LAKELAND, FL 33805
PHONE (863) 687-8000
FAX (863) 680-2401

Chevrolet, Kia
925 Bartow Rd.
LAKELAND, FL 33801
PHONE (863) 904-1170
FAX (863) 680-2401

regallakeland.com

1. DRIVERS LIC.# [redacted] STATE FL
2. DRIVERS LIC.# [redacted] STATE FL
DATE OF BIRTH 1 [redacted] 2 [redacted]
SEX 1. M 2. F

PURCHASER [redacted]
OFFICE PHONE [redacted]
HOME PHONE [redacted]
FAX/MOBILE [redacted] DATE 09/12/15
ADDRESS 5 EL RECODO
CONSULTANT JENNIFER M DENNIS
CITY LAKELAND STATE FL ZIP [redacted]
E-MAIL [redacted]

XX NEW
☐ PREOWNED
☐ RENTAL UNIT

ENGINE COLOR SPARKLING SILVE
MODEL SORENTO BODY TYPE SORENTO LX FWD AUTO YEAR 2016 MAKE KIA
SERIAL 5XYPG4A32G[redacted] DEAL NO. 124935

MILEAGE 1 2 CUSTOMER NO. 152820 STOCK NO. 16K270

* ACCESSORIES TO BE INSTALLED OR SECOND TRADE *	* ALL ACCESSORIES ARE AFTERMARKET UNLESS OTHERWISE STATED *

VEHICLE PRICE	$ 28324.00
1. REGAL SELLING PRICE	28324.00
2. GROSS TRADE IN ALLOWANCE/DISCOUNT	N/A
3. TRADE DIFFERENCE	28324.00
4. CUSTOMER SERVICE (This charge represents items such as: Notary Fees, Inspecting, Cleaning, and Adjusting New and Used Vehicle Cost and Profit to the Seller/Dealer, Preparing Documents related to the sale; maintaining loaner vehicles and many other services.)	589.00
5. ELECTRONIC TAG FILING FEE	45.00
6. TIRE & BATTERY WASTE FEE	6.50
7. AMOUNT TAXABLE (3 through 6)	28964.50
8. COUNTY TAX	50.00
9. MOTOR VEHICLE WARRANTY TRUST FUND	2.00
10. SALES TAX	1735.17
11. XX ☐ TRANSFER ☐ NEW TAG & TITLE FEES	153.85
12. TOTAL CASH DIFFERENCE	30905.52
13. BALANCE OWED ON TRADE IN	N/A
14. **TOTAL**	30905.52
15. REBATE	1000.00
16. DOWN PAYMENT REC. No.	N/A
17. CASH ON DELIVERY REC. No.	1000.00
18. LIMITED SERVICE AGREEMENT INC. TAX	1712.00
19. **TOTAL** (EXCLUDES DOC STAMPS AND GAP INS.)	30617.52

* INSURANCE VERIFICATION *

Insurance Co. Phone No.
Agency Name PROGRESSIVE SELECT Deductible 500.00
Street Name Coverage From To
City & Zip Effective 03/15-09/15
Policy No. 21199278

* TRADE-IN *

Make	Model	Type	Door
Year	Decal No.	Serial No.	
Year 00	License No.	Engine	Color

MILEAGE ON TRADE-IN

* TRADE-IN PAYOFF *

Balance Owed Date Payoff Quoted
Pay Off to:
Address
City St. Zip Ph
Verified by JENNIFER M DENNIS ACCT. No.
Good till Other Liens

The balance owed on trade-in shown on this buyers order is an approximate pay-off figure. Upon verification, if pay-off is lower, Regal Auto Center, Inc. will refund difference to customer. If actual pay-off is higher, customer will pay difference to Regal Auto Center, Inc. immediately. I give Regal Auto Center, Inc. permission to place a second lien on this vehicle. If there is a pay-off shortage that I refuse to pay, and/or file suit for collection plus reasonable attorney fees and cost of legal process, also if I refuse to pay any pay-off shortages, Regal Auto Center, Inc., can immediately rescind the sale.

✓ 09/12/2015
CUSTOMER SIGNATURE DATE

PURCHASER AGREES THAT THIS ORDER INCLUDES ALL OF THE TERMS AND CONDITIONS ON BOTH THE FACE AND REVERSE SIDE HEREOF.

All credit & purchases over $5000 on credit cards will result in a 1.98% service charge.
All lease turn in's are the customer's responsibility on condition and miles driven. Also any commitments, including disposition fees, overage in miles are the customer's responsibility.

[redacted]

ACCEPTED BY [redacted] SALES MGR

I/We acknowledge receipt of a completed copy of this agreement and represent its terms and conditions on both front and reverse side.

The Reynolds and Reynolds Company CC833032 Q (11/13)

Nov 05 18, 02:37p

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1. As used [redacted]erms (a) "Seller": shall mean the authorized Dealer to whom this Order is addressed and who shall become a party hereto by its acceptance h[redacted]r" shall mean the party executing this Order as such on the face hereof, and (c) "Manufacturer" shall mean the Corporation that manufactures [redacted] chassis, is being understood by Purchaser and Seller that Seller is in no respect the agent of Manufacturer, that Seller and Purchaser are the sole parties to this Order and that reference to Manufacturer herein is for the purpose of explaining generally certain contractual relationships existing between the Seller and Manufacturer with respect to new motor vehicles.

2. Manufacturer has reserved the right to change the price to Dealer of new motor vehicles without notice. In the event the price to Dealer of new motor vehicles of the series and body type ordered hereunder is changed by Manufacturer prior to delivery of the new motor vehicle ordered hereunder to Purchaser, Dealer reserves the right to change the cash delivered price of such motor vehicle to Purchaser accordingly. If such cash delivered price is increased by Dealer, Purchaser may, if dissatisfied therewith, cancel this Order, in which event if a used motor vehicle has been traded in as a part of the consideration for such new motor vehicle, such used motor vehicle shall be returned to Purchaser upon payment of a reasonable charge for storage and repairs (if any) or, if such used motor vehicle has been previously sold by Dealer, the amount received therefor, less a selling commission of 15% and any expense incurred in storing, insuring, conditioning or advertising said used motor vehicle for sale, shall be returned to Purchaser.

3. If the used motor vehicle which has been traded in as part of the consideration for the motor vehicle ordered, **(appraisal will be the actual cash value)** hereunder is not to be delivered to Dealer until Delivery to Purchaser of such motor vehicle, the used motor vehicle shall be reappraised at that time and such reappraised value shall determine the allowance made for such used motor vehicle. If such reappraised value is lower than the original allowance therefor shown on the front of this Order, Purchaser may, if dissatisfied therewith, cancel this Order, provided, however that such right to cancel is not due to purchasers damage or alteration to vehicle, and exercised prior to the delivery of the motor vehicle ordered hereunder to the Purchaser and surrender of the used motor vehicle to Dealer.

4. Regal does not endorse or guarantee any information provided on the vehicle history reports purchased through any outside companies such as Autocheck or Carfax or any other outside agency.

5. Purchaser agrees to deliver to Dealer satisfactory evidence of title to any used motor vehicle traded in as part of the consideration for the motor vehicle ordered hereunder at the time of delivery of such used motor vehicle to Dealer. **PURCHASER WARRANTS ANY SUCH USED MOTOR VEHICLE TO BE HIS PROPERTY FREE AND CLEAR OF ALL LIENS PURCHASER GUARANTEES TO PAY ANY OUTSTANDING BALANCE OWED ON TRADE IN REGARDLESS OF SITUATION DUE TO PRIOR PURCHASE OBLIGATION MADE AND ALL OTHER ENCUMBRANCES EXCEPT AS OTHERWISE NOTED HEREIN.**

6. Unless this Order shall have been cancelled by Purchaser under and in accordance with the provisions of paragraph 2 or 3 above, Dealer shall have the right, upon failure or refusal of Purchaser to accept delivery of the motor vehicle ordered hereunder and to comply with the terms of this Order, TO RETAIN AS LIQUIDATED DAMAGES ANY CASH DEPOSIT MADE BY PURCHASER, and, in the event a used motor vehicle has been traded in as such sale for the expenses specified in Paragraph 2 above and for such other expenses and losses as dealer may incur or suffer as a result of such failure or refusal by purchaser.

7. Manufacturer has reserved the right to change the design of any new motor vehicle, with price, chassis, accessories or parts thereof at any time without notice and without obligation to make the same or any similar change upon any motor vehicle, chassis, accessories or parts thereof previously purchased by or shipped to Dealer or being manufactured or sold in accordance with Dealer's orders. Correspondingly, in the event of any such change by Manufacturer, Dealer shall have no obligation to Purchaser to make the same or any similar change in any motor vehicle, with price, chassis, accessories or parts thereof covered by this Order either before or subsequent to delivery thereof to Purchaser.

8. Purchaser agrees to pay a reasonable attorney fee and all other legal expenses plus interest on outstanding balance due for collection of said indebtness or other legal process under the Constitution and Laws of the State of Florida. Also, purchaser is responsible for attorney fees and cost incurred by Dealer concerning trade-in from purchaser, if miles are not correct or not actual, including clean title to vehicle and not "branded" or second lien not disclosed by purchaser.

9. The price for the motor vehicle specified on the face of this Order includes reimbursement for Federal Excise taxes, but does not include sale taxes, use taxes or occupational taxes based on sales volume, (Federal, State or Local) unless expressly so stated. Purchaser assumes and agrees to pay, unless prohibited by law, any such sales, use or occupational taxes imposed on or applicable to the transaction covered by this Order, regardless of which party may have primary tax liability therefor.

10. There are no warranties, expressed or implied, made by the seller herein on the vehicle or chassis described on the face hereof, in the case of a new vehicle or chassis the printed Manufacturers New Vehicle Warranty delivered to purchaser with such vehicle or chassis shall apply and the same is hereby made a part hereof as though fully set forth herein. The New Vehicle warranty is the only warranty applicable to such new vehicle or chassis and is expressly in lieu of all other warranties by the seller, expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose. In the case of a used vehicle or chassis, the applicability of an existing manufacturer's warranty thereon, if any, shall be determined solely by the terms of such warranty.

11. Any used motor vehicle sold to Purchaser by Dealer under this Order is sold at the time of delivery by Dealer without any guarantee or warranty, expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, as to its condition or the condition of any part thereof except as may be otherwise specifically provided in writing on the face of this Order or in a separate writing furnished to Purchaser by Dealer. **ALL USED CARS "SOLD AS IS" - WITH NO WARRANTY UNLESS STATED ON THE BUYERS GUIDE.**

12. On a credit transaction the purchaser(s) offer is not accepted and the transaction is not consummated until a) approved in writing by Dealer and, b) Credit is approved by a responsible bank or Finance Company. If customer's credit is not approved, the vehicle shall be returned to the dealer immediately in the same condition the car was delivered originally. Any miles over 50 (48 cents per mile paid to dealer) purchaser's signature acknowledges all terms in agreement with **BAILMENT AGREEMENT OR SPOT DELIVERY FORM.**

13. The Purchaser, before or at the time of delivery of the motor vehicle covered by this Order will execute such other forms of agreement or documents as may be required by the terms and conditions of payment indicated on the front of this Order. The purchaser also acknowledges their trade may have **negative equity** and seller may over allow to be in accordance with finance terms with any and all lending sources with/or state or Federal Laws.

14. Title and/or ownership of said vehicle shall not pass and become purchasers property until ALL checks, monies, legal tender, or contract sold, has been received and honored **PAID IN FULL** to the seller. Any checks not honored at purchaser's bank for any reason shall constitute a void contract, and return of vehicle immediately. Purchaser will be responsible for miles driven or damages to vehicle. Purchaser will follow rules of **BAILMENT AGREEMENT OR SPOT DELIVERY FORM.**

15. Should Customer take delivery of the Vehicle prior to Dealers obtaining the Financing Approvals, Customer understands and acknowledges that pending the Financing Approvals, delivery of the Vehicle to Customer serves as a convenience to Customer only and Customer does not have, nor will acquire any rights or interests in the Vehicle by such delivery except Dealer's permission to use it, which permission can be revoked, requiring the Vehicle's immediate return to Dealer in the same condition as it existed when delivered to Customer.

16. After ALL efforts made on behalf of Purchaser are completed for the sale and delivery of vehicle by the Dealer, and Purchaser fails to perform herein then the Deposit received shall be forfeited to the Dealer in conjunction with item number 5.

17. Purchaser agrees to Guarantee **TITLE** in their name or Otherwise Negotiable in order to transfer for future sale of vehicle traded in and if NO title present at time of purchase, then a reasonable fee will be charged in order to obtain same.

18. Customer gives permission to send E-mail information when purchasing a vehicle from Regal Automotive Group; including service-updates, reminders, and specials. Also, Customer allows permission to use, if they desire, video of testimonial used in the Regal website and other video sites of their experience.

19. **NO COOLING OFF PERIOD** State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind.

PRIVACY NOTICE

In connection with your transaction, Regal Automotive Group, may obtain information about you as described in this notice, which we handle as stated in this notice. We collect non-public personal information about you: a. Information we receive from you on application or other forms; b. Information about your transactions with us, our affiliates or others; and, c. Information we receive from a consumer reporting agency. We may disclose all of the information we collect, as described above, to companies that perform marketing services on our behalf, financial institutions which are necessary to effect, administer, or enforce the transaction requested or authorized by you, the consumer, and to other financial institutions with whom we have joint marketing agreements. We may make such disclosures about you as a consumer, customer, or former customer. We may also disclose non-public personal information about you as a consumer, customer, or former customer, to non-affiliated third parties as permitted by law. We restrict access to non-public personal information about you to those employees who need to know that information to provide products or services to you. We maintain physical, electronic, and procedural safeguard that comply with federal regulations to guard your non-public personal information. WE DO NOT DISCLOSE ANY NON-PUBLIC, PERSONAL INFORMATION WITH ANYONE, FOR ANY PURPOSE, NOT SPECIFICALLY PERMITTED BY LAW.

Customer Initial[redacted]el acknowledge that we may receive a copy of this Privacy Policy.

ARBITRATION

Dealer and Customer agree that any controversy, claim, suit, demand, counterclaim, cross claim, or third party complaint, arising out of, or relating to this Order or the parties' relationship (whether statutory or otherwise and irrespective of whether the Financing Approvals were obtained), including, but not limited to any matter that may have induced the Customer to enter into a relationship with Dealer (collectively referred to as "Claims"), as well as the validity of this provision, shall be submitted to final and binding arbitration in the county and state where Dealer is situated.

Customer understands and agrees: (1) that if a dispute is arbitrated, Customer will give up the right to a trial by a court; (2) that if a dispute is arbitrated, Customer will give up the right to participate as a class representative or class member in any class claim against Dealer, including any right to class arbitration or any consolidation of individual arbitrations; (3) discovery and rights to appeal in arbitration are generally more limited than in a lawsuit, and other rights that Customer and Dealer would have in court may not be available in arbitration; (4) to resolve all disputes with Dealer by binding arbitration rather than litigation in any court except as specifically set forth above; and (5) that notwithstanding anything to the c[redacted]ithstanding the enforceability of this arbitration provision.

[redacted]

CC8838020

Nov 05 18, 02:37p

[redacted]

3911

S Guard™
POWERED BY
SANTANDER CONSUMER USA

Vehicle Service Contract

Contract Number [redacted]

REGISTRATION

CONTRACT HOLDER INFORMATION

Name, Phone # [redacted]

Address [redacted]

City, State, Zip LAKELAND, FL [redacted]

VEHICLE INFORMATION

VIN 5XYPG4A32G[redacted] Year 2016 Make KIA Model SORENTO

Current Odometer 12

TERM OF CONTRACT 48 Months 100000 Mileage

DEDUCTIBLE 100.00

Vehicle Purchase Price

Contract Price 1,600.00

This coverage ends with either of the following, whichever occurs first:

(1) When the term selected expires as measured from the "Contract Purchase Date" (For New WRAP Coverage: When the term selected expires as measured from the "In-Service Date") or

(2) When the mileage of Your Vehicle reaches the total of the "Current Odometer" and the TERM OF CONTRACT mileage selected. For New WRAP Coverage: When the mileage of Your Vehicle, as measured from zero (0) miles, reaches the mileage limit for the plan selected.

COVERAGE OPTIONS

NEW COVERAGE

☑ S-GUARD PREMIUM

NEW WRAP COVERAGE

☐ S-GUARD PREMIUM WRAP

In-Service Date: _____

If the S-GUARD PREMIUM WRAP box is checked, coverage begins on the In-Service Date and from zero miles.

(If no coverage is selected for New Vehicles, S-Guard Premium shall apply.)

USED COVERAGE

☐ S-GUARD PLATINUM

☐ S-GUARD BRONZE

(If no coverage is selected for Used Vehicles, S-Guard Platinum shall apply.)

SURCHARGE OPTION

☐ COMMERCIAL VEHICLE ☐ POST POINT OF SALE (Used Vehicles Only)

ISSUING SELLER INFORMATION

Seller Name, Phone # REGAL PONTIAC INC 863-687-8000

Address 2615 LAKELAND HILLS BLVD

City, State, Zip LAKELAND, FL 33805

LIEN HOLDER INFORMATION

I authorize the following lien holder to: (1) be listed as joint payee and receive any refund in the event this Contract is cancelled. (2) cancel this Contract in the event I default in my obligation to such lien holder.

Lien Holder Name, Phone # SANTANDER CONSUMER USA, INC

Address PO BOX 961288

City, State, Zip FORT WORTH, TX 76161

I understand that the purchase of this Contract is not required in order to purchase or obtain financing for this Vehicle and is subject [redacted] cates that I have read and agree to all the terms and conditions of this Contract.

[redacted] 09/12/2015 [redacted]

CUSTOMER SIGNATURE — CONTRACT PURCHASE DATE — SELLER'S SIGNATURE

Administered by ***Enterprise Financial Group, Inc (EFG)***

or one of its affiliated companies (see DEFINITIONS for your state specific Administrator)

P.O. Box 167667, Irving, TX, 75016, (888) 693-4202

SAN 664 (0813) SELLER Copy LZX 95245 [SN130712]

Nov 05 18, 02:37p p.4

[redacted]

4511

CONTRACT NO. [redacted]

GUARANTEED ASSET PROTECTION ADDENDUM

[redacted]

PURCHASER INFORMATION

NAME: [redacted]		PHONE [redacted]	
STREET ADDRESS: 5 EL RECODO	CITY: LAKELAND	STATE: FL	ZIP: [redacted]

VEHICLE INFORMATION

VIN (17 Characters): 5XYPG4A32GG[redacted]		☑ New	☐ Used
YEAR: 2016	MAKE: KIA	MODEL: SORENTO	

DEALER / SELLER INFORMATION

NAME: REGAL PONTIAC INC		PHONE: 863-687-8000	
STREET ADDRESS: 2615 LAKELAND HILLS BLVI	CITY: LAKELAND	STATE: FL	ZIP: 33805

FINANCIAL INSTITUTION INFORMATION

NAME: SANTANDER CONSUMER USA, INC		PHONE:	
STREET ADDRESS: PO BOX 961288	CITY: FORT WORTH	STATE: TX	ZIP: 76161

FINANCE / LOAN INFORMATION

(One financing contract type box must be checked)

☑ INSTALLMENT SALES CONTRACT	☐ BALLOON LOAN	☐ LEASE
FINANCE AGREEMENT DATE: 09/12/2015	AMOUNT FINANCED or LEASED: $31,528.12	
GAP ADDENDUM PURCHASE PRICE: 800.00	TERM: 72 DOWN PAYMENT:	APR: 16.75%

MAX FINANCING CONTRACT AMOUNT:	Autos, SUVS & light trucks: Unlimited	All other Collateral: $50,000
MAX LIMIT OF LIABILITY:	Autos, SUVS & light trucks: $50,000	All other Collateral: $25,000
MAX FINANCING CONTRACT TERM: 84 Months	MAX % OF VEHICLE VALUE AT INCEPTION: 125 %	
MAX DEDUCTIBLE BUYBACK: $500		

[redacted]

This GAP protection contract addendum, which is effective as of the inception date above, amends the **FINANCING CONTRACT**. This addendum is between the **BUYER** shown above (**YOU** or **YOUR**) and the **DEALER/SELLER** shown above (**WE, US** or **OUR**) or if the **FINANCING CONTRACT** is assigned to another party, the **ASSIGNEE**.

WE will cancel certain amounts **YOU** owe under this **FINANCING CONTRACT** in the event of a **CONSTRUCTIVE TOTAL LOSS** or **UNRECOVERED THEFT** to the **PROTECTED VEHICLE** subject to the **LIMITS OF LIABILITY** on the reverse side and the terms, conditions and exclusions hereof. You will remain responsible for payment of any items stated under Exclusions and that remain unpaid in the **FINANCING CONTRACT**.

GAP does not take the place of insurance on the PROTECTED VEHICLE. You are responsible for maintaining collision and comprehensive insurance for the full value of the vehicle and any other insurance required by the **FINANCING CONTRACT** or applicable law. You are responsible for all notifications or claims that are required to be filed with your automotive insurance company. We will not process or handle your insurance claims for you. If you move during the term of this contract, it is your responsibility to notify US or our Administrator of your change of address.

You may wish to consult an alternative source to determine whether similar protection may be obtained and at what cost. If you purchase GAP from this source, you understand that we may retain all or a portion of the charge for this GAP addendum. You should carefully read the back of this addendum for additional information on eligibility, requirements, conditions and exclusions that could prevent you from receiving benefits under this addendum.

YOUR ACCEPTANCE OF THIS GAP ADDENDUM IS VOLUNTARY AND IS NOT REQUIRED IN ORDER FOR YOU TO OBTAIN CREDIT, DOES NOT IMPACT YOUR ABILITY TO OBTAIN ANY PARTICULAR OR MORE FAVORABLE CREDIT TERMS AND HAS NO EFFECT ON THE TERMS OF THE RELATED SALE OF THIS VEHICLE.

I elect GAP protection addendum and acknowledge understanding of all provisions above and on succeeding pages.

- **Purchaser Signature :** _____ **Date:** 09/12/2015
- **Co-Purchaser Signature:** _____ **Date:** 09/12/2015
- **Dealer / Seller Signature:** _____ **Date:** 09/12/2015

Administered by: Enterprise Financial Group, Inc. (EFG) P.O. Box 167667, Irving, TX 75016, (888) 693-4202

LENDER Copy

Nov 05 18, 02:38p

g:d

[redacted]

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OTHER IMPORTANT CONTRACT PROVISIONS

A. **THIS GAP ADDENDUM IS NOT AN INSURANCE POLICY OR PART OF AN INSURANCE POLICY.**

B. **YOU HAVE READ AND UNDERSTAND THIS ADDENDUM AND ITS PROVISIONS AND AGREE THAT NO VERBAL REPRESENTATIONS HAVE BEEN MADE TO YOU THAT DIFFER FROM THESE WRITTEN PROVISIONS.**

C. **YOU AUTHORIZE RELEASE OF FINANCING CONTRACT INFORMATION REQUIRED FOR PROCESSING OF A LOSS.**

D. **LOSSES MUST BE REPORTED BY YOU TO THE ADMINISTRATOR WITHIN NINETY (90) DAYS OF THE PRIMARY CARRIER'S SETTLEMENT OR, IF THERE IS NO PRIMARY CARRIER, WITHIN NINETY (90) DAYS OF THE DATE OF LOSS.**

TERMINATION OF ADDENDUM

This addendum will terminate on the date that any of the following events occur: 1. the date your **FINANCING CONTRACT** is scheduled to terminate; 2. in the event that the **FINANCING CONTRACT** is terminated prior to its maturity date; 3. in the event that a **PROTECTED VEHICLE** is sold, assigned or transferred by You before the expiration date of the **FINANCING CONTRACT**; 4. expiration of any redemption period following the repossession or surrender of the **PROTECTED VEHICLE**; or 5. the date the **FINANCING CONTRACT** is prepaid or the **FINANCING CONTRACT** is refinanced.

The Lienholder / Lender is authorized to cancel this contract and Lienholder / Lender will be named as sole payee for any refund amounts and all rights and interests under this contract will immediately transfer to the Lienholder / Lender.

YOUR RIGHT TO CANCEL

You may cancel this addendum before midnight of the 60th day after the inception date shown above and receive a full refund/credit. In the event of early termination of the addendum after the 60th day, provided no loss under this addendum has occurred, any refund will be calculated on the basis of a Pro Rata refund method and will be subject to a minimum earned fee of $25 unless other state regulatory methods apply. In the event of acceleration or demand in full of the **FINANCING CONTRACT**'s unpaid balance, a refund calculated as of the date of acceleration or demand in full will be provided. We will apply all refund proceeds to any remaining balance on your **FINANCING CONTRACT**. **It is your responsibility to notify the GAP Administrator, Enterprise Financial Group, Inc. (EFG) P.O. Box 167667, Irving TX 75016 (888) 693-4202, in writing, of your request to cancel this addendum and request a refund/credit of the GAP charges. If you do not receive the refund/credit within 60 days of notice of cancellation/termination, contact the GAP Administrator shown below.**

LIMITS OF LIABILITY

The amount **WE** will waive under this addendum will be the lesser of:

A. The amount shown as the **MAXIMUM LIMIT OF LIABILITY** on Page 1; or

B. If the collateral is protected by a **PRIMARY CARRIER**; the amount obtained by subtracting the primary insurance settlement, including any amount that the primary deductible exceeds the Max. Deductible Buyback reflected on Page 1, from the **UNPAID NET BALANCE**. If a portion of the **PROTECTED VEHICLE** is not covered by a **PRIMARY CARRIER**, the **ACTUAL CASH VALUE AT LOSS** of that portion and the amount of any unrepaired prior damage or the value of any retained salvage shall be added to the primary insurance settlement. The total will then be subtracted from the **UNPAID NET BALANCE**; or

C. If the **PROTECTED VEHICLE** is not protected by a **PRIMARY CARRIER**; the amount obtained by subtracting the **ACTUAL CASH VALUE AT LOSS** of the **PROTECTED VEHICLE**, reduced by the amount of any prior damage or retained salvage, from the **UNPAID NET BALANCE**.

LIMITATIONS

THIS IS ONLY A PARTIAL LIST. YOU MUST READ THIS ENTIRE GAP ADDENDUM FOR ALL LIMITATIONS

A. We will not waive that portion of the **UNPAID NET BALANCE** that results from the original **FINANCING CONTRACT** amount exceeding the Max. % of **VEHICLE VALUE AT PURCHASE** stated above at the inception date of this addendum.

B. The amount waived for **FINANCING CONTRACTS** with terms greater than the Maximum Financing Contract Term stated above for the **PROTECTED VEHICLE** will be based on a net payoff calculated using the Maximum Financing Contract Term stated on page 1.

C. Any GAP addendum issued for an amount financed in excess of A above will be deemed eligible for enrollment as limited by this section.

Nov 05 18, 02:38p
p.d

[redacted]

DEFINITIONS

A. **FINANCING CONTRACT:** The contract which represents the financing agreement between **YOU** and **US** for the purchase of the **PROTECTED VEHICLE**, and which sets forth the terms, conditions, inception date and expiration date of the financing agreement.

B. **PROTECTED VEHICLE:** The vehicle shown on Page 1. The vehicle shown on Page 1 must be a private passenger automobile, SUV, light truck of no more than 12,500 Gross Vehicle Weight Rating (GVWR), motorcycle, watercraft or recreational vehicle as defined under **ELIGIBLE COLLATERAL**.

C. **COMMERCIAL PURPOSES:** Vehicles used for carrying goods or passengers for livery or delivery purposes for compensation. **COMMERCIAL PURPOSES** shall also include vehicles used for any of the following purposes at the time of the accident or **UNRECOVERED THEFT**: security services, police vehicles and emergency vehicles. Share-the-expense car pools are not considered a **COMMERCIAL PURPOSE** under this addendum.

D. **VEHICLE VALUE AT PURCHASE:** The lesser of (1) the manufacturer's suggested retail price, (2) the selling price of the vehicle or (3) the vehicle's retail value from the current, at date of purchase or, National Automobile Dealers Association (NADA) guide.

E. **PRIMARY CARRIER:** The insurance company that: 1) is secured by **YOU** to provide physical damage coverage, as required in the **FINANCING CONTRACT**, or 2) provides liability coverage to any person who has caused **YOUR** vehicle to incur a **CONSTRUCTIVE TOTAL LOSS** and for which that person is legally liable. Additionally, the **PRIMARY CARRIER** shall be any other coverage **YOU** may have protecting **YOUR** interest in the **PROTECTED VEHICLE**, contingent upon the failure or absence of **YOUR** coverage.

F. **CONSTRUCTIVE TOTAL LOSS:** A loss where the cost to repair or replace the **PROTECTED VEHICLE** plus its salvage value would exceed the **ACTUAL CASH VALUE AT LOSS**.

G. **UNRECOVERED THEFT:** A **PROTECTED VEHICLE** reported as stolen to both the police and the **PRIMARY CARRIER** who have made every effort, yet have failed to find and return the **PROTECTED VEHICLE**. A **PROTECTED VEHICLE** that is confiscated or improperly taken or secreted by **YOU**, where both **YOUR** and the **PROTECTED VEHICLE'S** whereabouts are not known shall not be deemed for the purposes of this addendum as an **UNRECOVERED THEFT** loss.

H. **ACTUAL CASH VALUE AT LOSS:** The retail value of the **PROTECTED VEHICLE** or any portion thereof with appropriate adjustments for mileage, optional equipment or unrepaired prior damage. The retail value will be determined from the current, at **DATE OF LOSS**, National Automobile Dealers Association guide.

I. **UNPAID NET BALANCE:** The amount owed to **US** by **YOU**, in accordance with the terms and conditions of the **FINANCING CONTRACT**, resulting from early termination of the **FINANCING CONTRACT**. This amount may not include any unearned interest, additional **FINANCING CONTRACT** charges; late charges; any **DELINQUENT PAYMENTS**; any uncollected service charges; refundable prepaid taxes or fees; or any other proceeds **YOU** may duly recover by canceling insurance coverage, service contracts or warranties or other items added to the initial **FINANCING CONTRACT** balance after the inception of the **FINANCING CONTRACT**. If two or more pieces of collateral are secured under a **FINANCING CONTRACT, WE** will not waive more than the proportionate share of the total **UNPAID NET BALANCE** that the balance applicable to the **PROTECTED VEHICLE** represents to the total **FINANCING CONTRACT** balance.

J. **DELINQUENT PAYMENT(S):** Any payment, as described in the **FINANCING CONTRACT**, which remains unpaid for a period of more than ten (10) days after the date stated in the **FINANCING CONTRACT**. **DELINQUENT PAYMENTS** will also include any late charges or interest that have accrued due to past due **FINANCING CONTRACT** payments.

K. **DATE OF LOSS:** The date on which the actual physical damage or **UNRECOVERED THEFT** occurs. If such date is indeterminable, the **DATE OF LOSS** shall be the date the **PRIMARY CARRIER** makes settlement and payment to **You.**

L. **ELIGIBLE COLLATERAL** includes:

1) Autos, SUVs, light trucks (up to 12,500 GVWR), motorcycles, all-terrain vehicles (ATV), snowmobiles and personal watercraft (i.e., Jet Skis, Wave Runners).

2) Recreational vehicles including type A, B, C, 5th wheel, slide-in, travel trailer, popup campers.

3) Watercraft includes boats from 7 to 50 feet in length, inboards, outboards, inflatables, jet drives, houseboats, sailboats and stern drives.

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[redacted]

EXCLUSIONS

This addendum does not cover loss or damage:

A. Occurring prior to the effective date of this addendum.

B. In connection with a **FINANCING CONTRACT** effected prior to the effective date of this addendum.

C. Resulting directly or indirectly from any dishonest, fraudulent, criminal, or illegal act or arising from an intentional act committed by **YOU**.

D. Due to or resulting from mechanical or electrical breakdown or failure.

E. Resulting from the vehicle being operated, used, or maintained in any race, speed contest or other contest.

F. If the vehicle was ever titled as salvage or rebuilt vehicle.

G. For vehicles used for **COMMERCIAL PURPOSES**.

H. For any amounts deducted from the **PRIMARY CARRIER's** settlement due to wear and tear, prior damage, unpaid insurance premiums, salvage, towing and storage and other condition adjustments.

I. Attributable to other than the standard or optional equipment available from the manufacturer of the **PROTECTED VEHICLE**, including but not limited to: special carpeting, furniture, bars, audio, video or data equipment, cooking and sleeping facilities, customized paint, or any equipment installed to overcome a physical handicap. Factory approved conversion packages and dealer installed options usually included in used car value guidebooks are not excluded.

J. If **YOU** intentionally concealed or misrepresented any material fact; engaged in fraudulent conduct; or made a false statement in submitting a potential loss.

K. Due to **UNRECOVERED THEFT**, if no police report has been filed.

L. If the loss is not reported within ninety (90) days of settlement with the **PRIMARY CARRIER** or, should there be no **PRIMARY CARRIER**, within ninety (90) days of the **DATE OF LOSS**.

M. Occurring after the expiration of any redemption period following the repossession or surrender of the **PROTECTED VEHICLE**.

N. Occurring to a **PROTECTED VEHICLE** that is a Recreational Vehicle (RV) if physical damage insurance from a **PRIMARY CARRIER** is not effective on the **DATE OF LOSS**.

CONDITIONS

A. **ADDENDUM PERIOD, TERRITORY:** This addendum shall be effective for the term reflected on Page 1, and will only cover losses that occur during the original **FINANCING CONTRACT** term of a **PROTECTED VEHICLE** in the United States, its territories and possessions or Canada.

B. **FINANCING CONTRACTS WITH NON-UNIFORM PAYMENT TERMS:** If the first monthly payment is due more than forty-five (45) days after the date of the **FINANCING CONTRACT**, for the purpose of loss settlement the **FINANCING CONTRACT** shall be amortized as if the first monthly payment were due in forty-five (45) days, using equal monthly payments, applying the lowest interest rate applicable at any time during the term of the **FINANCING CONTRACT**.

(1) **If the FINANCING CONTRACT is a lease or a loan with a balloon payment at the end of the FINANCING CONTRACT term and is not designated as such on page 1, for the purpose of loss settlement the FINANCING CONTRACT** shall be amortized using the method below that results in the lower balance at the time of the **CONSTRUCTIVE TOTAL LOSS** or **UNRECOVERED THEFT**:

a) The amortization schedule specified in the **FINANCING CONTRACT**, or

b) Full amortization of the **FINANCING CONTRACT** to zero balance using equal monthly payments and the **FINANCING CONTRACT** interest rate over the **FINANCING CONTRACT's** original term.

(2) If the **FINANCING CONTRACT** is designated as a balloon loan on page 1, for the purpose of loss settlement, the balloon loan shall be amortized to the lesser of (a) the residual value or balloon amount stated in the **FINANCING CONTRACT** or (b) the residual value of the **PROTECTED VEHICLE** as shown in the most current edition of the *Automotive Lease Guide* (ALG) in use on the **FINANCING CONTRACT** effective date or (c) 30% of the **VEHICLE VALUE AT LOAN/LEASE**.

(3) All other **FINANCING CONTRACTs** with non-uniform payment terms shall be amortized on a simple interest basis over the stated **FINANCING CONTRACT** term using the lowest interest rate applicable at any time during the **FINANCING CONTRACT** term and equal monthly payments.

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(4) If the **FINANCING CONTRACT** is designated as a lease on page 1, for the purpose of loss settlement, the lease shall be amortized to the lesser of (a) the residual value stated in the **FINANCING CONTRACT** or (b) the residual value of the **PROTECTED VEHICLE** shown in the most current edition of the *Automotive Lease Guide (ALG)* in use on the **FINANCING CONTRACT** effective date.

C. **MITIGATION OF LOSS:** **YOU** should do all things reasonable and practical to avoid or reduce any loss under this addendum and to protect the **PROTECTED VEHICLE** from any further loss. **YOU** should also take reasonable measures to ensure that the maximum amount of **ACTUAL CASH VALUE AT LOSS** of a **PROTECTED VEHICLE** is paid by the **PRIMARY CARRIER**. Any loss due to **YOUR** failure to protect the vehicle or maximize settlement from the **PRIMARY CARRIER** shall not be recoverable under this addendum.

D. **DECLARATIONS:** By accepting this addendum, **You** acknowledge the agreements and representations in the addendum and agree that this addendum is issued based upon the truth of such representations.

E. **ASSIGNMENT:** This GAP addendum will follow the **FINANCING CONTRACT** with no subrogation rights against the Buyer, if the **FINANCING CONTRACT** is sold or assigned by the **DEALER/SELLER**. This addendum shall not be assigned, ceded or transferred by **YOU**.

LOSS REPORTING AND DOCUMENT REQUIREMENTS

YOU shall report any potential loss to the administrator shown on the front of this addendum within ninety (90) days of settlement with the **PRIMARY CARRIER** or, should there be no **PRIMARY CARRIER**, within ninety (90) days of the **DATE OF LOSS**. For each loss **YOU** must provide the following: 1) a copy of the primary insurance settlement worksheet and check; 2) verification of any other insurance or other recoverables (including sale of salvage) and any other refundable amounts; 3) a copy of this GAP addendum; 4) verification of the primary insurance deductible and the date of loss; 5) a copy of the police report, in the case of an **UNRECOVERED THEFT**; 6) a copy of the **FINANCING CONTRACT**, payment history and calculation of **UNPAID NET BALANCE** amount and; 7) any additional reasonable documentation requested by **US** or our GAP administrator. No amount shall be waived by **US** if the loss is not reported or if the documentation is not provided within the stated time period. All amounts waived shall be applied to the **FINANCING CONTRACT** balance within thirty (30) days after satisfactory presentation and acceptance of all information listed above to **US**. Loss processing will not be made until **YOU** have recovered all amounts from any insurance or other indemnity which is valid and collectible and from any other recoverable or refundable source.

STATE DISCLOSURES

GEORGIA

YOU will have ninety (90) days after early termination of the Installment Sale Contract/Lease or GAP Addendum to notify **US** and request a refund. Neither the extension of credit, the terms of the credit nor the terms of the related sale in the case of a motor vehicle or other good or service are to be conditioned upon the purchase of a debt protection agreement.

ILLINOIS

There is no deductible coverage available for vehicles leased in Illinois.

LOUISIANA

The Administrator for the state of Louisiana is EFG Agency, Inc. P.O. Box 167667, Irving, TX 75016.

The extender of credit hereby agrees, by acceptance of this Addendum as an amendment to the Retail Installment Sales Contract upon assignment, to waive the Customer's liability for the difference between the Unpaid Net Balance (excluding past due amounts, payment extensions, insurance or other charges as described in this Addendum) under the consumers retail installment sales contract and the Actual Cash Value of the Customer's Vehicle as of the date of the Total Loss of the Customer's Vehicle.

If a benefit request is not paid within sixty (60) days after complete proof of loss has been filed with the program administrator listed on the front of this form or the dealership where **YOU** purchased this Addendum, **YOU** may file the benefit request directly with American Security Insurance Company, P.O. Box 20949, St. Petersburg, FL 33742, 1-877-368-0874.

The cancellation fee and processing fee is not applicable.

MICHIGAN

YOUR cost for this Addendum is separately stated from the Financing Contract in compliance with the Truth In Lending Act, 15 USC 1601 to 1667f, and the regulations promulgated under that act, 12 CFR, part 226.

NEBRASKA

This Addendum is not insurance and is not regulated by the Nebraska Department of Insurance. The benefits afforded under this Addendum do not take the place of insurance on the **PROTECTED VEHICLE**.

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NEW HAMPSHIRE

Our performance under this Addendum is insured by an insurance policy issued to Us by American Bankers Insurance Company of Florida, P.O. Box 20949, St. Petersburg, FL 33742, 1-877-368-0874. If a covered loss is not paid within sixty (60) days after proof of loss has been filed, **YOU** may file a claim directly with the insurance company. If **YOU** cancel this Addendum and do not receive a refund from **US** by the forty sixth (46th) day following your request for cancellation, **YOU** may apply for a refund with the insurance company. In the event **YOU** do not receive satisfaction under this Addendum, **YOU** may contact the New Hampshire Insurance Department by telephone at 1-800-852-3416 or by mail at 21 South Fruit Street, Suite 14, Concord, NH 03301.

PENNSYLVANIA

A portion of the charge you pay for your GAP coverage will be retained by the dealer.

TENNESSEE

The cost of GAP addendum is not regulated and **YOU** have the responsibility to determine whether the cost of the GAP addendum is reasonable in relation to the protection afforded by the GAP addendum.

YOU will have ninety (90) days after early termination of the Installment Sale Contract/Lease or GAP Addendum to notify **US** and request a refund. Neither the extension of credit, the terms of the credit nor the terms of the related sale in the case of a motor vehicle or other good or service are to be conditioned upon the purchase of a debt protection agreement.

UTAH

This Addendum is subject to limited regulation by the Utah Commissioner of Insurance. Any complaints regarding this Addendum may be submitted to the Utah Commissioner of Insurance.

VERMONT

WE must assign, sell or transfer, within fifteen (15) business days, the **FINANCING CONTRACT** to a financial institution/lender/assignee as defined in subdivision 11101(32) of VT Title 8 or a credit union or entity licensed under subdivision 2201 (a)(1) or (3) of Title 8 or this addendum is void and **YOU** will receive a full refund of the charges for this addendum.

Neither the extension of credit, the terms of the credit nor the terms of the related sale in the case of a motor vehicle or other good or service are to be conditioned upon the purchase of a debt protection agreement.

WASHINGTON

This Addendum shall be void if any material fact(s) have been intentionally concealed or misrepresented, or in the case of fraud.

This Addendum is not credit insurance, nor does it eliminate **YOUR** obligation to insure the **PROTECTED VEHICLE** as provided by the laws of Washington. Purchasing this Addendum does not eliminate **YOUR** rights and obligations under Washington Vendor's single-interest and collateral protection coverage laws. The administrator of this Addendum **is Enterprise Financial Group, Inc. (EFG) P.O. Box 167667, Irving TX 75016 (888) 693-4202.**

WISCONSIN

This Agreement will also terminate upon payment in full of the Installment Sale/Lease Agreement or expiration of any redemption period following the repossession or surrender of the vehicle. To cancel this Agreement, contact the Administrator at **Enterprise Financial Group, Inc. (EFG) P.O. Box 167667, Irving TX 75016 (888) 693-4202**. Customer will not be charged for the cost of any appraisal requested by Administrator. This Agreement will be deemed fully earned only when a GAP benefit has been or will be paid to Customer.

This Addendum is entered into by and between **YOU** (the vehicle purchaser) and the Dealer/Finance Company, or if assigned, with the assignee. If **YOUR** finance agreement is terminated prior to the scheduled termination date, then **YOU** will receive a prorated refund of the Addendum purchase price. If the cancellation request is within the first 60 days of the Addendum, **YOU** will also receive a refund of the applicable finance charge. In the event that **YOU** make any request for benefits hereunder and if a GAP benefit has been or will be paid, then the Addendum purchase price is fully earned and no refund will be made. In the event of early termination of the addendum after the 60th day, provided no loss under this addendum has occurred, any refund will be calculated on the basis of a Pro Rata refund method and will not be subject to the minimum earned fee of $25.

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DAVE [redacted] TOBY JM & A JOHN MAY

EXCLUSIONS: This Addendum excludes the following:

1. Vehicles used at any time for police or emergency service, principally off-road use, snow removal, carriage of passengers for hire, rental purposes, road repair, hauling activities, or vehicles with a manufacturer's Gross Vehicle Weight Rating (GVWR) over 14,000 pounds;
2. Any loss of personal property not a part of Your Vehicle at the Inception Date of Your Finance Contract;
3. Total Loss occurring prior to the Inception Date of this Addendum;
4. Total Loss occurring after Your Vehicle has been repossessed or placed in the possession of a Financial Institution or its employees/agents;
5. Vehicles with a salvage or rebuilt title at the time of sale or for which title has been changed or reissued as salvage or rebuilt prior to the Date of Loss;
6. Total Loss by theft where a police report is not provided;
7. Total Loss occurring outside the United States or Canada;
8. Deductions or assessments by the automobile insurance company, including but not limited to prior damage not related to the Total Loss, condition adjustments, excess towing and storage fees, aftermarket products/accessories, reconditioning fees and/or percentage of liability/apportionment of fault/contributory negligence charges and/or assessments; such deductions or assessments will be deducted from the amount waived;
9. Total Loss arising out of racing, speed contest, confiscation, an act of terrorism or act of war, declared or undeclared, fraud, gradual wear and tear, repairs, mechanical breakdowns, an intentional act by You or Total Losses occurring in connection with an incident in which You drove the Vehicle while impaired and/or under the influence of alcohol or any controlled substance, or as otherwise cited by law enforcement;
10. Total Loss where the automobile insurance company denies Your claim;
11. Total Loss where You choose to accept a substitute Vehicle and continue Your Finance Contract payments;
12. Finance Contracts: a) with a term greater than eighty-four (84) months; b) based on unequal periodic payments or payments made less frequently than monthly; c) with payments scheduled to start more than ninety (90) days from Inception Date; and/or d) where Your Vehicle has an MSRP for new vehicles or NADA for used vehicles of greater than $100,000. If any of the conditions in this paragraph exist, the Finance Contract will be amortized and the Amount Owed will be calculated based upon the maximum allowable conditions; and
13. Any refund made or due for service contracts, pre-paid maintenance plans, credit insurance or similar items; such refund shall be deducted from the amount waived.

TIMELY, WRITTEN NOTICE OF CLAIM REQUIRED: Please note: The following paragraph does not apply to a claim for a waiver under this Addendum. Please see: **NOTIFICATION OF A TOTAL LOSS** for a waiver claim. Prior to bringing or participating in an arbitration (or lawsuit, to the extent the Arbitration clause herein is inapplicable for any reason) asserting any claim in law or equity relating to this Addendum or its subject matter (collectively "Legal Claims"), You must provide written notice of Your Legal Claim to the TLP Administrator within one (1) year from the day on which You learned, or with reasonable diligence should have learned, of the basis of Your Legal Claim. Such written notice **must** identify by name and Addendum number the specific Addendum to which Your Legal Claim relates. **The provision of such timely, written notice is a condition precedent to bringing any Legal Claim relating to this Addendum or its subject matter.** If You fail to timely provide such written notice of any Legal Claim, You shall have waived such Legal Claim in all respects. If You do provide the timely, written notice required hereunder, the TLP Administrator shall have ninety (90) calendar days following its actual receipt of such notice to cure the circumstance(s) giving rise to Your Legal Claim. You agree that a full refund of Your TLP Purchase Price shall constitute a full and complete cure of any such circumstances and shall extinguish all Legal Claims You may have relating to this Addendum or its subject matter. Each requirement set forth in this paragraph requires strict (not substantial) compliance and survives the Termination/Cancellation of this Addendum. Your obligations under this paragraph shall in no way be diminished or modified by the Arbitrator's obligation to apply statutes of limitation applicable at law in the event an arbitration is filed.

SEVERABILITY: If any of the terms, phrases, provisions or agreements contained in this Addendum shall for any reason be held invalid or unenforceable, then such term(s), phrase(s), provision(s) and/or agreement(s) shall be severable from the remaining terms, phrases, provisions and agreements contained in this Addendum and shall in no way affect the validity or enforceability of the other terms, phrases, provisions and agreements set forth herein.

ARBITRATION: You agree that any and all claims or disputes of any kind whatsoever arising from or relating to this Addendum or the relationships resulting from this Addendum, whether in contract, tort, pursuant to statute, regulation, or ordinance, or in equity or otherwise ("Claims"), shall, upon delivery of a written notice demanding arbitration to the other party or parties, be resolved by binding arbitration on an individual (not class) basis only. This includes, without limitation, Claims by You against the TLP Administrator or its parents, affiliates, employees, officers, successors, or assigns, or against the TLP Administrator's parents or affiliates employees, officers, successors, or assigns. **THIS AGREEMENT TO ARBITRATE ON AN INDIVIDUAL BASIS ONLY IS FULLY BINDING IN THE EVENT THAT A CLASS ACTION OR SIMILAR LAWSUIT OR CLASS ARBITRATION IS FILED IN WHICH YOU OTHERWISE WOULD BE ELIGIBLE TO PARTICIPATE IN ANY CAPACITY, INCLUDING BUT NOT LIMITED TO AS A MEMBER, CLASS REPRESENTATIVE, OR PRIVATE ATTORNEY GENERAL. THE PARTIES AGREE THAT THERE SHALL BE NO CLASS OR CONSOLIDATED ARBITRATION OF ANY CLAIM, AND EXPRESSLY WAIVE ANY RIGHT TO ARBITRATE OR LITIGATE IN A CLASS PROCEEDING.**

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[redacted]

This TLP Addendum ("Addendum") is between the Purchaser/Lessee ("You", "Your") and the Dealer (creditor at time of sale). Following assignment of the Finance Contract, this Addendum is between You and the assignee Financial Institution (creditor following assignment) or other person or entity accepting assignment ("Financial Institution"). "We", "Us" and "Our" refers to the Dealer or Financial Institution, as applicable.

This Addendum amends Your Finance Contract. Dealer or Financial Institution, as applicable, agrees to waive the difference between the Amount Owed on Your Finance Contract and the Actual Cash Value of Your Vehicle as of the Date of Loss, subject to the terms and conditions of this Addendum. You will remain responsible for any amount not waived per the terms below, including any amount overfinanced and any fees and interest charges associated with any such remaining amount.

The maximum amount waived under this Addendum is the lesser of $50,000 or the amount actually owed on Your Finance Contract as of the Date of Loss.

DEFINITIONS:

Amount Owed: The lesser of (1) the Contractual Payoff as of the Date of Loss, or (2) the Actual Payoff as of the Date of Loss.

Actual Cash Value:

Actual Cash Value means the Total Loss Settlement(s) available to you from all available insurance carriers including:

1. the value of salvage retained by You, if any; and
2. any tax paid or payable plus the amount of Your insurance company deductible over $1,000, if charged. This means that the amount of Your insurance company deductible over $1,000 will be included in the calculation of the amount waived resulting in a smaller amount waived. You will remain responsible for any amount of Your insurance company deductible in excess of $1,000.

   If physical damage coverage is not maintained for the full value of Your Vehicle and/or You are not entitled to full coverage, NADA will be used to determine Actual Cash Value.

   If the Automobile Insurance Loss Valuation is less than 90% of NADA of Your Vehicle as of the Date of Loss, the difference between the Automobile Insurance Loss Valuation and 90% of the NADA will be added to the Actual Cash Value. This may result in a smaller amount waived.

Actual Payoff: The outstanding balance on Your Finance Contract as of the Date of Loss, as provided by the Financial Institution.

Automobile Insurance Loss Valuation: The valuation of Your Vehicle made by the automobile insurance company as of the Date of Loss, before any reductions for prior damage or condition adjustments that were used to calculate the Total Loss Settlement.

Contractual Payoff: The outstanding balance that would have been owed on Your Finance Contract as of the Date of Loss had all payments been made according to the original payment schedule of Your Finance Contract. The Contractual Payoff does not include:

- Missed payments, payment extensions, deferred payments, accrued interest, late fees or other fees assessed on Your Finance Contract;
- Disposition fees, penalty fees, early termination fees or any other fees charged in connection with the termination of Your Finance Contract;
- Any finance or other charges incurred;
- Items added to Your Finance Contract balance after Inception Date.

These amounts will not be included in the Contractual Payoff, resulting in a smaller amount waived.

Date of Loss: The date on which Your Vehicle is reported stolen or incurs physical damage that is severe enough to constitute a Total Loss.

Factor: A field used by the Administrator for internal purposes only, if applicable.

Finance Contract: The Retail Instalment Sales Contract or Lease Agreement between You and the Dealer entered into on the Inception Date of sale/lease of the vehicle.

NADA: The National Automobile Dealers Association official Used Car Guide retail value, or at the sole discretion of the TLP Administrator, another market retail valuation method when NADA vehicle valuation is unavailable, not widely recognized or not commonly used in the geographic area.

Overfinancing: Any amount financed in excess of 150% of: (1) Manufacturer's Suggested Retail Price (MSRP) for new vehicles; or (2) NADA for used vehicles at the Inception Date of Your Finance Contract. This means that the full amount financed in excess of 150% at the inception date of Your Finance Contract will be deducted from the amount waived.

Total Loss: The unrecovered theft of, or accidental damage to, Your Vehicle which meets one of the following:

- Your Vehicle is declared a Total Loss by the automobile insurance company;
- No insurance exists and a vehicle inspection service selected by the TLP Administrator determines that the total cost to repair Your Vehicle is greater than or equal to its Actual Cash Value as determined using NADA as of the date Your Vehicle was damaged;
- Your Vehicle was stolen and not recovered after a minimum period of 30 days from the date of the police report.

You expressly authorize a vehicle inspection service selected by the TLP Administrator to inspect Your Vehicle to determine whether there has been a Total Loss.

Nov 05 18. 02:43p p.12

Attn: Ryan
Re: Ronni Rivera
Case 125496(21)

Regal Lakeland
regallakeland.com

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

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

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

We Service All Makes & Models
CELL: [redacted]

CUSTOMER NO. [redacted]	JASON SMOUSE	382	TAG NO. 2799	INV. DATE 06/30/16	[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 72,203	MAKE SPARKLING S	
LAKELAND, FL [redacted]	16/KIA/SORENTO/LX FWD AUTO			DELIVERY DATE 09/17/15	DELIVERY MILES
[redacted]	VEHICLE I.D. NO. 5XYPG4A326G [redacted]			SELLING DEALER NO.	PRODUCTION DATE
[redacted]	F.T.E. NO.	P.O. NO.		R.O. DATE 06/30/16	
[redacted]	EMAIL				MO: 72203

JOB# 1 CHARGES

LABOR

J# 1 00K1ZMB MOUNT AND BALANCE TECH(S):136 19.99
MOUNT AND BALANCE 1 TIRE
LEFT REAR
TIRE
COMPLETED

PARTS QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
1	UKH17-23565	CRUGEN KL33 BW	126.00	126.00
			TOTAL - PARTS	126.00

G.O.G. & SUPPLIES

1.0 TIRE DISPOSAL @ 3.000 /UNIT 3.00
TOTAL - GOG 3.00

JOB# 1 TOTALS

LABOR	19.99
PARTS	126.00
G.O.G.	3.00

JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 148.99

JOB# 2 CHARGES

LABOR

J# 2 92K12KCP2 MPI KCP2 TECH(S):136
PERFORM KIA MULTI-POINT INSPECTION KCP2
COMPLETE
COMPLETE

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL

JOB# 3 CHARGES

LABOR

J# 3 01K122 CAR WASH TECH(S):136
FREE CAR WASH WITH VACCUMM
COMPLETED SERVICE

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX K1CS JOB# 3 TOTAL

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $200.00 (+TAX)

6-16
to
9-16
8,995

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

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

PARTS GUARANTEE
All parts are new or remanufactured unless otherwise indicated.
*U/Used R/Rebuilt RC/Reconditioned NC/No Chg/Warranty RD Reduced/Warranty

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

The Reynolds and Reynolds Company (Reynolds) CCR0289(M) Q (09/17)

[redacted] 76616 Q (05/14)

[redacted]

Regal LAKELAND

regallakeland.com

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

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

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

We Service All Makes & Models

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR JASON SMOUSE 382	TAG NO. 2799	INVOICE DATE 06/30/16
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 72,203
LAKELAND, FL [redacted]	YEAR/MAKE/MODEL 16/KIA/SORENTO/LX FWD AUTO		DELIVERY DATE 09/17/15
[redacted]	VEHICLE I.D. NO. 5XYPG4A32GG[redacted]		SELLING DEALER NO.
[redacted]	R.T.E. NO.	P.O. NO.	R.O. DATE 06/30/16
[redacted]	EMAIL		MO: 72203

TOTALS

The manufacturer warranty is 12 months or 12,000 miles which ever occurs first. Aftermarket or used parts are warrantied for 90 days. (Parts Only)
I have the option of test driving my vehicle before signing this invoice.
This invoice explains the charges for the work that has been performed. If you have any questions or concerns please have our cashier call our Service Manager.

Shop Supplies: "Charges represent cost and profit to the motor vehicle repair facility for miscellaneous shop supplies or waste oil disposial."

Thank you for allowing us to serve you.

TOTAL LABOR....	19.99
TOTAL PARTS....	126.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	3.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	10.43
TOTAL INVOICE $	**159.42**

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

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

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

PARTS GUARANTEE
All parts are new or remanufactured unless otherwise indicated.
*U/Used R/Rebuilt RC/Reconditioned NC/No Chg/Warranty RD Reduced/Warranty

SERVICE & PARTS DEPT. HOURS
MON. - FRI.
7:00 AM TO 6:00 PM
SAT.
7:30 AM TO 5:00 PM

BODY SHOP DEPT. HOURS
MON. - FRI.
7:00 AM TO 5:30 PM

Regal Kia
1025 Bartow Road
Lakeland, FL 33801

ACTIVE DELIVERY SIGN OFF

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

Date ____

ADVISOR SIGNATURE ____

The Reynolds and Reynolds Company ERA-IGNITE CO6280/4 Q (09/17)

[redacted]G76616 Q (05/14)

[redacted]

Regal Lakeland

regallakeland.com

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

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

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

We Service All Makes & Models

CELL: [redacted]

CUSTOMER NO. [redacted]	OWNER GLEN RUSIN 502	TAG NO. 1697	INVOICE DATE 08/02/16	[redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 77,373	COLOR SPARKLING S	[redacted]
LAKELAND, FL [redacted]	YEAR/MAKE/MODEL 16/KIA/SORENTO/LX FWD AUTO		DELIVERY DATE 09/17/15	DELIVERY MILES	
[redacted]	VEHICLE I.D.NO. 5XYPG4A32GG[redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 08/02/16		
DESCRIPTION [redacted]	[redacted]	EMAIL		MO: 77373	

JOB# 1 CHARGES----------

LABOR----------

J# 1 00K1KCP1 OIL & FILTER KCP1 TECH(S):230 16.00

CHANGE ENGINE OIL AND FILTER,PERFORM COURTESY VEHICLE INSPECTION,TOP OFF ALL FLUIDS,SET TIRE PRESSURE,AND WASH & VAC VEHICLE.
PERFORM OIL AND FILTER CHANGE
COMPLETED

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		PK503	OIL CHANGE	18.95	18.95
	5		5W20	5W20 OIL	****	****
	1		21513-23001	GASKET-OIL PLUG	****	****
	1		26300-35504	FILTER ASSY-ENG	****	****
					TOTAL - PARTS	18.95

MISC	CODE	DESCRIPTION	CONTROL NO	
	20KIK	KIA COUPON (KIA)		-11.00
			TOTAL - MISC	-11.00

JOB# 1 TOTALS----------

LABOR	16.00
PARTS	18.95
MISC	-11.00
JOB# 1 JOURNAL PREFIX K1QS JOB# 1 TOTAL	23.95

JOB# 2 CHARGES----------

LABOR----------

J# 2 92K1ZNA WALK AROUND INSPECT TECH(S):230 INTERNAL

PERFORMED WALK AROUND INSPECTION WITH CUSTOMER AND THE FOLLOWING ITEMS ARE NOTED
ITEMS NOTED BELOW:
THANK YOU FOR YOUR BUSINESS

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL	0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	61DK	SHOP SUPPLIES (KIA)		3.50
			TOTAL - MISC	3.50

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $35.00 (+TAX)

Our Business is Your Business.

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

ALL INSURANCE REPAIRS

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

PARTS GUARANTEE

All parts are new or remanufactured unless otherwise indicated.

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

SERVICE & PARTS DEPT. HOURS

MON. - FRI.
7:00 AM TO 6:00 PM
SAT.
7:30 AM TO 5:00 PM

BODY SHOP DEPT. HOURS

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

Regal Kia
1025 Bartow Road
Lakeland, FL 33801

ACTIVE DELIVERY SIGN OFF

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

Date _____

ADVISOR SIGNATURE _____

This Repair and Service Contract, DC626974 Q (09/17)

[redacted] 576816 Q (05/14)

[redacted]

Regal LAKELAND

regallakeland.com

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

GMC HONDA ACURA
2615 Lakeland Hil's Blvd.•Lakeland, FL 33805
Ph (863) 687-8000
State of Florida MV# 16217

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

We Service All Makes & Models

CELL: [redacted]

CUSTOMER NO. [redacted]

[redacted]

LAKELAND, FL [redacted]

[redacted]

RF [redacted]

OWNER: GLEN RUSIN 502	AG NO. 1697	INVOICE DATE: 08/02/16	INVOICE NO. [redacted]
LABOR RATE	LICENSE NO.	MILEAGE: 77,373	COLOR: SPARKLING S
YEAR / MAKE / MODEL: 16/KIA/SORENTO/LX FWD AUTO		DELIVERY DATE: 09/17/15	DELIVERY MILES
VEHICLE I.D. NO.: 5 X Y P G 4 A 3 2 G G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
R.T.E. NO.	P.O. NO.	R.O. DATE: 08/02/16	
EMAIL			MO: 77373

TOTALS

The manufacturer warranty is 12 months or 12,000 miles which ever occurs first. Aftermarket or used parts are warrantied for 90 days. (Parts Only)
I have the option of test driving my vehicle before signing this invoice.
This invoice explains the charges for the work that has been performed. If you have any questions or concerns please have our cashier call our Service Manager.

Shop Supplies: "Charges represent cost and profit to the motor vehicle repair facility for miscellaneous shop supplies or waste oil disposial."

Thank you for allowing us to serve you.

TOTAL LABOR....	16.00
TOTAL PARTS....	18.95
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	3.50
TOTAL MISC DISC	-11.00
TOTAL TAX.....	1.92
TOTAL INVOICE $	**29.37**

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

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

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

PARTS GUARANTEE
All parts are new or remanufactured unless otherwise indicated.

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

SERVICE & PARTS DEPT. HOURS
MON. - FRI.
7:00 AM TO 6:00 PM
SAT.
7:30 AM TO 5:00 PM

BODY SHOP DEPT. HOURS
MON. - FRI.
7:00 AM TO 5:30 PM

Regal Kia
1025 Bartow Road
Lakeland, FL 33801

ACTIVE DELIVERY SIGN OFF

My Service Advisor has explained all repairs that were Comp'eted on my vehicle including my charges.

Date _____

ADVISOR SIGNATURE _____

This Receipt is the Property of Regal Kia CC0288724 Q (09/17)

[redacted] 76816 Q (05/14)

[redacted]

Regal LAKELAND

regallakeland.com

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

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

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

We Service All Makes & Models

CELL: [redacted]

CUSTOMER NO: [redacted]	ADVISOR: GLEN RUSIN 502	TAG NO: 1305	INVOICE DATE: 08/24/16 [redacted]
[redacted]	LABOR RATE:	LICENSE NO:	MILEAGE: 82,717	COLOR: SPARKLING S [redacted]
LAKELAND, FL [redacted]	YEAR/MAKE/MODEL: 16/KIA/SORENTO/LX FWD AUTO		DELIVERY DATE: 09/17/15	DELIVERY MILES:
[redacted]	VEHICLE ID NO: 5 X Y P G 4 A 3 2 G G [redacted]		SELLING DEALER NO:	PRODUCTION DATE:
	R.O. NO:	P.O. NO:	R.O. DATE: 08/24/16	
RESIDENCE PHONE: [redacted]	BUSINESS PHONE: [redacted]	EMAIL:		MO: 82717

JOB# 1 CHARGES

LABOR

J# 1 00K1ZPATCH TIRE REPAIR TECH(S):476 24.95

CUSTOMER STATES LEFT TIRE HAS A NAIL IN IT
DISMOUNT TIRE,INSTALL TIRE PATCH,AND REMOUNT AND BALANCE
TIRE
REPAIRED LEFT FRONT TIRE

JOB# 1 TOTALS

LABOR 24.95

JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 24.95

JOB# 2 CHARGES

LABOR

J# 2 01K1Z2 CAR WASH TECH(S):476 INTERNAL

FREE CAR WASH WITH VACCUMM
COMPLETED SERVICE

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 92K1ZNA WALK AROUND INSPECT TECH(S):476 INTERNAL

PERFORMED WALK ARCUND INSPECTION WITH CUSTOMER AND THE
FOLLOWING ITEMS ARE NOTED
ITEMS NOTED BELOW:
THANK YOU FOR YOUR BUSINESS

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX K1CS JOB# 3 TOTAL 0.00

MISC------CODE--------DESCRIPTION----------CONTROL NO---------

JOB # A 61DK SHOP SUPPLIES (KIA) 2.50

TOTAL - MISC 2.50

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $30.00 (+TAX)

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

ALL INSURANCE REPAIRS

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

PARTS GUARANTEE

All parts are new or remanufactured unless otherwise indicated.

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

SERVICE & PARTS DEPT. HOURS
MON. - FRI.
7:00 AM TO 6:00 PM
SAT.
7:30 AM TO 5:00 PM

BODY SHOP DEPT. HOURS
MON. - FRI.
7:00 AM TO 5:30 PM

Regal Kia
1025 Bartow Road
Lakeland, FL 33801

ACTIVE DELIVERY SIGN OFF

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

Date _____

ADVISOR SIGNATURE _____

The Knowledge and Responsible Choice for Effective CC8626976 Q (09/17)

[redacted] 676616 Q (05/14)

[redacted]

Regal LAKELAND

regallakeland.com

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

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

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

We Service All Makes & Models

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR GLEN RUSIN 502	TAG NO. 1305	INVOICE DATE 08/24/16	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 82,717	COLOR SPARKLING S	STOCK NO. [redacted]
LAKELAND, FL [redacted]	YEAR/MAKE/MODEL 16/KIA/SORENTO/LX FWD AUTO		DELIVERY DATE 09/17/15	DELIVERY MILES	
[redacted]	VEHICLE ID NO. 5XYPG4A32GG[redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	R.T.E. NO.	P.O. NO.	R.O. DATE 08/24/16		
[redacted] [redacted]	E-MAIL			MO: 82717	

TOTALS

The manufacturer warranty is 12 months or 12,000 miles which ever occurs first. Aftermarket or used parts are warrantied for 90 days. (Parts Only)
I have the option of test driving my vehicle before signing this invoice.
This invoice explains the charges for the work that has been performed. If you have any questions or concerns please have our cashier call our Service Manager.

Shop Supplies: "Charges represent cost and profit to the motor vehicle repair facility for miscellaneous shop supplies or waste oil disposial."

Thank you for allowing us to serve you.

TOTAL LABOR....	24.95
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	2.50
TOTAL MISC DISC	0.00
TOTAL TAX.....	1.92
TOTAL INVOICE $	**29.37**

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

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

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

PARTS GUARANTEE
All parts are new or remanufactured unless otherwise indicated.
*U/Used R/Rebuilt RC/Reconditioned NC/No Chg/Warranty RD Reduced/Warranty

SERVICE & PARTS DEPT. HOURS
MON. - FRI.
7:00 AM TO 6:00 PM
SAT.
7:30 AM TO 5:00 PM

BODY SHOP DEPT. HOURS
MON. - FRI.
7:00 AM TO 5:30 PM

Regal Kia
1025 Bartow Road
Lakeland, FL 33801

ACTIVE DELIVERY SIGN OFF

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

Date _____

ADVISOR SIGNATURE _____

The Reynolds and Reynolds Company FORM NO. CO626974 O (09/11)

[redacted] 676616 Q (05/14)

Regal LAKELAND
regallakeland.com

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

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

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

We Service All Makes & Models

[redacted]

CUSTOMER NO. [redacted] | SALES GLEN RUSIN 502 | TAG NO. 1148 | INVOICE 09/06/16 | CELL: [redacted]

[redacted]
LAKELAND, FL [redacted]

LABOR RATE | LICENSE NO. | MILEAGE 86,662 | COLOR SPARKLING S [redacted]
YEAR/MAKE/MODEL 16/KIA/SORENTO/LX FWD AUTO | DELIVERY DATE 09/17/15 | DELIVERY MILES
VEHICLE ID NO. 5XYPG4A32G[redacted] | SELLING DEALER NO. | PRODUCTION DATE
R.O. NO. | P.O. NO. | R.O. DATE 09/06/16
[redacted] | [redacted] | EMAIL | MO: 86662

JOB# 1 CHARGES----------

LABOR----------

J# 1 00K1KCP1 OIL & FILTER KCP1 TECH(S):136 16.00
CHANGE ENGINE OIL AND FILTER,PERFORM COURTESY VEHICLE
INSPECTION,TOP OFF ALL FLUIDS,SET TIRE PRESSURE,AND
WASH & VAC VEHICLE.
PERFORM OIL AND FILTER CHANGE
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	PK503	OIL CHANGE	18.95	18.95
	5	5W20	5W20 OIL	****	****
	1	21513-23001	GASKET-OIL PLUG	****	****
	1	26300-35504	FILTER ASSY-ENG	****	****
			TOTAL - PARTS		18.95

MISC	CODE	DESCRIPTION	CONTROL NO	
	20KIK	KIA COUPON (KIA)		-7.00
		TOTAL - MISC		-7.00

JOB# 1 TOTALS----------

LABOR	16.00
PARTS	18.95
MISC	-7.00

JOB# 1 JOURNAL PREFIX K1QS JOB# 1 TOTAL 27.95

JOB# 2 CHARGES----------

LABOR----------

J# 2 00K1Z003 TIRE ROTATION TECH(S):136 19.99
PERFORM 4 WHEEL TIRE ROTATION
INSPECT TIRES FOR WEAR
COMPLETED

MISC	CODE	DESCRIPTION	CONTROL NO	
	20KIK	KIA COUPON (KIA)		-5.00
		TOTAL - MISC		-5.00

JOB# 2 TOTALS----------

LABOR	19.99
MISC	-5.00

JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL 14.99

JOB# 3 CHARGES----------

LABOR----------

J# 3 01K1ZZ CAR WASH TECH(S):136 INTERNAL
FREE CAR WASH WITH VACCUMM
COMPLETED SERVICE

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX K1CS JOB# 3 TOTAL 0.00

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

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

PARTS GUARANTEE
All parts are new or remanufactured unless otherwise indicated.
*J/Used R/Rebuilt RC/Reconditioned NC/No Chg/Warranty RD Reduced/Warranty

SERVICE & PARTS DEPT. HOURS
MON. - FRI.
7:00 AM TO 6:00 PM
SAT.
7:30 AM TO 5:00 PM

BODY SHOP DEPT. HOURS
MON. - FRI.
7:00 AM TO 5:30 PM

Regal Kia
1025 Bartow Road
Lakeland, FL 33801

ACTIVE DELIVERY SIGN OFF
My Service Advisor has explained all repairs that were Completed on my vehicle including my charges.
Date _____
ADVISOR SIGNATURE _____

The Reynolds and Reynolds Company [redacted] CC6256M Q (03/17)

[redacted] 676616 Q (05/14)

Regal LAKELAND
regallakeland.com

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

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

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

We Service All Makes & Models

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR GLEN RUSIN 502	TAG NO. 1148	INVOICE DATE 09/06/16	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 86,662	COLOR SPARKLING S	[redacted]
LAKELAND, FL [redacted]	YEAR/MAKE/MODEL 16/KIA/SORENTO/LX FWD AUTO		DELIVERY DATE 09/17/15	DELIVERY MILES	
[redacted]	VEHICLE ID NO. 5XYPG4A32GG[redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F & E NO.	P.O. NO.	R.O. DATE 09/06/16		
PH [redacted] [redacted]	EMAIL			MO: 86662	

JOB# 4 CHARGES----------

LABOR----------

J# 4 92K1ZZ COURTESY INSPECTION TECH(S):136 INTERNAL

CUSTOMER REQUESTS COURTESY INSPECTION
THIS IS A VISUAL INSPECTION ONLY AND IS FREE OF CHARGE
CHECK FOR OPEN RECALLS ON VEHICLE
COMPLETED

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX K1CS JOB# 4 TOTAL 0.00

MISC------CODE--------DESCRIPTION----------CONTROL NO---------

JOB # A 61DK SHOP SUPPLIES (KIA) 3.50

TOTAL - MISC 3.50

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $49.00 (+TAX)

COMMENTS----------

20% DISCOUNT CARD

TOTALS----------

The manufacturer warranty is 12 months or 12,000 miles which ever occurs first. Aftermarket or used parts are warrantied for 90 days. (Parts Only)
I have the option of test driving my vehicle before signing this invoice.
This invoice explains the charges for the work that has been performed. If you have any questions or concerns please have our cashier call our Service Manager.

Shop Supplies: "Charges represent cost and profit to the motor vehicle repair facility for miscellaneous shop supplies or waste oil disposial."

Thank you for allowing us to serve you.

TOTAL LABOR....	35.99
TOTAL PARTS....	18.95
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	3.50
TOTAL MISC DISC	-12.00
TOTAL TAX.....	3.25
TOTAL INVOICE $	**49.69**

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

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

ALL INSURANCE REPAIRS

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

PARTS GUARANTEE

All parts are new or remanufactured unless otherwise indicated.

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

SERVICE & PARTS DEPT. HOURS
MON. - FRI.
7:00 AM TO 6:00 PM
SAT.
7:30 AM TO 5:00 PM

BODY SHOP DEPT. HOURS
MON. - FRI.
7:00 AM TO 5:30 PM

Regal Kia
1025 Bartow Road
Lakeland, FL 33801

ACTIVE DELIVERY SIGN OFF

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

Date _____

ADVISOR SIGNATURE _____

The Reynolds and Reynolds Company ERS/TRUE CC0289M Q (09/17)

[redacted] 76616 Q (05/14)

Attn: Ryan
Re: Ronni Rivera
Case: [redacted]

[redacted]

Regal LAKELAND
regallakeland.com

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

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

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

We Service All Makes & Models

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR JASON SMOUSE 382	TAG NO. 2143	INVOICE DATE 11/21/16	[redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 97,126	COLOR SPARKLING S	[redacted]
LAKELAND, FL [redacted]	YEAR/MAKE/MODEL 16/KIA/SORENTO/LX FWD AUTO		DELIVERY DATE 09/17/15	DELIVERY MILES	
[redacted]	VEHICLE I.D. NO. 5 X Y P G 4 A 3 2 G G [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/21/16	REPRINT# 1	
PH [redacted]	EMAIL			MO: 97126	

JOB# 1 CHARGES

LABOR

J# 1 00K1KCP1 OIL & FILTER KCP1 TECH(S):350 16.00

CHANGE ENGINE OIL AND FILTER,PERFORM COURTESY VEHICLE INSPECTION,TOP OFF ALL FLUIDS,SET TIRE PRESSURE,AND WASH & VAC VEHICLE.
PERFORM OIL AND FILTER CHANGE
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	PK503	OIL CHANGE	18.95	18.95
	5	5W20	5W20 OIL	****	****
	1	21513-23001	GASKET-OIL PLUG	****	****
	1	26300-35504	FILTER ASSY-ENG	****	****
			TOTAL - PARTS		18.95

JOB# 1 TOTALS

LABOR	16.00
PARTS	18.95
JOB# 1 JOURNAL PREFIX K1QS JOB# 1 TOTAL	34.95

JOB# 2 CHARGES

LABOR

J# 2 00K1Z003 TIRE ROTATION TECH(S):350

PERFORM 4 WHEEL TIRE ROTATION
INSPECT TIRES FOR WEAR
COMPLETED

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL

JOB# 3 CHARGES

LABOR

J# 3 92K12KCP2 MPI KCP2 TECH(S):350

PERFORM KIA MULTI-POINT INSPECTION KCP2
COMPLETE
COMPLETE

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX K1CS JOB# 3 TOTAL

JOB# 4 CHARGES

LABOR

J# 4 88K1Z MISC. TECH(S):350

Added Operation (ASHLEYC @ 11/21/2016 14:00)
TECHNICIAN FOUND DURRING MPI INSPECTION THAT BATTERY FAILED
LOAD TEST
BATTERY AT 706 COLD CRANK AMPS (REPLACEMENT RECOMENDED)
BATTERY REPLACED CODES KUWHJG EU55KM

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

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

PARTS GUARANTEE
All parts are new or remanufactured unless otherwise indicated.
*J/Used R/Rebuilt RC/Reconditioned

ACTIVE DELIVERY SIGN OFF
My Service Advisor has explained all repairs that were Completed on my vehicle including my charges.
Date _____
ADVISOR SIGNATURE _____

The Reynolds and Reynolds Company (ERA-IGNITE) CC6238974 Q (09/17)

[redacted] 76616 Q (05/14)

Regal LAKELAND
regallakeland.com

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

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

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

We Service All Makes & Models

CELL: [redacted]

CUSTOMER NO. [redacted]
[redacted]
LAKELAND, FL [redacted]
[redacted]
RE [redacted]

ADVISOR: JASON SMOUSE 382 TAG NO. 2143
LABOR RATE | LICENSE NO | MILEAGE 97,126
YEAR/MAKE/MODEL: 16/KIA/SORENTO/LX FWD AUTO
VEHICLE I.D. NO: 5 X Y P G 4 A 3 2 G G [redacted]
R.T.S. NO. | P.O. NO.
EMAIL [redacted]

INVOICE DATE: 11/21/16
COLOR: SPARKLING S [redacted]
DELIVERY DATE: 09/17/15
SELLING DEALER NO
R.O. DATE: 11/21/16
DELIVERY MILES
PRODUCTION DATE
REPRINT# 1
MO: 97126

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1		37110-H7A00U	2016 SORENTO AG		
				TOTAL - PARTS		0.00

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX K1CS JOB# 4 TOTAL 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	61DK	SHOP SUPPLIES (KIA)		3.50
			TOTAL - MISC	3.50

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $42.00 (+TAX)
TOTALS

The manufacturer warranty is 12 months or 12,000 miles which ever occurs first. Aftermarket or used parts are warrantied for 90 days. (Parts Only)
I have the option of test driving my vehicle before signing this invoice.
This invoice explains the charges for the work that has been performed. If you have any questions or concerns please have our cashier call our Service Manager.

TOTAL LABOR....	16.00
TOTAL PARTS....	18.95
TOTAL SUBLET...	0.00
TOTAL C.O.G....	0.00
TOTAL MISC CHG.	3.50
TOTAL MISC DISC	0.00
TOTAL TAX.....	2.69
TOTAL INVOICE $	**41.14**

Shop Supplies: "Charges represent cost and profit to the motor vehicle repair facility for miscellaneous shop supplies or waste oil disposial."

Thank you for allowing us to serve you.

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

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

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

PARTS GUARANTEE
All parts are new or remanufactured unless otherwise indicated.
*U/Used R/Rebuilt RC/Reconditioned NC/No Chg/Warranty RD Reduced/Warranty

SERVICE & PARTS DEPT. HOURS
MON. - FRI.
7:00 AM TO 6:00 PM
SAT.
7:30 AM TO 5:00 PM

BODY SHOP DEPT. HOURS
MON. - FRI.
7:00 AM TO 5:30 PM

Regal Kia
1025 Bartow Road
Lakeland, FL 33801

ACTIVE DELIVERY SIGN OFF
My Service Advisor has explained all repairs that were Completed on my vehicle including my charges.
Date _____
ADVISOR SIGNATURE _____

The Reynolds and Reynolds Company ERA-IGNITE CC828974 O (09/17)

[redacted] 76616 Q (05/14)

[redacted]

Regal LAKELAND

regallakeland.com

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

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

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

We Service All Makes & Models

CELL: [redacted]

CUSTOMER NO: [redacted]

[redacted]

LAKELAND, FL [redacted]

[redacted]

[redacted]

ADVISOR: ASHLEY CRAIG 1163	TAG NO. 1791	INVOICE DATE: 01/07/17	[redacted]		
LABOR RATE	LICENSE NO.	MILEAGE: 106,891	COLOR: SPARKLING S	STOCK NO: [redacted]	
YEAR/MAKE/MODEL: 16/KIA/SORENTO/LX FWD AUTO		DELIVERY DATE: 09/17/15	DELIVERY MILES		
VEHICLE VIN: 5 X Y P G 4 A 3 2 G G [redacted]		SELLING DEALER NO:	PRODUCTION DATE		
T.T.E. NO.	P.O. NO.	R.O. DATE: 01/07/17			
[redacted]	EMAIL				

RO: 106892

JOB# 1 CHARGES----------

LABOR----------

J# 1 00K1KCP1 OIL & FILTER KCP1 TECH(S):1210 16.00

CHANGE ENGINE OIL AND FILTER,PERFORM COURTESY VEHICLE
INSPECTION,TOP OFF ALL FLUIDS,SET TIRE PRESSURE,AND
WASH & VAC VEHICLE.
PERFORM OIL AND FILTER CHANCE
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	PK503	OIL CHANGE	18.95	18.95
	5	5W20	5W20 OIL	****	****
	1	21513-23001	GASKET-OIL PLUG	****	****
	1	26300-35504	FILTER ASSY-ENG	****	****
				TOTAL - PARTS	18.95

MISC	CODE	DESCRIPTION	CONTROL NO	
	20WIK	WEB/INTERNET COUPON(KIA)		-53.80
			TOTAL - MISC	-53.80

JOB# 1 TOTALS----------

LABOR	16.00
PARTS	18.95
MISC	-53.80
JOB# 1 JOURNAL PREFIX K1QS JOB# 1 TOTAL	-18.85

JOB# 2 CHARGES----------

LABOR----------

J# 2 92K1ZKCP2 MPI KCP2 TECH(S):1210 INTERNAL

PERFORM KIA MULTI-POINT INSPECTION KCP2---CHECK BRAKES AND
TIRES
COMPLETE
COMPLETE

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------

J# 3 01K1Z2 CAR WASH TECH(S):1210 INTERNAL

VACUUM ONLY
COMPLETED SERVICE

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX K1CS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES----------

LABOR----------

J# 4+00K1ZKMATFS TRANS FLUSH SYNTH TECH(S):1210 103.19

Added Operation (ASHLEYC @ 01/07/2017 12:52)

Our Business is Your Business.

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

ALL INSURANCE REPAIRS

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

PARTS GUARANTEE

All parts are new or remanufactured unless otherwise indicated.

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

SERVICE & PARTS DEPT. HOURS
MON. - FRI.
7:00 AM TO 6:00 PM
SAT.
7:30 AM TO 5:00 PM

BODY SHOP DEPT. HOURS
MON. - FRI.
7:00 AM TO 5:30 PM

Regal Kia
1025 Bartow Road
Lakeland, FL 33801

ACTIVE DELIVERY SIGN OFF

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

Date _____

ADVISOR SIGNATURE _____

The Reynolds and Reynolds Company (Dealer Name) COD0884 Q (09/17)

[redacted] 76616 Q (05/14)

[redacted]

Regal Lakeland

regallakeland.com

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

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

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

We Service All Makes & Models

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR ASHLEY CRAIG 1163	TAG NO. 1791	INVOICE DATE 01/07/17	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 106,891	COLOR SPARKLING S	[redacted]
LAKELAND, FL [redacted]	YEAR/MAKE/MODEL 16/KIA/SORENTO/LX FWD AUTO		DELIVERY DATE 09/17/15	DELIVERY MILES	
[redacted]	VEHICLE ID NO. 5XYPG4A326G[redacted]		SELLING DEALER NO.	PRODUCTION DATE	
[redacted]	F.T.E. NO.	P.O. NO.	P.O. DATE 01/07/17		
[redacted]	[redacted]	EMAIL		MO: 106892	

PERFORM AUTOMATIC TRANSMISSION FLUID EXCHANGE SERVICE.
SYNTHETIC TRANS FLUID
REMOVE OLD TRANSMISSION FLUID AND REPLACED WITH NEW FLUID
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	01941	ATF CLNR SUPP	46.76	46.76
	12	ATF	SYNTHETIC ATF	6.99	83.88
				TOTAL - PARTS	130.64

JOB# 4 TOTALS

LABOR	103.19
PARTS	130.64
JOB# 4 JOURNAL PREFIX K1CS JOB# 4 TOTAL	233.83

JOB# 5 CHARGES

LABOR

J# 5+91K1Z GENERAL DECLINE TECH(S):1210 INTERNAL
Added Operation (ASHLEYC @ 01/07/2017 12:52)
RECOMMENDED SERVICES:
-WIPERS $20
-AIR FILTER $35
-BRAKE FLUID EXCHANGE $130
-COOLING SYSTEM FLUID EXCHANGE $140
10% DISCOUNT OFF ANY RECOMMENDED SERVICES PERFORMED AT
REGAL AUTOMOTIVE.

JOB# 5 TOTALS

JOB# 5 JOURNAL PREFIX K1CS JOB# 5 TOTAL	0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	61DK	SHOP SUPPLIES (KIA)		23.79
			TOTAL - MISC	23.79

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $40.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $300.00 (+TAX) ON 01/07/17 AT 01:51pm
BY SAMUEL RIVERA COMMENTS
COMMENTS
TIRES

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

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

PARTS GUARANTEE
All parts are new or remanufactured unless otherwise indicated.
*U/Used R/Rebuilt RC/Reconditioned NC/No Chg/Warranty RD Reduced/Warranty

SERVICE & PARTS DEPT. HOURS
MON. - FRI.
7:00 AM TO 6:00 PM
SAT.
7:30 AM TO 5:00 PM
BODY SHOP DEPT. HOURS
MON. - FRI.
7:00 AM TO 5:30 PM

Regal Kia
1025 Bartow Road
Lakeland, FL 33801

ACTIVE DELIVERY SIGN OFF
My Service Advisor has explained all repairs that were Completed on my vehicle including my charges.
Date _____
ADVISOR SIGNATURE _____

The Reynolds and Reynolds Company ES4.NET-WF CC6528674 O (09/17)

[redacted]76616 O (05/14)

Regal LAKELAND
regallakeland.com

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

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

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

We Service All Makes & Models

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR ASHLEY CRAIG 1163	TAG NO. 1791	INVOICE DATE 01/07/17	[redacted]
[redacted]	LABOR RATE	LICENSE NO	MILEAGE 106,891	COLOR SPARKLING S
LAKELAND, FL [redacted]	YEAR/MAKE/MODEL 16/KIA/SORENTO/LX FWD AUTO		DELIVERY DATE 09/17/15	DELIVERY MILES
[redacted]	VEHICLE I.D. NO. 5 X Y P G 4 A 3 2 G G [redacted]		SELLING DEALER NO	PRODUCTION DATE
PH [redacted]	R.O. NO.	P.O. NO.	R.O. DATE 01/07/17	
	EMAIL			MO: 106892

TOTALS

The manufacturer warranty is 12 months or 12,000 miles which ever occurs first. Aftermarket or used parts are warrantied for 90 days. (Parts Only)
I have the option of test driving my vehicle before signing this invoice.
This invoice explains the charges for the work that has been performed. If you have any questions or concerns please have our cashier call our Service Manager.

Shop Supplies: "Charges represent cost and profit to the motor vehicle repair facility for miscellaneous shop supplies or waste oil disposal."

Thank you for allowing us to serve you.

TOTAL LABOR....	119.19
TOTAL PARTS....	149.59
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	23.79
TOTAL MISC DISC	-53.80
TOTAL TAX.....	16.72
TOTAL INVOICE $	**255.49**

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

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

ALL INSURANCE REPAIRS

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

PARTS GUARANTEE

All parts are new or remanufactured unless otherwise indicated.

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

SERVICE & PARTS DEPT. HOURS
MON. - FRI.
7:00 AM TO 6:00 PM
SAT.
7:30 AM TO 5:00 PM

BODY SHOP DEPT. HOURS
MON. - FRI.
7:00 AM TO 5:30 PM

Regal Kia
1025 Bartow Road
Lakeland, FL 33801

ACTIVE DELIVERY SIGN OFF

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

Date _____

ADVISOR SIGNATURE _____

The Reynolds and Reynolds Company FORM NO. CO6269/4 Q (09/17)

[redacted] 76616 Q (05/14)

[redacted]

Regal LAKELAND

regallakeland.com

CHEVROLET GMC HONDA ACURA KIA

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

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

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

CELL: [redacted]

We Service All Makes & Models

CUSTOMER NO. [redacted]

[redacted]
LAKELAND, FL [redacted]

[redacted]

PH [redacted] [redacted]

KRISTEN ROSE 397	TAG NO. 2801	INVOICE DATE 02/22/17	[redacted]	
LABOR RATE	LICENSE NO.	MILEAGE 115,712	SPARKLING S [redacted]	
YEAR/MAKE/MODEL 16/KIA/SORENTO/LX FWD AUTO		DELIVERY DATE 09/17/15	DELIVERY MILES	
VEHICLE I.D. NO. 5XYPG4A32GG [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
F.I.E. NO.	P.O. NO.	R.O. DATE 02/22/17		
EMAIL		MO: 115712		

JOB# 1 CHARGES

LABOR

J# 1 00K1KCP1 OIL & FILTER KCP1 TECH(S):113 16.00
CHANGE ENGINE OIL AND FILTER,PERFORM COURTESY VEHICLE
INSPECTION,TOP OFF ALL FLUIDS,SET TIRE PRESSURE,AND
WASH & VAC VEHICLE.
PERFORM OIL AND FILTER CHANGE
COMPLETED

PARTS QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
1	PK503	OIL CHANGE	18.95	18.95
5	5W20	5W20 OIL	****	****
1	21513-23001	GASKET-OIL PLUG	****	****
1	26300-35504	FILTER ASSY-ENG	****	****
		TOTAL - PARTS		18.95

MISC CODE	DESCRIPTION	CONTROL NO	
20KIK	KIA COUPON (KIA)		-7.69
	TOTAL - MISC		-7.69

JOB# 1 TOTALS

LABOR	16.00
PARTS	18.95
MISC	-7.69
JOB# 1 JOURNAL PREFIX K1QS JOB# 1 TOTAL	27.26

JOB# 2 CHARGES

LABOR

J# 2 92K12KCP2 MPI KCP2 TECH(S):113 INTERNAL
PERFORM KIA MULTI-POINT INSPECTION KCP2
COMPLETE
COMPLETE

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL 0.00

MISC CODE	DESCRIPTION	CONTROL NO	
JOB # A	61DK SHOP SUPPLIES (KIA)		3.50
	TOTAL - MISC		3.50

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $45.00 (+TAX)

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

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

PARTS GUARANTEE
All parts are new or remanufactured unless otherwise indicated.
*U/Used R/Rebuilt RC/Reconditioned NC/No Chg/Warranty RD Reduced/Warranty

SERVICE & PARTS DEPT. HOURS
MON. - FRI.
7:00 AM TO 6:00 PM
SAT.
7:30 AM TO 5:00 PM

BODY SHOP DEPT. HOURS
MON. - FRI.
7:00 AM TO 5:30 PM

Regal Kia
1025 Bartow Road
Lakeland, FL 33801

ACTIVE DELIVERY SIGN OFF
My Service Advisor has explained all repairs that were Completed on my vehicle including my charges.
Date _____
ADVISOR SIGNATURE _____

The Reynolds and Reynolds Company FORM File CO8269674 Q (09/17)

[redacted] 76616 Q (05/14)

[redacted]

Regal LAKELAND

regallakeland.com

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

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

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

We Service All Makes & Models

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR KRISTEN ROSE 397	TAG NO. 2801	INVOICE DATE 02/22/17	[redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 115,712	COLOR SPARKLING S	[redacted]
LAKELAND, FL [redacted]	YEAR/MAKE/MODEL 16/KIA/SORENTO/LX FWD AUTO		DELIVERY DATE 09/17/15		DELIVERY MILES
[redacted]	VEHICLE I.D. NO. 5XYPG4A32GG[redacted]		SELLING DEALER NO.		PRODUCTION DATE
[redacted]	F.T.E. NO.	P.O. NO.	R.O. DATE 02/22/17		
[redacted]	[redacted]	E-MAIL			MO: 115712

TOTALS

The manufacturer warranty is 12 months or 12,000 miles which ever occurs first. Aftermarket or used parts are warrantied for 90 days. (Parts Only)
I have the option of test driving my vehicle before signing this invoice.
This invoice explains the charges for the work that has been performed. If you have any questions or concerns please have our cashier call our Service Manager.

Shop Supplies: "Charges represent cost and profit to the motor vehicle repair facility for miscellaneous shop supplies or waste oil disposal."

Thank you for allowing us to serve you.

TOTAL LABOR....	16.00
TOTAL PARTS....	18.95
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	3.50
TOTAL MISC DISC	-7.69
TOTAL TAX.....	2.16
TOTAL INVOICE $	**32.92**

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

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

ALL INSURANCE REPAIRS

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

PARTS GUARANTEE

All parts are new or remanufactured unless otherwise indicated.

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

SERVICE & PARTS DEPT. HOURS
MON. - FRI.
7:00 AM TO 6:00 PM
SAT.
7:30 AM TO 5:00 PM

BODY SHOP DEPT. HOURS
MON. - FRI.
7:00 AM TO 5:30 PM

Regal Kia
1025 Bartow Road
Lakeland, FL 33801

ACTIVE DELIVERY SIGN OFF

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

Date _____

ADVISOR SIGNATURE _____

The Reynolds and Reynolds Company (ERA-IMPACT) CO626974 Q (09/17)

[redacted] 76616 Q (05/14)

Attn: Ryan

Re: [redacted]

Case: [redacted]

[redacted]

[redacted]

Regal LAKELAND

regallakeland.com

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

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

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

We Service All Makes & Models

CELL: [redacted]

CUSTOMER NO. [redacted]	SALESMAN JASON SMOUSE 382	TAG NO. J719	INVOICE DATE 02/08/16
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 36,507
LAKELAND, FL [redacted]	YEAR/MAKE/MODEL 16/KIA/SORENTO/LX FWD AUTO		DELIVERY DATE 09/17/15
[redacted]	VEHICLE VIN 5XYPG4A32GG[redacted]		SELLING DEALER NO.
[redacted]	P.T.E. NO.	P.O. NO.	R.O. DATE 02/08/16
[redacted]	EMAIL		MO: 36507

JOB# 1 CHARGES----------

LABOR----------

J# 1 00K1Z09KKCP1 KIA 30,000 SERVICE TECH(S):530 96.72

CUSTOMER REQUEST TO PERFORM KIA 30,000 SERVICE
OIL AND FILTER CHANGE, ROTATION WITH BALANCE OF TIRES,
INSTALL FUEL SYSTEM CLEANER, REPLACE A/C CABIN AIR FILTER,
REPLACED ENGINE AIR FILTER, PERFORM MULTIPOINT INSPECTION,
FREE CAR WASH AND VAC.
COMPLETE EVERY 30,000 MILES
COMPLETED
THANK YOU VERY MUCH FOR YOUR BUSINESS!!!

PARTS------QTY---FP-NUMBER--------------DESCRIPTION--------------------UNIT PRICE-

QTY	NUMBER	DESCRIPTION	UNIT PRICE	
1	26300-35503	FILTER ASSY-ENG	6.99	6.99
1	21513-23001	GASKET-OIL PLUG	3.00	3.00
5	5W20	5W20 OIL	4.55	22.75
1	UM011-CH056	CHEVRON TECHRON	12.99	12.99
1	1UF79-AQ000	CABIN AIR FILTE	27.93	27.93
1	28113-A9100	FILTER-AIR CLEA	22.50	22.50
		TOTAL - PARTS		96.16

MISC------CODE--------DESCRIPTION--------------------------------CONTROL NO---------

20WIK	WEB/INTERNET COUPON(KIA)		-38.00
	TOTAL - MISC		-38.00

JOB# 1 TOTALS----------

LABOR	96.72
PARTS	96.16
MISC	-38.00

JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 154.88

JOB# 2 CHARGES----------

LABOR----------

J# 2 92K1Z COURTESY INSPECTION TECH(S):530

CUSTOMER REQUESTS COURTESY INSPECTION
THIS IS A VISUAL INSPECTION ONLY AND IS FREE OF CHARGE
CHECK FOR OPEN RECALLS ON VEHICLE
COMPLETED

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX K1CS JOB# 2 T

JOB# 3 CHARGES----------

LABOR----------

J# 3 01K1ZZ CAR WASH TECH(S):530

FREE CAR WASH WITH VACCUMM
COMPLETED SERVICE

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX K1CS JOB# 3 T

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

ALL INSURANCE REPAIRS

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

PARTS GUARANTEE

All parts are new or remanufactured unless otherwise indicated.

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

SERVICE & PARTS DEPT. HOURS
MON. - FRI.
7:00 AM TO 6:00 PM
SAT

2-16
to
5-16
8:45

The Reynolds and Reynolds Company (ES) (01) ive CC628674 O (09/17)

[redacted] 78616 O (05/14)

[redacted]

Regal LAKELAND

regallakeland.com

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

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

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

We Service All Makes & Models

CELL: [redacted]

CUSTOMER NO [redacted]	JASON SMOUSE 382	TAG NO J719	INVOICE DATE 02/08/16	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 36,507	COLOR SPARKLING S [redacted]
LAKELAND, FL [redacted]	YEAR/MAKE/MODEL 16/KIA/SORENTO/LX FWD AUTO		DEL VEHICLE DATE 09/17/15	DELIVERY MILES
[redacted]	VEHICLE ID NO 5 X Y P G 4 A 3 2 G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
[redacted]	F.T.E. NO	P.O. NO	R.O. DATE 02/08/16	
[redacted]	EMAIL			MO: 36507

MISC------CODE--------DESCRIPTION----------CONTROL NO---------

JOB # A	61DK SHOP SUPPLIES (KIA)	19.29
	TOTAL - MISC	19.29

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $187.00 (+TAX)

TOTALS----------

The manufacturer warranty is 12 months or 12,000 miles which ever occurs first. Aftermarket or used parts are warrantied for 90 days. (Parts Only)
I have the option of test driving my vehicle before signing this invoice.
This invoice explains the charges for the work that has been performed. If you have any questions or concerns please have our cashier call our Service Manager.

Shop Supplies: "Charges represent cost and profit to the motor vehicle repair facility for miscellaneous shop supplies or waste oil disposial."

Thank you for allowing us to serve you.

TOTAL LABOR....	96.72
TOTAL PARTS....	96.16
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	19.29
TOTAL MISC DISC	-38.00
TOTAL TAX.....	12.19
TOTAL INVOICE $	**186.36**

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

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

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

PARTS GUARANTEE
All parts are new or remanufactured unless otherwise indicated.
*U/Used R/Rebuilt RC/Reconditioned NC/No Chg/Warranty RD Reduced/Warranty

SERVICE & PARTS DEPT. HOURS
MON. - FRI.
7:00 AM TO 6:00 PM
SAT.
7:30 AM TO 5:00 PM

BODY SHOP DEPT. HOURS
MON. - FRI.
7:00 AM TO 5:30 PM

Regal Kia
1025 Bartow Road
Lakeland, FL 33801

ACTIVE DELIVERY SIGN OFF
My Service Advisor has explained all repairs that were Completed on my vehicle including my charges.
Date _____
ADVISOR SIGNATURE _____

The Reynolds and Reynolds Company © FRANCHISE CO028974 Q (09/12)
[redacted] 76616 Q (05/14)

Regal LAKELAND

regallakeland.com

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

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

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

We Service All Makes & Models

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR JASON SMOUSE 382	TAG NO. 466	INVOICE DATE 03/23/16	[redacted]
[redacted] LAKELAND, FL	LABOR RATE	LICENSE NO.	MILEAGE 44,418	COLOR SPARKLING S
	YEAR/MAKE/MODEL 16/KIA/SORENTO/LX FWD AUTO		DELIVERY DATE 09/17/15	DELIVERY MILES
	VEHICLE I.D. NO. 5XYPG4A32GG[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	T.T.E. NO.	P.O. NO.	R.O. DATE 03/21/16	REPRINT# 1
[redacted]	EMAIL [redacted]			MO: 44418

JOB# 1 CHARGES

LABOR

J#				
1	00K1KCP1	OIL & FILTER KCP1	TECH(S):530	11.00

CHANGE ENGINE OIL AND FILTER,PERFORM COURTESY VEHICLE INSPECTION,TOP OFF ALL FLUIDS,SET TIRE PRESSURE,AND WASH & VAC VEHICLE.
PERFORM OIL AND FILTER CHANGE
COMPLETED

PARTS

QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
1	PK503	OIL CHANGE	18.95	18.95
5	5W20	5W20 OIL	****	****
1	21513-23001	GASKET-OIL PLUG	****	****
1	26300-35503	FILTER ASSY-ENG	****	****
			TOTAL - PARTS	18.95

MISC

CODE	DESCRIPTION	CONTROL NO	
20VPK	VAL PAK (KIA)		-27.00
		TOTAL - MISC	-27.00

JOB# 1 TOTALS

LABOR	11.00
PARTS	18.95
MISC	-27.00

JOB# 1 JOURNAL PREFIX K1QS JOB# 1 TOTAL 2.95

JOB# 2 CHARGES

LABOR

J#				
2	00K1Z003	TIRE ROTATION	TECH(S):530	19.99

PERFORM 4 WHEEL TIRE ROTATION
INSPECT TIRES FOR WEAR
COMPLETED

JOB# 2 TOTALS

LABOR	19.99

JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL 19.99

JOB# 3 CHARGES

LABOR

J#				
3	99K1Z	RECALLS	TECH(S):530	WARRANTY

CUSTOMER REQUEST FACTORY RECALL BE COMPLETED
VCM LOGIC UPDATE
COMPLETE

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX K1CS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

J#				
4	92K1ZKCP2	MPI KCP2	TECH(S):530	INTERNAL

PERFORM KIA MULTI-POINT INSPECTION KCP2

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

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

PARTS GUARANTEE
All parts are new or remanufactured unless otherwise indicated.

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

SERVICE & PARTS DEPT. HOURS
MON. - FRI.
7:00 AM TO 6:00 PM
SAT.
7:30 AM TO 5:00 PM

BODY SHOP DEPT. HOURS
MON. - FRI.
7:00 AM TO 5:30 PM

Regal Kia
1025 Bartow Road
Lakeland, FL 33801

ACTIVE DELIVERY SIGN OFF

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

Date _____

ADVISOR SIGNATURE [redacted]

The Reynolds and Reynolds Company (Ireland) Ltd. CC628974 Q (05/14)

6616 Q (05/14)

[redacted]

Regal LAKELAND
regallakeland.com

CHEVROLET
925 Bartow Rd.•Lakeland, FL 33801
Ph (863) 687-8000
State of Florida MV# 60684

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

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

We Service All Makes & Models

CELL: [redacted]

CUSTOMER NO [redacted]	ADVISOR JASON SMOUSE 382	TAG NO 466	INVOICE DATE 03/23/16	[redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 44,418	COLOR SPARKLING S	[redacted]
LAKELAND, FL [redacted]	YEAR/MAKE/MODEL 16/KIA/SORENTO/LX FWD AUTO		DELIVERY DATE 09/17/15	DELIVERY MILES	
[redacted]	VEHICLE ID NO 5 X Y P G 4 A 3 2 G G [redacted]		SELLING DEALER NO	PRODUCTION DATE	
	F.L.F. NO	P.O. NO	R.O. DATE 03/21/16	REPRINT# 1	
RE [redacted]	[redacted]	FUEL		MO: 44418	

COMPLETE
COMPLETE

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX K1CS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES----------

LABOR----------

J# 5 01K1Z2 CAR WASH TECH(S): 530 INTERNAL
FREE CAR WASH WITH VACCUMM
COMPLETED SERVICE

JOB# 5 TOTALS----------

JOB# 5 JOURNAL PREFIX K1CS JOB# 5 TOTAL 0.00

MISC------CODE--------DESCRIPTION----------CONTROL NO---------	
JOB # A 610K SHOP SUPPLIES (KIA)	4.99
TOTAL - MISC	4.99

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $60.00 (+TAX)

TOTALS----------

The manufacturer warranty is 12 months or 12,000 miles which ever occurs first. Aftermarket or used parts are warrantied for 90 days. (Parts Only)
I have the option of test driving my vehicle before signing this invoice.
This invoice explains the charges for the work that has been performed. If you have any questions or concerns please have our cashier call our Service Manager.

Shop Supplies: "Charges represent cost and profit to the motor vehicle repair facility for miscellaneous shop supplies or waste oil disposial."

Thank you for allowing us to serve you.

TOTAL LABOR....	30.99
TOTAL PARTS....	18.95
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	4.99
TOTAL MISC DISC	-27.00
TOTAL TAX.....	1.96
TOTAL INVOICE $	**29.89**

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

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

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

PARTS GUARANTEE
All parts are new or remanufactured unless otherwise indicated.
U/Used R/Rebuilt RC/Reconditioned NC/No Chg/Warranty RD Recuced/Warranty

SERVICE & PARTS DEPT. HOURS
MON. - FRI.
7:00 AM TO 6:00 PM
SAT.
7:30 AM TO 5:00 PM
BODY SHOP DEPT. HOURS
MON. - FRI.
7:00 AM TO 5:30 PM

Regal Kia
1025 Bartow Road
Lakeland, FL 33801

ACTIVE DELIVERY SIGN OFF
My Service Advisor has explained all repairs that were Completed or my vehicle including my charges.
Date
ADVISOR SIGNATURE

Tim Reynolds and Reynolds Company, [redacted] CC62B0/4-Q (09/17)

[redacted] 76616 Q (05/14)

Regal LAKELAND
regallakeland.com

CHEVROLET
925 Bartow Rd.•Lakeland, FL 33801
Ph (863) 687-8000
State of Florida MV# 30584

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

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

We Service All Makes & Models

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR JEFF SOLOJ	98 TAG NO 3202	INVOICE DATE 04/23/16	INVOICE NO [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 53,163	COLOR SPARKLING S	STOCK NO [redacted]
LAKELAND, FL [redacted]	CAR YEAR, MAKE, MODEL 16/KIA/SORENTO/LX FWD AUTO		DELIVERY DATE 09/17/15	DELIVERY MILES	
[redacted]	VEHICLE I.D. NO 5XYPG4A32GG[redacted]		SELLING DEALER NO	PRODUCTION DATE	
PE [redacted]	P.T.E. NO.	P.O. NO.	R.O. DATE 04/23/16		
	EMAIL			MO: 53163	

JOB# 1 CHARGES

LABOR

J# 1 00K1KCP1 OIL & FILTER KCP1 TECH(S):487 16.00
CHANGE ENGINE OIL AND FILTER,PERFORM COURTESY VEHICLE
INSPECTION,TOP OFF ALL FLUIDS,SET TIRE PRESSURE,AND
WASH & VAC VEHICLE.
PERFORM OIL AND FILTER CHANGE
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	PK503	OIL CHANGE	18.95	18.95
	5	5W20	5W20 OIL	****	****
	1	21513-23001	GASKET-OIL PLUG	****	****
	1	26300-35504	FILTER ASSY-ENG	****	****
				TOTAL - PARTS	18.95

MISC	CODE	DESCRIPTION	CONTROL NO	
	20CLK	HD PROMOTIONS "POST CARD"		-15.00
			TOTAL - MISC	-15.00

JOB# 1 TOTALS

LABOR	16.00
PARTS	18.95
MISC	-15.00

JOB# 1 JOURNAL PREFIX K1QS JOB# 1 TOTAL 19.95

JOB# 2 CHARGES

LABOR

J# 2 00K1Z003 TIRE ROTATION TECH(S):487 19.99
PERFORM 4 WHEEL TIRE ROTATION
INSPECT TIRES FOR WEAR
COMPLETED

JOB# 2 TOTALS

LABOR	19.99

JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL 19.99

JOB# 3 CHARGES

LABOR

J# 3 88K12 MISC TECH(S):708 INTERNAL
CUSTOMER STATES HORN INTERMITTINTLY DOES NOT WORK CHECK
AND ADVISE
REMOVED AND CLEAN CONNECTORS WORKING AT THIS TIME
CANT DUPLICATE

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX K1CS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

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

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

PARTS GUARANTEE
All parts are new or remanufactured unless otherwise indicated.

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

SERVICE & PARTS DEPT. HOURS
MON. - FRI.
7:00 AM TO 6:00 PM
SAT.
7:30 AM TO 5:00 PM

BODY SHOP DEPT. HOURS
MON. - FRI.
7:00 AM TO 5:30 PM

Regal Kia
1025 Bartow Road
Lakeland, FL 33801

ACTIVE DELIVERY SIGN OFF
My Service Advisor has explained all repairs that were Completed on my vehicle including my charges.
Date _____
ADVISOR SIGNATURE _____

The Reynolds and Reynolds Company LRANTSVF CC6628974 O (09/17)

[redacted]

Regal LAKELAND

regallakeland.com

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

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

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

We Service All Makes & Models

CELL: [redacted]

CUSTOMER NO. [redacted]

[redacted]
LAKELAND, FL 3[redacted]

[redacted]

ADVISOR: JEFF SOLOJ 98 | TAG NO: 3202 | INVOICE DATE: 04/23/16

LABOR RATE | LICENSE NO | MILEAGE: 53,163 | COLOR: SPARKLING S [redacted]

YEAR/MAKE/MODEL: 16/KIA/SORENTO/LX FWD AUTO | DELIVERY DATE: 09/17/15 | DELIVERY MILES

VEHICLE I.D.NO: 5 X Y P G 4 A 3 2 G G [redacted] | SELLING DEALER NO | PRODUCTION DATE

F.T.S. NO | P.O. NO | R.O. DATE: 04/23/16

[redacted] | [redacted] | EMAIL

MO: 53163

LABOR----------

J# 4 92K12KCP2 MPI KCP2 TECH(S):476 INTERNAL

PERFORM KIA MULTI-POINT INSPECTION KCP2
COMPLETE
COMPLETE

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX K1CS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES----------

LABOR----------

J# 5 01K1Z2 CAR WASH TECH(S):476 INTERNAL

FREE CAR WASH WITH VACCUMM
COMPLETED SERVICE

JOB# 5 TOTALS----------

JOB# 5 JOURNAL PREFIX K1CS JOB# 5 TOTAL 0.00

MISC------CODE--------DESCRIPTION----------CONTROL NO---------

JOB # A 61DK SHOP SUPPLIES (KIA) 2.50

TOTAL - MISC 2.50

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $46.00 (+TAX)

COMMENTS----------

WAITER

TOTALS----------

The manufacturer warranty is 12 months or 12,000 miles which ever occurs first. Aftermarket or used parts are warrantied for 90 days. (Parts Only)

I have the option of test driving my vehicle before signing this invoice.

This invoice explains the charges for the work that has been performed. If you have any questions or concerns please have our cashier call our Service Manager.

Shop Supplies: "Charges represent cost and profit to the motor vehicle repair facility for miscellaneous shop supplies or waste oil disposial."

Thank you for allowing us to serve you.

TOTAL LABOR....	35.99
TOTAL PARTS....	18.95
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	2.50
TOTAL MISC DISC	-15.00
TOTAL TAX.....	2.97
TOTAL INVOICE $	**45.41**

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

PAGE 2 OF 2 CUSTOMER COPY [END OF INVOICE] 05:18pm

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

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

PARTS GUARANTEE
All parts are new or remanufactured unless otherwise indicated.
*U/Used R/Rebuilt RC/Reconditioned NC/No Chg/Warranty RC Reduced/Warranty

SERVICE & PARTS DEPT. HOURS
MON. - FRI.
7:00 AM TO 6:00 PM
SAT.
7:30 AM TO 5:00 PM

BODY SHOP DEPT. HOURS
MON. - FRI.
7:00 AM TO 5:30 PM

Regal Kia
1025 Bartow Road
Lakeland, FL 33801

ACTIVE DELIVERY SIGN OFF

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

Date _____

ADVISOR SIGNATURE [redacted]

[redacted] 616 Q (05/14)

Reynolds and Reynolds Company, SYSTEMONE, CO026574 Q (09/12)

[redacted]

Regal LAKELAND

regallakeland.com

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

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

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

We Service All Makes & Models

CELL: [redacted]

CUSTOMER NO. [redacted]	JORGE BENITEZ 225	TAG NO. 3229	INVOICE DATE 05/16/16	[redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 62,089	SOLD SPARKLING S	STOCK NO. [redacted]
LAKELAND, FL [redacted]	YEAR/MAKE/MODEL 16/KIA/SORENTO/LX FWD AUTO		DELIVERY DATE 09/17/15		DELIVERY MILES
[redacted]	VEHICLE I.D. NO. 5XYPG4A32GG[redacted]		SELLING DEALER NO.		PRODUCTION DATE
[redacted]	F.T.E. NO.	P.O. NO.	R.O. DATE 05/16/16		
[redacted]	EMAIL				MO: 62089

JOB# 1 CHARGES

LABOR

J# 1 00K1KCP1 OIL & FILTER KCP1 TECH(S):113 16.00
CHANGE ENGINE OIL AND FILTER,PERFORM COURTESY VEHICLE INSPECTION,TOP OFF ALL FLUIDS,SET TIRE PRESSURE,AND WASH & VAC VEHICLE.
PERFORM OIL AND FILTER CHANGE
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	PK503	OIL CHANGE	18.95	18.95
	5	5W20	5W20 OIL	****	****
	1	21513-23001	GASKET-OIL PLUG	****	****
	1	26300-35504	FILTER ASSY-ENG	****	****
				TOTAL - PARTS	18.95

MISC	CODE	DESCRIPTION	CONTROL NO	
	20KIK	KIA COUPON (KIA)		-12.93
			TOTAL - MISC	-12.93

JOB# 1 TOTALS

LABOR	16.00
PARTS	18.95
MISC	-12.93

JOB# 1 JOURNAL PREFIX K1QS JOB# 1 TOTAL 22.02

JOB# 2 CHARGES

LABOR

J# 2 00K12003 TIRE ROTATION TECH(S):113 19.99
PERFORM 4 WHEEL TIRE ROTATION
INSPECT TIRES FOR WEAR
COMPLETED

JOB# 2 TOTALS

LABOR	19.99

JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL 19.99

JOB# 3 CHARGES

LABOR

J# 3 92K12KCP2 MP1 KCP2 TECH(S):113 INTERNAL
PERFORM KIA MULTI-POINT INSPECTION KCP2
COMPLETE
COMPLETE

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX K1CS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

J# 4 01K1Z2 CAR WASH TECH(S):113 INTERNAL
FREE CAR WASH WITH VACCUMM

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

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

PARTS GUARANTEE
All parts are new or remanufactured unless otherwise indicated.
*U/Used R/Rebuilt RC/Reconditioned NC/No Chg/Warranty RD Reduced/Warranty

SERVICE & PARTS DEPT. HOURS
MON. - FRI.
7:00 AM TO 6:00 PM
SAT.
7:30 AM TO 5:00 PM

BODY SHOP DEPT. HOURS
MON. - FRI.
7:00 AM TO 5:30 PM

Regal Kia
1025 Bartow Road
Lakeland, FL 33801

ACTIVE DELIVERY SIGN OFF
My Service Advisor has explained all repairs that were Completed on my vehicle including my charges.
Date ____
ADVISOR SIGNATURE ____

The Reynolds and Reynolds Company (LEADTYPE CCG028074 Q (09/12)

 [CONTINUED ON NEXT PAGE] 05:18pm

[redacted] 78616 Q (05/14)

[redacted]

Regal Lakeland

regallakeland.com

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

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

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

We Service All Makes & Models

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR JORGE BENITEZ 225	INV NO. 3229	INVOICE DATE 05/16/16	[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 62,089	COLOR SPARKLING S
LAKELAND, FL [redacted]	YEAR/MAKE/MODEL 16/KIA/SORENTO/LX FWD AUTO		DELIVERY DATE 09/17/15	DELIVERY MILES
[redacted]	VEHICLE I.D. NO. 5 X Y P G 4 A 3 2 G G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
[redacted]	F.T.2 NO.	P.O. NO.	P.O. DATE 05/16/16	
[redacted]	EMAIL			MO: 62089

COMPLETED SERVICE

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX K1CS JOB# 4 TOTAL 0.00

MISC------CODE--------DESCRIPTION----------CONTROL NO---------	
JOB # A 61DK SHOP SUPPLIES (KIA)	5.49
TOTAL - MISC	5.49

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF 50.01 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $51.00 (+TAX) ON 05/16/16 AT 11:30am
BY SAMUEL RIVERA COMMENTS

TOTALS----------

The manufacturer warranty is 12 months or 12,000 miles which ever occurs first. Aftermarket or used parts are warrantied for 90 days. (Parts Only)
I have the option of test driving my vehicle before signing this invoice.
This invoice explains the charges for the work that has been performed. If you have any questions or concerns please have our cashier call our Service Manager.

Shop Supplies: "Charges represent cost and profit to the motor vehicle repair facility for miscellaneous shop supplies or waste oil disposial."

Thank you for allowing us to serve you.

TOTAL LABOR....	35.99
TOTAL PARTS....	18.95
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	5.49
TOTAL MISC DISC	-12.93
TOTAL TAX.....	3.33
TOTAL INVOICE $	**50.83**

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

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

ALL INSURANCE REPAIRS

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

PARTS GUARANTEE

All parts are new or remanufactured unless otherwise indicated.

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

SERVICE & PARTS DEPT. HOURS
MON. - FRI.
7:00 AM TO 6:00 PM
SAT.
7:30 AM TO 5:00 PM

BODY SHOP DEPT. HOURS
MON. - FRI.
7:00 AM TO 5:30 PM

Regal Kia
1025 Bartow Road
Lakeland, FL 33801

ACTIVE DELIVERY SIGN OFF

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

Date _____

ADVISOR SIGNATURE _____

The Reynolds and Reynolds Company (CCC280974) O (09/17)

[redacted] 76616 Q (05/14)

Attn: Ryan

Re: [redacted]

Case: [redacted]

[redacted]

Regal LAKELAND

regallakeland.com

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

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

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

We Service All Makes & Models

CELL: [redacted]

CUSTOMER NO. [redacted]	JASON SMOUSE 382	TAG NO. 887	INVOICE DATE 10/07/15
[redacted]	LABOR RATE / LICENSE NO / MILEAGE 5,497		COLOR SPARKLING S
LAKELAND, FL [redacted]	16/KIA/SORENTO/LX FWD AUTO		DELIVERY DATE 09/17/15
[redacted]	VEHICLE I.D. NO 5XYPG4A32GG[redacted]		SELLING DEALER NO / PRODUCTION DATE
[redacted]	R.O. NO / P.O. NO		R.O. DATE 10/06/15
[redacted]	EMAIL		MO: 5497

JOB# 1 CHARGES----------

LABOR----------

J# 1 00K1KCP1 OIL & FILTER KCP1 TECH(S):250 11.00

CHANGE ENGINE OIL AND FILTER,PERFORM COURTESY VEHICLE
INSPECTION,TOP OFF ALL FLUIDS,SET TIRE PRESSURE,AND
WASH & VAC VEHICLE.
PERFORM OIL AND FILTER CHANGE
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	PK503	OIL CHANGE	18.95	18.95
	5	5W20	5W20 OIL	****	****
	1	21513-23001	GASKET-OIL PLUG	****	****
	1	26300-35503	FILTER ASSY-ENG	****	****
				TOTAL - PARTS	18.95

JOB# 1 TOTALS----------

LABOR	11.00
PARTS	18.95

JOB# 1 JOURNAL PREFIX K1QS JOB# 1 TOTAL 29.95

JOB# 2 CHARGES----------

LABOR----------

J# 2 S2K1Z COURTESY INSPECTION TECH(S):250 INTERNAL

CUSTOMER REQUESTS COURTESY INSPECTION
THIS IS A VISUAL INSPECTION ONLY AND IS FREE OF CHARGE
CHECK FOR OPEN RECALLS ON VEHICLE
COMPLETED

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL

JOB# 3 CHARGES----------

LABOR----------

J# 3 01K1ZZ CAR WASH TECH(S):250

FREE CAR WASH WITH VACCUMM
COMPLETED SERVICE

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX K1CS JOB# 3 TOTAL

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	61DK	SHOP SUPPLIES (KIA)		
			TOTAL - MISC	

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $36.00 (+TAX)

COMMENTS----------

FIRST OIL CHANGE

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

ALL INSURANCE REPAIRS

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

PARTS GUARANTEE

All parts are new or remanufactured unless otherwise indicated.

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

SERVICE & PARTS DEPT. HOURS
MON. - FRI.

10-15
to
P6
10 pgs

ADVISOR SIGNATURE [redacted]

Ins Records and Reynolds Company FORM INV-CP628074 Q (09/17)

676616 Q (05/14)

[redacted]

Regal Lakeland

regallakeland.com

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

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

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

We Service All Makes & Models

CELL: [redacted]

CUSTOMER NO. [redacted]

LAKELAND, FL [redacted]

[redacted]

JASON SMOUSE 382 TAG NO. 887 INVOICE 10/07/15

LABOR RATE | LICENSE NO. | MILEAGE 5,497 SPARKLING S [redacted]

16/KIA/SORENTO/LX FWD AUTO DELIVERY 09/17/15 DELIVERY MILES

VEHICLE VIN 5XYP G 4 A 3 2 G G [redacted] SELLING DEALER NO. PRODUCTION DATE

R.T.E. NO. P.O. NO. R.O. DATE 10/06/15

CMP MO: 5497

TOTALS

The manufacturer warranty is 12 months or 12,000 miles which ever occurs first. Aftermarket or used parts are warrantied for 90 days. (Parts Only)
I have the option of test driving my vehicle before signing this invoice.
This invoice explains the charges for the work that has been performed. If you have any questions or concerns please have our cashier call our Service Manager.

Shop Supplies: "Charges represent cost and profit to the motor vehicle repair facility for miscellaneous shop supplies or waste oil disposial."

Thank you for allowing us to serve you.

TOTAL LABOR....	11.00
TOTAL PARTS....	18.95
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	3.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	2.31
TOTAL INVOICE $	**35.26**

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

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

ALL INSURANCE REPAIRS

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

PARTS GUARANTEE

All parts are new or remanufactured unless otherwise indicated.

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

SERVICE & PARTS DEPT. HOURS
MON. - FRI.
7:30 AM TO 6:00 PM
SAT.
7:30 AM TO 5:00 PM

BODY SHOP DEPT. HOURS
MON. - FRI.
7:00 AM TO 5:30 PM

Regal Kia
1025 Bartow Road
Lakeland, FL 33801

ACTIVE DELIVERY SIGN OFF

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

Date _____

ADVISOR SIGNATURE _____

The Reynolds and Reynolds Company FORM NO. DC0689074 Q (09/17)

[redacted] 676616 Q (05/14)

[redacted]

Regal Lakeland

regallakeland.com

CHEVROLET
925 Bartow Rd.•Lakeland, FL 33801
Ph (863) 687-8000
State of Florida MV# 30684

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

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

We Service All Makes & Models

CELL: [redacted]

CUSTOMER NO. [redacted]	BUYER GLEN RUSIN 502	TAG NO. 887	INVOICE DATE 10/21/15	[redacted]	
[redacted]	LABOR RATE	LICENSE NO	MILEAGE 9,736	COLOR SPARKLING S	[redacted]
LAKELAND, FL [redacted]	YEAR/MAKE/MODEL 16/KIA/SORENTO/LX FWD AUTO		DEL. VEHICLE DATE 09/17/15	DELIVERY MILES	
[redacted]	VEHICLE I.D. NO. 5XYPG4A32G[redacted]		SELLING DEALER NO	PRODUCTION DATE	
	P.T.E. NO	P.O. NO	R.O. DATE 10/21/15	REPRINT# 1	
PH [redacted]	EMAIL [redacted]			MO: 9736	

JOB# 1 CHARGES

LABOR

J# 1 00K1ZMB MOUNT AND BALANCE TECH(S):113 19.99
LEFT REAR TIRE HAS A NAIL IN IT
TIRE
REPLACED LEFT REAR TIRE

PARTS QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
1	UKH17-23565	CRUGEN KL33 BW	131.00	131.00
		TOTAL - PARTS		131.00

G.O.G. & SUPPLIES

1.0	TIRE DISPOSAL	@ 3.000 /UNIT		3.00
		TOTAL - GOG		3.00

MISC

CODE	DESCRIPTION	CONTROL NO	
61RK	WHEEL WEIGHTS (KIA)		1.00
20KIK	KIA COUPON (KIA)		-30.00
	TOTAL - MISC		-29.00

JOB# 1 TOTALS

LABOR	19.99
PARTS	131.00
G.O.G.	3.00
MISC	-29.00

JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 124.99

JOB# 2 CHARGES

LABOR

J# 2 01K1ZZ CAR WASH TECH(S):113 INTERNAL
FREE CAR WASH WITH VACCUMM
COMPLETED SERVICE

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 92K1ZZ COURTESY INSPECTION TECH(S):113 INTERNAL
CUSTOMER REQUESTS COURTSEY INSPECTION
THIS IS A VISUAL INSPECTION ONLY AND IS FREE OF CHARGE
CHECK FOR OPEN RECALLS ON VEHICLE
COMPLETED

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX K1CS JOB# 3 TOTAL 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $165.00 (+TAX)

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

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

PARTS GUARANTEE
All parts are new or remanufactured unless otherwise indicated.
*U/Used R/Rebuilt RC/Reconditioned NC/No Chg/Warranty RD Reduced/Warranty

SERVICE & PARTS DEPT. HOURS
MON. - FRI.
7:00 AM TO 6:00 PM
SAT.
7:30 AM TO 5:00 PM

BODY SHOP DEPT. HOURS
MON. - FRI.
7:00 AM TO 5:30 PM

Regal Kia
1025 Bartow Road
Lakeland, FL 33801

ACTIVE DELIVERY SIGN OFF
My Service Advisor has explained all repairs that were Completed on my vehicle including my charges.
Date _____
ADVISOR SIGNATURE _____

The Reynolds and Reynolds Company (CC0208574 O (0/17)
[redacted] 76615 O (05/14)

[redacted]

Regal LAKELAND

regallakeland.com

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

GMC HONDA ACURA
2515 Lakeland Hills Blvd.•Lakeland, FL 33805
Ph (863) 687-8000
State of Florida MV# 16217

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

We Service All Makes & Models

CELL: [redacted]

CUSTOMER NO. [redacted]	SALES GLEN RUSIN	502	TAG NO. 887	INVOICE DATE 10/21/15	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 9,736	CO-OP SPARKLING S	STOCK NO. [redacted]
LAKELAND, FL [redacted]	YEAR / MAKE / MODEL 16/KIA/SORENTO/LX FWD AUTO			DELIVERY DATE 09/17/15	DELIVERY MILES
[redacted]	VEHICLE I.D. NO. 5XYPG4A32GG [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.L.N.O.	P.O. NO.		R.O. DATE 10/21/15	REPRINT# 1
[redacted]	EMAIL				MO: 9736

TOTALS

The manufacturer warranty is 12 months or 12,000 miles which ever occurs first. Aftermarket or used parts are warrantied for 90 days. (Parts Only)
I have the option of test driving my vehicle before signing this invoice.
This invoice explains the charges for the work that has been performed. If you have any questions or concerns please have our cashier call our Service Manager.

Shop Supplies: "Charges represent cost and profit to the motor vehicle repair facility for miscellaneous shop supplies or waste oil disposal."

Thank you for allowing us to serve you.

TOTAL LABOR....	19.99
TOTAL PARTS....	131.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	3.00
TOTAL MISC CHG.	1.00
TOTAL MISC DISC	-30.00
TOTAL TAX.....	8.75
TOTAL INVOICE $	**133.74**

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

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

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

PARTS GUARANTEE
All parts are new or remanufactured unless otherwise indicated.
*U/Used R/Rebuilt RC/Reconditioned NC/No Chg/Warranty RD Recuced/Warranty

SERVICE & PARTS DEPT. HOURS
MON. - FRI.
7:00 AM TO 6:00 PM
SAT
7:30 AM TO 5:00 PM

BODY SHOP DEPT. HOURS
MON. - FRI.
7:00 AM TO 5:30 PM

Regal Kia
1025 Bartow Road
Lakeland, FL 33801

ACTIVE DELIVERY SIGN OFF

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

Date _____

ADVISOR SIGNATURE _____

The Reynolds and Reynolds Company (Canada) Ltd. CC669071 Q (08/12)

[redacted] 78616 Q (05/14)

[redacted]

Regal LAKELAND

regallakeland.com

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

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

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

We Service All Makes & Models

CELL: [redacted]

CUSTOMER NO. [redacted]	JASON SMOUSE 382	TAG NO. 611	INVOICE NO. 10/31/15	[redacted]
[redacted]	LABOR RATE	LICENSE NO	MILEAGE 12,645	SOLD SPARKLING S [redacted]
LAKELAND, FL [redacted]	VEHICLE DESC 16/KIA/SORENTO/LX FWD AUTO		DELIVERY DATE 09/17/15	DELIVERY MILES
[redacted]	VEHICLE I.D.NO 5XYPG4A32GG[redacted]		SELLING DEALER NO	PRODUCTION DATE
[redacted]	R.O. NO	P.O. NO	R.O. DATE 10/31/15	
[redacted]	EMAIL			MO: 12645

JOB# 1 CHARGES----------

LABOR----------

J# 1 00K1KCP1 OIL & FILTER KCP1 TECH(S):136 11.00

CHANGE ENGINE OIL AND FILTER,PERFORM COURTESY VEHICLE
INSPECTION,TOP OFF ALL FLUIDS,SET TIRE PRESSURE,AND
WASH & VAC VEHICLE.
PERFORM OIL AND FILTER CHANGE
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	PK503	OIL CHANGE	18.95	18.95
	5	5W20	5W20 OIL	****	****
	1	21513-23001	GASKET-OIL PLUG	****	****
	1	26300-35503	FILTER ASSY-ENG	****	****
				TOTAL - PARTS	18.95

MISC	CODE	DESCRIPTION	CONTROL NO	
	20KIK	KIA COUPON (KIA)		-10.00
			TOTAL - MISC	-10.00

JOB# 1 TOTALS----------

LABOR	11.00
PARTS	18.95
MISC	-10.00

JOB# 1 JOURNAL PREFIX K1QS JOB# 1 TOTAL 19.95

JOB# 2 CHARGES----------

LABOR----------

J# 2 00K1Z303 TIRE ROTATION TECH(S):136 19.99

PERFORM 4 WHEEL TIRE ROTATION
INSPECT TIRES FOR WEAR
COMPLETED

JOB# 2 TOTALS----------

LABOR	19.99

JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL 19.99

JOB# 3 CHARGES----------

LABOR----------

J# 3 92K12 COURTESY INSPECTION TECH(S):136 INTERNAL

CUSTOMER REQUESTS COURTESY INSPECTION
THIS IS A VISUAL INSPECTION ONLY AND IS FREE OF CHARGE
CHECK FOR OPEN RECALLS ON VEHICLE
COMPLETED

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX K1CS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES----------

LABOR----------

Our Business is Your Business.

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

ALL INSURANCE REPAIRS

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

PARTS GUARANTEE

All parts are new or remanufactured unless otherwise indicated.

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

SERVICE & PARTS DEPT. HOURS
MON. - FRI.
7:00 AM TO 6:00 PM
SAT.
7:30 AM TO 5:00 PM

BODY SHOP DEPT. HOURS
MON. - FRI.
7:00 AM TO 5:30 PM

Regal Kia
1025 Bartow Road
Lakeland, FL 33801

ACTIVE DELIVERY SIGN OFF

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

Date _____

ADVISOR SIGNATURE _____

The Reynolds and Reynolds Company (RRA) Ver. CQ6260/4.0 (06/17)

[redacted] 76616 G (05/14)

[redacted]

Regal Lakeland

regallakeland.com

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

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

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

We Service All Makes & Models

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: JASON SMOUSE 382	TAG NO. 611	INVOICE DATE 10/31/15	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 12,645	COLOR SPARKLING S	STOCK NO. [redacted]
LAKELAND, FL [redacted]	YEAR/MAKE/MODEL 16/KIA/SORENTO/LX FWD AUTO		DEL VERY DATE 09/17/15	DELIVERY MILES
[redacted]	VEHICLE I.D. NO. 5 X Y P G 4 A 3 2 G G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
[redacted]	F.L.E. NO.	P.O. NO.	R.O. DATE 10/31/15	
[redacted]	EMAIL			MO: 12645

LABOR----------

J# 4 01K1ZZ CAR WASH TECH(S):136 INTERNAL

FREE CAR WASH WITH VACCUMM
COMPLETED SERVICE

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX K1CS JOB# 4 TOTAL 0.00

MISC------CODE--------DESCRIPTION----------CONTROL NO---------		
JOB # A 61DK SHOP SUPPLIES (KIA)		4.99
	TOTAL - MISC	4.99

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $60.00 (+TAX)

TOTALS----------

The manufacturer warranty is 12 months or 12,000 miles which ever occurs first. Aftermarket or used parts are warrantied for 90 days. (Parts Only)

I have the option of test driving my vehicle before signing this invoice.

This invoice explains the charges for the work that has been performed. If you have any questions or concerns please have our cashier call our Service Manager.

Shop Supplies: "Charges represent cost and profit to the motor vehicle repair facility for miscellaneous shop supplies or waste oil disposal."

Thank you for allowing us to serve you.

TOTAL LABOR....	30.99
TOTAL PARTS....	18.95
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	4.99
TOTAL MISC DISC	-10.00
TOTAL TAX.....	3.15
TOTAL INVOICE $	**48.08**

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

Our Business is Your Business.

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

ALL INSURANCE REPAIRS

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

PARTS GUARANTEE

All parts are new or remanufactured unless otherwise indicated.

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

SERVICE & PARTS DEPT. HOURS
MON. - FRI.
7:00 AM TO 6:00 PM
SAT.
7:30 AM TO 5:00 PM

BODY SHOP DEPT. HOURS
MON. - FRI.
7:00 AM TO 5:30 PM

Regal Kia
1025 Bartow Road
Lakeland, FL 33801

ACTIVE DELIVERY SIGN OFF

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

Date ____

ADVISOR SIGNATURE [redacted]

The Reynolds and Reynolds Company 1-800-POWER-1 CCG26974.Q (0811)

Regal LAKELAND
regallakeland.com

CHEVROLET
925 Bartow Rd.•Lakeland, FL 33801
Ph (863) 687-8000
State of Florida MV# 30684

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

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

We Service All Makes & Models
CELL: [redacted]

CUSTOMER NO. [redacted]	CUSTOMER JASON SMOUSE 382	TAG NO. 682	INVOICE DATE 11/27/15	[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 20,134	SOLD BY SPARKLING S [redacted]
LAKELAND, FL [redacted]	YEAR/MAKE/MODEL 16/KIA/SORENTO/LX FWD AUTO		DELIVERY DATE 09/17/15	DELIVERY MILES
[redacted]	VEHICLE I.D. NO. 5XYPG4A32GG [redacted]		SELLING DEALER NO.	PRODUCTION DATE
[redacted]	F.T.E. NO.	P.O. NO.	R.O. DATE 11/27/15	
[redacted]	EMAIL			MO: 20134

JOB# 1 CHARGES----------

LABOR----------

J# 1 00K1KCP1 OIL & FILTER KCP1 TECH(S):951 11.00

CHANGE ENGINE OIL AND FILTER,PERFORM COURTESY VEHICLE
INSPECTION,TOP OFF ALL FLUIDS,SET TIRE PRESSURE,AND
WASH & VAC VEHICLE.
PERFORM OIL AND FILTER CHANGE
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	PK503	OIL CHANGE	18.95	18.95
	5	5W20	5W20 OIL	****	****
	1	21513-23001	GASKET-OIL PLUG	****	****
	1	26300-35503	FILTER ASSY-ENG	****	****
				TOTAL - PARTS	18.95

MISC	CODE	DESCRIPTION	CONTROL NO	
	20KIK	KIA COUPON (KIA)		-7.00
			TOTAL - MISC	-7.00

JOB# 1 TOTALS----------

LABOR	11.00
PARTS	18.95
MISC	-7.00
JOB# 1 JOURNAL PREFIX K1QS JOB# 1 TOTAL	22.95

JOB# 2 CHARGES----------

LABOR----------

J# 2 92K1Z COURTESY INSPECTION TECH(S):951 INTERNAL

CUSTOMER REQUESTS COURTESY INSPECTION
THIS IS A VISUAL INSPECTION ONLY AND IS FREE OF CHARGE
CHECK FOR OPEN RECALLS ON VEHICLE
COMPLETED

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL	0.00

JOB# 3 CHARGES----------

LABOR----------

J# 3 01K1ZZ CAR WASH TECH(S):951 INTERNAL

FREE CAR WASH WITH VACCUMM
COMPLETED SERVICE

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX K1CS JOB# 3 TOTAL	0.00

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $30.00 (+TAX)

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

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

PARTS GUARANTEE
All parts are new or remanufactured unless otherwise indicated.

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

SERVICE & PARTS DEPT. HOURS
MON. - FRI.
7:00 AM TO 6:00 PM
SAT.
7:30 AM TO 5:00 PM

BODY SHOP DEPT. HOURS
MON. - FRI.
7:00 AM TO 5:30 PM

Regal Kia
1025 Bartow Road
Lakeland, FL 33801

ACTIVE DELIVERY SIGN OFF

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

Date _____

ADVISOR SIGNATURE _____

Reproduction and Reynolds Company Brand Use - CDK76574 Q (2/17)

[redacted] 576616 Q (05/14)

[redacted]

Regal Lakeland

regallakeland.com

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

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

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

We Service All Makes & Models

CELL: [redacted]

CUSTOMER NO. [redacted]

[redacted]

LAKEMAND, FL [redacted]

[redacted]

[redacted]

ADVISOR: JASON SMOUSE 382 TAG NO. 682

INVOICE DATE: 11/27/15

LABOR RATE | LICENSE NO. | MILEAGE: 20,134 | COLOR: SPARKLING S

YEAR/MAKE/MODEL: 16/KIA/SORENTO/LX FWD AUTO

DELIVERY DATE: 09/17/15 | DELIVERY MILES

VEHICLE I.D. NO.: 5 X Y P G 4 A 3 2 G G [redacted]

SELLING DEALER NO. | PRODUCTION DATE

F.T.E. NO. | P.O. NO. | R.O. DATE: 11/27/15

[redacted] [redacted] EMAIL

MO: 20134

TOTALS

The manufacturer warranty is 12 months or 12,000 miles which ever occurs first. Aftermarket or used parts are warrantied for 90 days. (Parts Only)
I have the option of test driving my vehicle before signing this invoice.
This invoice explains the charges for the work that has been performed. If you have any questions or concerns please have our cashier call our Service Manager.

Shop Supplies: "Charges represent cost and profit to the motor vehicle repair facility for miscellaneous shop supplies or waste oil disposial."

Thank you for allowing us to serve you.

TOTAL LABOR....	11.00
TOTAL PARTS....	18.95
TOTAL SUBLET...	0.00
TOTAL G.O.C....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-7.00
TOTAL TAX.....	1.61
TOTAL INVOICE $	**24.56**

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

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

ALL INSURANCE REPAIRS

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

PARTS GUARANTEE

All parts are new or remanufactured unless otherwise indicated.

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

SERVICE & PARTS DEPT. HOURS
MON. - FRI.
7:00 AM TO 6:00 PM
SAT.
7:30 AM TO 5:00 PM

BODY SHOP DEPT. HOURS
MON. - FRI.
7:00 AM TO 5:30 PM

Regal Kia
1025 Bartow Road
Lakeland, FL 33801

ACTIVE DELIVERY SIGN OFF

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

Date _____

ADVISOR SIGNATURE [redacted]

The Reynolds and Reynolds Company, ERA-IGNITE CC0226074 C (09/17)

[redacted] 76616 C (05/14)

[redacted]

Regal LAKELAND

regallakeland.com

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

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

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

We Service All Makes & Models

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR JEFF SOLOJ 98	TAG NO. J427	INVOICE DATE 01/07/16	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	M LEAGE 28,500	COLOR SPARKLING S	STOCK NO. [redacted]
LAKELAND, FL [redacted]	YEAR/MAKE/MODEL 16/KIA/SORENTO/LX FWD AUTO		DELIVERY DATE 09/17/15	DELIVERY MILES	
	VEHICLE I.D. NO. 5 X Y P G 4 A 3 2 G G [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
[redacted]	E.T.E. NO.	P.O. NO.	R.O. DATE 01/07/16		
BUS [redacted]	EMAIL [redacted]			MO: 28500	

JOB# 1 CHARGES----------

LABOR----------

J# 1 00K1KCP1 OIL & FILTER KCP1 TECH(S):250 11.00

CHANGE ENGINE OIL AND FILTER,PERFORM COURTESY VEHICLE
INSPECTION,TOP OFF ALL FLUIDS,SET TIRE PRESSURE,AND
WASH & VAC VEHICLE.
PERFORM OIL AND FILTER CHANGE
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	PK503	OIL CHANGE	18.95	18.95
	5	5W20	5W20 OIL	****	****
	1	21513-23001	GASKET-OIL PLUG	****	****
	1	26300-35503	FILTER ASSY-ENG	****	****
				TOTAL - PARTS	18.95

MISC	CODE	DESCRIPTION	CONTROL NO	
	20WIK	WEB/INTERNET COUPON(KIA)		-15.00
			TOTAL - MISC	-15.00

JOB# 1 TOTALS----------

LABOR	11.00
PARTS	18.95
MISC	-15.00

JOB# 1 JOURNAL PREFIX K1QS JOB# 1 TOTAL 14.95

JOB# 2 CHARGES----------

LABOR----------

J# 2 00K1Z003 TIRE ROTATION TECH(S):250 19.99

PERFORM 4 WHEEL TIRE ROTATION
INSPECT TIRES FOR WEAR
COMPLETED

JOB# 2 TOTALS----------

LABOR	19.99

JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL 19.99

JOB# 3 CHARGES----------

LABOR----------

J# 3 92K1Z COURTESY INSPECTION TECH(S):250 INTERNAL

CUSTOMER REQUESTS COURTESY INSPECTION
THIS IS A VISUAL INSPECTION ONLY AND IS FREE OF CHARGE
CHECK FOR OPEN RECALLS ON VEHICLE
COMPLETED

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX K1CS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES----------

LABOR----------

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

ALL INSURANCE REPAIRS

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

PARTS GUARANTEE

All parts are new or remanufactured unless otherwise indicated.

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

SERVICE & PARTS DEPT. HOURS
MON. - FRI.
7:00 AM TO 6:00 PM
SAT.
7:30 AM TO 5:00 PM

BODY SHOP DEPT. HOURS
MON. - FRI.
7:00 AM TO 5:30 PM

Regal Kia
1025 Bartow Road
Lakeland, FL 33801

ACTIVE DELIVERY SIGN OFF

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

Date _____

ADVISOR SIGNATURE _____

The Reynolds and Reynolds Company (ERS8701NL) (00000074 O (05/17)

[redacted] 576616 O (05/14)

[redacted]

Regal Lakeland

regaliakeland.com

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

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

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

We Service All Makes & Models

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: JEFF SOLOJ 98	TAG NO: J427	INVOICE DATE: 01/07/16	INVOICE NO: [redacted]	
[redacted]	LABOR DATE	LICENSE NO.	MILEAGE: 28,500	COLOR: SPARKLING S	S: [redacted]
LAKELAND, FL [redacted]	YEAR/MAKE/MODEL: 16/KIA/SORENTO/LX FWD AUTO		DELIVERY DATE: 09/17/15	DELIVERY MILES	
[redacted]	VEHICLE NO: 5XYPG4A32GG[redacted]		SELLING DEALER NO	PRODUCTION DATE	
[redacted]	R.T.E. NO.	R.O. NO.	R.O. DATE: 01/07/16		
PHS [redacted] [redacted]	EMAIL			MO: 28500	

LABOR----------

J# 4 01K122 CAR WASH TECH(S):250 INTERNAL

FREE CAR WASH WITH VACCUMM
COMPLETED SERVICE

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX K1CS JOB# 4 TOTAL 0.00

MISC------CODE--------DESCRIPTION----------CONTROL NO---------		
JOB # A 61DK SHOP SUPPLIES (KIA)		4.99
	TOTAL - MISC	4.99

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $50.00 (+TAX)

COMMENTS----------

20% OFF KEY CHAIN COUPON

TOTALS----------

The manufacturer warranty is 12 months or 12,000 miles which ever occurs first. Aftermarket or used parts are warrantied for 90 days. (Parts Only)
I have the option of test driving my vehicle before signing this invoice.
This invoice explains the charges for the work that has been performed. If you have any questions or concerns please have our cashier call our Service Manager.

Shop Supplies: "Charges represent cost and profit to the motor vehicle repair facility for miscellaneous shop supplies or waste oil disposal."

Thank you for allowing us to serve you.

TOTAL LABOR....	30.99
TOTAL PARTS....	18.95
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	4.99
TOTAL MISC DISC	-15.00
TOTAL TAX.....	2.80
TOTAL INVOICE $	**42.73**

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

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

ALL INSURANCE REPAIRS

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

PARTS GUARANTEE

All parts are new or remanufactured unless otherwise indicated.

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

SERVICE & PARTS DEPT. HOURS
MON. - FRI.
7:00 AM TO 6:00 PM
SAT.
7:30 AM TO 5:00 PM

BODY SHOP DEPT. HOURS
MON. - FRI.
7:00 AM TO 5:30 PM

Regal Kia
1025 Bartow Road
Lakeland, FL 33801

ACTIVE DELIVERY SIGN OFF

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

Date _____

ADVISOR SIGNATURE _____

The Reynolds and Reynolds Company (DMS) CDD89974 Q (0M17)

[redacted] 876616 Q (05/14)

Attn: Ryan

Re: [redacted]

Case: [redacted]

[redacted]

[redacted]

Regal LAKELAND

regallakeland.com

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

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

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

We Service All Makes & Models

CELL: [redacted]

CUSTOMER NO. [redacted]

[redacted]

LAKELAND, FL [redacted]

[redacted]

HPS [redacted]

WRITER: JORGE BENITEZ 225	TAG NO. 3473		INVOICE DATE 05/01/17	[redacted]
LABOR RATE	LICENSE NO.	MILEAGE 130,954	COLOR SPARKLING S	[redacted]
YEAR / MAKE / MODEL 16/KIA/SORENTO/LX FWD AUTO			DELIVERY DATE 09/17/15	DELIVERY MILES
VEHICLE I.D. 5XYPG4A32GG[redacted]			SELLING DEALER NO.	PRODUCTION DATE
P.I.E. NO.	P.O. NO.		R.O. DATE 05/01/17	
EMAIL				MO: 130954

JOB# 1 CHARGES

LABOR

J# 1 00K1KCP1 OIL & FILTER KCP1 TECH(S):674 16.00

CHANGE ENGINE OIL AND FILTER,PERFORM COURTESY VEHICLE INSPECTION,TOP OFF ALL FLUIDS,SET TIRE PRESSURE,AND WASH & VAC VEHICLE.
PERFORM OIL AND FILTER CHANGE
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	1	PK503	OIL CHANGE	18.95
	5	5W20	5W20 OIL	****
	1	21513-23001	GASKET-OIL PLUG	****
	1	26300-35504	FILTER ASSY-ENG	****

TOTAL - PARTS

MISC	CODE	DESCRIPTION	CONTROL NO
	20KIK	KIA COUPON (KIA)	

TOTAL - MISC

JOB# 1 TOTALS

LABOR
PARTS
MISC

JOB# 1 JOURNAL PREFIX K1QS JOB# 1 TOTAL

JOB# 2 CHARGES

LABOR

J# 2 00K1ZD03 TIRE ROTATION TECH(S):674

PERFORM 4 WHEEL TIRE ROTATION
INSPECT TIRES FOR WEAR
COMPLETED

JOB# 2 TOTALS

LABOR 19.99

JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL 19.99

JOB# 3 CHARGES

LABOR

J# 3 99K1Z RECALLS TECH(S):1098 WARRANTY

SA283 FRONT DOOR OUTSIDE HANDLE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	1	82661-C5010QQK	HANDLE ASSY-DOO	WARRANTY
	1	82651-C5010QQK	HANDLE ASSY-DOO	WARRANTY

TOTAL - PARTS 0.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX K1CS JOB# 3 TOTAL 0.00

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

5-17
40
9-17

15 pgs.

SAT.
7:30 AM TO 5:00 PM

BODY SHOP DEPT. HOURS
MON. - FRI.
7:00 AM TO 5:30 PM

Regal Kia
1025 Bartow Road
Lakeland, FL 33801

ACTIVE DELIVERY SIGN OFF

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

Date _____

ADVISOR SIGNATURE _____

[redacted]

Inc Payables and Payroll is Company Business CC626974 Q (05/14)

76616 Q (05/14)

Regal LAKELAND

regallakeland.com

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

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

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

We Service All Makes & Models

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR JORGE BENITEZ 225	TAG NO. 3473	INVOICE DATE 05/01/17	[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 130,954	COLOR SPARKLING S
LAKELAND, FL [redacted]	YEAR/MAKE/MODEL 16/KIA/SORENTO/LX FWD AUTO		DELIVERY DATE 09/17/15	DELIVERY MILES
[redacted]	VEHICLE I.D. NO. 5XYPG4A32GG[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	R.F.E. NO.	P.O. NO.	R.O. DATE 05/01/17	
PH [redacted]	EMAIL			MO: 130954

JOB# 4 CHARGES----------

LABOR----------

J# 4 92K12KCP2 MPI KCP2 TECH(S):674 INTERNAL

PERFORM KIA MULTI-POINT INSPECTION KCP2
COMPLETE
COMPLETE

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX K1CS JOB# 4 TOTAL 0.00

MISC------CODE--------DESCRIPTION----------CONTROL NO---------		
JOB # A 61DK SHOP SUPPLIES (KIA)		3.00
	TOTAL - MISC	3.00

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $29.95 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $66.00 (+TAX) ON 05/01/17 AT 03:38pm
BY SAMUEL RIVERA COMMENTS
TOTALS----------

The manufacturer warranty is 12 months or 12,000 miles which ever occurs first. Aftermarket or used parts are warrantied for 90 days. (Parts Only)
I have the option of test driving my vehicle before signing this invoice.
This invoice explains the charges for the work that has been performed. If you have any questions or concerns please have our cashier call our Service Manager.

Shop Supplies: "Charges represent cost and profit to the motor vehicle repair facility for miscellaneous shop supplies or waste oil disposal."

Thank you for allowing us to serve you.

TOTAL LABOR....	35.99
TOTAL PARTS....	18.95
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	3.00
TOTAL MISC DISC	-24.95
TOTAL TAX.....	2.31
TOTAL INVOICE $	**35.30**

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

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

ALL INSURANCE REPAIRS

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

PARTS GUARANTEE

All parts are new or remanufactured unless otherwise indicated.

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

SERVICE & PARTS DEPT. HOURS
MON. - FRI.
7:00 AM TO 6:00 PM
SAT.
7:30 AM TO 5:00 PM

BODY SHOP DEPT. HOURS
MON. - FRI.
7:00 AM TO 5:30 PM

Regal Kia
1025 Bartow Road
Lakeland, FL 33801

ACTIVE DELIVERY SIGN OFF

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

Date _____

ADVISOR SIGNATURE _____

The Reynolds and Reynolds Company ERA-IN (L) CC6209974 Q (09/17)

[redacted] 76616 Q (05/14)

Regal LAKELAND

regallakeland.com

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

GMC HONDA ACURA
2515 Lakeland Hills Blvd.•Lakeland, FL 33805
Ph (863) 687-8000
State of Florida MV# 16217

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

We Service All Makes & Models

CELL: [redacted]

CUSTOMER NO [redacted]

[redacted]

LAKELAND, FL [redacted]

[redacted]

[redacted]

OWNER ASHLEY CRAIG 1163	TAG NO. 1655	INVOICE DATE 05/23/17	[redacted]	
LABOR RATE	LICENSE NO.	MILEAGE 139,747	COLOR SPARKLING S	[redacted]
YEAR/MAKE/MODEL 16/KIA/SORENTO/LX FWD AUTO		DELIVERY DATE 09/17/15	DELIVERY MILES	
VEHICLE I.D.NO. 5XYPG4A32GG[redacted]		SELLING DEALER NO.	PRODUCTION DATE	
F.I. NO.	P.O. NO.	R.O. DATE 05/23/17	REPRINT# 1	
[redacted]	EMAIL		MO: 139747	

JOB# 1 CHARGES

LABOR

J# 1 00K1KCP1 OIL & FILTER KCP1 TECH(S):1210 16.00

CHANGE ENGINE OIL AND FILTER,PERFORM COURTESY VEHICLE INSPECTION,TOP OFF ALL FLUIDS,SET TIRE PRESSURE,AND WASH & VAC VEHICLE.
PERFORM OIL AND FILTER CHANGE
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	PK503	OIL CHANGE	18.95	18.95
	5	5W20	5W20 OIL	****	****
	1	21513-23001	GASKET-OIL PLUG	****	****
	1	26300-35504	FILTER ASSY-ENG	****	****
				TOTAL - PARTS	18.95

MISC	CODE	DESCRIPTION	CONTROL NO	
	20KIK	KIA COUPON (KIA)		-39.08
			TOTAL - MISC	-39.08

JOB# 1 TOTALS

LABOR	16.00
PARTS	18.95
MISC	-39.08
JOB# 1 JOURNAL PREFIX K1QS JOB# 1 TOTAL	-4.13

JOB# 2 CHARGES

LABOR

J# 2 00K1ZAF REPLACE AIR FILTER TECH(S):1210 9.95

REPLACE AIR FILTER
MAINTENANCE
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	28113-A9100	FILTER-AIR CLEA	30.00	30.00
				TOTAL - PARTS	30.00

JOB# 2 TOTALS

LABOR	9.95
PARTS	30.00
JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL	39.95

JOB# 3 CHARGES

LABOR

J# 3 00K1ZBF BRAKE FLUID EXCHANGE TECH(S):1210 79.52

PERFORM BRAKE FLUID EXCHANGE SERVICE.
REMOVED OLD BRAKE FLUID AND REPLACED WITH NEW FLUID
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	06002	BRAKE FLUID	40.99	40.99

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

ALL INSURANCE REPAIRS

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PARTS GUARANTEE

All parts are new or remanufactured unless otherwise indicated.

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

SERVICE & PARTS DEPT. HOURS
MON. - FRI.
7:00 AM TO 6:00 PM
SAT.
7:30 AM TO 5:00 PM

BODY SHOP DEPT. HOURS
MON. - FRI.
7:00 AM TO 5:30 PM

Regal Kia
1025 Bartow Road
Lakeland, FL 33801

ACTIVE DELIVERY SIGN OFF

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

Date _____

ADVISOR SIGNATURE _____

Tax Reynolds and Reynolds Corp. [illegible] CO628974 Q (05/17)

Regal LAKELAND
regallakeland.com

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

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

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

We Service All Makes & Models
CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR ASHLEY CRAIG 1163	TAG NO. 1655	INVOICE DATE 05/23/17	IN [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 139,747	COLOR SPARKLING S	S [redacted]
LAKELAND, FL [redacted]	YEAR/MAKE/MODEL 16/KIA/SORENTO/LX FWD AUTO		DELIVERY DATE 09/17/15	DELIVERY MILES	
[redacted]	VEHICLE I.D. NO. 5 X Y P G 4 A 3 2 G G [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
[redacted]	T.S.B. NO.	P.O. NO.	R.O. DATE 05/23/17	REPRINT# 1	
[redacted]	EMAIL			MO: 139747	

TOTAL - PARTS 40.99

JOB# 3 TOTALS----------

LABOR	79.52
PARTS	40.99

JOB# 3 JOURNAL PREFIX K1CS JOB# 3 TOTAL 120.51

JOB# 4 CHARGES----------

LABOR----------

J# 4 92K12KCP2 MPI KCP2 TECH(S):1210 INTERNAL
PERFORM KIA MULTI-POINT INSPECTION KCP2
COMPLETE
COMPLETE

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX K1CS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES----------

LABOR----------

J# 5 01K1ZZ CAR WASH TECH(S):1210 INTERNAL
FREE CAR WASH WITH VACUUM
COMPLETED SERVICE

JOB# 5 TOTALS----------

JOB# 5 JOURNAL PREFIX K1CS JOB# 5 TOTAL 0.00

JOB# 6 CHARGES----------

LABOR----------

J# 6+88K1Z MISC TECH(S):1210 0.00
Added Operation (ASHLEYC @ 05/23/2017 13:05)
C/S CHECK ENGINE LIGHT CAME ON AND WENT OFF NEXT DAY. GAS MILEAGE WAS HORRIBLE WHILE LIGHT WAS ON. PLEASE CHECK AND ADVISE
SCANNED FOUND DTC P201700 FOR INTAKE MANIFOLD RUNNER POSITION SENSOR IN HISTORY. SENSOR WORKING AS DESIGNED AT THIS TIME

JOB# 6 TOTALS----------

JOB# 6 JOURNAL PREFIX K1CS JOB# 6 TOTAL 0.00

JOB# 7 CHARGES----------

LABOR----------

J# 7+91K1Z GENERAL DECLINE TECH(S):1210 INTERNAL
Added Operation (ASHLEYC @ 05/23/2017 14:05)
DECLINED COOLANT FLUID EXCHANGE $150
10% DISCOUNT OFF ANY RECOMMENDED SERVICES PERFORMED AT REGAL AUTOMOTIVE.

JOB# 7 TOTALS----------

JOB# 7 JOURNAL PREFIX K1CS JOB# 7 TOTAL 0.00

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

ALL INSURANCE REPAIRS
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PARTS GUARANTEE
All parts are new or remanufactured unless otherwise indicated.
*U/Used R/Rebuilt RC/Reconditioned NC/No Chg/Warranty PD Reduced/Warranty

SERVICE & PARTS DEPT. HOURS
MON. - FRI.
7:00 AM TO 6:00 PM
SAT.
7:30 AM TO 5:00 PM

BODY SHOP DEPT. HOURS
MON. - FRI.
7:00 AM TO 5:30 PM

Regal Kia
1025 Bartow Road
Lakeland, FL 33801

ACTIVE DELIVERY SIGN OFF
My Service Advisor has explained all repairs that were Completed on my vehicle including my charges.
Date _____
ADVISOR SIGNATURE _____

The Reynolds and Reynolds Company FORM TWE CO0289874 Q (09/17)
[redacted] 8615 Q (05/14)

[redacted]

Regal LAKELAND

regallakeland.com

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

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

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

We Service All Makes & Models

CELL: [redacted]

CUSTOMER NO [redacted]	ASHLEY CRAIG 1163	TAG NO 1655	INVOICE DATE 05/23/17	INVOICE NO [redacted]	
[redacted]	LABOR RATE	LICENSE NO	MILEAGE 139,747	COLOR SPARKLING S	STOCK NO [redacted]
LAKELAND, FL [redacted]	YEAR/MAKE/MODEL 16/KIA/SORENTO/LX FWD AUTO		DELIVERY DATE 09/17/15	DELIVERY MILES	
[redacted]	VEHICLE I.D.NO 5XYPG4A32GG[redacted]		SELL NO DEALER NO	PRODUCTION DATE	
[redacted]	R.O. NO	P.O. NO	P.O. DATE 05/23/17	REPRINT# 1	
RE [redacted]	EMAIL [redacted]			MO: 139747	

MISC-----CODE--------DESCRIPTION----------CONTROL NO---------		
JOB # A 61DK SHOP SUPPLIES (KIA)		10.00
	TOTAL - MISC	10.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $220.00 (+TAX)
TOTALS----------

The manufacturer warranty is 12 months or 12,000 miles which ever occurs first. Aftermarket or used parts are warrantied for 90 days. (Parts Only)
I have the option of test driving my vehicle before signing this invoice.
This invoice explains the charges for the work that has been performed. If you have any questions or concerns please have our cashier call our Service Manager.

Shop Supplies: "Charges represent cost and profit to the motor vehicle repair facility for miscellaneous shop supplies or waste oil disposal."

Thank you for allowing us to serve you.

TOTAL LABOR....	105.47
TOTAL PARTS....	89.94
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	10.00
TOTAL MISC DISC	-39.08
TOTAL TAX.....	11.64
TOTAL INVOICE $	**177.97**

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

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

ALL INSURANCE REPAIRS

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

PARTS GUARANTEE

All parts are new or remanufactured unless otherwise indicated.

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

SERVICE & PARTS DEPT. HOURS
MON. - FRI.
7:00 AM TO 6:00 PM
SAT.
7:30 AM TO 5:00 PM

BODY SHOP DEPT. HOURS
MON. - FRI.
7:00 AM TO 5:30 PM

Regal Kia
1025 Bartow Road
Lakeland, FL 33801

ACTIVE DELIVERY SIGN OFF

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

Date _____

ADVISOR SIGNATURE _____

Lic Reproduction Regal Motor Co Company, FRANKENMUTH CC6209974 Q (09/17)

[redacted] 78618 Q (05/14)

[redacted]

Regal LAKELAND

regallakeland.com

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

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

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

We Service All Makes & Models

CELL: [redacted]

CUSTOMER NO. [redacted]	ASHLEY CRAIG 1163	TAG NO. 1679	INVOICE DATE 05/24/17	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 139,929	COLOR SPARKLING S
LAKELAND, FL [redacted]	16/KIA/SORENTO/LX FWD AUTO		DELIVERY DATE 09/17/15	DELIVERY MILES
[redacted]	5XYPG4A32G[redacted]		SELLING DEALER NO.	PRODUCTION DATE
[redacted]	F.T.E. NO.	P.O. NO.	R.O. DATE 05/24/17	
[redacted]	EMAIL			MO: 139930

JOB# 1 CHARGES

LABOR

J# 1 88K1Z MISC. TECH(S):951 INTERNAL

C/S UNDER CARRIAGE SPLASH GUARD CAME OFF WHILE DRIVING AFTER HAVING VEHICLE SERVICES YESTERDAY PLEASE CHECK AND ADVISE
replace with new

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		29110-C6500	PANEL ASSY-UNDE		INTERNAL
				TOTAL - PARTS		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL	0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

TOTALS

The manufacturer warranty is 12 months or 12,000 miles which ever occurs first. Aftermarket or used parts are warrantied for 90 days. (Parts Only)
I have the option of test driving my vehicle before signing this invoice.
This invoice explains the charges for the work that has been performed. If you have any questions or concerns please have our cashier call our Service Manager.

Shop Supplies: "Charges represent cost and profit to the motor vehicle repair facility for miscellaneous shop supplies or waste oil disposial."

Thank you for allowing us to serve you.

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

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

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

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

PARTS GUARANTEE
All parts are new or remanufactured unless otherwise indicated.
*U/Used R/Rebuilt RC/Reconditioned NC/No Chg/Warranty RD Reduced/Warranty

SERVICE & PARTS DEPT. HOURS
MON. - FRI.
7:00 AM TO 6:00 PM
SAT.
7:30 AM TO 5:00 PM

BODY SHOP DEPT. HOURS
MON. - FRI.
7:00 AM TO 5:30 PM

Regal Kia
1025 Bartow Road
Lakeland, FL 33801

ACTIVE DELIVERY SIGN OFF

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

Date _____

ADVISOR SIGNATURE _____

The Reynolds and Reynolds Company (REYNOLDS) CO6828974 Q (02/17)

[redacted] 76618 Q (05/14)

Regal LAKELAND
regallakeland.com

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

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

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

We Service All Makes & Models
CELL: [redacted]

CUSTOMER NO. [redacted]	ASHLEY CRAIG 1163	TAG NO. 1817	INVOICE DATE 06/06/17	[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 141,191	SA SPARKLING S
LAKELAND, FL [redacted]	VEHICLE YEAR/MAKE/MODEL 16/KIA/SORENTO/LX FWD AUTO		DELIVERY DATE 09/17/15	DELIVERY MILES
[redacted]	VEHICLE VIN 5XYPG4A32GG[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.I. NO.	P.O. NO.	R.O. DATE 06/06/17	
RO [redacted]	[redacted] EMAIL			MO: 141192

JOB# 1 CHARGES----------

LABOR----------

J# 1 88K1Z / MISC. TECH(S):230 INTERNAL

C/S CHECK ENGINE LIGHT CAME ON BUT HAS SINCE WENT OFF PLEASE
CHECK AND ADVISE
SCAN TEST FOUND CODE P0201700 FOR INTAKE MANIFOLD POSITION
SENSOR-IN HISTORY.

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------

J# 2 92K1Z COURTESY INSPECTION TECH(S):230 INTERNAL

CUSTOMER REQUESTS COURTESY INSPECTION
THIS IS A VISUAL INSPECTION ONLY AND IS FREE OF CHARGE
CHECK FOR OPEN RECALLS ON VEHICLE
COMPLETED

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL 0.00

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

TOTALS----------

The manufacturer warranty is 12 months or 12,000 miles which ever occurs first. Aftermarket or used parts are warrantied for 90 days. (Parts Only)
I have the option of test driving my vehicle before signing this invoice.
This invoice explains the charges for the work that has been performed. If you have any questions or concerns please have our cashier call our Service Manager.

Shop Supplies: "Charges represent cost and profit to the motor vehicle repair facility for miscellaneous shop supplies or waste oil disposial."

Thank you for allowing us to serve you.

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

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

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

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

PARTS GUARANTEE
All parts are new or remanufactured unless otherwise indicated.
*U/Used R/Rebuilt RC/Reconditioned NC/No Chg/Warranty RD Reduced/Warranty

SERVICE & PARTS DEPT. HOURS
MON. - FRI.
7:00 AM TO 6:00 PM
SAT.
7:30 AM TO 5:00 PM

BODY SHOP DEPT. HOURS
MON. - FRI.
7:00 AM TO 5:30 PM

Regal Kia
1025 Bartow Road
Lakeland, FL 33801

ACTIVE DELIVERY SIGN OFF
My Service Advisor has explained all repairs that were Completed on my vehicle including my charges.
Date _____
ADVISOR SIGNATURE _____

The Reynolds and Reynolds Company LHAutoPark 00028974 Q (03/17)
[redacted] 76616 Q (05/14)

[redacted]

Regal LAKELAND

regallakeland.com

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

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

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

We Service All Makes & Models

CELL: [redacted]

CUSTOMER NO [redacted]	JORGE BENITEZ 225	TAG NO 2348	INVOICE DATE 06/28/17	[redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 147,872	SOLD SPARKLING S	[redacted]
LAKELAND, FL [redacted]	YEAR/MAKE/MODEL 16/KIA/SORENTO/LX FWD AUTO		DELIVERY DATE 09/17/15	DELIVERY MILES	
[redacted]	VEHICLE TRADE 5 X Y P G 4 A 3 2 G G [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
[redacted]	C.T.E. NO.	P.O. NO.	R.O. DATE 06/28/17		
PH [redacted]	EMAIL			MO: 147872	

JOB# 1 CHARGES

LABOR

J# 1 00K1KCP1 OIL & FILTER KCP1 TECH(S):674 16.00

CHANGE ENGINE OIL AND FILTER,PERFORM COURTESY VEHICLE INSPECTION,TOP OFF ALL FLUIDS,SET TIRE PRESSURE,AND WASH & VAC VEHICLE.
PERFORM OIL AND FILTER CHANGE
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	PK503	OIL CHANGE	18.95	18.95
	5	5W20	5W20 OIL	****	****
	1	21513-23001	GASKET-OIL PLUG	****	****
	1	26300-35504	FILTER ASSY-ENG	****	****
				TOTAL - PARTS	18.95

MISC	CODE	DESCRIPTION	CONTROL NO	
	20KIK	KIA COUPON (KIA)		-10.00
			TOTAL - MISC	-10.00

JOB# 1 TOTALS

LABOR	16.00
PARTS	18.95
MISC	-10.00

JOB# 1 JOURNAL PREFIX K1QS JOB# 1 TOTAL 24.95

JOB# 2 CHARGES

LABOR

J# 2 92K12KCP2 MPI KCP2 TECH(S):674 INTERNAL

PERFORM KIA MULTI-POINT INSPECTION KCP2
COMPLETE
COMPLETE

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 01K1Z2 CAR WASH TECH(S):674 INTERNAL

FREE CAR WASH WITH VACCUMM
COMPLETED SERVICE

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX K1CS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

J# 4+91K1Z GENERAL DECLINE TECH(S):674 INTERNAL

Added Operation (JORGE @ 06/28/2017 14:33)
CUSTOMER DECLINDED RECOMMEDED REPAIRS

Our Business is Your Business.

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

ALL INSURANCE REPAIRS

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

PARTS GUARANTEE

All parts are new or remanufactured unless otherwise indicated.

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

SERVICE & PARTS DEPT. HOURS
MON. - FRI.
7:00 AM TO 6:00 PM
SAT.
7:30 AM TO 5:00 PM

BODY SHOP DEPT. HOURS
MON. - FRI.
7:00 AM TO 5:30 PM

Regal Kia
1025 Bartow Road
Lakeland, FL 33801

ACTIVE DELIVERY SIGN OFF

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

Date _____

ADVISOR SIGNATURE _____

Inc Recycle and Reuse DS Complete ERMITAVE CC628074 O (09/17)

[redacted] 78616 O (05/14)

Regal LAKELAND

regallakeland.com

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

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

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

We Service All Makes & Models

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR JORGE BENITEZ 225	TAG NO. 2348	INVOICE DATE 06/28/17	TIME [redacted]
[redacted] LAKELAND, FL [redacted]	LABOR RATE	LICENSE NO.	MILEAGE 147,872	COLOR SPARKLING S [redacted]
	YEAR/MAKE/MODEL 16/KIA/SORENTO/LX FWD AUTO		DELIVERY DATE 09/17/15	DELIVERY MILES
	VEHICLE I.D. NO. 5XYPG4A32G[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO	P.O. NO	R.O. DATE 05/28/17	
RE [redacted]	EMAIL			MO: 147872

RECOMMEDED REPAIRS
COOLANT FLUID EX-149.99
10% DISCOUNT OFF ANY RECOMMENDED SERVICES NOT PERFORMED AT REGAL AUTOMOTIVE.

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX K1CS JOB# 4 TOTAL 0.00

MISC------CODE--------DESCRIPTION----------CONTROL NO---------		
JOB # A 61DK SHOP SUPPLIES (KIA)		2.00
	TOTAL - MISC	2.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $41.14 (+TAX)
TOTALS----------

The manufacturer warranty is 12 months or 12,000 miles which ever occurs first. Aftermarket or used parts are warrantied for 90 days. (Parts Only)
I have the option of test driving my vehicle before signing this invoice.
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Shop Supplies: "Charges represent cost and profit to the motor vehicle repair facility for miscellaneous shop supplies or waste oil disposial."

Thank you for allowing us to serve you.

TOTAL LABOR....	16.00
TOTAL PARTS....	18.95
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	2.00
TOTAL MISC DISC	-10.00
TOTAL TAX.....	1.89
TOTAL INVOICE $	**28.84**

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

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

ALL INSURANCE REPAIRS

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

PARTS GUARANTEE

All parts are new or remanufactured unless otherwise indicated.

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

SERVICE & PARTS DEPT. HOURS
MON. - FRI.
7:00 AM TO 6:00 PM
SAT.
7:30 AM TO 5:00 PM

BODY SHOP DEPT. HOURS
MON. - FRI.
7:00 AM TO 5:30 PM

Regal Kia
1025 Bartow Road
Lakeland, FL 33801

ACTIVE DELIVERY SIGN OFF

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

Date _____

ADVISOR SIGNATURE _____

The Reynolds and Reynolds Company 8H4FLUBNE CC6P6974 Q (05/17)

[redacted] 76618 Q (05/14)

Regal LAKELAND

regallakeland.com

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

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

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

We Service All Makes & Models

CELL: [redacted]

CUSTOMER NO. [redacted]

[redacted]

LAKELAND, FL [redacted]

[redacted]

RE [redacted]

SERVICE ASHLEY CRAIG	1163	TAG NO. 180	INVOICE NO. 06729/17	[redacted]
LABOR RATE	LICENSE NO.	MILEAGE 148,001	COLOR SPARKLING S	[redacted]
YEAR / MAKE / MODEL 16/KIA/SORENTO/LX FWD AUTO			DELIVERY DATE 09/17/15	DELIVERY MILES
VEHICLE I.D. NO. 5XYPG4A32GG [redacted]			SELLING DEALER NO.	PRODUCTION DATE
P.U. NO.	P.O. NO.		R.O. DATE 06/29/17	
EMAIL				MO: 148002

JOB# 1 CHARGES----------

LABOR----------

J# 1 88K1Z MISC. TECH(S):261 INTERNAL

C/S CHECK ENGINE LIGHT IS ON PLEASE CHECK AND ADVISE

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------

J# 2 92K1Z COURTESY INSPECTION TECH(S):261 INTERNAL

CUSTOMER REQUESTS COURTESY INSPECTION
THIS IS A VISUAL INSPECTION ONLY AND IS FREE OF CHARGE
CHECK FOR OPEN RECALLS ON VEHICLE
COMPLETED

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------

J# 3 99K1Z RECALLS TECH(S):261 WARRANTY

Added Operation (MARCIA @ 06/29/2017 11:41)
CUSTOMER REQUEST FACTORY RECALL BE COMPLETED
SA292A
COMPLETED

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX K1CS JOB# 3 TOTAL 0.00

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

COMMENTS----------

DELETED OPERATION(S)----------

99K1Z RECALLS

Our Business is Your Business.

e-mail us at service@regallakeland.com with any comments on how we can better serve you.

ALL INSURANCE REPAIRS

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PARTS GUARANTEE

All parts are new or remanufactured unless otherwise indicated.

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

SERVICE & PARTS DEPT. HOURS
MON. - FRI.
7:00 AM TO 6:00 PM
SAT.
7:30 AM TO 5:00 PM

BODY SHOP DEPT. HOURS
MON. - FRI.
7:00 AM TO 5:30 PM

Regal Kia
1025 Bartow Road
Lakeland, FL 33801

ACTIVE DELIVERY SIGN OFF

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

Date _____

ADVISOR'S SIGNATURE _____

The Reynolds and Reynolds Company (Form) CC62497A Q (09/17)

[redacted] 76616 Q (05/14)

[redacted]

Regal LAKELAND

regallakeland.com

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

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

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

We Service All Makes & Models

CELL: [redacted]

CUSTOMER NO: [redacted]

[redacted]

LAKELAND, FL [redacted]

[redacted]

ADVISOR: ASHLEY CRAIG 1163	TAG NO: 180		INVOICE DATE: 06/29/17	[redacted]
LABOR RATE	LICENSE NO.	MILEAGE: 148,001	COLOR: SPARKLING S	[redacted]
YEAR/MAKE/MODEL: 16/KIA/SORENTO/LX FWD AUTO			DELIVERY DATE: 09/17/15	DELIVERY MILES
VEHICLE ID NO: 5 X Y P G 4 A 3 2 G G [redacted]			SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.	P.O. NO.		R.O. DATE: 06/29/17	
RE: [redacted]	EMAIL: [redacted]			MO: 148002

TOTALS

The manufacturer warranty is 12 months or 12,000 miles which ever occurs first. Aftermarket or used parts are warrantied for 90 days. (Parts Only)
I have the option of test driving my vehicle before signing this invoice.
This invoice explains the charges for the work that has been performed. If you have any questions or concerns please have our cashier call our Service Manager.

Shop Supplies: "Charges represent cost and profit to the motor vehicle repair facility for miscellaneous shop supplies or waste oil disposal."

Thank you for allowing us to serve you.

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

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

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

ALL INSURANCE REPAIRS

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

PARTS GUARANTEE

All parts are new or remanufactured unless otherwise indicated.

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

SERVICE & PARTS DEPT. HOURS
MON. - FRI.
7:00 AM TO 6:00 PM
SAT.
7:30 AM TO 5:00 PM

BODY SHOP DEPT. HOURS
MON. - FRI.
7:00 AM TO 5:30 PM

Regal Kia
1025 Bartow Road
Lakeland, FL 33801

ACTIVE DELIVERY SIGN OFF

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

Date _____

ADVISOR SIGNATURE _____

The Reynolds and Reynolds Company (CC6280374 Q (09/17)

[redacted] 76816 Q (05/14)

[redacted]

Regal LAKELAND

regallakeland.com

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

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

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

We Service All Makes & Models

CELL: [redacted]

CUSTOMER NO. [redacted]

[redacted]

LAKELAND, FL [redacted]

[redacted]

[redacted]

ASHLEY CRAIG 1163 TAG NO. 1492 INVOICE DATE 07/29/17 [redacted]

LABOR RATE | LICENSE NO. | MILEAGE 154,298 COLOR SPARKLING S [redacted]

YEAR/MAKE/MODEL 16/KIA/SORENTO/LX FWD AUTO DELIVERY DATE 09/17/15 DELIVERY MILES

VEHICLE I.D.NO. 5XYPG4A32GG[redacted] SELLING DEALER NO. PRODUCTION DATE

P.U.E. NO. P.O. NO. R.O. DATE 07/29/17

EMAIL MO: 154299

JOB# 1 CHARGES----------

LABOR----------

J# 1 00K1KCP1 OIL & FILTER KCP1 TECH(S):951 16.00

CHANGE ENGINE OIL AND FILTER,PERFORM COURTESY VEHICLE INSPECTION,TOP OFF ALL FLUIDS,SET TIRE PRESSURE,AND WASH & VAC VEHICLE.
PERFORM OIL AND FILTER CHANGE
COMPLETED

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		PK503	OIL CHANGE	18.95	18.95
	5		5W20	5W20 OIL	****	****
	1		21513-23001	GASKET-OIL PLUG	****	****
	1		26300-35504	FILTER ASSY-ENG	****	****
					TOTAL - PARTS	18.95

MISC	CODE	DESCRIPTION	CONTROL NO	
	20KIK	KIA COUPON (KIA)		-6.99
			TOTAL - MISC	-6.99

JOB# 1 TOTALS----------

LABOR	16.00
PARTS	18.95
MISC	-6.99

JOB# 1 JOURNAL PREFIX K1QS JOB# 1 TOTAL 27.96

JOB# 2 CHARGES----------

LABOR----------

J# 2 92K12KCP2 MPI KCP2 TECH(S):951 INTERNAL

PERFORM KIA MULTI-POINT INSPECTION KCP2
COMPLETE
COMPLETE

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------

J# 3 01K1ZZ CAR WASH TECH(S):951 INTERNAL

FREE CAR WASH WITH VACUUM
COMPLETED SERVICE

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX K1CS JOB# 3 TOTAL 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	61DK	SHOP SUPPLIES (KIA)		3.50
			TOTAL - MISC	3.50

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

ALL INSURANCE REPAIRS

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

PARTS GUARANTEE

All parts are new or remanufactured unless otherwise indicated.

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

SERVICE & PARTS DEPT. HOURS
MON. - FRI.
7:00 AM TO 6:00 PM
SAT.
7:30 AM TO 5:00 PM

BODY SHOP DEPT. HOURS
MON. - FRI.
7:00 AM TO 5:30 PM

Regal Kia
1025 Bartow Road
Lakeland, FL 33801

ACTIVE DELIVERY SIGN OFF

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

Date _____

ADVISOR SIGNATURE _____

[redacted]/6616 C (05/14)

Ins Revolving Acct Repair Order Company Earning CO52874 C (09/17)

Regal Lakeland

regallakeland.com

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

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

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

We Service All Makes & Models

CELL: [redacted]

CUSTOMER NO. [redacted]	WRITER ASHLEY CRAIG 1163	TAG NO. 1492	INVOICE DATE 07/29/17	INVOICE # [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 154,298	CO-OP SPARKLING S	[redacted]
LAKELAND, FL [redacted]	YEAR/MAKE/MODEL 16/KIA/SORENTO/LX FWD AUTO		DELIVERY DATE 09/17/15	DELIVERY MILES	
[redacted]	VEHICLE I.D. NO. 5XYPG4A32GG[redacted]		SELLING DEALER NO	PRODUCTION DATE	
	STOCK NO.	P.O. NO.	R.O. DATE 07/29/17		
RESIDENCE PHONE [redacted]	[redacted]	EMAIL		MO: 154299	

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $40.00 (+TAX)

TOTALS----------

The manufacturer warranty is 12 months or 12,000 miles which ever occurs first. Aftermarket or used parts are warrantied for 90 days. (Parts Only)
I have the option of test driving my vehicle before signing this invoice.
This invoice explains the charges for the work that has been performed. If you have any questions or concerns please have our cashier call our Service Manager.

Shop Supplies: "Charges represent cost and profit to the motor vehicle repair facility for miscellaneous shop supplies or waste oil disposal."

Thank you for allowing us to serve you.

TOTAL LABOR....	16.00
TOTAL PARTS....	18.95
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	3.50
TOTAL MISC DISC	-6.99
TOTAL TAX.....	2.20
TOTAL INVOICE $	**33.66**

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

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

ALL INSURANCE REPAIRS

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

PARTS GUARANTEE

All parts are new or remanufactured unless otherwise indicated.

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

SERVICE & PARTS DEPT. HOURS
MON. - FRI.
7:00 AM TO 6:00 PM
SAT.
7:30 AM TO 5:00 PM

BODY SHOP DEPT. HOURS
MON. - FRI.
7:00 AM TO 5:30 PM

Regal Kia
1025 Bartow Road
Lakeland, FL 33801

ACTIVE DELIVERY SIGN OFF

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

Date _____

ADVISOR SIGNATURE _____

The Reynolds and Reynolds Company 8R4Revenue CC6629971 Q (02/17)

[redacted] 76618 Q (05/14)

Regal LAKELAND

regallakeland.com

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

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

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

We Service All Makes & Models

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR JORGE BENITEZ 225	TAG NO. 3703	INVOICE DATE 09/07/17	[redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 163,632	CAR NO. SPARKLING S	[redacted]
LAKELAND, FL [redacted]	YEAR/MAKE/MODEL 16/KIA/SORENTO/LX FWD AUTO		DELIVERY DATE 09/17/15	DELIVERY MILES	
[redacted]	VEHICLE S/NO 5XYPG4A32GG[redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 09/07/17		
HP [redacted]	EMAIL			MO: 163632	

JOB# 1 CHARGES

LABOR

J# 1 00K1KCP1 OIL & FILTER KCP1 TECH(S):951 16.00
CHANGE ENGINE OIL AND FILTER,PERFORM COURTESY VEHICLE
INSPECTION,TOP OFF ALL FLUIDS,SET TIRE PRESSURE,AND
WASH & VAC VEHICLE.
PERFORM OIL AND FILTER CHANGE
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	PKS03	OIL CHANGE	18.95	18.95
	5	5W20	5W20 OIL	****	****
	1	21513-23001	GASKET-OIL PLUG	****	****
	1	26300-35504	FILTER ASSY-ENG	****	****
				TOTAL - PARTS	18.95

MISC	CODE	DESCRIPTION	CONTROL NO	
	20KIK	KIA COUPON (KIA)		-10.00
			TOTAL - MISC	-10.00

JOB# 1 TOTALS

LABOR	16.00
PARTS	18.95
MISC	-10.00
JOB# 1 JOURNAL PREFIX K1QS JOB# 1 TOTAL	24.95

JOB# 2 CHARGES

LABOR

J# 2 88K1Z MISC TECH(S):261 INTERNAL
C/S WHEN TURNING THE VEHICLE ON IT SAYS "AUTOMATIC
DIACNOSTIC FAILED PLEASE PRESS VEHICLE DIAGNOSTIC ON UVO
ESERVICES MAIN SCREEN CHECK AND ADVISE

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 92K12KCP2 MPI KCP2 TECH(S):951 INTERNAL
PERFORM KIA MULTI-POINT INSPECTION KCP2
COMPLETE
COMPLETE

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX K1CS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

J# 4 01K1Z2 CAR WASH TECH(S):951 INTERNAL
FREE CAR WASH WITH VACCUMM
COMPLETED SERVICE

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

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

PARTS GUARANTEE
All parts are new or remanufactured unless otherwise indicated.
*U/Used R/Rebuilt RC/Reconditioned
NC/No Chg/Warranty RD Reduced/Warranty

SERVICE & PARTS DEPT. HOURS
MON. - FRI.
7:00 AM TO 6:00 PM
SAT.
7:30 AM TO 5:00 PM

BODY SHOP DEPT. HOURS
MON. - FRI.
7:00 AM TO 5:30 PM

Regal Kia
1025 Bartow Road
Lakeland, FL 33801

ACTIVE DELIVERY SIGN OFF
My Service Advisor has explained all repairs that were Completed on my vehicle including my charges.
Date _____
ADVISOR SIGNATURE _____

Tra Reynolds and Reynolds Company, BRANDT INC. CC626974 Q (09/17)

[redacted] 76616 C (05/14)

Regal LAKELAND

regallakeland.com

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

GMC HONDA ACURA
2515 Lakeland Hills Blvd.•Lakeland, FL 33805
Ph (863) 687-8000
State of Florida MV# 16217

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

We Service All Makes & Models

CELL: [redacted]

CUSTOMER NO. [redacted]	JORGE BENITEZ 225	TAG NO. 3703	INVOICE NO. 09/07/17 [redacted]
[redacted]	LABOR RATE / LICENSE NO.	M LEAGE 163,632	COLOR SPARKLING S [redacted]
LAKELAND, FL [redacted]	YEAR / MAKE / MODEL 16/KIA/SORENTO/LX FWD AUTO	DELIVERY DATE 09/17/15	DELIVERY MILES
[redacted]	VEHICLE I.D. NO. 5XYPG4A32GG[redacted]	SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.	R.O. DATE 09/07/17
[redacted]	EMAIL		MO: 163632

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX K1CS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES----------

LABOR----------

J#: 5+91K1Z GENERAL DECLINE TECH(S): 951 INTERNAL

Added Operation (JORGE @ 09/07/2017 14:24)
CUSTOMER DECLINDED RECOMMEDED REPAIRS
RECOMMEDED REPAIRS
AIR FILTER, CABIN-75.00
COOLANT-159.99
TRANSMISSION-220.00
A/C SERVICE-199.99
10% DISCOUNT OFF ANY RECOMMENDED SERVICES NOT PERFORMED AT
REGAL AUTOMOTIVE.

JOB# 5 TOTALS----------

JOB# 5 JOURNAL PREFIX K1CS JOB# 5 TOTAL 0.00

MISC-----CODE--------DESCRIPTION----------CONTROL NO---------	
JOB # A 61DK SHOP SUPPLIES (KIA)	3.50
TOTAL - MISC	3.50

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $24.95 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $42.00 (+TAX) ON 09/07/17 AT 02:22pm
BY SAMUEL RIVERA COMMENTS
TOTALS----------

The manufacturer warranty is 12 months or 12,000 miles which ever occurs first. Aftermarket or used parts are warrantied for 90 days. (Parts Only)
I have the option of test driving my vehicle before signing this invoice.
This invoice explains the charges for the work that has been performed. If you have any questions or concerns please have our cashier call our Service Manager.

Shop Supplies: "Charges represent cost and profit to the motor vehicle repair facility for miscellaneous shop supplies or waste oil disposial."

Thank you for allowing us to serve you.

TOTAL LABOR....	16.00
TOTAL PARTS....	18.95
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	3.50
TOTAL MISC DISC	-10.00
TOTAL TAX.....	1.99
TOTAL INVOICE $	**30.44**

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

PAGE 2 OF 2 CUSTOMER COPY [END OF INVOICE] 05:21pm

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

ALL INSURANCE REPAIRS

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

PARTS GUARANTEE

All parts are new or remanufactured unless otherwise indicated.

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

SERVICE & PARTS DEPT. HOURS
MON. - FRI.
7:00 AM TO 6:00 PM
SAT.
7:30 AM TO 5:00 PM

BODY SHOP DEPT. HOURS
MON. - FRI.
7:00 AM TO 5:30 PM

Regal Kia
1025 Bartow Road
Lakeland, FL 33801

ACTIVE DELIVERY SIGN OFF

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

Date _____

ADVISOR'S SIGNATURE _____

[redacted] 76616 Q (05/14)

The Reynolds and Reynolds Company, Electronic CC6289971 Q (09/17)

Vehicle Valuation Report

Prepared For Progressive Group of Insurance Companies (800) 321-9843

mitchell

Claim Information

Claim Number	Policy Number	Loss Type	Owner
[redacted]		COMPREHENSIVE	[redacted] LAKELAND, FL [redacted]

Loss Date	Reported Date	Valuation Report Date	Valuation Report ID	Version Number
09/21/2017	09/21/2017	09/28/2017	[redacted]	1

Vehicle Information

Year	Make	Model	Location	Mileage
2016	Kia	Sorento LX 4 Door Utility 109" WB 2.4L 4 Cyl Gas A FWD	FL 33810	164,846 miles

Ext Color	License	VIN	Title History
Sparkling Silver	EQKH51, Florida	5XYPG4A32G[redacted]	No

Valuation Summary

Loss Vehicle Adjustments

Adjustments specific to your vehicle

Base Value =	$13,732.39
Condition +	$0.00
Prior Damage	$0.00
Aftermarket Parts +	$310.00
Refurbishment +	$0.00
Title History -	$0.00
Market Value =	$14,042.39

Settlement Value:

$13,042.39

Settlement Adjustments

Adjustments specific to your policy

Deductible -	$1,000.00
Settlement Value =	$13,042.39

© 2017 Mitchell [redacted] Reserved

PE19-004

KIA

6/28/2019

DEFECT A

CA FILES

SORENTO



JUNIOR'S AUTOMOTIVE ENG. INC.
AAA APPROVED AUTO REPAIR SHOP
YOUR NEIGHBORHOOD ONE STOP SERVICE CENTER
1318 River Street
HYDE PARK, MA 02136
(617) 364-9773

CUSTOMER'S ORDER NO.	PHONE	DATE
[redacted]		2/15/18

[redacted] DEVON [redacted]

2017 Kia Sorento Black Miles 24136

SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MDSE. RETD.	PAID OUT	

QTY.	DESCRIPTION	PRICE	AMOUNT
CHARGE	Motor oil 5W30		99 07
	2/15/18 PAID CC		
		TAX	
RECEIVED BY		TOTAL	

All claims and returned goods MUST be accompanied by this bill.

[redacted]

Thank You

Deposit Receipt

Lijanier, LLC DBA AAMCO
740 American Legion Highway
Roslindale
MASSACHUSETTS
02131

Customer:
[redacted]
Dedham
Massachusetts
[redacted]

Deposit Date	07 Jan 19
Payment Method	Cash
Payment Reference	Paid Jan 07 2019 - [redacted]
Deposit Received	-2600.00
Unallocated Balance	2600.00
Repair Order Value	4736.39

The R/O value may not be indicative of the final invoice value

$2,136.39

JUNIOR'S AUTOMOTIVE ENG. INC.
AAA APPROVED AUTO REPAIR SHOP
YOUR NEIGHBORHOOD ONE STOP SERVICE CENTER
1318 River Street
HYDE PARK, MA 02136
(617) 364-9773

CUSTOMER'S ORDER NO.	PHONE	DATE
		12/20/17

NAME [redacted]

ADDRESS [redacted] DEDHAM MA [redacted]

2017 KIA SEDONA Mileage 10,300

SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MDSE. RETD.	PAID OUT	

QTY.	DESCRIPTION	PRICE	AMOUNT
1	CHARGE Motor oil 5W20		94 00

12/20/17

JUNIOR'S AUTOMOTIVE ENG. INC.
AAA APPROVED AUTO REPAIR SHOP
YOUR NEIGHBORHOOD ONE STOP SERVICE CENTER

1318 River Street
HYDE PARK, MA 02136
(617) 364-9773

CUSTOMER'S ORDER NO.	PHONE	DATE 4/23/18
NAM [redacted]		
ADD [redacted]		DESOTO MD [redacted]
2017 Kia Sorento		Miles 17 900

SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MDSE. RETD.	PAID OUT	

QTY.	DESCRIPTION	PRICE	AMOUNT
	Change Motor oil 5-30		99 00
	4/23/18		
		TAX	
		TOTAL	

RECEIVED BY

JUNIOR'S AUTOMOTIVE ENG. INC.
AAA APPROVED AUTO REPAIR SHOP
YOUR NEIGHBORHOOD ONE STOP SERVICE CENTER

1318 River Street
HYDE PARK, MA 02136
(617) 364-9773

CUSTOMER'S ORDER NO.	PHONE	DATE
		2/15/18

NAME [redacted]

[redacted] DEDHAM MD [redacted]

2017 Kia Sorento Hybrid 14000

SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MDSE. RETD.	PAID OUT	

QTY.	DESCRIPTION	PRICE	AMOUNT
	Change motor oil 5-30		99 00

JUNIOR'S AUTOMOTIVE ENG. INC.
AAA APPROVED AUTO REPAIR SHOP
YOUR NEIGHBORHOOD ONE STOP SERVICE CENTER

1318 River Street
HYDE PARK, MA 02136
(617) 364-9773

CUSTOMER'S ORDER NO.	PHONE	DATE
		10/30/2017

NAME [redacted]

ADDRESS [redacted] DEDHAM RD [redacted]

2017 KIA SPORTAGE MILG 7000

SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MDSE. RETD.	PAID OUT	

QTY.	DESCRIPTION	PRICE	AMOUNT
	CHARGE MOTOR OIL 5-30		90 00

10/30/17

MassDOT
Massachusetts Department of Transportation
Registry of Motor Vehicles

CERTIFICATE OF REGISTRATION

M.G.L. Chapter 90 Section 24B makes it a crime to alter this Certificate

RMV Division

PLATE TYPE	REGISTRATION NUMBER	REGISTRATION TYPE	EFFECTIVE DATE	EXPIRES LAST DAY OF → MONTH	YEAR	TRANSACTION NUMBER
PAN	8DA551	PASSENGER	02/01/19	01	21	[redacted]

MPRS MODEL YEAR	MAKE	MODEL	BODY STYLE/TYPE	COLOR
2017	KIA	SORENT	SUV	BLACK

VEHICLE IDENTIFICATION NUMBER: 5XYPGDA36HG[redacted]

INSURANCE COMPANY: GOVT EMPLOYEE INS

TITLE NUMBER: [redacted]

RESIDENTIAL ADDRESS (IF DIFFERE[redacted]

Not valid without official signature of Registrar

REGISTRAR: Chas C. Devney

IF VEHICLE CARRYING PASSENGERS FOR HIRE: MAXIMUM NUMBER OF PASSENGERS THAT CAN BE SEATED.

TOTAL REGISTERED WEIGHT FOR A COMMERCIAL VEHICLE OR TRAILER.

NAME(S) OF OWNER(S) AND MAILING ADDRESS

HYUNDAI LEASE TITLING TRUST
2975 BRCKNRDG BLVD
DULUTH, GA 30096

FEES

REGISTRATION	60.00
TITLE	0.00
SPECIAL PLATES	0.00
SALES TAX	0.00
TOTAL	60.00

MASSACHUSETTS DEPARTMENT OF TRANSPORTATION
REGISTRY OF MOTOR VEHICLES DIVISION
The records of the RMV database constitute the official status of the vehicle registration.

SPECIAL MESSAGE

IF THIS VEHICLE IS NEWLY ACQUIRED, IT MUST BE INSPECTED WITHIN SEVEN (7) DAYS OF REGISTRATION.

CHANGE OF ADDRESS

STREET ADDRESS

CITY, STATE, ZIP CODE

Important Information for Vehicle Owners

. Every person operating a motor vehicle shall have the Certificate of Registration for the motor vehicle and for the trailer, if any, and his/her license to operate, upon his/her person or in the vehicle, in some easily accessible place.

. By law, you must report any change of address to the RMV within 30 days in writing. Address changes can be made on the RMV website: www.mass.gov/rmv or by mail to: RMV, P.O. Box 55889, Boston, MA 02205-5889. Once you have reported the address change to the RMV, please write corrected address in box provided above.

. Return the registration plates to the RMV immediately if:

- The vehicle has been sold or junked and the registration is not going to be transferred to another vehicle. Keep a copy of the *Bill of Sale, Title,* and completed *Reassignment of Title* for your records to document the transfer.
- You move to another state and you register the vehicle in that state.
- The insurance policy is not renewed or is cancelled and there is no plan to obtain a new policy.

Transferring Your Plates: Massachusetts law (M.G.L. Chapter 90, Section 2) allows you to transfer **valid registration plates from this vehicle to a newly acquired new or used motor vehicle or trailer** while you obtain insurance and a new registration. **All** of the following must be met: **1.** You are at least 18 years of age and you own the motor vehicle or trailer identified on this *Registration Certificate;* **2.** You transfer ownership of this vehicle to another person or permanently lose possession of it (such as through repossession, etc.); **3.** The newly acquired vehicle is of the **same vehicle type** (passenger vehicle to passenger vehicle, trailer to trailer, etc.); the **same registration type** (passenger to passenger, commercial to commercial); and has the **same number of wheels**; and, **4.** The **seller and buyer** properly complete the Assignment of the Certificate of Title (for the newly acquired "used" vehicle) or Certificate of Origin (if a "new" vehicle). If **all** of the above are met, you may operate the newly acquired vehicle with the transferred plates **up to 5:00 pm of the 7th calendar day** following the date of transfer (or loss of possession). The day of transfer or loss is day #1. During those 7 days, you **must** carry the *Bill of Sale* (or the dealer's *Purchase Contract*) for the newly acquired vehicle **and** this *Registration Certificate* when operating the vehicle. See ***FAQs About the Seven-Day Registration Transfer Law*** on the RMV's website at **www.mass.gov/rmv.**

No Insurance Card Required: Massachusetts's law does **not** require an insurance card. The law, M.G.L. Chapter 90, Section 34A and Chapter 175, Section 113A requires the vehicle's owner to maintain a compulsory motor vehicle liability insurance policy or bond for bodily injury coverage and property damage insurance. If an insurer is identified on the face of this *Registration Certificate,* it is required by law to electronically notify the RMV (Registry of Motor Vehicles) if coverage lapses. The vehicle owner is then notified by the RMV to obtain new insurance within 10 days or the registration will be revoked. Bonds are filed with the State Treasurer's office.

Be first in line by going online at www.mass.gov/rmv

Schedule a Road Test
Renew Your Driver's License
Renew Your Registration
Pay Citations/Court Hearing Fee
Replace Your Driver's License
Request a Duplicate Title
Request a Duplicate Registration
Change Your Address
Cancel My Plate/Registration
Order a Special Plate

NEED TO VISIT AN RMV OFFICE?
SAVE TIME
Complete Your Application Online!

VISIT OUR WEBSITE FOR A FULL LIST OF AVAILABLE TRANSACTIONS

SPI3061T 08/2018

TRANSMISSIONS AAMCO TOTAL CAR CARE

INTERNATIONAL CUSTOMER SERVICE
[redacted]
Call Toll Free 1-800-523-0401

Lijanier, LLC DBA AAMCO
740 American Legion Highway
Roslindale , MA 02131
Ph: 617-327-2000 • Fax: 617-469-4539
john.parla@aamco.com

Invoice Draft# [redacted]
Written By: John Parla
Technician: Eric Torrez
Date: 12-27-2018 11:36 AM
Estimate [redacted]

Customer [redacted]
Dedham MA [redacted]
Cell: [redacted]

Vehicle [redacted]
2017 Kia Sorento LX
2.4 GAS - Black
5XYPGDA36HG[redacted]
Miles In: 30,664
Miles Out: 30,664
License Plate: [redacted]

Customer Issues and Advisories

Symptoms & Diagnostic Trouble Codes
Engine Wont Start
Perform Complete AAMCO's Vehicle Courtesy Check.
Car towed in from dealership claiming engine is seized and won't start. No power or battery dead.

Advisory Notes
AAMCO Tech Ref#203912

Work performed

(VCC) VEHICLE COURTESY CHECK

Labor	Tech	Hrs	Price	Discount	Total
Labor - Vehicle Courtesy Check		0.50	0.00	0.00%	0.00
(VCC) VEHICLE COURTESY CHECK		1.00	0.00	0.00%	0.00

(VCC) VEHICLE COURTESY CHECK **SubTotal** **$0.00**

ENGINE ASSEMBLY PRE-OWNED EXCHANGE

Work Description
Removal of old engine & Installation of a used engine with a 90-day warranty

Labor	Tech	Hrs	Price	Discount	Total
Replace - Engine - Engine, R&R		10.00	114.00	0.00%	1,140.00

Parts	Part No	Qty	Price	Discount	Total
Used Engine	UEN	1.00	2,650.00	0.00%	2,650.00
Engine Oil	OIL	5.00	5.32	0.00%	26.60
Anti Freeze	AIF	2.00	7.58	0.00%	15.16

ENGINE ASSEMBLY PRE-OWNED EXCHANGE **SubTotal** **$3,831.76**

Starter & Charging System

Parts	Part No	Qty	Price	Discount	Total
Starter Motor	BYG6995	1.00	349.45	0.00%	349.45
Battery	JCIH7-AGM	1.00	343.62	0.00%	343.62

Starter & Charging System **SubTotal** **$693.07**

Total

Labor	1,140.00
Parts	3,384.83
Hazmat*	0.00
Supplies*	0.00
Taxes	211.56

#2983

TRANSMISSIONS AAMCO TOTAL CAR CARE

TERNATIONAL CUSTOMER SERVICE
201 Gibraltar Rd, Horsham, PA 19044
Call Toll Free 1-800-523-0401

Lijanier, LLC DBA AAMCO
Ph: 617-327-2000 ▪ Fax: 617-469-4539
[redacted] ▪ 2017 Kia Sorento LX

Invoice Draft# [redacted]
Date: 12-27-2018 11:36 AM

Repair Order Total **$4,736.39**

* Shop Supply & Hazmat Fees: This charge represents costs and profits (where applicable) to this repair facility for miscellaneous shop supplies, and/or waste removal

Deposits to the value of 2600.00 have been received for this repair order.

Authorization

Original Estimate Total: 4,000.00
Authorization Method: Phone
Date: 12-28-2018 09:53 AM Contact Details: 9042 John will help
Authorized By: Armando Cassano

X _____
Customer Signature

Repair Authorizations

Date/Time	Authorizer	Method	Contact Details	Additional Cost	New Value
01-04-2019 1:27 PM	[redacted]	Phone	Understands Battery & Starter increased Price	736.39	4,736.39

#2983

JUNIOR'S AUTOMOTIVE ENG. INC.
AAA APPROVED AUTO REPAIR SHOP
YOUR NEIGHBORHOOD ONE STOP SERVICE CENTER
1318 River Street
HYDE PARK, MA 02136
(617) 364-9773

CUSTOMER'S ORDER NO.	PHONE	DATE
[redacted]	DEDHAM MA [redacted]	6/6/2018

2017 KIA SORENTO BLACK [redacted]

SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MDSE. RETD.	PAID OUT	

QTY.	DESCRIPTION	PRICE	AMOUNT
	CHANGE Motor oil 5W-20		99
		TAX	
RECEIVED BY		TOTAL	

All claims and returned goods MUST be accompanied by this bill.

[redacted]

Thank You

JUNIOR'S AUTOMOTIVE ENG. INC.
AAA APPROVED AUTO REPAIR SHOP
YOUR NEIGHBORHOOD ONE STOP SERVICE CENTER
1318 River Street
HYDE PARK, MA 02136
(617) 364-9773

CUSTOMER'S ORDER NO.	PHONE	DATE
[redacted]		6/6/2018

[redacted] MD [redacted]

2017 KIA SORENTO BLACK MR. 28145

SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MDSE. RETD.	PAID OUT	

QTY.	DESCRIPTION	PRICE	AMOUNT
	CHANGE Motor oil 5W-20		99
		TAX	
RECEIVED BY		TOTAL	

6/6/2018

All claims and returned goods MUST be accompanied by this bill.

[redacted]

Thank You

Mail LTE 10:44 PM 37%
hyundai-capital.login-us.mimecast.com

Motor Vehicle Lease Agreement

KIA | Finance

Lease Date: 04/30/2017

85145

Call us toll-free at (866) 331-5632

1. PARTIES AND VEHICLE DESCRIPTIONS

LESSEE:

Lessee: [redacted]

Billing Address: [redacted]
Address

DEDHAM MA [redacted]
City State Zip

LESSOR (Dealer):

Dealer: CENTRAL KIA OF NORWOOD

Address: 105 PROVIDENCE HIGHWAY
Street Address

NORWOOD, MA 02062
City State Zip

CO-LESSEE:

Co-Lessee: N/A

Billing Address: ☐ Check box if same as Lessee

N/A
Address

N/A
City State Zip

GARAGING ADDRESS:

☐ Check box if same as Lessee's Billing Address

☐ Check box if same as Co-Lessee's Billing Address

N/A
(Street Address – No P.O. Boxes)

N/A
City State Zip

LEASED VEHICLE:

☒ New ☐ Used

2017 Year | KIA Make | SORENTO Model

33 Odometer | 5XYPGDA36HG[redacted] VIN:

☐ If checked, the Vehicle's primary intended use is for a Business, Commercial or Agricultural purpose.

DESCRIPTION OF TRADE-IN VEHICLE:

N/A Year | N/A Make | N/A Model

Gross Agreed Upon Trade-in Allowance ..... $ N/A

Outstanding Prior Credit or Lease Balance (To Be Paid by Dealer/Lessor) ..... $ N/A

Net Trade-in Allowance (if less than 0, then enter 0) ..... $ 0.00

Lessee and Co-Lessee ("you," "your" and together the "Lessee") each agree to lease the Leased Vehicle described above, including all equipment, parts and accessories (the "Vehicle") from Lessor ("we," "us" and "our") according to the terms and conditions of this Motor Vehicle Lease Agreement ("Lease"). Each of you who executes this Lease will be individually liable to us for all Lease obligations and for the entire amount owing under this Lease. After you sign this Lease, we will assign it to Hyundai Lease Titling Trust ("HLTT") and the terms "Assignee," "we," "us" and "our" will refer to HLTT and its agents or to any subsequent assignee.

FEDERAL CONSUMER LEASING ACT DISCLOSURES

2. AMOUNT DUE AT LEASE SIGNING OR DELIVERY (Itemized below)*

$ 4048.88

3. MONTHLY PAYMENTS

A. Your first Monthly Payment of $ 316.88 is due on 04/30/2017 followed by 35 payments of $ 316.88 due on the 30TH of each month, beginning on 05/30/2017.

B. The Total of your Monthly Payments is $ 11407.68.

4. OTHER CHARGES (Not part of your Monthly Payment)

A. Turn-in Fee (if you do not purchase the Vehicle) .... $ 400.00

B. N/A .... $ N/A

C. Total .... $ 400.00

5. TOTAL OF PAYMENTS (The amount you will have paid by the end of the Lease)

$ 15539.68

6. ITEMIZATION OF AMOUNT DUE AT LEASE SIGNING OR DELIVERY

A. Amount Due at Lease Signing or Delivery:

(1)	Capitalized Cost Reduction	$ 3200.00
(2)	Sales/Use Tax on Capitalized Cost Reduction	$ N/A
(3)	First Monthly Payment	$ 316.88
(4)	Refundable Security Deposit	$ N/A
(5)	Acquisition Fee	$ N/AQ
(6)	Initial License, Title and Registration Fees	$ 135.00
(7)	Sales/Use Tax	$ N/A
(8)	DOC FEE	$ 397.00
(9)	N/A	$ N/A
(10)	N/A	$ N/A
(11)	**TOTAL**	$ 4048.88

B. How the Amount Due at Lease Signing or Delivery will Be Paid:

(1)	Net Trade-in Allowance	$ 0.00
(2)	Rebates and Noncash Credits	$ 3200.00
(3)	Amount to Be Paid in Cash	$ 848.88
(4)	N/A	$ N/A
(5)	**TOTAL**	$ 4048.88

7. YOUR MONTHLY PAYMENT IS DETERMINED AS SHOWN BELOW

A.	**Gross Capitalized Cost.** The agreed upon value of the Vehicle ($ 28921.76) and any items you pay over the Lease Term (such as service contracts, insurance, and any outstanding prior credit or lease balance)	$ 29516.76
B.	**Capitalized Cost Reduction.** The amount of any Net Trade-in Allowance, Rebate, Noncash Credit, or Cash you pay that reduces the Gross Capitalized Cost	– $ 3200.00
C.	**Adjusted Capitalized Cost.** The amount used in calculating your Base Monthly Payment	= $ 26316.76
D.	**Residual Value.** The value of the Vehicle at the end of the Lease used in calculating your Base Monthly Payment	– $ 16238.75
E.	**Depreciation and any Amortized Amounts.** The amount charged for the Vehicle's decline in value through normal use and for other items paid over the Lease Term	= $ 10078.01
F.	**Rent Charge.** The amount charged in addition to the Depreciation and any Amortized Amounts	+ $ 658.63
G.	**Total of Base Monthly Payments.** The Depreciation and any Amortized Amounts plus the Rent Charge	= $ 10736.64
H.	**Lease Payments.** The number of payments in your Lease	+ 36
I.	**Base Monthly Payment**	= $ 298.24
J.	**Monthly Sales/Use Tax**	+ $ 18.64
K.	**Other (specify):** N/A	+ $ N/A
L.	**Total Monthly Payment**	= $ 316.88

EARLY TERMINATION. You may have to pay a substantial charge if you end this Lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the Lease is terminated. The earlier you end the Lease, the greater this charge is likely to be.

8. EXCESS WEAR AND USE

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[redacted]

enterprise

Rental Agreement Summary
RA#: [redacted]
Renter: [redacted]

Dates & Times

Pick up

Saturday, September 15, 2018 1:21 PM
Start Charges:
Saturday, September 15, 2018 1:21 PM

Location

1040 EAST MAIN
VISALIA, CA 93292-6545
(559) 625-4355

Anticipated Return

Saturday, September 22, 2018 9:00 AM

1040 EAST MAIN
VISALIA, CA 93292-6545
(559) 625-4355

Vehicle

2017 DODG JOUR 1SX2 RED BRIGHT
VIN: 3C4PDCBG3HT[redacted]
License [redacted]
Vehicle: 7NW4WY

Pickup:
09/15/2018 @ 1:21 PM
ODO:42256 Fuel:3/4

Vehicle Condition:
NO DAMAGE DOCUMENTED

Summary of Charges

Estimated Renter Charges

Charges	Price/Unit	Total
TIME & DISTANCE 9/15/18-9/22/18	$300.00 / Week	$300.00
NO CHARGE DISTANCE 9/15/18-9/22/18	$0.00 / Mile	$0.00
REFUELING CHARGE	$4.39 / Gallons	$0.00

Optional Protections Accepted

No optional protections accepted.

Optional Protections Declined

DAMAGE WAIVER	7 @ $19.99 / Day	$0.00
SUPPLEMENTAL LIABILITY PROTECTION	7 @ $11.68 / Day	$0.00
ROADSIDE ASSISTANCE PROTECTION	7 @ $4.50 / Day	$0.00
PERSONAL ACCIDENT INS/EFFECTS CVG	7 @ $5.13 / Day	$0.00

Renter Acknowledgement of Accepted and Declined Protections

I acknowledge that I have accepted or declined protections as indicated above.

[redacted]

Taxes and Fees

VEHICLE LICENSE RECOVERY FEE	$1.85 / Day	$12.95
SALES TAX (8.5%)	8.5%	$25.50
Total Estimated Charge:		$338.45

Payments:

MASTERCARD ******8682	Sale	($538.00)

Renter Acknowledgement of Charges

I acknowledge that I have reviewed and agree to all Estimated Renter Charges and fees listed on Summary of Charges and further agree to pay for final charges in accordance with the Terms and Conditions of this Rental Agreement.

[redacted]

PERMISSION GRANTED TO OPERATE VEHICLE ONLY IN THE STATE OF RENTAL AND THE FOLLOWING STATE(S):

OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT.

Owner: ENTERPRISE RENT-A-CAR COMPANY OF SACRAMENTO, LLC

Additional Drivers

No Additional Drivers are authorized to drive the vehicle with the exception of the drivers listed below.
(Additional driver names listed here if applicable)

Please keep this Rental Agreement Summary with you in the vehicle during the rental.

Local Addenda

⚠ WARNING: Operating, servicing and maintaining a passenger vehicle or off-road vehicle can expose you to chemicals including engine exhaust, carbon monoxide, phthalates, and lead, which are known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize exposure, avoid breathing exhaust, do not idle the engine except as necessary, service your vehicle in a well-ventilated area and wear gloves or wash your hands frequently when servicing your vehicle. For more information go to www.P65Warnings.ca.gov/passenger-vehicle

Collision Damage Waiver Notice. You acknowledge receipt of oral disclosure that Collision Damage Waiver may be duplicative of coverage maintained under your own policy of motor vehicle insurance. The purchase of Collision Damage Waiver is optional and may be declined. Estimated total excludes charges that cannot be determined at the time rental commences.

[redacted]

RENTER ACKNOWLEDGEMENT OF LOCAL ADDENDUM

[redacted]

TERMS AND CONDITIONS

Click to view Terms and Conditions

FORM# CA-JK_MY18

RENTER ACKNOWLEDGEMENT OF THE ENTIRE AGREEMENT

I, THE "RENTER" SIGNING BELOW, HAVE READ AND AGREE TO THE TERMS AND CONDITIONS IN THE RENTAL AGREEMENT JACKET. BY SIGNING BELOW, I AM AUTHORIZING OWNER TO CHARGE TO THE CREDIT CARD(S) AND/OR DEBIT CARD(S) THAT I HAVE PROVIDED TO OWNER ALL AMOUNTS OWED BY ME UNDER THIS AGREEMENT FOR ADVANCE DEPOSITS, INCREMENTAL AUTHORIZATIONS/DEPOSITS, AND ANY OTHER AMOUNTS OWED BY ME, AS WELL AS PAYMENTS REFUSED BY A THIRD PARTY TO WHOM BILLING WAS DIRECTED. I ALSO AUTHORIZE OWNER TO RE-INITIATE ANY CHARGE TO MY CARD(S) THAT IS DISHONORED FOR ANY REASON. I CERTIFY THAT THE DRIVERS LICENSE(S) PRESENTED IS CURRENTLY VALID AND IS NOT SUSPENDED, EXPIRED, REVOKED, CANCELLED OR SURRENDERED. I FURTHER ACKNOWLEDGE AND CONSENT TO THE DISPUTE RESOLUTION PROVISIONS CONTAINED IN THIS AGREEMENT.

[redacted]

[redacted]

[redacted]

3HT0G1

Terms and Conditions electronically accepted by the Renter

9/15/18 at 1:28 PM

[redacted]



Rental Agreement Summary

RA #: [redacted]
Renter: [redacted]

Dates & Times

Pickup
Sep 15, 2018
1:21 PM

Return
Oct 6, 2018
12:35 PM

Location

1040 EAST MAIN
VISALIA, CA 93292-6545
5598254355

1040 EAST MAIN
VISALIA, CA 93292-6545
5598254355

Vehicle

Make/Model: DODG/JOUR
Color: RED BRIGHT
Mileage: 1105
Fuel In: 3/4
License: [redacted]
Unit #: 7NW4WY

Fuel Out: 3/4
Vehicle #: HT532131

$ Charges	Price/Unit	Total
TIME & DISTANCE	3 @ $300.00 / W	$900.00
09/15/2018 - 10/06/2018		
VEHICLE LICENSE	21 @ $1.85 / DAY	$38.85
RECOVERY FEE		
SALES TAX	8.5000%	$76.50

Less Deposits: ($1,015.35)

Total Charges: $0.00

10/06/2018 12:37 PM

[redacted]

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SORENTO



Kia Motors America, Inc.
Consumer Affairs
PO Box 52410
Irvine, CA 32619-2410

[redacted]

December 18, 2018

[redacted]
210 21st Ave N
Texas City, TX. 77590

Re: **Message or Request ID:** [redacted]
Last Name: [redacted]
Email: [redacted]

2018 Kia Sorento
VIN: 5XYPG4A36JG[redacted]

Dear Mr. [redacted]

Thank you for contacting the Kia Motors America Consumer Assistance Center. Our records indicate that you contacted us on **October 9th, 2018** requesting assistance in regard to your Kia vehicle referenced above.

In order to evaluate your request, we need specific information regarding your purchase/lease of the vehicle and its service history. To assist us in this regard, please be so kind as to provide legible copies of the following documents:

1. Copies of any and all service records from any Kia dealership
2. Copies of your maintenance records for the vehicle
3. Copies of any repair or service records from independent service facilities
4. Copy of your Sales/Lease contract
5. Copy of your current vehicle Registration
6. Completed Kia Consumer Affairs Information Request Form (enclosed)

Please submit the documents directly to our Kia Consumer Assistance Center, online by visiting https://ksupport.kiausa.com/ConsumerAffairs and, select the option to "*Add Note or Attachment to Existing Case.*" Alternatively, you may forward your documents via email or fax. Upon receipt of the necessary information, you will be contacted directly by a Kia Motors America representative to discuss your request.

We at Kia Motors America, Inc. value your input as a consumer and wish to thank you in advance for your courtesy and cooperation and, for allowing us the opportunity to be of assistance.

Sincerely,

Felina Chandler
Kia Consumer Assistance Center
Kia Motors America, Inc.
Phone: (520) 770-4875
Fax: 1-866-852-6617
Email: fechandler@kiaconsumeraffairs.com

[redacted]

Kia Consumer Affairs Information Request Form

Customer Information:

Vehicle Owner: _____

Vehicle Co-Owner (if applicable): _____

Mailing Address: _____
Street Address

_____
City, State Zip

Telephone: ( ) - Telephone (Alt.): ( ) -

Fax: ( ) - Email: _____

Vehicle Information:

Model Year: _____ Model: _____ Current Mileage: _____

Selling Dealership, City, State: _____

Servicing Kia Dealership(s):

Dealer 1: _____

Dealer 2: _____

Dealer 3: _____

☐ I/We serviced our Kia vehicle at more than 3 separate dealerships

Vehicle Purchased as ☐ New ☐ Used ☐ Demo ☐ Leased ☐ Kia Certified Pre-Owned

Purchase/Lease Date: _____ Mileage at Purchase (if used): _____

First Repair Attempt Date: _____ First Repair Attempt Mileage: _____

The Vehicle has been in an accident/has had body damage: ☐ Yes ☐ No

Date of accident/damage: _____

Description of Damage: _____

[redacted]

Vehicle Concerns (Please list primary concerns first):

Description of Concern	Servicing Dealership(s)	Number of service visit(s) for this concern	Date(s) of service visit(s)	Mileage at service visit(s)	Number of days out of service
(1)					
(2)					
(3)					
(4)					
(5)					
(6)					
(7)					
(8)					
(9)					
(10)					
(11)					
(12)					
(13)					
(14)					
(15)					

[redacted]

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ARLINGTON J. FOLEY
ATTORNEY AT LAW

1942 N. Main Street
Crown Point, Indiana 46307
Telephone (219) 661-1200
Fax (219) 661-1205

November 8, 2018

Kia Motors of America
Attn: Customer Relations
111 Peters Canyon Road
Irvine, CA 92606

RE: My Client: [redacted]
Date of Loss: October 24, 2018

Dear Sir or Madam,

Be advised that I represent [redacted] for claims that she has against Kia Motors of America which resulted from her 2016 Kia Sorento spontaneously catching fire and erupting into flames. For your convenience, I have enclosed a copy of the Illinois State Police Tow Report and several photos of the said vehicle. Ms. [redacted] suffered personal injury and property damages from this incident.

It would be greatly appreciated if you could immediately respond hereto to avoid litigation being filed.

Sincerely,

Arlington J. Foley, Sr.
Attorney at Law

AJF/zh
Enclosure(s)

[redacted]

ILLINOIS STATE POLICE TOW REPORT

SUMMARY

Reason for towing: VEHICLE FIRE		Tow # T03-18-6814	CAD # [redacted]
Date: 10/24/2018	Time: 11:41 AM	Crash #	Light Pole #
		Field Report # F-03-18-03835	VIO Case #
Location: IL-394 S/B AT THORNTON-LANSING RD			County: COOK
Tow Service Name: SMT		Address: 16159 S CLINTON	
City: HARVEY	State: IL	Zip: 60426	Phone # (708) 331-4665
Is the Tow Service Address the Same as the Towed To Address? ☒ Yes ☐ No		Towed To Address: 16159 S CLINTON	
City: HARVEY	State: IL	Zip: 60426	Phone # (708) 331-4665

If Recovered ☐ NCIC ☐ LEADS ☐ Other	Stolen from (City)	Case No.	Date Stolen	Date Recovered

Recovering Officers Last Name	First Name	Middle Name	Recovering Officer ID#	No. Of Apprehension	Date Owner Notified

VEHICLE

Registration Number	Registration Year	Registration State	VIN/HIN/PIN	Vehicle Color
[redacted]	2019	IL	5XYPG4A38G[redacted]	SILVER/ALUMINUM

Vehicle Year	Vehicle Make	Vehicle Model	Body/Hull Style	Misc Identifiers
2016	KIA	SORENTO	SUV	☐ Hybrid ☐ Electric

Owner by Registration Last Name	First Name	Middle Name	Address
[redacted]	[redacted]	J	[redacted]

City: LYNWOOD	State: IL	Zip: [redacted]	Phone # [redacted]

*IS THE LICENSE NUMBER REGISTERED TO THE SUBJECT VEHICLE? ☒ Yes ☐ No

Year Mfr.	Make	Model	VIN/HIN/PIN	VIN Altered ☐ VIN Missing ☐

Owner by VIN Last Name	First Name	Middle Name	Address

City:	State:	Zip:	Phone #

DRIVER

Driver: Owner?	Drivers Last Name	First Name	Middle Name	Date of Birth
☒ Yes ☐ No	SAIN	[redacted]	J	[redacted]

DLN: [redacted]	DL State: IL	Address: [redacted]	
City: LYNWOOD	State: IL	Zip: [redacted]	Phone # [redacted]

INVENTORY

Vehicle Eligible for Release	DUI Hold	Other Hold
☒ Yes ☐ No ☐ Proof of Ownership	☐ 12 Hours ☐ 24 Hours ☐ 48 Hours	

Vehicle Condition	Owner Present	Running Condition	Doors Locked	Trunk Locked	Stereo System
TOTALED	☒ Yes ☐ No	☐ Yes ☒ No ☐ Unk	☐ Yes ☒ No	☐ Yes ☐ No ☒ N/A	☐ Yes ☒ No

Keys in Vehicle	Spare Tire	Odometer Broken	Mileage	Area Damage
☐ Yes ☒ No	☐ Yes ☐ No ☒ Unk	Unknown		☒ Yes ☐ No

Description of Damaged Area(s)

FIRE DAMAGE

Inventory/List of Personal Effects

ALL ITEMS OF VALUE REMOVED

RELEASE

Signature of Vehicle Owner or Agent	Date Released	Signature of Tow-In Operator
X_____		

Tow Release

X_____

Officer Name	Officer ID	District
S ANTCZAK	6660	03

OWNER COPY







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[redacted]Original Message_04262019_143613

Howell, Rosa (NHTSA)

From: [redacted]
Sent: Friday, April 26, 2019 5:36 PM
To: Kia-Consumer-Assistance-Center@kiausa.com
Subject: Re: Kia Consumer Assistance Center Case#[redacted]

Hi this is Mrs. [redacted] so it's reimbursement for just 4 car payments? Not car rental too?

On Fri, Apr 26, 2019, 2:30 PM <Kia-Consumer-Assistance-Center@kiausa.com> wrote:

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

Dany C.
Kia Motors America

REPLY INSTRUCTIONS: If further communication is desired with a Kia Consumer Assistance agent, please reply directly to this e-mail without altering or deleting any information. This will allow for your response to be routed to the appropriate agent in a timely manner. Case#[redacted]

The information in this email and any attachments are for the sole use of the intended recipient and may contain privileged and confidential information. If you are not the intended recipient, any use, disclosure, copying or distribution of this message or attachment is strictly prohibited. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry out your own virus checks on any attachment to this message. We cannot accept liability for any loss or damage caused by software viruses. If you believe that you have received this email in error, please contact the sender immediately and delete the email and all of its attachments.

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[redacted]Original Message_04262019_155115

Howell, Rosa (NHTSA)

From: [redacted]
Sent: Friday, April 26, 2019 6:49 PM
To: Kia-Consumer-Assistance-Center@kiausa.com
Subject: Re: Kia Consumer Assistance Center Case#[redacted]
Attachments: IMG_20190426_0001.pdf; IMG_20190426_0002.pdf; IMG_20190426_0004.pdf; IMG_20190426_0005.pdf

Here are the papers that are signed and thank you for helping us with this. Please let us know how long it will approximately take to receive this check.

Have a great weekend
[redacted]

On Fri, Apr 26, 2019 at 2:36 PM <Kia-Consumer-Assistance-Center@kiausa.com> wrote:

> Thank you for contacting Kia Motors America. We are in receipt of your e-mail and one of our representatives will get back to you shortly.
>
> Sincerely,
> Kia Motors America
>
> ---
> The information in this email and any attachments are for the sole use of the intended recipient and may contain privileged and confidential information. If you are not the intended recipient, any use, disclosure, copying or distribution of this message or attachment is strictly prohibited. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry out your own virus checks on any attachment to this message. We cannot accept liability for any loss or damage caused by software viruses. If you believe that you have received this email in error, please contact the sender immediately and delete the email and all of its attachments.
> ---

PE19-004

KIA

6/28/2019

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SORENTO

[redacted]Original Message_04292019_142843

Howell, Rosa (NHTSA)

From: [redacted]
Sent: Monday, April 29, 2019 5:27 PM
To: Kia-Consumer-Assistance-Center@kiausa.com
Subject: Re: Kia Consumer Assistance Center Case#[redacted]

Great thank you and hopefully it doesn't take too long. Have a great day.

On Mon, Apr 29, 2019, 2:07 PM <Kia-Consumer-Assistance-Center@kiausa.com> wrote:

> Dear Mr. and Mrs. [redacted]
> Thank you for returning the signed documents. I will process your goodwill payment and follow up to advise when the check will be sent. This process can take up to 45 days but if you have any additional questions or need immediate assistance do not hesitate to contact me directly.
> Respectfully,
>
> Dany C.
> Kia Motors America
>
> ---
>
> REPLY INSTRUCTIONS: If further communication is desired with a Kia Consumer Assistance agent, please reply directly to this e-mail without altering or deleting any information. This will allow for your response to be routed to the appropriate agent in a timely manner. Case#[redacted]
>
> ---
>
> Here are the papers that are signed and thank you for helping us with this.
> Please let us know how long it will approximately take to receive this
> check.
>
> Have a great weekend
> [redacted]
>
> On Fri, Apr 26, 2019 at 2:36 PM
> wrote:
>
> > Thank you for contacting Kia Motors America. We are in receipt of your
> > e-mail and one of our representatives will get back to you shortly.
> >
> > Sincerely,
> > Kia Motors America
> >
> >
> > ----------
> > The information in this email and any attachments are for the sole use of
> > the intended recipient and may contain privileged and confidential
> > information. If you are not the intended recipient, any use, disclosure,
> > copying or distribution of this message or attachment is strictly

> prohibited. We have taken precautions to minimize the risk of transmitting
> software viruses, but we advise you to carry out your own virus checks on
> any attachment to this message. We cannot accept liability for any loss or
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> this email in error, please contact the sender immediately and delete the
> email and all of its attachments.
> ----------
>
>

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PE19-004

KIA

6/28/2019

DEFECT A

CA FILES

SORENTO

[redacted]Original Message_05032019_085354

Howell, Rosa (NHTSA)

From: [redacted]
Sent: Friday, May 03, 2019 11:53 AM
To: Kia-Consumer-Assistance-Center@kiausa.com
Subject: Re: Kia Consumer Assistance Center Case#[redacted]

Hi,

This is Mr[redacted] I was wondering if there is any update?

Thanks

On Mon, Apr 29, 2019, 2:29 PM <Kia-Consumer-Assistance-Center@kiausa.com> wrote:

> Thank you for contacting Kia Motors America. We are in receipt of your e-mail and one of our representatives will get back to you shortly.
>
> Sincerely,
> Kia Motors America
>
> ---
> The information in this email and any attachments are for the sole use of the intended recipient and may contain privileged and confidential information. If you are not the intended recipient, any use, disclosure, copying or distribution of this message or attachment is strictly prohibited. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry out your own virus checks on any attachment to this message. We cannot accept liability for any loss or damage caused by software viruses. If you believe that you have received this email in error, please contact the sender immediately and delete the email and all of its attachments.
> ---

[redacted]

866 651 2011

ATTN: Kia

Case # [redacted]
PL 1802

Name: [redacted]

Reimbursement for car payment
and
Rental

[redacted]

[redacted]

$58.04
Available balance

4255
Skip to main content

Activity Summary

Current posted balance	$73.04
Pending withdrawals/debits	-$15.00
Pending deposits/credits	$0.00
Available balance	**$58.04**

Monthly Service Fee Summary | Debit Card Activity

Routing numbers

Activity

First
Previous
Next

Date	Description	Deposits/Credits	Withdrawals/Debits
Pending Transactions			
No pending transactions meet your search criteria. Please try again.			
Posted Transactions			
03/11/19	PURCHASE RETURN AUTHORIZED ON 03/08 ENTERPRISE RENT-A- FORT IRWIN CA [redacted] CARD 4570	$100.00	
03/04/19	PURCHASE AUTHORIZED ON 03/01 ENTERPRISE RENT-A- FORT IRWIN CA [redacted] CARD 4570		$100.00
03/04/19	PURCHASE RETURN AUTHORIZED ON 03/01 ENTERPRISE RENT-A- FORT IRWIN CA [redacted] CARD 4570	$100.00	
02/05/19	PURCHASE AUTHORIZED ON 02/04 ENTERPRISE RENT-A- FORT IRWIN CA [redacted] CARD 4570		$100.00
02/05/19	PURCHASE RETURN AUTHORIZED ON 02/04 ENTERPRISE RENT-A- FORT IRWIN CA [redacted] CARD 4570	$100.00	
12/31/18			$100.00
Totals		**$450.00**	**$1,597.50**

04/03/2019 1:10 PM FAX 7603805071 FORT IRWIN LIBRARY 0002/0005

[redacted] #[redacted]

[redacted] otion	Deposits/Credits	Withdrawals/Debits
[redacted] ASE AUTHORIZED ON 12/29 RISE RENT-A- FORT IRWIN CA Skip to main co[redacted] CARD 4570		
12/27/18 PURCHASE AUTHORIZED ON 12/24 ENTERPRISE RENT-A- AMARILLO TX [redacted] CARD 4570		$647.52
07/24/18 PURCHASE RETURN AUTHORIZED ON 07/23 ENTERPRISE RENT-A- POTTSVILLE PA [redacted] CARD 7913	$150.00	
07/17/18 PURCHASE AUTHORIZED ON 07/16 ENTERPRISE RENT-A- POTTSVILLE PA [redacted] CARD 7913		$649.98
Totals	**$450.00**	**$1,597.50**

Back to top

First
Previous
Next

*Account Disclosures

Deposit products offered by Wells Fargo Bank, N.A. Member FDIC.

☎ Equal Housing Lender

04/03/2019 1:11 PM FAX 7603805071 FORT IRWIN LIBRARY 0003/0005

[redacted]

GLOBAL LENDING SERVICES

P.O. Box 10437
Greenville, SC 29603

Case #[redacted]

Statement Date: March 1, 2019

MONTHLY STATEMENT

[redacted]

Your Payment Information

Last Payment Date - Thank you!		February 15, 2019
Past Due Payment(s)	$	0.00
Total Unpaid Late Fees	$	0.00
Total Unpaid Other Fees	$	0.00
Current Payment Due	**$**	**485.09**
Total Amount Due	**$**	**485.09**

[redacted]

Account Information

Account Number	[redacted]
Vehicle Description	2016 KIA SORENTO
VIN	5XYPGDA39G[redacted]

[redacted]

Payoff Information

Payoff Good Through Mar 11, 2019	$	21,876.05

Payment activity and payoff amount do not include any payments posted after the billing date.

[redacted]

Payment Options

www.glspay.com – Free to Use
For recurring or one-time payments. Mobile friendly.

Automated Phone Payments – Free to Use
Phone: 888-798-3783

Pay by Mail – Free to Use
See payment slip below. Please allow 7-10 days for mailing and processing.

Agent Assisted – Fee May Apply
Phone: 866-464-0269
8:00AM – 10:00 PM Eastern Time

See reverse for additional payment options.

Past Due Payments

If your account does become past due – **Don't Avoid Contact** – we have options to help you but communication is critical. The sooner you communicate the more options we may be able to offer you.

Call us today.
877-298-1345

[redacted]

Detach at perforation and return bottom portion with payment. Do not send cash.

GLOBAL LENDING SERVICES

P.O. Box 10437
Greenville, SC 29603

[redacted]

[redacted]

FORT IRWIN CA [redacted]

Payment Due Date **March 16, 2019**

Account Number [redacted]

Payment Total **$ 485.09**

Make check payable to Global Lending Services and include the account number.

Amount enclosed

Please mail check to:

Global Lending Services
P.O. Box 935538
Atlanta GA 31193-5538

[redacted]

☐ **Changes?** *If you are making changes to your address, check the box at the left and complete the reverse side*

0004/0005

FORT IRWIN LIBRARY

[redacted]

[redacted]

GLOBAL LENDING SERVICES

03/26/2019

[redacted]

PO Box 10437
Greenville, SC 29603

[redacted]
FORT IRWIN, CA[redacted]

Dear [redacted]

Attached you will find the Amortization Schedule you requested which provides a schedule of amounts applied to interest and principal balance reduction for each payment received to date. For future months, the schedule assumes all payments are posted to your account on the due date for the exact amount due.

Listed below is the original contract information.

Contract Date:	**02/23/2017**	Year:	**2016**
Term:	**72**	Make:	**KIA**
APR:	**12.200000000%**	Model:	**SORENTO**
Payment Amount:	**$551.38**	VIN:	**5XYPGDA39**[redacted]
Amount Financed:	**$27,912.00**		
Original Finance Charge:	**$11,787.36**		
Note Amount:	**$39,699.36**		

Should you have any questions in regards to your amortization schedule or need other assistance with your account, please contact our Customer Service Department at 1-866-464-0269.

Sincerely,
Customer Service Department
Global Lending Services LLC

[redacted] Kia

0005/0005 FORT IRWIN LIBRARY 04/03/2019 1:11 PM FAX 7603805071

PETE'S CarSmart
KIA CERTIFIED PREMIUM DEALER
www.petescarsmartkia.com
4701 S. Soncy Rd. - Amarillo, TX 79119
Phone: (806) 351-1122 Fax: (806) 351-2317

SERVICE DEPARTMENT HOURS
8:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
12/22/18	[redacted]
R/O Close Date	**Status**
3/28/19	Reprint
Mileage In	**Mileage Out**
66905	66963
Service Advisor / Tag #	
CHRIS DAVENPORT/313	

[redacted]
FORT IRWIN, CA [redacted]

Work Phone	Vehicle Identification Number
	5XYPGDA39G[redacted]
Home Phone	**Delivery Date** / **In-Service Date**

Year	Make	Model	Body	Color	License Number
2016	KIA	SORENTO	AWD 4DR 2.4L LX		

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
Cell: [redacted] Email: no email		
#1 - MR 00K1ZKCP2: MULTI POINT INSPECTION		
Tech: DAVID VEALE(279)		Warranty
COMPLETE		
#2 - MR 12K1Z: ENGINE MAJOR		
C/S WHILE DRIVING VEHICLE SLOWED AND ENGINE DIED--		
WAS SMOKING AND LEAKING OIL AND WOULD NOT		
RESTART		
FOUND ENGINE LOCKED UP PERFORMED ENGINE REPLACEMEN		
T PER TECHLINE....#[redacted]		
Corrected by 180A32RE:		
Tech: DAVID VEALE(279)		Warranty
Installed 21111 2GK51QQK :SERVICE KIT	Qty: 1	Warranty
Installed 21111 2GK71QQK :SERVICE KIT	Qty: 1	Warranty
Installed 21101 2GK31QQKR :REMAN SUB ENGINE	Qty: 1	Warranty
Installed UM050CH012Q (FP):5W30	Qty: 5	Warranty
REPLACED LONG BLOCK PER PI1802		
#3 - MR RECALL: RECALL		
RECALL--PI1802 ECU UPGRADE (KSDS) 16MY		
Corrected by 180A26R0:		
Tech: DAVID VEALE(279)		Warranty
COMPLETE		
#4 * MR 70K1Z: SUBLET		
RENTAL		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X [redacted]

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PETE'S CarSmart
KIA CERTIFIED PREMIUM DEALER
www.petescarsmartkia.com
4701 S. Soncy Rd. - Amarillo, TX 79119
Phone (806) 351-1122 Fax (806) 351-2317

SERVICE DEPARTMENT HOURS
8:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
12/22/18	[redacted]
R/O Close Date	**Status**
3/28/19	Reprint
Mileage In	**Mileage Out**
66905	66963
Service Advisor / Tag #	
CHRIS DAVENPORT/313	

	Work Phone	Vehicle Identification Number	
[redacted]		5XYPGDA39G[redacted]	
FORT IRWIN, CA [redacted]	Home Phone	Delivery Date	In-Service Date

Year	Make	Model	Body	Color	License Number
2016	KIA	SORENTO	AWD 4DR 2.4L LX		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Tech: DAVID VEALE(279)	Warranty
Work performed by 518 : 4G3Q46 ()	Warranty
Work performed by 518 : 4RPSYO ()	Warranty
Work performed by 518 : 50529G ()	Warranty
COMPLETE	

#5 * MR 51K1Z: BODY ELECTRICAL	
GOODWILL MANIFOLD	
Tech: DAVID VEALE(279)	Warranty
Installed 28310 2GGA0 :MANIFOLD ASSY-INTAKE Qty: 1	Warranty
Installed 28521 2GGA0 :GASKET-EXHAUST MANIF Qty: 1	Warranty
**********	
* THANK YOU FOR YOUR BUSINESS! WE SERVICE ALL MAKES.IF YOU *	
* ARE NOT 100% SATISFIED WITH THE SERVICE YOU RECEIVED, *	
* PLEASE EMAIL SERVICE@PETESCARSMARTKIA.COM VISIT US AT: *	
* WWW.PETESCARSMARTKIA.COM *	
**********	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X [redacted]

© 2016 DEALERTRACK TECHNOLOGIES, Dealership Application Group (800) 245-1125

CUSTOMER #: [redacted]

[redacted]

WARRANTY

Valley-Hi Kia

14644 Valley Center Dr. · Victorville, CA 92395
Telephone (760) 955-0046
Facsimile (760) 780-4338

[redacted]

FORT IRWIN, CA [redacted]

PAGE 2

HOME: [redacted] CONT: [redacted]
BUS: CELL: [redacted]

E.P.A. # CAL000356978 B.A.R. # ARD263344

SERVICE ADVISOR: 8522 WILLIAM ENRIQUEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
EBBLACK	16	KIA SORENTO	5XYPGDA39G[redacted]	[redacted]	68597/68597	T5228

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12MAR15 IS 12MAR15 DL	04FEB15		16:30 09APR19		0.00	CASH	11APR19

R.O. OPENED	READY	OPTIONS: ENG:2.4_Liter_DOHC
14:30 08APR19	10:50 11APR19	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

TECH: 999 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00

SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00
COST-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00

****

EST: 159.95 08APR19 14:30 SA: 8522

WSA-4C6C41BE

TECH: 8516 ACTUAL HRS.: 1.00 SOLD HRS.: 1
TECH: 999 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00

SALE-LBR: 159.95 PTS: 1.82 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 161.77
COST-LBR: 28.00 PTS: 1.30 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 29.30

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
8/46280	15995	2800		8/48080	182	130	
8/26380	16177	*******					

COST, SALE, & COMP TOTALS 2930 16177 0

FOR YOUR CONVENIENCE

OUR SERVICE DEPT. HOURS
MONDAY - FRIDAY: 7:30 A.M. TO 6:00 P.M.
SATURDAY: 7:30 A.M. TO 5:00 P.M.

TERMS: CASH OR WE ACCEPT THE FOLLOWING CARDS: VISA - MASTERCARD - DISCOVER
WE DO NOT ACCEPT ANY OUT OF STATE CHECKS.
WE ALSO RESERVE THE RIGHT TO REFUSE ANY PERSONAL CHECKS.
IMPORTANT: PLEASE REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE, OR FOR LOSS CAUSED BY THEFT, FIRE, OR VANDALISM WHILE YOUR VEHICLE REMAINS WITH DEALERSHIP.

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If you have any questions pertaining to this work order please contact our Service Dept. Manager.

SORRY, NO LOAN CARS ARE AVAILABLE.

ORIGINAL ESTIMATE	REVISED ESTIMATE
$	$

I acknowledge notice and oral approval of an increase in the original estimated price.

X _____
CUSTOMER SIGNATURE

WE ARE DEDICATED TO GOOD SERVICE AND WE TRUST YOU WERE SERVED IN A COURTEOUS AND PROFESSIONAL MANNER. IF YOU HAVE ANY QUESTIONS, PLEASE NOTIFY YOUR SERVICE ADVISOR IMMEDIATELY.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

[redacted] VEHICLE RELEASE

DESCRIPTION	TOTALS
LABOR AMOUNT	159.95
PARTS AMOUNT	1.82
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	161.77
LESS INS./ADJ.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	161.77

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth de[redacted] contained in many vehicle components and replacement parts, vehicle fluids, and p[redacted] maintain vehicles, including, but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or ma[redacted] contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-u[redacted] parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.

CUSTOMER #: [redacted]

[redacted]

WARRANTY

Valley-Hi Kia

14644 Valley Center Dr. · Victorville, CA 92395
Telephone (760) 955-0046
Facsimile (760) 780-4338

FORT IRWIN, CA [redacted]

PAGE 1

HOME [redacted] CONT: [redacted]
BUS: CELL: [redacted]

E.P.A. # CAL000356978 B.A.R. # ARD263344

SERVICE ADVISOR: 8522 WILLIAM ENRIQUEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
EBBLACK	16	KIA SORENTO	5XYPGDA39G[redacted]	[redacted]	68597/68597	T5228

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12MAR15 IS 12MAR15 DD	04FEB15		16:30 09APR19		0.00	CASH	11APR19

R.O. OPENED	READY	OPTIONS:
14:30 08APR19	10:50 11APR19	ENG:2.4_Liter_DOHC

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A CUSTOMER STATES WHEN PUTTING IN REVERSE MAKE A CLUNKING NOISE								
INTERMITTENLY CHECK AND ADVISE								
CAUSE: 1.00 HRS KIA CONSUMER AFFAIRS								
TRANSAXLE DIAGNOSIS OR REPAIR OF TRANSMISSION OR								
AXLE CONCERN								
8516 BEAS,JOSE LIC#: Y								
			W	1.00			159.95	159.95
1	51759-07000		FLANGE NUT-SELF LOCK			2.17	1.82	1.82
					130	182 TPARTS		
					2800	15995 TLABOR		

TECH: 8516 ACTUAL HRS.: 1.00 SOLD HRS.: 1.00

SALE-LBR:	159.95	PTS:	1.82	MSC:	0.00	LUB:	0.00	SUB:	0.00	TOTAL	161.77
COST-LBR:	28.00	PTS:	1.30	MSC:	0.00	LUB:	0.00	SUB:	0.00	TOTAL	29.30

INSPECTED VEHICLE ROAD TESTED VEHICLE AND VERIFIED CUSTOMER CONCERN, FOUND ENGINE CLUCKING WHEN ACCELERATING IN DRIVE AND REVERSE, FOUND ENGINE HOPPING UP AND DOWN WHEN LOAD IS ADDED. FOUND MISSING NUT ON UPPER MOTOR MOUNT, REPLACED NUT AND ROAD TESTED VERIFIED NO NOISE COMING FROM ENGINE AREA. INSPECTED DRIVE LINE FOR DAMAGED NONE FOUND AT THIS TIME. 1.00 HRS 8516. REPAIR IS COVERED BY CONSUMER AFFAIRS CASE NUMBER [redacted] THEY ARE PAYING AT CP COST 159.95 AND PART PAYING ON PARTS STATEMENT!!!!
ALL EMAILS CORRESPONDENCE TO KIA CONSUMER AFFAIR'S ATTACHED TO HARD COPY FOR APPROVAL OF REPAIR. CUSTOMER DECLINED RENTAL .

****

D** RENTAL CAR								
CAUSE: NO RENTAL!!!!								
RENTAL RENTAL CAR								
999		W	0.00				0.00	0.00
				0	0 TPARTS			
				0	0 TLABOR			

FOR YOUR CONVENIENCE

OUR SERVICE DEPT. HOURS
MONDAY - FRIDAY: 7:30 A.M. TO 6:00 P.M.
SATURDAY: 7:30 A.M. TO 5:00 P.M.

TERMS: CASH OR WE ACCEPT THE FOLLOWING CARDS: VISA - MASTERCARD - DISCOVER
WE DO NOT ACCEPT ANY OUT OF STATE CHECKS.
WE ALSO RESERVE THE RIGHT TO REFUSE ANY PERSONAL CHECKS.
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SORRY, NO LOAN CARS ARE AVAILABLE.

ORIGINAL ESTIMATE	REVISED ESTIMATE
$	$

I acknowledge notice and oral approval of an increase in the original estimated price.

X _____
CUSTOMER SIGNATURE

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CUSTOMER SIGNATURE VEHICLE RELEASE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INS./ADJ.	
SALES TAX	
PLEASE PAY THIS AMOUNT	[redacted]

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and pa[redacted]aintain vehicles, including, but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up[redacted]ers, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.

A

COMPLAINT:

CAUSE: Road tested Vehicle and verify customer concern Found Engine chunking when accel in drive and rev

CORRECTION: . Found Engine hopping up and down when load is added, Due to missing motor mount

B

COMPLAINT: Not. Replaced Nut ~~and~~ and Road tested and

CAUSE: verify No noise comming From vehicle . Inspected Drive line for damage Non Found at this time

CORRECTION:

C

COMPLAINT:

CAUSE:

CORRECTION:

D

COMPLAINT:

CAUSE:

CORRECTION:

E

COMPLAINT:

CAUSE:

CORRECTION:

ENGINE: CID _____

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐ HYBRID ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER _____

TIRE CONDITION

LF _____ /32 RF _____ /32

LR _____ /32 RR _____ /32

TIRE PRESSURE

LF _____ psi RF _____ psi

LR _____ psi RR _____ psi

BRAKE CONDITION

LF _____ /MM _____ % RF _____ /MM _____ %

LR _____ /MM _____ % RR _____ /MM _____ %

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH _____

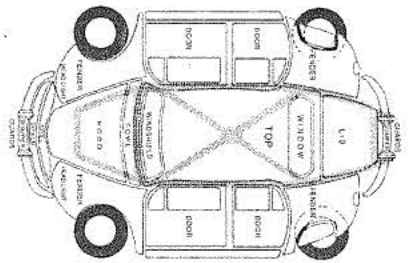
ASM _____

FOREMAN'S SIG. X _____

LABOR RECORD

FLAG SHEET				OFF	10
				ON	
			ELAPSED TIME	OFF	8
REPAIR LABOR SALES	FLAT RATE	R.O. NO. [redacted]		Alias Repairs	
	1.0	TECH. NO. 8516		ON	
FLAG SHEET				OFF	7
				ON	
FLAG SHEET				OFF	6
				ON	
FLAG SHEET				OFF	5
				ON	
FLAG SHEET				OFF	4
				ON	
FLAG SHEET				OFF	3
				ON	
FLAG SHEET				OFF	2
				ON	
FLAG SHEET				OFF	1
				ON	

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

Reply all | Delete Junk | •••

RE: [redacted]

HJ Heather Jessee <hjessee@agero.com>
Today, 11:30 AM
Andy Wilson

Reply all |

Inbox

Action Items

Andy,

KCAC will authorize rental for customer until vehicle can be diagnosed/ repaired. We will pay up to $45 per day and that does not include fuel or insurance. Authorization is [redacted]. Depending on diagnosis and repair, we can have you send me the rental invoice and reimburse you on your parts statement otherwise on the sublet for the repair.
Please contact me with any concerns or questions.
I appreciate all you do.
Thanks!

KIA | Service
Promise to Care

Heather "Nikki" Jessee, Total Case Specialist
Kia Motors America, Inc.
111 Peters Canyon Rd. Irvine, CA 92606
T 1-800-333-4542 **Ext** 27142 **E** hjessee@kiaconsumeraffairs.com

Confidentiality Note: This e-mail message and any attachments may contain confidential or privileged information. If you are not the intended recipient, please notify me immediately by replying to this message and destroy all copies of this message and any attachments. Thank you.

[redacted]

Reply all | Delete Junk | •••

RE: [External Email] - Re: [redacted]

Heather Jessee <hjessee@agero.com>

Tue 4/9/2019 12:40 PM

To: Andy Wilson <awilson@valleyhi.com>;

Thank you. Please send me the invoice for the repair and I will make sure it is credited to the parts statement. It typically takes about a month once we get the invoice.
I appreciate your help with this.
Thanks,

KIA | Service Promise to Care

Heather "Nikki" Jessee, Total Case Specialist
Kia Motors America, Inc.
111 Peters Canyon Rd. Irvine, CA 92606
T 1-800-333-4542 **Ext** 27142 **E** hjessee@kiaconsumeraffairs.com

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From: Andy Wilson [mailto:awilson@valleyhi.com]
Sent: Tuesday, April 9, 2019 5:31 PM
To: Heather Jessee <hjessee@agero.com>
Subject: Re: [External Email] - Re: [redacted]

WARNING: This is an EXTERNAL email. Please exercise caution RESPONDING or CLICKING on links/attachments.
I HAVE SPOKE WITH MY SERVICE DIRECTOR AND HE HAS STATED THIS WOULD BE FINE.

From: Heather Jessee <hjessee@agero.com>
Sent: Tuesday, April 9, 2019 12:28:46 PM
To: Andy Wilson
Subject: RE: [External Email] - Re: [redacted]

Will you allow me to reimburse you for this on your parts statement?
Thanks,

KIA | Service Promise to Care

Heather "Nikki" Jessee, Total Case Specialist
Kia Motors America, Inc.
111 Peters Canyon Rd. Irvine, CA 92606
T 1-800-333-4542 **Ext** 27142 **E** hjessee@kiaconsumeraffairs.com

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From: Andy Wilson [mailto:awilson@valleyhi.com]
Sent: Tuesday, April 9, 2019 5:27 PM
To: Heather Jessee <hjessee@agero.com>
Subject: Re: [External Email] - Re: [redacted]

WARNING: This is an EXTERNAL email. Please exercise caution RESPONDING or CLICKING on links/attachments. [redacted]

MAAM THE COST OF THE PART IS ONLY 5$ AND SOME CHANGE, THE DIAG IS 159.99, AND THE LABOR IS 78.88. LET ME KNOW WHAT YOU WOULD LIKE TO DO. THANK YOU HAVE A GREAT DAY.

From: Heather Jessee <hjessee@agero.com>
Sent: Tuesday, April 9, 2019 12:14:28 PM
To: Andy Wilson
Subject: RE: [External Email] - Re: [redacted]

Andy, thanks for letting me know. Can you please give me the estimate on the cost for parts and labor for this repair? The RO info, please?
I appreciate all you do.
Thanks,

KIA | Service Promise to Care

Heather "Nikki" Jessee, Total Case Specialist
Kia Motors America, Inc.
111 Peters Canyon Rd. Irvine, CA 92606
T 1-800-333-4542 **Ext** 27142 **E** hjessee@kiaconsumeraffairs.com

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From: Andy Wilson [mailto:awilson@valleyhi.com]
Sent: Tuesday, April 9, 2019 5:06 PM
To: Heather Jessee <hjessee@agero.com>
Subject: [External Email] - Re: [redacted]

WARNING: This is an EXTERNAL email. Please exercise caution RESPONDING or CLICKING on links/attachments.
HELLO HEATHER,
I JUST SPOKE WITH THE TECHNICIAN AND HE HAS FOUND THE NUT ON TOP OF THE MOTOR MOUNT MISSING. THIS IS CAUSING THE VEHICLE THE ISSUE THE CUSTOMER HAS CAME IN FOR. HOW WOULD YOU LIKE ME TO PROCEED WITH THIS CUSTOMER. THIS IS NOT A KIA ISSUE, THIS IS THE TECHNICIAN LEAVING A COMPONENT OFF WHEN INSTALLING THE VEHICLES NEW ENGINE.
ANDY WILSON VALLEY HI KIA ASST SERVICE MANAGER.
THANK YOU FOR YOUR TIME.

From: Heather Jessee <hjessee@agero.com>
Sent: Tuesday, April 9, 2019 11:29 AM
To: Andy Wilson
Subject: RE: [redacted]

Andy,
KCAC will authorize rental for customer until vehicle can be diagnosed/ repaired. We will pay up to $45 per day and that does not include fuel or insurance. Authorization is HJ12986437. Depending on diagnosis and repair, we can have you send me the rental invoice and reimburse you on your parts statement otherwise on the sublet for the repair.
Please contact me with any concerns or questions.
I appreciate all you do.
Thanks!

KIA | Service Promise to Care

Heather "Nikki" Jessee, Total Case Specialist
Kia Motors America, Inc.
[redacted]

111 Peters Canyon Rd. Irvine, CA 92606
T 1-800-333-4542 **Ext** 27142 **E** hjessee@kiaconsumeraffairs.com

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Confidentiality Note: This e-mail message and any attachments may contain confidential or privileged information. If you are not the intended recipient, please notify me immediately by replying to this message and destroy all copies of this message and any attachments. Thank you.

[redacted]