

PE19-004

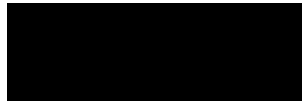
KIA

6/28/2019

DEFECT B

CA FILES

SPORTAGE



**Kia Case****Case Number:** [REDACTED]**Vehicle Info****VIN:** KNDPM3ACXH7 [REDACTED]**Year:** 2017 **Make:** Kia **Model:** Sportage**Vehicle Owner(s)****Title in Name:** Airline Car Rental Inc.**Title State:** AL**Primary Owner:** Airline Car Rental Inc.**Case Documents**

- 1 - Check to Customer
- 2 - Settlement Agreement and General Release
- 3 - Vehicle Registration
- 4 - Warranty History

[Print](#)

STATE OF LOUISIANA

CERTIFICATE OF TITLE

VIN KNDDPM3ACXH7 [REDACTED]				TITLE NUMBER [REDACTED]		DATE ISSUED 02/21/2017	
MAKE KIA	MODEL SP0	BODY LL	COLOR WHI/	YR 2017	DATE ACQUIRED 11/21/2016	ODOMETER 1	N/U N
** MAIL TO ** AIRLINE CAR RENTAL INC 5207 MONKHOUSE DR SHREVEPORT LA 71109 ** OWNER ** AIRLINE CAR RENTAL INC 5207 MONKHOUSE DR SHREVEPORT LA 71109						CL	

TO TEST FOR AUTHENTICITY, HOLD DOCUMENT TO LIGHT AND VERIFY EAGLE'S HEAD WATERMARK

TO TEST FOR AUTHENTICITY, HOLD DOCUMENT TO LIGHT AND VERIFY EAGLE'S HEAD WATERMARK

(LIEN)

DATE

First Lien Released _____ Date _____

Lienholder

By _____ Authorized Representative

Second Lien Released _____ Date _____

Lienholder

By _____ Authorized Representative

The undersigned as Vehicle Commissioner of the State of Louisiana, certifies that the applicant named herein has been duly registered in this office as owner of the motor vehicle described, pursuant to the laws of the State of Louisiana, subject to the mortgages and encumbrances, if any, herein set forth.

In witness whereof, I have affixed my signature at Baton Rouge.



FORM

DPSMV 1663 (R7/07)

ANY ALTERATION OR ERASURE VOIDS THIS DOCUMENT.

KEEP IN SAFE PLACE

Under the State Law require that you state the mileage in connection with transfer of ownership. Failure to complete ODOMETER STATEMENT OR providing a FALSE STATEMENT may result in fines and/or imprisonment.

NOTICE: ANY ALTERATION OR ERASURE VOIDS THE ASSIGNMENT and all assignments that follow. ASSIGNMENT MUST BE EXECUTED BY THE SELLER IN THE PRESENCE OF A NOTARY PUBLIC OR TWO (2) WITNESSES. IF EXECUTED IN THE PRESENCE OF TWO (2) WITNESSES, THE ACKNOWLEDGEMENT OF WITNESS MUST BE SIGNED BY ONE (1) OF THE WITNESSES IN THE PRESENCE OF A NOTARY PUBLIC.

ASSIGNMENT OF TITLE BY REGISTERED OWNER (not valid unless completed in full). I/we warrant this title and certify that the vehicle described herein has been transferred on _____ / _____ / _____ for the sum of \$ _____ to the following:

Name(s)-

Address-

I certify to the best of my knowledge that the ODOMETER READING is the ACTUAL MILEAGE of the vehicle unless one of the following statements is checked:

ODOMETER READING

NO
TENTHS

- ☐ 1. The mileage stated is in excess of its mechanical limits.
☐ 2. The odometer reading is NOT the actual mileage.
WARNING- ODOMETER DISCREPANCY

SIGNATURE(S) of Buyer(s)-X

of Seller(s)-X

PRINTED NAME(S) of Buyer(s)-

of Seller(s)-

SIGNATURE of Witness-X

Sworn to and subscribed by seller before me this

PRINTED NAME of Witness

Date _____ Notary No. _____

SIGNATURE of Witness-X

SIGNATURE of Notary Public-X

PRINTED NAME of Witness

PRINTED NAME of Notary Public

ACKNOWLEDGEMENT OF WITNESS - STATE OF LOUISIANA - PARISH OF _____

Before me, Notary, personally came and appeared the undersigned, who, after being duly sworn, said that he subscribed his name to the assignment above as a witness to the signature(s) of seller(s) and he saw seller(s) sign his name as his voluntary act and deed.

DATE _____

SIGNATURE of Witness-X

SIGNATURE of Notary Public-X

PRINTED NAME of Witness

PRINTED NAME of Notary Public

FIRST RE-ASSIGNMENT BY LICENSED DEALER

DEALER'S LICENSE NO. _____

I/we warrant this title and certify that the vehicle described herein has been transferred to the following:

Name(s)-

Address-

I certify to the best of my knowledge that the ODOMETER READING is the ACTUAL MILEAGE of the vehicle unless one of the following statements is checked:

ODOMETER READING

NO
TENTHS

- ☐ 1. The mileage stated is in excess of its mechanical limits.
☐ 2. The odometer reading is NOT the actual mileage.
WARNING- ODOMETER DISCREPANCY

Date of Sale

SIGNATURE(S) of Buyer(s)-X

of Seller(s)-X

PRINTED NAME(S) of Buyer(s)-

of Seller(s)-

SIGNATURE of Witness-X

Name of Dealership

Sworn to and subscribed by seller before me this

PRINTED NAME of Witness

Date _____ Notary No. _____

SIGNATURE of Witness-X

SIGNATURE of Notary Public-X

PRINTED NAME of Witness

PRINTED NAME of Notary Public

ACKNOWLEDGEMENT OF WITNESS - STATE OF LOUISIANA - PARISH OF _____

Before me, Notary, personally came and appeared the undersigned, who, after being duly sworn, said that he subscribed his name to the assignment above as a witness to the signature(s) of seller(s) and he saw seller(s) sign his name as his voluntary act and deed.

DATE _____

SIGNATURE of Witness-X

SIGNATURE of Notary Public-X

PRINTED NAME of Witness

PRINTED NAME of Notary Public

SECOND RE-ASSIGNMENT BY LICENSED DEALER

DEALER'S LICENSE NO. _____

I/we warrant this title and certify that the vehicle described herein has been transferred to the following:

Name(s)-

Address-

I certify to the best of my knowledge that the ODOMETER READING is the ACTUAL MILEAGE of the vehicle unless one of the following statements is checked:

ODOMETER READING

NO
TENTHS

- ☐ 1. The mileage stated is in excess of its mechanical limits.
☐ 2. The odometer reading is NOT the actual mileage.
WARNING- ODOMETER DISCREPANCY

Date of Sale

SIGNATURE(S) of Buyer(s)-X

of Seller(s)-X

PRINTED NAME(S) of Buyer(s)-

of Seller(s)-

SIGNATURE of Witness-X

Name of Dealership

Sworn to and subscribed by seller before me this

PRINTED NAME of Witness

Date _____ Notary No. _____

SIGNATURE of Witness-X

SIGNATURE of Notary Public-X

PRINTED NAME of Witness

PRINTED NAME of Notary Public

ACKNOWLEDGEMENT OF WITNESS - STATE OF LOUISIANA - PARISH OF _____

Before me, Notary, personally came and appeared the undersigned, who, after being duly sworn, said that he subscribed his name to the assignment above as a witness to the signature(s) of seller(s) and he saw seller(s) sign his name as his voluntary act and deed.

DATE _____

SIGNATURE of Witness-X

SIGNATURE of Notary Public-X

PRINTED NAME of Witness

PRINTED NAME of Notary Public

THIS TITLE MUST BE SURRENDERED BY DISMANTLER TO THE OFFICE OF MOTOR VEHICLES WHEN VEHICLE IS JUNKED

7/11/18

13:33:42

wsd079

VIN No : KNDPM3ACXH7 [REDACTED]

Warranty Service Department

WARRANTY HISTORY INQUIRY

VILLELAG

KIAPROD

In Service Date: 1/01/17

Model . . 42222

Series . SPORTAGE

<u>Repair</u>	<u>W</u>	<u>Dlr</u>	<u>Repair</u>						
<u>Date</u>	<u>T</u>	<u>No.</u>	<u>Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>		
12/22/16	R	[REDACTED]	[REDACTED]	1 01		GARNISH ASSY-DELTA L	1		
12/22/16	R	[REDACTED]	[REDACTED]	1 01		ELECTRONIC CONTROL U	1		

More...

I=Inquiry

F3=Exit

F11=Summary/Detail





































MAINTENANCE LOG

DATE 11-27-17
CITY shv

MVA	MILEAGE	DESCRIPTION
	49964	11-10-17
	17972	
	42396	
	35892	11-13-17
	46436	
	22,434	11-14-17
	48,507	11-20-17
	16,590	
	22,955	
	48,457	
	30,979	11-27-17
	29,890	
	32,612	

**SHREVEPORT AIRPORT AUTHORITY
AIRPORT POLICE
INCIDENT REPORT FORM**

PAGE (01) OF (01)

NATURE OF REPORT: xx Initial Report by Officer Action Taken By Supervisor Supplement Report		TIME: 15:20 DATE: February 11, 2018
REPORTING OFFICER (S): OFC. S. Smith		INCIDENT REPORT NUMBER: [REDACTED]
Nature of Incident:	Car Fire	SUPERVISOR'S REVIEW: ___ UNFOUNDED ___ PENDING <u>XX</u> CLEARED
Incident Location:	Employee Parking Lot near Gate 3	

SYNOPSIS

On the above date and time, I, (OFC) S. Smith, was dispatched to a car fire in the employee parking lot adjacent to vehicle gate 3. Upon arrival, Engine 16 was already on scene extinguishing the fire to the vehicle's engine area. The vehicle, a white Kia Sportage Lic # [REDACTED] is a rental vehicle belonging to Avis/Budget rental agency. The driver of the vehicle, [REDACTED] advised she rented the vehicle at 1400 hours and after 15 minutes of driving, she noticed black smoke coming from under the hood of the vehicle. She advised she called the Avis/Budget representative (Vincent Imoni) and told him that the vehicle was smoking and returned the vehicle back to the rental agency. Upon arrival, Ms. [REDACTED] advised the car was smoking very badly and instead of parking near other vehicles, she parked it in the employee parking lot where there weren't as many vehicles located. She advised she parked the vehicle, jumped out, and called 911. Ms. [REDACTED] was then transported to Willis Knighton North by personal vehicle for Smoke Inhalation. Engine 16 cleared the scene at 1555hrs and the vehicle towed by Twin Cities towing. Ms. [REDACTED] requested a refund of monies with Manager Melissa Webber

Contact information:

[REDACTED]
 Shreveport, La [REDACTED]
 [REDACTED]

Shift Supervisor

8034
Badge2-11-18 1710hrs
Date/Time of Report

Reporting Officer

[REDACTED] 8074
Badge

Incident Report

Shreveport Fire Department

2018-1805188 -000**- Basic**

Alarm Date and Time	15:11:17	Sunday, February 11, 2018
Arrival Time	15:15:40	
Controlled Date and Time		
Last Unit Cleared Date and Time	15:39:04	Sunday, February 11, 2018
Response Time	0:04:23	
Priority Response	Yes	
Completed	Yes	
Reviewed	Yes	
Release to Public	Yes	
Shift	A	
Incident Type	131 - Passenger vehicle fire	
Initial Dispatch Code	VEHICLE	
Aid Given or Received	N - None	
Alarms	1	
Action Taken 1	81 - Incident command	
Action Taken 2	11 - Extinguish	
Action Taken 3	86 - Investigate	
Casualties	No	
Apparatus - Suppression	2	
Personnel - Suppression Personnel	3	
Property Loss	\$0.00	
Contents Loss	\$0.00	
Hazardous Material Released	N - None	
Mixed Use	NN - Not mixed use	
Property Use	170 - Passenger terminal, other	
Location Type	Address	
Address	5103 HOLLYWOOD AV	
City, State Zip	SHREVEPORT, LA 71109	
District	SFD	

Fire

Area of Origin	83 - Engine area, running gear, wheel area
Heat Source	UU - Undetermined
Item First Ignited	UU - Undetermined
Cause of Ignition	3 - Failure of equipment or heat source
Contribution To Ignition 1	UU - Undetermined
Human Factors	None
Suppression Factor 1	NNN - None
Mobile Equipment Involved	3 - Involved in ignition and burned
Mobile Equipment Type	11 - Passenger car.
Mobile Equipment Make	KI - Kia
Mobile Equipment Model	Sportage FE
Mobile Equipment Year	2017
Mobile Equipment VIN	KNDPM3ACXH7 [REDACTED]
Mobile Equipment License	[REDACTED]
Mobile Equipment State	LA

Narratives

Incident Report

Shreveport Fire Department

Narratives

Narrative Name	CAD Narrative	
Narrative Type	CAD Narrative	
Author	- ,	
Narrative Text	F1805188 E Type:FFIRE FIRE EMERGENCY VEHICLE FIRE Disp: COMMENTS: SPECIAL ADDRESS COMMENT:SFD - ADD FA05 (TO EMS) AND FA04 TO ALL AIRPORT EVENTSWILL BE IN THE RENTAL CAR PARKING LOT..CAR IS SMOKING.. WHITE KIA SPORTAGE.. SEE FLAMESON THE BACKSIDE OF THE PARKING LOT..AVIS RENTAL CARDISPATCH HENDERSON WITH SECURITY ADVISED CAR ON FIRE 673-5385	Sub-Type:VEHICLE
Narrative Name	New Narrative	
Narrative Type	Incident	
Narrative Date	08:55:38 Monday, February 12, 2018	
Author	13959 - Chambers, Curt L	
Author Rank	FCAPT	
Author Assignment	1	
Narrative Text	Engine 16 arrived on scene of a vacant white KIA Sportage FE in the rental car parking lot on car. Engine 16 crew extinguished the fire via booster line. After the fire was extinguished, the fire origin appeared behind the dashboard. The fire was contained to the hood and motor area. The car was left with the airport police.	

End of Report

RENTAL AGREEMENT NUMBER [REDACTED]
Customer Name [REDACTED]
Drivers Lic Number : USLAXXXX [REDACTED]
Methods of Payment : VISA [REDACTED]

RESERVATION NUMBER [REDACTED] US-2
Avis Car Number : [REDACTED]
Plate Number : [REDACTED]
Veh Description : WHI KIA SPORTAGE
Odometer Out : 25783 miles
Fuel Gauge Reading: Full

Pickup Date/Time : FEB 11,2018@01:58 PM
Pickup Location : 5103 HOLLYWOOD AVENUE
SHREVEPORT, LA, 71109, US

Return Date/Time : FEB 12,2018@02:00 PM
Return Location : 5103 HOLLYWOOD AVENUE
SHREVEPORT, LA, 71109, US

Additional Fees May Apply If Changes Are Made To Your Return Date, Time And/Or Location.

YOUR ESTIMATED VEHICLE CHARGES

Min: 2 Day Max: 120 HRS

RATE CHART	FRMLS	TIME AND MILEAGE
HRLY :	25.51 75	
DLY :	32.99 150	
AD DY:	61.00 150	
WKLY :		
MTHLY:		
MILES:	.25	

MIN 2DY/8C/E 80FM	+	65.98
Your Estimated Time & Mileage		65.98
Energy Recovery Fee 0.60/DY	+	.60
Estimated Subtotal Charges	:	66.58
Sales Tax 9.600%	+	6.39
#3% FEES	+	2.24
12.00% Concession Recovery Fee	+	7.99
YOUR ESTIMATED TOTAL CHARGES: X_AGREED	:	83.20
#3% LA AUTO RENTAL EXCISE TAX		

YOUR OPTIONAL PRODUCTS/SERVICES

Loss Damage Waiver	27.99/Day	Declined
Personal Accident Insurance	6.95/Day	Declined
Personal Effects Protection		Unavailable
Additional Liability Insurance	13.95/Day	Declined

By my approval I accept or decline optional services/products
as shown above. X_AGREED

Please return the vehicle with the same fuel level as you received
it. Please provide a receipt for fuel purchased. If you do not,
additional fuel fees may apply: 000-074 miles equals a
14.99 flat rate fee. 075 miles and above equals .2836 per mile or
8.00 per Gal. X_AGREED
I understand that important information on cashless toll roads
and e-Toll services can be found at avis.com/etoll.
X_AGREED

---NOTICES---AVIS SYSTEM LICENSEE ---NOTICES---AVIS SYSTEM LICENSEE---NOTICES---AVIS SYSTEM LICENSEE---NOTICES---
Loss Damage Waiver is optional. An added daily cost of 27.99 covers your responsibility for damage to our car. Check
with your insurer as this may be duplicative of your own car insurance. I agree the charges listed above are estimates
and that I have reviewed & agreed to all notices & terms here and in the rental jacket. No additional drivers allowed without
prior written consent. Tickets, fines and admin fees to be charged to this rental. XX [REDACTED]

If you have questions regarding this rental, call us at 318-631-7201. This vehicle was rented to you by 01008.

WILLIAM R. LONG
ATTORNEY AT LAW

(318) 797-8288
Fax (318) 797-8285

2250 Hospital Drive
Suite 216
Bossier City, Louisiana 71111

E-Mail: wrlong@longlyons.com

June 18, 2018

Kia Headquarters
Attention: Gus Villela – Claims Representative
111 Peters Canyon Road
Irvine, CA 92606

FAX: 949-468-4515

Re: [REDACTED]
Claim No.: [REDACTED]
Kia Claim No.: [REDACTED]
Date of Accident: 02-11-18

Dear Mr. Villela:

Please find enclosed the following concerning the above referenced matter:

- Medical records from Willis Knighton Pierremont for services rendered on February 12, 2018;
- Medical records from Dr. Saimah Talukder of OB-Gyn Concepts for services rendered on February 19, 2018 with statement of charges in the amount of \$230.00;
- Medical records from Willis Knighton South for services rendered on February 11, 2018 with statement of charges in the amount of \$265.17 and March 6, 2018 with statement of charges in the amount of \$2,728.65.

Sincerely,

[REDACTED]
[REDACTED]
[REDACTED]
William R. Long

WRL/bm
Enclosure

7853 Youree Drive
Shreveport, LA 71105
Phone: (318) 212-2835
Fax: (318) 212-2839

OB-Gyn Concepts**Saimah Talukder, MD, MRCOG**

Fax

To:	[REDACTED]	From:	Roxanne
Fax:	797-8285	Pages:	1
Phone:		Date:	4/6/18
Re:	[REDACTED]	cc:	

☐ **Comments:** The prepayment fee for medical records is \$ 35.00.
Please make check payable to Saimah Talukder, MD and mail to the above address or call
our office with your credit card information.

<u>10</u> pages @ \$1.00 per page for first 25 pages	\$10.00
<u> </u> pages @ \$0.50 for next 26-500 pages	\$
Handling Fee	\$25.00
Postage	\$
Total	\$35.00

CKP [REDACTED]

IMPORTANT: This facsimile transmission contains confidential information, some or all of which may be protected health information as defined by the federal Health Insurance Portability & Accountability Act (HIPAA) Privacy Rule. This transmission is intended for the exclusive use of the individual or entity to whom it is addressed and may contain information that is proprietary, privileged, confidential and/or exempt from disclosure under applicable law. If you are not the intended recipient (or an employee or agent responsible for delivering this facsimile transmission to the intended recipient), you are hereby notified that any disclosure, dissemination, distribution or copying of this information is strictly prohibited and may be subject to legal restriction or sanction. Please notify OB-Gyn Concepts @ 318-212-2835 to arrange the return or destruction of the information and all copies.

Make Checks Payable To:

WK OB GYN Concepts
7853 Youree Dr
Shreveport, LA 71105-5505

IF PAYING BY CREDIT CARD, FILL OUT BELOW		
CHECK CARD USING FOR PAYMENT		
☐ American Express	☐ Discover	☐ Mastercard ☐ VISA
CARD NUMBER	CVV	AMOUNT
SIGNATURE		EXP. DATE
STATEMENT DATE	PAY THIS AMOUNT	ACCOUNT NBR
04/06/2018	\$0.00	
SHOW AMOUNT PAID HERE \$		

ADDRESSEE:

Shreveport, LA
USA

REMIT TO:

WK OB GYN Concepts
7853 Youree Dr
Shreveport, LA 71105-5505
USA
(318) 212-2835

PLEASE DETACH AND RETURN TOP PORTION WITH YOUR PAYMENT

Date	Description Of Service	Amount	Insurance Balance	Patient Balance	Balance	
02/19/18	ENCOUNTER 20232 FOR [REDACTED] WITH TALUKDER MD, SAIMAH					
02/19/18	PP Copay - PREPAY COPAY	\$0.00				
02/19/18	Patient Payment Credit Card	-\$75.00				
02/21/18	Payment Transfer	\$75.00				
02/19/18	99213 TH - OFFICE OUTPATIENT VISIT 15 MINUTES	\$138.00				
03/02/18	Medicaid Payment	-\$44.30				
03/02/18	Medicaid Contractual Adjustment	-\$93.70				
02/19/18	76376 - 3D RENDER W/O POSTPROCESS	\$92.00				
02/21/18	Courtesy Discount	-\$17.00				
02/21/18	Payment Transfer	-\$75.00				
	ENCOUNTER TOTAL	\$0.00	\$0.00	\$0.00	\$0.00	
03/27/18	ENCOUNTER 20704 FOR [REDACTED] WITH TALUKDER MD, SAIMAH					
03/27/18	99213 TH - OFFICE OUTPATIENT VISIT 15 MINUTES	\$138.00	\$138.00			
	ENCOUNTER TOTAL	\$138.00	\$138.00	\$0.00	\$138.00	
Account Number	Current	30 Days	60 Days	90 Days	120 Days	Total Account Balance
[REDACTED]	\$138.00	\$0.00	\$0.00	\$0.00	\$0.00	\$138.00

MESSAGE:

NOTICE: THIS IS A BILL BASED UPON INFORMATION YOUR HEALTH PLAN, YOU OWE THE AMOUNT SHOWN IN THE 'PATIENT DUE' BOX.

Please Pay This
AMOUNT >>>> \$0.00

** PAYMENT DUE UPON RECEIPT *THANK YOU**
STATEMENT

To protect the privacy of individuals, NHTSA does not make medical records available to the public without authorization. For this reason, documents falling into this category have not been included in this complaint record.

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WILLIAM R. LONG
ATTORNEY AT LAW

(318) 797-8288
Fax (318) 797-8285

2250 Hospital Drive
Suite 216
Bossier City, Louisiana 71111

E-Mail: wrlong@longlyons.com

March 8, 2018

Willis Knighton South
Attn: Release of Information
2610 W. Bert Kouns Industrial Loop
Shreveport, LA 71118

Re: [REDACTED]
DOB: [REDACTED]
SSN: [REDACTED]
DOA: [REDACTED]

Dear Sir or Madam:

Please be advised that this office represents the above-referenced claimant in regards to an accident that occurred on [REDACTED]. I request that you provide copies of any and all medical information, including any medical narrative that may be available to be used in my client's claim. **Please also include all billing** from [REDACTED] to the present regarding my client.

Please do not hesitate in contacting us should you have any questions about this matter or need any additional information. I have enclosed a medical authorization signed by our client for the release of this information.

[REDACTED]
Sincerely,

[REDACTED]
William R. Long

WRL/bm
Enclosure

RECEIVED
MAR 12 2018

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ATTORNEY AT LAW

(318) 797-8288
Fax (318) 797-8285

2250 Hospital Drive
Suite 216
Bossier City, Louisiana 71111

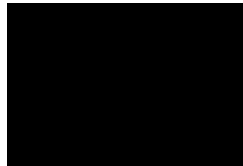
E-Mail: wrlong@longlyons.com

June 18, 2018

Kia Headquarters
Attention: Gus Villela – Claims Representative
111 Peters Canyon Road
Irvine, CA 92606

FAX: 949-468-4515

Re:
Claim No.:
Kia Claim No.:
Date of Accident:



RECEIVED

JUN 26 2018

CONSUMER AFFAIRS

Dear Mr. Villela:

Please find enclosed the following concerning the above referenced matter:

- Medical records from Willis Knighton Pierremont for services rendered on February 12, 2018;
- Medical records from Dr. Saimah Talukder of OB-Gyn Concepts for services rendered on February 19, 2018 with statement of charges in the amount of \$230.00;
- Medical records from Willis Knighton South for services rendered on February 11, 2018 with statement of charges in the amount of \$265.17 and March 6, 2018 with statement of charges in the amount of \$2,728.65.

Sincerely,

William R. Long

WRL/bm
Enclosure

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Make Checks Payable To:

WK OB GYN Concepts
7853 Youree Dr
Shreveport, LA 71105-5505

IF PAYING BY CREDIT CARD, FILL OUT BELOW		
CHECK CARD USING FOR PAYMENT		
☐ American Express	☐ Discover	☐ Mastercard ☐ Visa
CARD NUMBER	CVV	AMOUNT
SIGNATURE		EXP. DATE
STATEMENT DATE 04/06/2018	PAY THIS AMOUNT \$0.00	ACCOUNT NO.
SHOW AMOUNT PAID HERE \$		

ADDRESSEE:

██████████
██████████
Shreveport, LA
USA

REMIT TO:

██████████
WK OB GYN Concepts
7853 Youree Dr
Shreveport, LA 71105-5505
USA
(318) 212-2835

PLEASE DETACH AND RETURN TOP PORTION WITH YOUR PAYMENT

Date	Description Of Service	Amount	Insurance Balance	Patient Balance	Balance
02/19/18	ENCOUNTER 20232 FOR ██████████ WITH TALUKDER MD, SAIMAH				
02/19/18	PP Copay - PREPAY COPAY	\$0.00			
02/19/18	Patient Payment Credit Card	-\$75.00			
02/21/18	Payment Transfer	\$75.00			
02/19/18	99213 TH - OFFICE OUTPATIENT VISIT 15 MINUTES	\$138.00			
03/02/18	Medicaid Payment	-\$44.30			
03/02/18	Medicaid Contractual Adjustment	-\$93.70			
02/19/18	76376 - 3D RENDER W/O POSTPROCESS	\$92.00			
02/21/18	Courtesy Discount	-\$17.00			
02/21/18	Payment Transfer	-\$75.00			
	ENCOUNTER TOTAL	\$0.00	\$0.00	\$0.00	\$0.00
03/27/18	ENCOUNTER 20701 FOR ██████████ WITH TALUKDER MD, SAIMAH				
03/27/18	99213 TH - OFFICE OUTPATIENT VISIT 15 MINUTES	\$138.00	\$138.00		
	ENCOUNTER TOTAL	\$138.00	\$138.00	\$0.00	\$138.00

Account Number	Current	30 Days	60 Days	90 Days	120 Days	Total Account Balance
██████████	\$138.00	\$0.00	\$0.00	\$0.00	\$0.00	\$138.00

MESSAGE:

NOTICE: THIS IS A BILL, BASED UPON INFORMATION YOUR HEALTH PLAN, YOU OWE THE AMOUNT SHOWN IN THE 'PATIENT DUE' BOX.

Please Pay This
AMOUNT >>>> \$0.00

** PAYMENT DUE UPON RECEIPT *THANK YOU*
STATEMENT

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Willis-Knighton South
 2510 Bert Kouns Industrial Loop
 Shreveport, LA 71118
 (318) 212-5030

1

FINAL

UNITED HLTHCARE LA ME

SHREVEPORT LA

***	MEDICAL - SURGICAL SUPPLIES ***	
3804508	OXYGEN CHARGE - OUTPT	206.00

***	EMERGENCY ROOM ***	206.00
1301012	LEVEL 5 - MAJOR CARE II	1080.00

***	LAB - CHEMISTRY ***	1080.00
0204267	CARBOXYHEMOGLOBIN QNT	202.00

***	RADIOLOGY - DIAGNOSTIC ***	202.00
2121595	CHEST 1 VIEW; XR, chest 1 view	265.00

***	ULTRASOUND ***	265.00
2133971	US OB<14 WEEKS; US, OB <14wk	853.00

***	PHARMACY ***	853.00
3073511	ONDANSETRON 4 MG DISNTG TAB	101.20
3073971	ALBUTEROL/IPRATROP 3ML U/D INH	21.45

	ESTIMATED INSURANCE DUE	122.65
	UNITED HLTHCARE LA MEDICAID	2728.65

2728.65
 0.00
 2728.65

Willis-Knighton South
 2510 Bert Kouns Industrial Loop
 Shreveport, LA 71118
 (318) 212-5030

1

FINAL

03/06/18

03/15/18

UNITED HLTHCARE LA ME

SHREVEPORT LA

***	LAB - CHEMISTRY ***	
0242252	SEQUEN SCR 2 ALPHA-FETOPROp-IG	62.13
0242253	SEQUEN SCR 2 ESTRIOL UNCONp-IG	89.55
0242254	SEQUEN SCR 2 HCG QNTp-IG	55.77

		207.45
***	LAB - IMMUNOLOGY ***	
0242255	SEQUEN SCR 2 INHIBIN Ap-IG	57.72

		57.72
	ESTIMATED INSURANCE DUE	
	UNITED HLTHCARE LA MEDICAID	265.17

265.17
 0.00
 265.17

Willis-Knighton South
 2510 Bert Kouns Industrial Loop
 Shreveport, LA 71118

1

"RECEIVED"

APR 03 2018

WILLIAM R. LONG
ATTORNEY AT LAW

CONSUMER AFFAIRS

(318) 797-8288
Fax (318) 797-8285

2250 Hospital Drive
Suite 216
Bossier City, Louisiana 71111

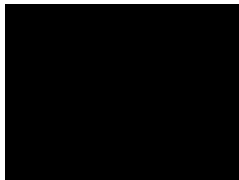
E-Mail: wrlong@longlyons.com

March 28, 2018

Kia Headquarters
Attention: Gus Villela – Claims Representative
111 Peters Canyon Road
Irvine, CA 92606

FAX: 949-468-4515

Re:
Claim No.:
Kia Claim No.:
Date of Accident:

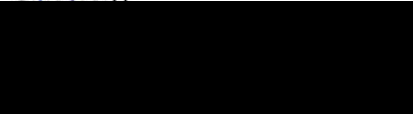


Dear Mr. Villela:

Please find enclosed the following concerning the above referenced matter:

- Medical report from Willis Knighton South for services rendered on [REDACTED]
- Medical report from Willis Knighton Pierremont for services rendered on [REDACTED]
- Medical report from Dr. Clint Cormier of Regional Perinatal Group for services rendered on March 6, 2018 with invoice for charges of \$806.00;
- Wage information from [REDACTED] indicating the days absent due to this accident of [REDACTED]

Sincerely,


William R. Long

WRL/bm
Enclosure



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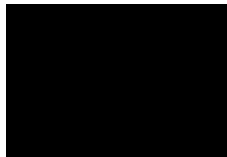
2250 Hospital Drive
Suite 216
Bossier City, Louisiana 71111

E-Mail: wrlong@longlyons.com

March 8, 2018

Dr. Clint Cormier
Regional Perinatal Group
Attn: Release of Information
2508 Bert Kouns, Suite 210
Shreveport, LA 71118

Re:
DOB:
SSN:
DOA:



Dear Sir or Madam:

Please be advised that this office represents the above-referenced claimant in regards to an accident that occurred on [REDACTED]. I request that you provide copies of any and all medical information, including any medical narrative that may be available to be used in my client's claim. **Please also include all billing** from [REDACTED] to the present regarding my client.

Please do not hesitate in contacting us should you have any questions about this matter or need any additional information. I have enclosed a medical authorization signed by our client for the release of this information.

Sincerely,



William R. Long

WRL/bm
Enclosure



WILLIAM R. LONG
ATTORNEY AT LAW

(318) 797-8288
Fax (318) 797-8285

2250 Hospital Drive
Suite 216
Bossier City, Louisiana 71111

E-Mail: wrlong@longlyons.com

March 8, 2018

Dr. Clint Cormier
Regional Perinatal Group
Attn: Release of Information
2508 Bert Kouns, Suite 210
Shreveport, LA 71118

Re: [REDACTED]
DOB: [REDACTED]
SSN: [REDACTED]
DOA: [REDACTED]

Dear Sir or Madam:

Please be advised that this office represents the above-referenced claimant in regards to an accident that occurred on [REDACTED]. I request that you provide copies of any and all medical information, including any medical narrative that may be available to be used in my client's claim. **Please also include all billing** from [REDACTED] to the present regarding my client.

Please do not hesitate in contacting us should you have any questions about this matter or need any additional information. I have enclosed a medical authorization signed by our client for the release of this information.

Sincerely,

[REDACTED]
William R. Long

WRL/bm
Enclosure

ADDRESSEE:

Shreveport, LA
USA

REMIT TO:

PLEASE DETACH AND RETURN TOP PORTION WITH YOUR PAYMENT

Please Pay This
AMOUNT >>>> \$0.00

Page: 1 of 1

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March 08, 2018

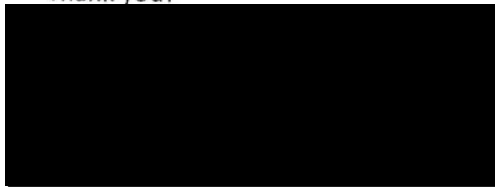


To whom it concerns,

This letter is to serve as a statement that [REDACTED] did not work on February [REDACTED] 2018. I have attached a copy of Mrs [REDACTED] timecard as documentation.

Please contact me if you have any additional questions.

Thank you!



Telesia Laurence

School Operations Administrator

(318) 703-5585 Ext 1004



Launch Pad | Messages(173) | My Timesheet | Last Timesheet | Daily Timesheet | Tools | Filter | My Location | Time Off Approval | Time Off Calendar

You can only edit timesheets for days that occur after the 'Lock Down Date' of the pay group.

Timesheet

Load

Employee

Selected Employees

Scheduled	Worked	Auth By	Shift	Start	End	Clocks	Time Code Summary	Hou
	08:30	AUTO	07:30AM-04:00PM 30M	7:30a	4:00p	07:15a 4:15p	WRK 8:30, MEAL 0:30	REC
	08:30	AUTO	07:30AM-04:00PM 30M	7:30a	4:00p	07:15a 4:15p	WRK 8:30, MEAL 0:30	REC
		AUTO	OFF					
		AUTO	OFF					UNF
	08:30	AUTO	07:30AM-04:00PM 30M	7:30a	4:00p	07:15a 4:15p	WRK 8:30, MEAL 0:30	REC
	08:30	AUTO	07:30AM-04:00PM 30M	7:30a	4:00p	07:15a 4:15p	WRK 8:30, MEAL 0:30	REC
	08:30	AUTO	07:30AM-04:00PM 30M	7:30a	4:00p	07:15a 4:15p	WRK 8:30, MEAL 0:30	REC
	08:30	AUTO	07:30AM-04:00PM 30M	7:30a	4:00p	07:15a 4:15p	WRK 8:30, MEAL 0:30	REC
	08:30	AUTO	07:30AM-04:00PM 30M	7:30a	4:00p	07:15a 4:15p	WRK 8:30, MEAL 0:30	REC
		AUTO	OFF					
		AUTO	OFF					
		AUTO	07:30AM-04:00PM 30M	7:30a	4:00p		UAT 8:30	UNF
		AUTO	07:30AM-04:00PM 30M	7:30a	4:00p		UAT 8:30	UNF
		AUTO	07:30AM-04:00PM 30M	7:30a	4:00p		UAT 8:30	UNF
		AUTO	07:30AM-04:00PM 30M	7:30a	4:00p		UAT 8:30	UNF
		AUTO	07:30AM-04:00PM 30M	7:30a	4:00p		WRK 8:30, MEAL 0:30	REC

Submit

Page 1 of 2

Show Edits

Time clock stamps days missed

Irvine, CA

 CARFAX® Vehicle History Report™ US \$39.99	
An independent company established in 1986	
Vehicle Information: 2017 KIA SPORTAGE LX VIN: KNDPM3ACXH7 4 DOOR WAGON/SPORT UTILITY 2.4L I4 F DOHC 16V GASOLINE FRONT WHEEL DRIVE <u>Standard Equipment</u> <u>Safety Options</u>	 No accidents reported to CARFAX  No other damage reported to CARFAX  CARFAX 1-Owner vehicle  Rental vehicle  Last owned in Louisiana  1 Last reported odometer reading



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 2/13/18 at 2:19:57 PM (EST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

 Ownership History	
The number of owners is estimated	
Year purchased	2016
Type of owner	Rental
Estimated length of ownership	1 yr. 2 mo.
Owned in the following states/provinces	Louisiana
Estimated miles driven per year	---
Last reported odometer reading	1



 Title History	
CARFAX guarantees the information in this section	
Salvage Junk Rebuilt Fire Flood Hail Lemon	Guaranteed No Problem
Not Actual Mileage Exceeds Mechanical Limits	Guaranteed No Problem
 GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. Register View Terms	

 Additional History	
Not all accidents / issues are reported to CARFAX	
Total Loss No total loss reported to CARFAX.	 No Issues Reported
Structural Damage	No Issues Reported

No structural damage reported to CARFAX.	☒
Airbag Deployment No airbag deployment reported to CARFAX.	☒ No Issues Reported
Odometer Check No indication of an odometer rollback.	☒ No Issues Indicated
Accident / Damage No accidents or damage reported to CARFAX.	☒ No Issues Reported
Manufacturer Recall No open recalls reported to CARFAX.	☒ No Recalls Reported

CARFAX Detailed History		Glossary		
Owner 1 Purchased: 2016 Type: Rental Where: Louisiana Est. length owned: 11/21/16 - present (1 yr. 2 mo.)		Date:	Mileage:	Source:
		11/21/2016		Louisiana Motor Vehicle Dept.
		02/21/2017	1	Louisiana Motor Vehicle Dept. Shreveport, LA
		01/08/2018		Louisiana Motor Vehicle Dept. Shreveport, LA
		Comments:		
		Vehicle purchase reported Titled or registered as rental vehicle		
		Title issued or updated First owner reported Vehicle color noted as White		
		Registration issued or renewed Vehicle color noted as White		

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.

CARFAX Glossary		View Full Glossary
First Owner When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.		
Ownership History CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.		
Rental Vehicle was registered by a rental agency.		
Title Issued A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.		

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Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512, 8,600,823; 8,595,079; 8,606,648; 7,505,838.

2/13/18 2:19:57 PM (EST)

PL REPURCHASE / REPLACEMENT CHECKLIST

Customer: <u>Airline car rental Inc.</u>	VRS / Siebel #: [REDACTED]
--	--

Customer currently in rental until check issued?	YES ☐ NO ☒
Date package sent to NCA	<u>6/7/02/18</u>
Date NCA reviewed package	

☒	TYPE OF CASE – CHECK ONE	
☐ Requested by NCA/PQ Dept.	Currently accumulating storage fees? YES NO	
☒ Product Liability/Subrogation Settlement	Currently accumulating storage fees? YES ☒ NO	
☐ Legal Settlement by KMA Legal Dept.	Hard compliance date:	

☒	Check and include all documents that apply in order listed below
☒	Checklist
☒	Customer Offer Letter / Subrogation Demand / ADL / Settlement Letter
☒	Sales Documents – Original Vehicle – Sales/Lease Contract & Invoice (or copy of Screen 1 from the Vehicle Master)
☐	VIN Incentive History from KIAS 2 – Original vehicle
☐	Lien Holder Payoff information and signed Loan Authorization Form
☐	Current vehicle registration (or copy of title if vehicle is free and clear)
☐	Vehicle Replacement Authorization (if applicable)
☐	Replacement Vehicle Invoice (if applicable)
☐	Replacement Vehicle RDR (copy of Screen 2 from the Vehicle Master showing same sales type as listed on Vehicle Replacement Authorization)
☐	VIN Incentive History from KIAS 2 – Replacement vehicle
☐	Copy of Cause and Origin Report (if applicable)
☐	Copy of subrogation costs (breakdown/proof of payment if applicable)
☒	Copy of accident report or fire report (if applicable)
☒	TL Siebel Reports Included in Package (if applicable)
☐	FTS Inspection Report (if applicable)
☒	Warranty History & Campaign (Recall) List Showing Completed and Open Recalls
☐	Repair Orders
SCRAP VEHICLES	
☐	Repair estimate
☒	KBB value
☒	Photos of vehicle
☒	Copy of VRS Screens and CA Siebel Case Reports

9:21:55

Manual Check/Wire Request

CSD03007

Case: [REDACTED] Clrfy: [REDACTED] KNDPM3ACXH7 [REDACTED] AIRLINE CA RENTAL INC.
Resp DLR: 90202 Dist: 98 Region: NA Model: 2017 SPORTAGE LX FWD Mile: 25783
ROADSIDE TOW CLAIMS Warranty Start Date: 1/ 1/17

Repurchase Type?: **PL** Product Liability Settlement
Reason for Repur: **EN** ENGINE (MISC) Part#: 212X2 2GH00
of Complaints for above reason: **01** times ENGINE ASSY-SHORT
Total Days Down: **001** DTC(if any):
Main Issue of Repur: **SP** - SETTLEMENT - PROD LIABILITY

<u>REPURCHASE COMMENTS(KCR)</u>	<u>(Include All Payee's Name and Address)</u>
07/02/18 GV: AVIS RENTAL CALLED KMA IN REGARDS TO CUSTOMER BRING BACK VEHICLE AFTER THE VEHICLE WAS SMOKING. ONCE THE VEHICLE WAS AT AVIS RENTAL , THE VEHICLE UNDER WENT A THERMAL EVENT. KMA SET UP INSPECTION WITH ENGINEER. ENGINEER WENT OUT TO INSPECT VEHICLE. ENGINEER ADVISED COULD NOT FIND CONCERN WITH THERMAL EVENT, HOWEVER ADVISED TO COVER AS A GESTURE OF GOODWILL. KMA OFFERED AVIS REPURCHASE OF THIER VEHICLE FOR VALUE OF \$17,587.18.	

CHECKS PAYABLE AS FOLLOWS:

AIRLINE CAR RENTAL INC.	\$17,587.18
5207 MONKHOUSE DRIVE	
SHREVEPORT, LA 71109	

	Date	Date
VILLELAG	 07/02/18	
BRAD HOLT		MICHELE CAMERON

7/02/18

Kia Motors America

VILLELAG

9:21:55

Vehicle Repurchase Information I

CSD03001

Case: [REDACTED] Clrfy: 12629726 KNDPM3ACXH7 [REDACTED] AIRLINE CA RENTAL INC.

Resp DLR: 90202 Dist: 98 Region: NA Model: 2017 SPORTAGE LX FWD Mile: 25783

ROADSIDE TOW CLAIMS

Warranty Start Date: 1/ 1/17

Repurchase Type?: PL Product Liability Settlement

Date Decision Made: 7/ 2/18

Dlr Cost (Inv) \$ 22,400.00

Date Regn C/A Rcvd Pkg: 7/ 2/18

Book Value \$

CE: (Y/N) N New VIN?:

Gr Repr Exp \$ 17,587.18

Credit \$

RCA Representative: VILLELAG

ACV Recovry Amt \$

Current KMA Expense \$ 17,587.18

Initial Dlr to Buy/Other DLR to by veh: N

KMC Recovry Amt \$

Sold by Auct: (Y/N) Y

KMA Nt Repr Exp \$ 17,587.18

Date sent to NAT: / /00

Date NAT Request Rcvd: / /00

KMA Chk Issue Date: / /00 Check #: 0000000

Last Mod By VILLELAG

Date KMA Check Mailed to Region: / /00

Last Mod date 07/02/18

Date Region Rcvd KMA Chk: / /00

Date ACV Recovery Chk/Crd Sent to NAT: / /00

Date ACV Recovery Chk/Crd Rcvd: / /00

Vendor Claim:

Date Closed Region:

Date Closed National:

7/02/18

Kia Motors America

VILLELAG

9:21:55

Vehicle Repurchase Information II

CSD03002

Case: [REDACTED] Clrfy: [REDACTED] KNDPM3ACXH7 [REDACTED] AIRLINE CA RENTAL INC.
Resp DLR: 90202 Dist: 98 Region: NA Model: 2017 SPORTAGE LX FWD Mile: 25783
ROADSIDE TOW CLAIMS Warranty Start Date: 1/ 1/17

Is delivering dealer buying trade:

USED CAR GUIDE (Mon/Yr): / 00

Book Value (WBV) \$

Date Avail for Sale: /00/00

Floor Amount (Auct) \$

Floor Amt to Book Value: %

Actual Sold Date: /00/00

Gross Sales Price: \$

Grss Sls Prc to Bk Value: %

Owner State?: LA

Title Branding Required: (Y/N) Y

Date Title Received: / /00

Date Disclosure Received: / /00

Date Release Received: / /00

State Provisions for Subsequent Buyer: (Y/N) N

Current Location?: Arrived: 00 / 00 / 00 Sts?: Updt: 00 / 00 / 00

Auction Location: Arrived: 00 / 00 / 00 Sts?: Updt: 00 / 00 / 00

Salvage Yard: Arrived: 00 / 00 / 00 Sts?: Updt: 00 / 00 / 00

Disposition Comments:

7/02/18

Kia Motors America

VILLELAG

9:21:55

Vehicle Repurchase Question/Answer I

CSD03003

Case: [REDACTED] Clrfy: [REDACTED] KNDPM3ACXH7 [REDACTED] AIRLINE CA RENTAL INC.

Resp DLR: 90202 Dist: 98 Region: NA Model: 2017 SPORTAGE LX FWD Mile: 25783

ROADSIDE TOW CLAIMS

Warranty Start Date: 1/ 1/17

YEAR: 2017

2. USED CAR GUIDE Book Name: KBB

Dlr Cost (Inv) \$ 22,400.00

Month/Year: 7/18

Page: 1

Book Value (Base Book) \$

DESCRIPTION

DESCRIPTION

ADD

\$
\$
\$
\$
\$
\$
\$

\$
\$
\$
\$
\$
\$
\$

Add \$

DED

Ded \$

Book Value (WBV) \$

VILLELAG

CSD03004

Case: [REDACTED] Clrfy: [REDACTED] KNDDPM3ACXH7 [REDACTED] AIRLINE CA RENTAL INC.
Resp DLR: 90202 Dist: 98 Region: NA Model: 2017 SPORTAGE LX FWD Mile: 25783
ROADSIDE TOW CLAIMS Warranty Start Date: 1/ 1/17

(7A) CASH PRICE ORIGINAL VEHICLE

Sales Price \$ 17,587.18

Sales Tax \$

License/State Fees \$

Dlr Document Fees \$

Interest Paid to Date \$

Other

DESCRIPTION

ADD

DESCRIPTION

ADD

\$

\$

\$

\$

\$

52-

Sub Tot \$

DLR or Cust Owe KIA \$

Gross Repurchase Value = \$ 17,587.18

Mileage \$

(7B) DEDUCTIONS

Other

Dealer Contribution \$

DESCRIPTION

DEDUCT

DESCRIPTION

DEDUCT

\$

\$

\$

\$

Sub Tot \$

DEALER REBATE: \$

Total Deductions = \$

(7A MINUS 7B = 7C)

(7C) Net Repurchase Value \$ 17,587.18

7/02/18

Kia Motors America

VILLELAG

9:21:55

Vehicle Repurchase Book Information

CSD03006

Case: [REDACTED] Clrfy: [REDACTED] KNDPM3ACXH7 [REDACTED] AIRLINE CA RENTAL INC.

Resp DLR: 90202 Dist: 98 Region: NA Model: 2017 SPORTAGE LX FWD Mile: 25783

ROADSIDE TOW CLAIMS

Warranty Start Date: 1/ 1/17

ITEMIZED DISBURSEMENT AMOUNTS (must be completed)

Amount being paid by dealer to purchase buyback	\$	
Amount of Check Payable Dealer Dealer Code?:	\$	
Check Payable Lienholder	\$	
Check Payable Customer	\$	
Check Payable to Other	\$	17,587.18
= Gross Repurchase Expense	\$	17,587.18
- Credit Amount	\$	
- LESS ACV Recovery Amount	\$	
= Current KMA Expense	\$	17,587.18
- LESS KMC Recovery Amount	\$	
= KMA Net Repurchase Expense	\$	17,587.18

KMA Sbm Date: / / 00

The Gross Repurchase Expense is the "Net Repurchase Value" from the Repurchase Calculation Section (Scr 7) or the "Net New Vehicle Value" from the Exchange of Collateral Section (Scr 8).

Nt Repr Value \$ 17,587.18 Nt New Veh Value \$

7/02/18
09:29:39

KIA MOTORS AMERICA
Vehicle Master Inquiry - General Information

VSD00402
VILLELAG

Year: 2017 Model: 42222 Serial#: [REDACTED] Full VIN: KNDPM3ACXH7 [REDACTED]
Ext/Int: UD WHITE WK BLACK Engine: [REDACTED] Door Key: [REDACTED]
Accessory Code: 12 OPT: CF TSK

Inventory Status.....: RS RETAILED
Current Dealer.....: MN003A LUPIENT KIA

Port.....: MT MID TEXAS INLAND PROCESS CTR
Region.....: WF National Fleet Sales
Manifest.....: 331V6CECIL
Emission Code.....: 50
Allocation Dealer.....: MN003A LUPIENT KIA
Allocation Date/Number: 12/14/16 Ref#:
Fleet Flag/Contract#..:

MSRP Total.....: 24,115.00
Invoice Date/Number...: 12/29/16 [REDACTED]
Draft Date/Amount.....: 0/00/00 22,400.00
Wholesale Date: 1/01/17 Wholesale Return Date : 0/00/00

F3=Exit F12=Cancel F4=Prompt F5C F8=Vin History F9=Special Programs

Incident Report

Shreveport Fire Department

-000

Basic

Alarm Date and Time	15:11:17	Sunday, February 11, 2018
Arrival Time	15:15:40	
Controlled Date and Time		
Last Unit Cleared Date and Time	15:39:04	Sunday, February 11, 2018
Response Time	0:04:23	
Priority Response	Yes	
Completed	Yes	
Reviewed	Yes	
Release to Public	Yes	
Shift	A	
Incident Type	131 - Passenger vehicle fire	
Initial Dispatch Code	VEHICLE	
Aid Given or Received	N - None	
Alarms	1	
Action Taken 1	81 - Incident command	
Action Taken 2	11 - Extinguish	
Action Taken 3	86 - Investigate	
Casualties	No	
Apparatus - Suppression	2	
Personnel - Suppression Personnel	3	
Property Loss	\$0.00	
Contents Loss	\$0.00	
Hazardous Material Released	N - None	
Mixed Use	NN - Not mixed use	
Property Use	170 - Passenger terminal, other	
Location Type	Address	
Address	[REDACTED]	
City, State Zip	SHREVEPORT, LA	[REDACTED]
District	SFD	

Fire

Area of Origin	83 - Engine area, running gear, wheel area
Heat Source	UU - Undetermined
Item First Ignited	UU - Undetermined
Cause of Ignition	3 - Failure of equipment or heat source
Contribution To Ignition 1	UU - Undetermined
Human Factors	None
Suppression Factor 1	NNN - None
Mobile Equipment Involved	3 - Involved in ignition and burned
Mobile Equipment Type	11 - Passenger car.
Mobile Equipment Make	KI - Kia
Mobile Equipment Model	Sportage FE
Mobile Equipment Year	2017
Mobile Equipment VIN	KNDPM3ACXH7 [REDACTED]
Mobile Equipment License	[REDACTED]
Mobile Equipment State	LA

Narratives

Incident Report

Shreveport Fire Department

[REDACTED]-000

Narratives

Narrative Name	CAD Narrative	
Narrative Type	CAD Narrative	
Author	[REDACTED]	
Narrative Text	E Type:FFIRE FIRE EMERGENCY	Sub-Type:VEHICLE

VEHICLE FIRE

Disp:

COMMENTS:

SPECIAL ADDRESS COMMENT:SFD - ADD FA05 (TO EMS) AND FA04 TO ALL AIRPORT EVENTS WILL BE IN THE RENTAL CAR PARKING LOT..CAR IS SMOKING.. WHITE KIA SPORTAGE.. SEE FLAMES ON THE BACKSIDE OF THE PARKING LOT..AVIS RENTAL CARDISPATCH HENDERSON WITH SECURITY ADVISED CAR ON FIRE 673-5385

Narrative Name	New Narrative
Narrative Type	Incident
Narrative Date	08:55:38 Monday, February 12, 2018
Author	13959 - Chambers, Curt L
Author Rank	FCAPT
Author Assignment	1
Narrative Text	Engine 16 arrived on scene of a vacant white KIA Sportage FE in the rental car parking lot on car. Engine 16 crew extinguished the fire via booster line. After the fire was extinguished, the fire origin appeared behind the dashboard. The fire was contained to the hood and motor area. The car was left with the airport police.

New Narrative

Incident

08:55:38 Monday, February 12, 2018

13959 - Chambers, Curt L

FCAPT

1

Engine 16 arrived on scene of a vacant white KIA Sportage FE in the rental car parking lot on car. Engine 16 crew extinguished the fire via booster line. After the fire was extinguished, the fire origin appeared behind the dashboard. The fire was contained to the hood and motor area. The car was left with the airport police.

End of Report

**SHREVEPORT AIRPORT AUTHORITY
AIRPORT POLICE
INCIDENT REPORT FORM**

PAGE (01) OF (01)

NATURE OF REPORT:	xx	Initial Report by Officer	TIME: 15:20 DATE: February 11, 2018
		Action Taken By	
		Supervisor	
Supplement Report			
REPORTING OFFICER (S): OFC. S. Smith			INCIDENT REPORT NUMBER: [REDACTED]
Nature of Incident:	Car Fire		SUPERVISOR'S REVIEW: __UNFOUNDED __PENDING <u>XX</u> CLEARED
Incident Location:	Employee Parking Lot near Gate 3		

SYNOPSIS

On the above date and time, I, (OFC) S. Smith, was dispatched to a car fire in the employee parking lot adjacent to vehicle gate 3. Upon arrival, Engine 16 was already on scene extinguishing the fire to the vehicle's engine area. The vehicle, a white Kia Sportage Lic # [REDACTED] is a rental vehicle belonging to Avis/Budget rental agency. The driver of the vehicle, [REDACTED] advised she rented the vehicle at 1400 hours and after 15 minutes of driving, she noticed black smoke coming from under the hood of the vehicle. She advised she called the Avis/Budget representative (Vincent Imoni) and told him that the vehicle was smoking and returned the vehicle back to the rental agency. Upon arrival, Ms. [REDACTED] advised the car was smoking very badly and instead of parking near other vehicles, she parked it in the employee parking lot where there weren't as many vehicles located. She advised she parked the vehicle, jumped out, and called 911. Ms. [REDACTED] was then transported to Willis Knighton North by personal vehicle for Smoke Inhalation. Engine 16 cleared the scene at 1555hrs and the vehicle towed by Twin Cities towing. Ms. [REDACTED] requested a refund of monies with Manager Melissa Webber

Contact information:

[REDACTED]
Shreveport, La [REDACTED]
[REDACTED]

[REDACTED]

Shift Supervisor

8034
Badge2-11-18 1710hrs
Date/Time of Report

Reporting Officer

076
Badge

WKR090 KMA10351A
WKR116 VILLELAG

KIA MOTORS AMERICA
Campaign List by VIN

7/02/2018
09:31:53

Vehicle I.D : KNDPM3ACXH7 [REDACTED]

'C' Issue	D e s c r i p t i o n	Dealer Code	Repair Date	Dealer Type
PUP750	PUP750 WIND NOISE GARNISH CORR	80109	12/22/2016	
PUP752	PUP752 TCU GEAR SHIFT LOGIC	80109	12/22/2016	
SA309A	SA309A ECV/EVAPORATOR TEMP SEN			
SA317A	SA317A INHIBITOR SWITCH REPLAC			

Bottom

C=Close D=Remove F3=Exit

7/02/18
09:32:09
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

VILLELAG
KIAPROD
In Service Date: 1/01/17

VIN No : KNDPM3ACXH7 [REDACTED]

Model . . 42222
Series . SPORTAGE

<u>Repair</u> <u>Date</u>	<u>W Dlr</u> <u>T No.</u>	<u>Repair</u> <u>Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
12/22/16	R 80109	[REDACTED]	01		GARNISH ASSY-DELTA L	1
12/22/16	R 80109	[REDACTED]	01		ELECTRONIC CONTROL U	1

More...

I=Inquiry
F3=Exit

F11=Summary/Detail

Irvine, CA

 CARFAX® Vehicle History Report™ US \$39.99	
An independent company established in 1986	
Vehicle Information: 2017 KIA SPORTAGE LX VIN: KNDPM3ACXH7 4 DOOR WAGON/SPORT UTILITY 2.4L I4 F DOHC 16V GASOLINE FRONT WHEEL DRIVE Standard Equipment Safety Options	 No accidents reported to CARFAX  No other damage reported to CARFAX  CARFAX 1-Owner vehicle  Rental vehicle  Last owned in Louisiana  1 Last reported odometer reading
CARFAX Report Provided By: Kia Motors America 111 Peters Canyon Rd Irvine, CA 92606 949-468-4800	



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 2/13/18 at 2:19:57 PM (EST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

 Ownership History	
The number of owners is estimated	
Year purchased	2016
Type of owner	Rental
Estimated length of ownership	1 yr. 2 mo.
Owned in the following states/provinces	Louisiana
Estimated miles driven per year	---
Last reported odometer reading	1



 Title History	
CARFAX guarantees the information in this section	
Salvage Junk Rebuilt Fire Flood Hail Lemon	Guaranteed No Problem
Not Actual Mileage Exceeds Mechanical Limits	Guaranteed No Problem
 GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. Register View Terms	

 Additional History	
Not all accidents / issues are reported to CARFAX	
Total Loss No total loss reported to CARFAX.	 No Issues Reported
Structural Damage	No Issues Reported

No structural damage reported to CARFAX.	☒
Airbag Deployment No airbag deployment reported to CARFAX.	☒ No Issues Reported
Odometer Check No indication of an odometer rollback.	☒ No Issues Indicated
Accident / Damage No accidents or damage reported to CARFAX.	☒ No Issues Reported
Manufacturer Recall No open recalls reported to CARFAX.	☒ No Recalls Reported



Detailed History

Glossary

Owner 1		Date:	Mileage:	Source:	Comments:
Purchased:	2016	11/21/2016		Louisiana	Vehicle purchase reported
Type:	Rental			Motor Vehicle Dept.	Titled or registered as rental vehicle
Where:	Louisiana	02/21/2017	1	Louisiana	Title issued or updated
Est. length owned:	11/21/16 - present (1 yr. 2 mo.)			Motor Vehicle Dept. Shreveport, LA	First owner reported Vehicle color noted as White
		01/08/2018		Louisiana	Registration issued or renewed
				Motor Vehicle Dept. Shreveport, LA	Vehicle color noted as White

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.



Glossary

View Full Glossary

First Owner

When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

Ownership History

CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

Rental

Vehicle was registered by a rental agency.

Title Issued

A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

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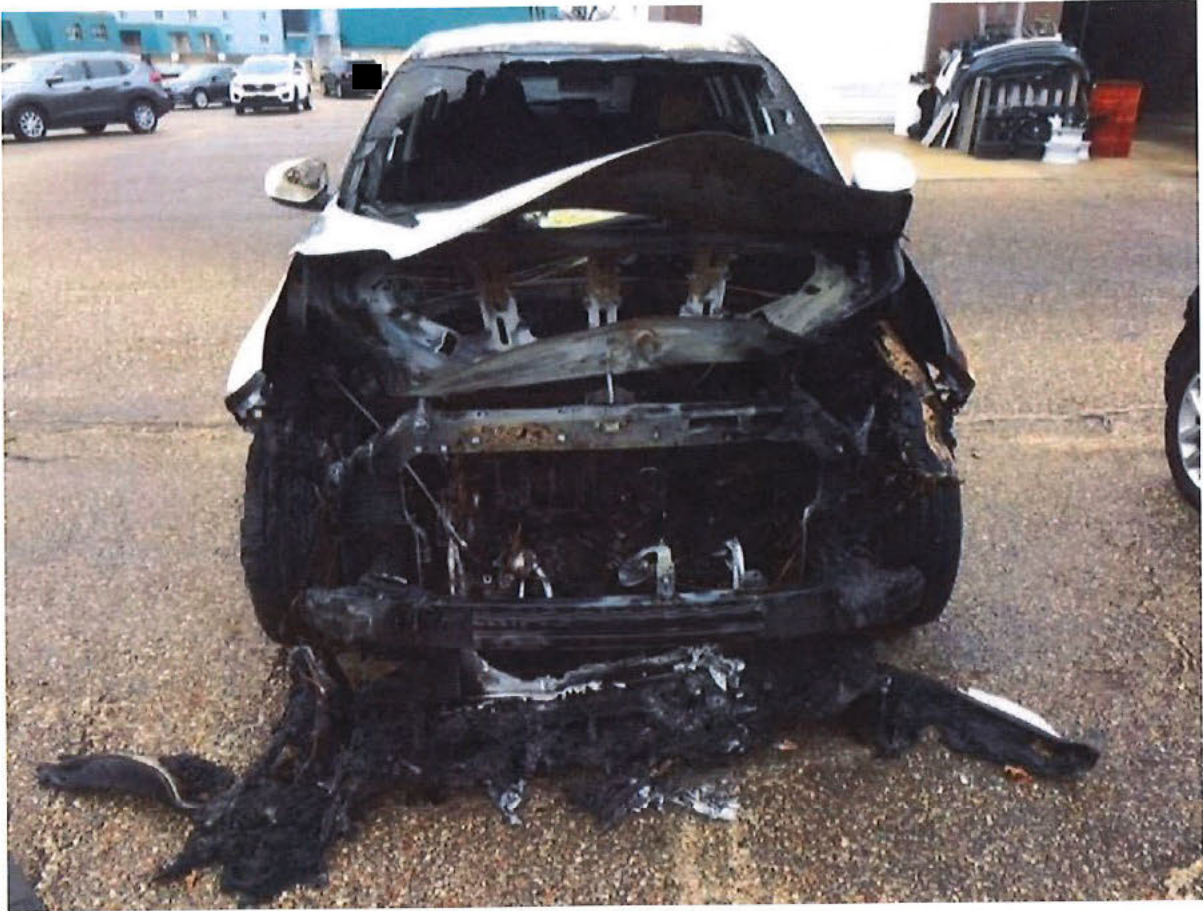
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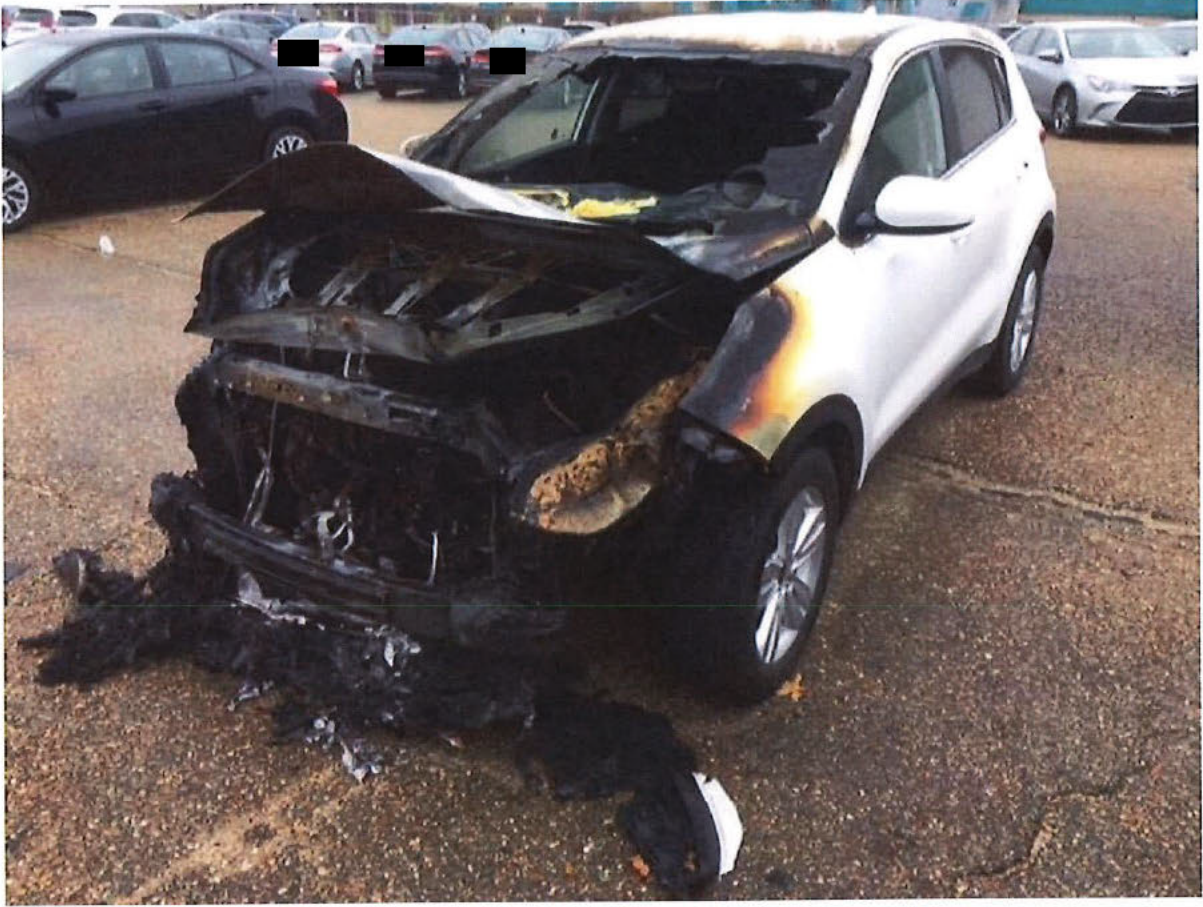
Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512; 8,600,823; 8,595,079; 8,606,648; 7,505,838.

2/13/18 2:19:57 PM (EST)

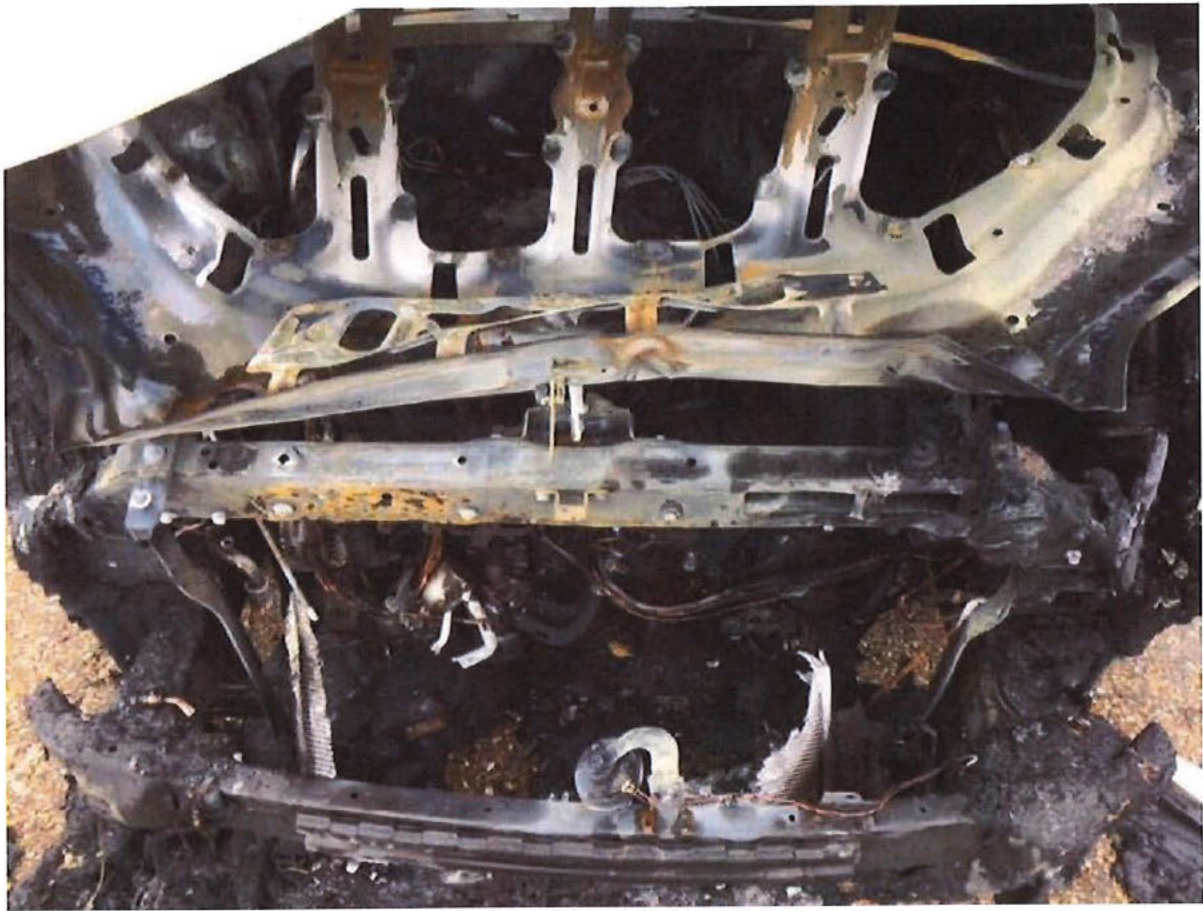


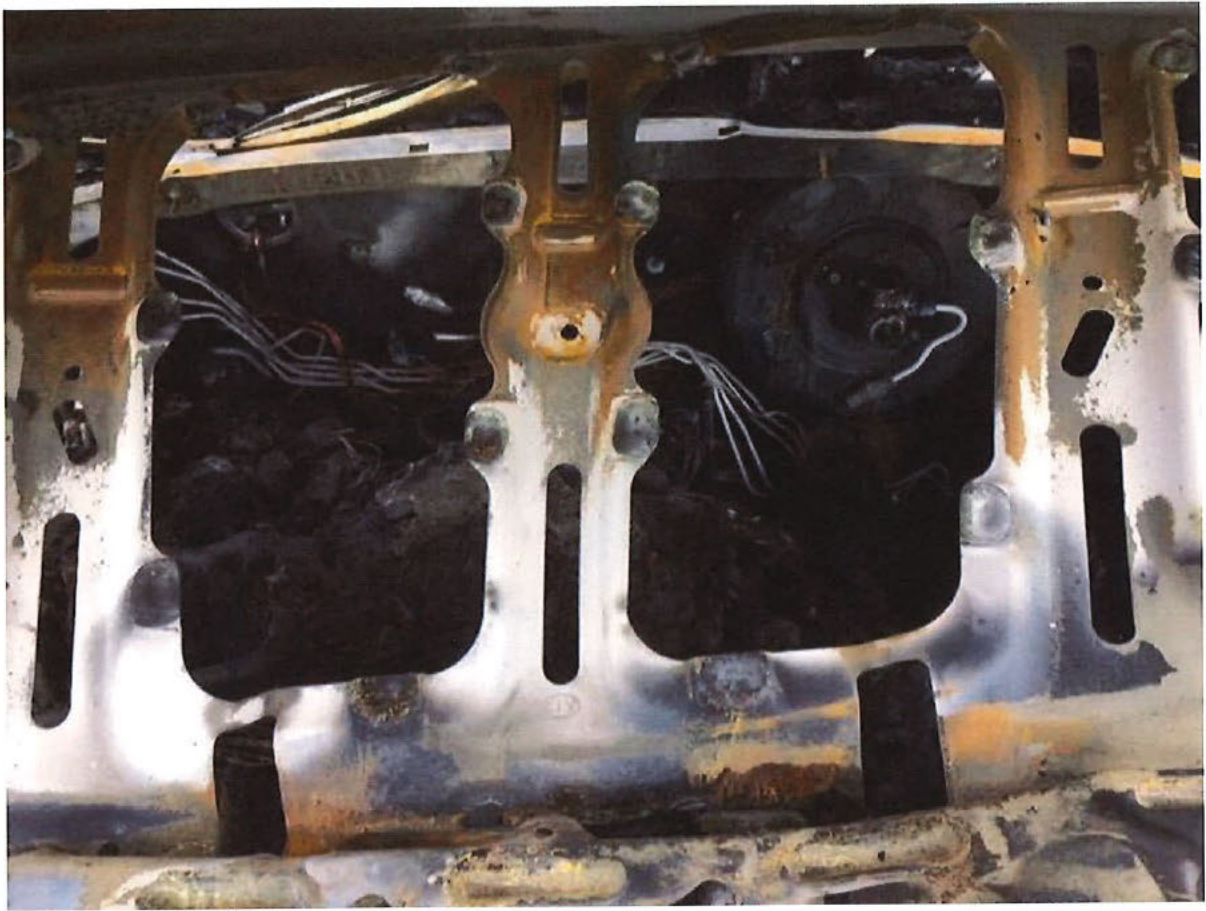












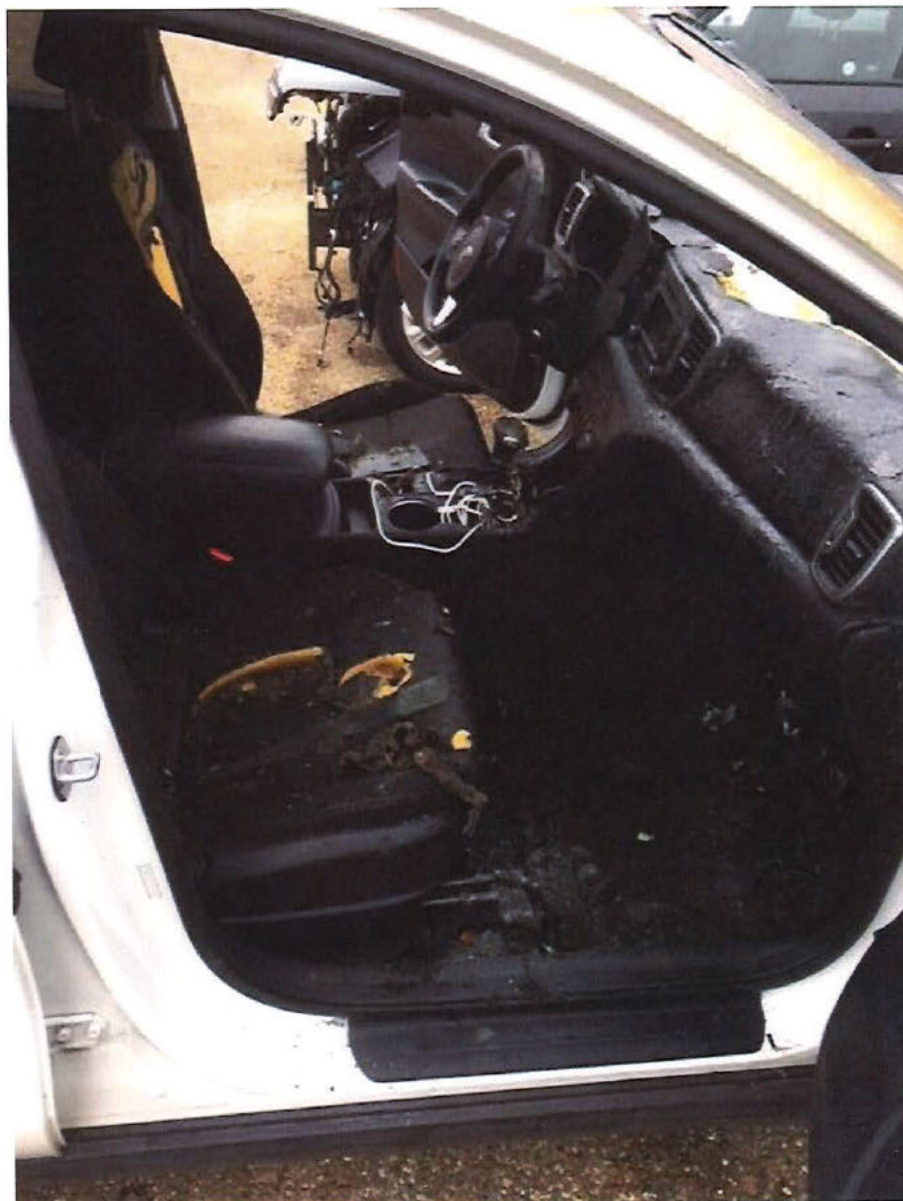




















Consumer Assistance Center Case Report

Printed By: Gustavo Villela

Case Number - [REDACTED]

07/02/2018 09:07:05 AM

Case Details

Title: Veh caught on fire when cust brought it back to lot Veh is a total loss

VIN: KNDPM3ACXH7 [REDACTED]

Mileage: 25,783

Status: Open

Year: 2017

Model: SPORTAGE LX FWD AUTO

Priority: Standard

Severity: Low

Call Source: Phone - English

Owner: 1-EY-1179

Owner Email:

Case Type Level1: Complaint

Case Type Level2: Quality

Case Type Level3: Eng/Exhaust/Battery/Fuel Sys

Case Type Level4: Engine Overheat

Contact Details

Name: [REDACTED]

Phone: [REDACTED]

Alt Phone:

Address1: [REDACTED]

Address2:

City: SHREVEPORT

State: LA

Zip: [REDACTED]

Email:

Dealer Details

Code: LA048

Name: Orr Kia of Shreveport Bossier

Case History

*** 02/12/2018 07:25:06 ***

Contact = 2751 AVIS RENT A CAR, Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 02/12/2018 07:25:27 and created by Edward Blair ***

Avis

- 1.Yesterday the veh had to be brought back to lot because it was smoking really bad
- 2.It actually went up in flames and the fire dept had to come put it out

Writer

- 1.I am sorry about that veh
- 2.I have created a case for you and I will send this up to our national team to help you out with this

*** 02/12/2018 07:47:49 ***

Dispatched from WIPBin = Default to Queue Southwest Region Admin by Edward Blair

Reason:

*** Phone - Call - Inbound created on 02/12/2018 07:48:25 and created by Edward Blair ***

Spoke with

Jonathon Scoggin cell [REDACTED]

is the primary contact.

*** 02/12/2018 08:06:06 (GMT-08:00) Pacific Time (US & Canada) ***

Dispatched from WIPBin = _New_ to Queue National CA by Kristen Schaefer

Reason:

*** 02/13/2018 07:55:14 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** 02/13/2018 08:03:32 (GMT-08:00) Pacific Time (US & Canada) ***

*** Phone - Call - Inbound created on 02/13/2018 11:27:39 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr Spoke with Jonathon Scoggin, with airline company:

1. Asked for description
2. Jonathon advised customer was driving and the car started smoking.
- 3... After she pulled over the car caught fire
4. Wtr asked for pics/ service history/ Fire report
5. Jon advised will email them
6. Wtr gave email and call ended

*** Phone - Call - Inbound created on 02/13/2018 12:01:18 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr uploaded carfax

*** Phone - Call - Inbound commitment created on 02/13/2018 12:01:33 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/20/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 02/13/2018 12:51:34 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/20/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound commitment created on 02/13/2018 12:51:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/13/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 02/13/2018 14:12:42 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/13/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 02/13/2018 14:12:44 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr reviewed case with engineer

*** Phone - Call - Inbound created on 02/13/2018 15:17:29 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr spoke with Jonathon, avis:

1. Advised case was reviewed
2. Asked for permission to inspect
3. asked for a copy of rental agreement
4. Asked if facilities had way to lift vehicle
5. Jon granted permission, advised will email agreement and will follow up on lift, and advised mon and fridays were bad days
6. Wtr thanked and advised will get back with inspection day

call ended

*** Phone - Call - Inbound commitment created on 02/13/2018 15:27:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/16/2018 and created by Gustavo Villela ***

*** 02/14/2018 10:20:42 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Thermal Event and Sub Status of Assigned

*** Phone - Call - Inbound commitment fulfilled on 02/16/2018 09:33:53 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/16/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 02/16/2018 09:33:54 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr spoke with Jonathon,

1. Asked if lift was available for inspection
2. Jon stated yes
3. Wtr advised engineer coming 2/20 around 8:30am
4. Jon thanked call ended

*** Phone - Call - Inbound commitment created on 02/16/2018 13:34:28 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/23/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 02/27/2018 16:05:06 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/23/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 02/27/2018 16:05:08 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
reviewed with engineers

*** Phone - Call - Inbound commitment created on 02/27/2018 16:08:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/01/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 03/01/2018 15:34:22 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/01/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound commitment created on 03/01/2018 15:34:24 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/08/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound created on 03/02/2018 13:45:41 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr spoke with Billy, avis:

1. Advised calling on behalf of customer
2. Customer claiming injuries
3. Wtr advised to have customer email me with info
4. Billy agreed

call ended

and created by Gustavo Villela ***

*** Note - Others created on 03/06/2018 11:31:29 (GMT-07:00) Arizona and created by Robert Bauer ***

*****Notes from Duplicate Case*****

*** 03/05/2018 19:54:10 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** Email - Internal Email Received created on 03/05/2018 19:54:12 (GMT-08:00) Pacific Time (US & Canada) and created by Sandra Guindi ***
NCA was contacted by KMA Marketing who received a copy of a post from Kia Motors India. Post was from a US-based customer who indicated a Sportage had caught fire while his wife was driving. Attaching copy of post to case.

Please follow up with customer accordingly.

*** 03/05/2018 19:57:28 (GMT-08:00) Pacific Time (US & Canada) ***
Dispatched from WIPBin = default to Queue Callcenter by Sandra Guindi
Reason:

*** 03/06/2018 08:57:46 (GMT-07:00) Arizona ***
Accepted from Queue Callcenter to WIPBin default by Diana Thacker

*** 03/06/2018 10:52:29 (GMT-07:00) Mountain Time (US & Canada) ***
Assigned to WIPBin Inbox of Robert Bauer by Julie Miller
Reason:

*** Phone - Call - Outbound created on 03/06/2018 11:09:16 (GMT-07:00) Arizona and created by Robert Bauer ***
Writer states:

1. Calling to follow up on case.
2. Advised that writer was provided information that the Veh may have caught fire.
3. Can you explain the situation?

Customer states:

1. We have been waiting to hear back on this.
2. This is a rental car.
3. We have spoken to the rental company and they advised that they are working with Kia on this.
4. We have left multiple messages for Gustavo at Kia [REDACTED]
5. We have yet to hear back.

Writer states:

1. I apologize.
2. Advised that writer would be happy to see if he is available.

*****Transferred to NCA

*****end of Duplicate Case Notes*****

*** Phone - Call - Inbound created on 03/06/2018 10:31:23 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
WTr spoke with Ms [REDACTED]

1. Wtr advised spoken with billy from insurance
2. Asked to send over documentation
3. Cus advised will send to wtrs email

call ended

*** Phone - Call - Inbound created on 03/12/2018 09:03:22 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr entering notes from DUP case [REDACTED]

*** 03/01/2018 18:59:18 (GMT-07:00) Arizona ***
Contact = [REDACTED], Priority = Standard, Sub Status = Working

*** Web - Note created on 03/01/2018 18:59:10 (GMT-07:00) Arizona and created by Mariella Campos ***
SOCIAL MEDIA CONTACT 2/27/2018

CUSTOMER [REDACTED]

Wife is 4 months pregnant and was in a Kia Sportage engine fire no call back from Kia representatives yet.. only on move now [REDACTED]

* http [REDACTED]

Wife is 4 months pregnant and was in a Kia Sportage engine fire no call back from Kia representatives yet.. only on move now

* http [REDACTED]

Wife is 4 months pregnant and was in a Kia Sportage MALFUNCTIONS engine fire no call back from Kia representatives yet.. only on move now

* http [REDACTED]

Wife is 4 months pregnant and was in a Kia Sportage MALFUNCTIONS engine fire no call back from Kia representatives yet.. only on move now

* Video [REDACTED]

Wife is 4 months pregnant and was in a 2017 or 16 Kia Sportage MALFUNCTIONS engine fire . 2 weeks ago. She has reached out and no call back from Kia representatives yet.. she has shortness of breath and I'm scared for my unborn child ..only on move now

* Video [REDACTED]

Wife is 4 months pregnant and was in a 2017 or 16 Kia Sportage MALFUNCTIONS engine fire . 2 weeks ago. She has reached out and no call back from Kia representatives yet.. she has shortness of breath and I'm scared for my unborn child ..only on move now

KMA

Hello Brandon - We understand your concerns. Please private message your VIN and contact number so we may have a member of our team follow up with you. Note that once you select the 'Get Started' icon off our page, you will be greeted by our bot, Kian. Please select the 'VIN and Contact Info' button and then begin typing your message. This will ensure it gets routed to our team for follow up. ^MC

CUSTOMER 2/27/18

Kia Motors America Wife is 4 months pregnant and was in a Kia Sportage engine fire no call back from Kia representatives yet.. only on move now
* Video- [http://\[REDACTED\]](#)

My wife was in it also

Wife is 4 months pregnant and was in a Kia Sportage engine fire no call back from Kia representatives yet.. only on move now [REDACTED] my info if
Kia wants to get I contact with me as well
* Video- [http://\[REDACTED\]](#)

KMA 2/27/18

Hello Brandon - Thank you for providing your contact number. Could you also private message your VIN so we may have a member of our team review your concerns? Please note that upon your response, you may be greeted by our new bot, Kian. Please type 'Consumer Affairs' to ensure your message gets routed to our team for follow up. Thank you! ^MC

CUSTOMER 2/27/18

My wife was in this car and we have called several times

Consumer affairs .. Wife is 4 months pregnant and was in a Kia Sportage engine fire no call back from Kia representatives yet..

CUSTOMER 3/1/18

We have not got any kind of resolution for this .. my wife is 4 months pregnant and no one have contacted her she has left message after message with consumers affairs and no call back
* Cust included video attachment *

KMA 3/1/18

Hello [REDACTED] - We apologize, we are unable to locate your information. Please private message your VIN so we may have a member of our team follow up with you. ^MC

CUSTOMER 3/1/18

I'm sorry if no one can call us back at [REDACTED] for Mrs [REDACTED] or mr [REDACTED]

KMA

[REDACTED] - Please allow 2-3 business days for a member of our team to follow up with you. ^MC

*** 03/01/2018 18:59:59 (GMT-07:00) Arizona ***

Assigned to WIPBin Inbox of Jason Henry by Mariella Campos
Reason:

*** Phone - Call - Inbound commitment created on 03/02/2018 17:27:05 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 03/06/2018 and created by Jason Henry ***

*** Web - Call - Inbound created on 03/05/2018 17:26:31 (GMT-07:00) Arizona and created by Lonnie Thayer ***
Social Media contact

We have left our number to customer affairs several times and no answer Kia has a class action law suit and my wife suffered smoke damage and she is 4months pregnant.. still no answer from them

picture of possible engine compartment : [REDACTED]

Picture of front end : [https://\[REDACTED\]](#)

We have left our number to customer affairs several times and no answer Kia has a class action law suit and my wife suffered smoke damage and she is 4months pregnant.. still no answer from them

Picture of driver seat : [https://\[REDACTED\]](#)

We have left our number to customer affairs several times and no answer Kia has a class action law suit and my wife suffered smoke damage and she is 4months pregnant.. still no answer from them Kia say that have left a messages but haven't saw one yet or a call [REDACTED] my wife keeps going to the hospital for my baby again

*** Phone - Call - Inbound commitment fulfilled on 03/07/2018 12:25:55 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 03/06/2018

*** Phone - Call - Outbound created on 03/07/2018 12:26:44 (GMT-05:00) Eastern Time (US & Canada) and created by Jason Henry ***

Wrt called cust to follow up:

1. Left VM with KCAC# and Case ID
2. Calling to follow up on veh concerns
3. Please call to discuss
4. Thank you

*** Phone - Call - Inbound commitment created on 03/07/2018 12:27:04 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 03/08/2018 and created by Jason Henry ***

*** Phone - Call - Inbound commitment created on 03/07/2018 12:27:04 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 03/08/2018 and created by Jason Henry ***

*** Phone - Call - Inbound commitment created on 03/07/2018 12:27:04 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 03/08/2018 and created by Jason Henry ***

*** Phone - Call - Inbound commitment fulfilled on 03/09/2018 12:26:49 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 03/08/2018 closed by Jason Henry ***

*** Phone - Call - Outbound created on 03/09/2018 12:28:04 (GMT-05:00) Eastern Time (US & Canada) and created by Jason Henry ***

Wrt called cust to follow up:

1. Left VM with KCAC# and Case ID
2. Calling to follow up on veh concerns
3. Please call to discuss
4. Thank you

*** Note - Others created on 03/09/2018 12:28:29 (GMT-05:00) Eastern Time (US & Canada) and created by Jason Henry ***

*****ESCALATING CASE TO NCA PER PL*****

1. Cust alleges veh caught fire while driving
2. Multiple pictures and videos posted to Social Media (links above)
3. Wrt has been unable to make contact with customer to get details
4. Please review and follow up accordingly

*** 03/09/2018 12:30:25 (GMT-05:00) Eastern Time (US & Canada) ***

Dispatched from WIPBin = In Progress to Queue National CA by Jason Henry

Reason:

*** 03/12/2018 08:26:05 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** Phone - Call - Inbound commitment fulfilled on 03/14/2018 15:29:08 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/08/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound commitment created on 03/14/2018 15:29:10 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/16/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment created on 03/14/2018 15:29:10 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/19/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 03/20/2018 07:45:10 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/19/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 03/20/2018 07:45:13 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr reviewed case with engineers

*** Phone - Call - Inbound commitment created on 03/20/2018 07:45:25 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/21/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound created on 03/21/2018 09:14:34 (GMT-07:00) Arizona and created by Sasha Kerns ***

Customer states:

- 1: Missed call from JHenry
- 2: Was unsure what the message was about

Writer states:

- 1: Apologized
- 2: Advised case was sent to NCA

Customer states:

- 1: Gustavo has been the CM
- 2: I cant get a hold of him
- 3: My attorney cant reach Gustavo

Writer states:

- 1: Apologized
 - 2: Advised will document in case
- **Transferred to JHenry voice mail

*** Phone - Call - Inbound created on 03/27/2018 15:49:30 (GMT-05:00) Eastern Time (US & Canada) and created by Tracev Icenhour ***

Cust states

- 1 [REDACTED]
- 2 Need to know how to send letter of representation to Gustavo
- 3 Cust rented Kia from Avis and Kia is accepting liability for accident
- 4 Cust has spoken with [REDACTED]

Wrt states

- 1 Apologized
- 2 Advised called GVillela ((949) 430-3321) and he was not available
- 3 Left VM to have NCA call Becky back and provided why Becky needs to speak with NCA

Cust states

- 1 Thank you

*** Phone - Call - Inbound created on 03/30/2018 16:12:18 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Tread Review Completed

*** Letter - Letter Sent created on 04/09/2018 11:01:49 (GMT-08:00) Pacific Time (US & Canada) and created by Brecon Crosby ***
NCA rec'd letter from William R Long. Letter states:

1. Please find enclosed the following concerning the above referenced matter: medical reports & wage information.

Attaching to case.

*** Phone - Call - Inbound created on 04/10/2018 12:13:40 (GMT-05:00) Eastern Time (US & Canada) and created by Jada Jones ***
cust states

1. I am checking on my case I haven't heard anything and I want to know something

wrt states

1. apologized and advised cust that I will note case and case manager will reach back out to him

cust states

1. I have left him 4 vms and emailed three times

*** Phone - Call - Inbound commitment fulfilled on 04/18/2018 08:38:56 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/21/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 04/18/2018 08:38:57 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
WTr spoke with Jon Scoggins;

1. Apologized for the wait
 2. Advised received letter of rep from cust in regards to med. bills
 3. Will review with our legal team
 4. Will follow up with you for next steps today or tomorrow
 5. Jon thanked
- call ended

*** Phone - Call - Inbound commitment created on 04/18/2018 08:47:45 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/19/2018 and created by Gustavo Villela ***

*** Web - Note created on 05/03/2018 06:46:52 (GMT-07:00) Arizona and created by Mariella Campos ***
SOCIAL MEDIA CONTACT 5/3/18

CUSTOMER

Kia car fire

I'm in need of help .. my pregnant wife rented a Kia Sportage this year and the car busted in flames causing her to have smoke damage. I have video and reached out to Kia and they have ignored me. Can someone please helps us with this matter. This is not a case that's by its self my reach shows several cases that has happened. This was not only Kia but also the airport rental company that's decided not to be concerned about the situation. If you guys can help me please contact me and my wife at [REDACTED]

=====

*** Phone - Call - Inbound created on 05/08/2018 16:02:27 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr spoke with Jon Scoggins:

1. Jon looking for update
2. Wtr advised will follow up tomororow morning

call ended

*** Phone - Call - Inbound commitment updated on 05/08/2018 16:07:50 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/19/2018 and updated by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 05/08/2018 16:07:51 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/19/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound commitment created on 05/08/2018 16:08:06 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/09/2018 and created by Gustavo Villela ***

*** Web - Note created on 06/06/2018 10:43:53 (GMT-07:00) Arizona and created by Mariella Campos ***
SOCIAL MEDIA CONTACT 6/5/18

CUSTOMER

*** Phone - Call - Inbound commitment updated on 06/13/2018 16:07:37 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/14/2018 and updated by Gustavo Villela ***

*** Fax - Fax Received created on 06/21/2018 10:19:43 (GMT-08:00) Pacific Time (US & Canada) and created by Brecon Crosby ***
NCA rec'd letter from William R Long. Letter states:

1. Please find enclosed the following concerning the above referenced matter: medical reports.

Attaching to case.

*** Letter - Letter Received created on 06/27/2018 09:51:29 (GMT-08:00) Pacific Time (US & Canada) and created by Brecon Crosby ***
NCA rec'd letter from William R Long. Letter states:

1. Please find enclosed the following concerning the above referenced matter: medical reports.

Attaching to case.

*** Phone - Call - Inbound created on 06/27/2018 18:39:52 (GMT-08:00) Pacific Time (US & Canada) and created by Bradley Holt ***
Called Jon Scoggins (318) 617-6744 - LVM that either Jeff Stroup or I would call, or to call one of us.

*** Email - External Email Sent created on 06/28/2018 10:56:05 (GMT-08:00) Pacific Time (US & Canada) and created by Michele Cameron ***
Writer called Mr. J. Scoggins at Avis to follow-up on his earlier VM message since B. Holt was unable to actually speak to him. Writer advised:

1. Apologize for delays with this case resolution
2. Writer reviewed with team and apparently the medical claim by the renter has delayed resolution
3. Writer has asked that the Avis and renter claims be separated so that we can resolve separately
4. Asked team to provide Avis with settlement details by COB tomorrow, 6/29, so that we can provide resolution next week if all documentation is received
5. Will send Mr. Scoggins a confirming email and provide his email address to the case owner

Mr. Scoggins stated:

1. Thank you very much for the call
2. Did receive a message from Mr. Holt but have been traveling & unable to call him back yet
3. Appreciate the effort to expedite resolution and will look for an email with the details to be received on Friday and will work to expedite

Writer sent the following email:

From: Cameron, Michele [KMA]
Sent: Thursday, June 28, 2018 10:55 AM
To: 'jonathanscoggins'; [REDACTED]
Cc: Holt, Bradley (Brad) [KMA]; Stroup, Jeff [KMA]; Villela, Gustavo [KMA]
Subject: UPDATE: 2017 Sportage Case, [REDACTED]

Jonathan,

Per our telephone conversation today, assuming we have no outstanding issues that I'm unaware of, we will work to get you confirmation of the exact settlement details by tomorrow so that we can issue Avis a check to resolve this matter next week.

I have added Messrs. Jeff Stroup and Gus Villela to this email chain so that they have your email address and can email you any necessary documents. I apologize for the delay in resolving this matter but I believe we're on the right track now. Thank you for reaching out.

Best,

Michele Cameron
Director, Consumer Affairs & Warranty Operations
Kia Motors America, Inc. | Email: mcameron@kiausa.com
Direct Telephone: 949.468.4617 | Fax: 949.468.4805

J. Stroup/G. Villela to address directly with Mr. Scoggins.

*** Phone - Call - Outbound created on 06/29/2018 16:35:31 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr spoke with Jonathan at (318) 617-6744

1. wtr advised of dollar findings (purchase price minus mileage fee)
2. wtr advised will forward settlement agreement for review
3. Jonathan advised would review it and contact wtr Monday with any questions.

*** Email - External Email Sent created on 06/29/2018 16:37:18 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
Jonathan,

Thank you for speaking with me over the phone. As I advised, the settlement agreement is attached. If you have any questions, please let me know.

Thank you,

*** Email - External Email Received created on 07/02/2018 08:51:48 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
Jeff,

See attached signed agreement.

Jonathan R. Scoggin | V.P. of Operations
Shreveport / Monroe
Airline Car Rental, Inc.
Avis / Budget System Licensee
P: 318-631-1839 | F: 318-631-9420
5207 Monkhouse Drive | Shreveport, LA | 71109

*** Email - External Email Received created on 07/02/2018 08:53:06 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
Jonathan,

This email is to confirm I received the signed agreement and will be processing the check request.

Thank you,

Attachments

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



[Accident Report] (Case# [REDACTED])

#	Question	Answer
	A-1) Who Owns the Vehicle? Please provide Owner Name, Address, and Phone.	Airline Car Rental Inc.
	A-2) Who Was Driving the Vehicle and how many passengers were there? Please provide Driver's Name	RENTER [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?	[REDACTED]
	A-6) Describe the Road & Weather Conditions at the Time of the Accident.	IN PARKING LOT AT AVIS
	A-7) What Speed was the Vehicle Traveling?	0

[Fire Interview] (Case#:

#	Question	Answer
	A-1) Who owns the vehicle?	Airline CAR RENTAL
	A-2) Who was driving the vehicle or who was the last person to drive the vehicle?	
	A-3) What is the age of the driver?	
	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?	0
	A-6) Were there any objects in the luggage compartment, passenger compartment, being towed, or	0
	B-1) What was the date & time of the incident?	
	B-10) Describe all structures and/or vehicles involved & any damage that occurred to each one.	NONE JUST THE CAR
	B-2) What time was 911 called?	3:10
	B-3) Describe the road & weather conditions at the time of the incident.	clear /34 degrees
	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	Cust had rented car only had it for 2 hours brought it back because of it smoking and once she dropped the veh off is when it caught on fire and the fire dept came and put it out
	B-6) Was the engine on, off or in accessory mode?	engine was off
	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?	SHREEVPORT ,LA
	C-1) Which fire agency responded?	SHREEVPORT FIRE DEPT (AIRPORT)
	C-2) What is the fire report number?	NONE AS OF YET
	D-1) Where is the vehicle now?	AVIS LOT
	D-2) Have any repairs been completed?	NONE TOTAL LOSS
	D-3) Was the insurance company contacted?	NO SELF INSURED
	D-4) Have you settled with the insurance company?	NO
	D-5) What action are you requesting of Kia?	TO REPLACE VEH OR GET VREFUND FOR VEH



MAINTENANCE LOG

DATE 11-27-17
CITY shv

MVA	MILEAGE	DESCRIPTION
	49964	11-10-17
	17972	
	42396	
	35992	11-13-17
	46436	
	22,434	11-14-17
	48,507	11-20-17
	16,590	
	22,985	
	48,457	
	30,979	11-27-17
	29,890	
	32,612	

RENTAL AGREEMENT NUMBER [REDACTED]
Customer Name : [REDACTED]
Drivers Lic Number : [REDACTED]
Methods of Payment : VISA [REDACTED]

RESERVATION NUMBER [REDACTED]
Avis Car Number : [REDACTED]
Plate Number : [REDACTED]
Veh Description : WHI KIA SPORTAGE
Odometer Out : 25783 miles
Fuel Gauge Reading: Full

Pickup Date/Time : FEB 11,2018@01:58 PM
Pickup Location : 5103 HOLLYWOOD AVENUE
SHREVEPORT,LA,71109,US

Return Date/Time : FEB 12,2018@02:00 PM
Return Location : 5103 HOLLYWOOD AVENUE
SHREVEPORT,LA,71109,US

Additional Fees May Apply If Changes Are Made To Your Return Date, Time And/Or Location.

YOUR ESTIMATED VEHICLE CHARGES

Min: 2 Day Max: 120 HRS

RATE CHART	FRMLS	TIME AND MILEAGE
HRLY :	25.51	75
DLY :	32.99	150
AD DY:	61.00	150
WKLY :		
MTHLY:		
MILES:	.25	

MIN 2DY/8C/E 80FM

Your Estimated Time & Mileage

Energy Recovery Fee 0.60/DY

Estimated Subtotal Charges

Sales Tax 9.600%

#3% FEES

12.00% Concession Recovery Fee

YOUR ESTIMATED TOTAL CHARGES: X AGREED

#3% LA AUTO RENTAL EXCISE TAX

YOUR OPTIONAL PRODUCTS/SERVICES

Loss Damage Waiver	27.99/Day	Declined
Personal Accident Insurance	6.95/Day	Declined
Personal Effects Protection		Unavailable
Additional Liability Insurance	13.95/Day	Declined

By my approval I accept or decline optional services/products
as shown above. X AGREED

65.98	Please return the vehicle with the same fuel level as you received
65.98	it. Please provide a receipt for fuel purchased. If you do not,
.60	additional fuel fees may apply: 000-074 miles equals a
66.58	14.99 flat rate fee. 075 miles and above equals .2836 per mile or
6.39	8.00 per Gal. X AGREED
2.24	
7.99	I understand that important information on cashless toll roads
83.20	and e-Toll services can be found at avis.com/etoll .
	X AGREED

---NOTICES---AVIS SYSTEM LICENSEE ---NOTICES---AVIS SYSTEM LICENSEE---NOTICES---AVIS SYSTEM LICENSEE---NOTICES---

Loss Damage Waiver is optional. An added daily cost of 27.99 covers your responsibility for damage to our car. Check with your insurer as this may be duplicative of your own car insurance. I agree the charges listed above are estimates and that I have reviewed & agreed to all notices & terms here and in the rental jacket. No additional drivers allowed without prior written consent. Tickets, fines and admin fees to be charged to this rental. XX [REDACTED].

If you have questions regarding this rental, call us at 318-631-7201. This vehicle was rented to you by 01008.