

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

2010 FORTE KOUP_ACCIDENT
SCRIPTS_ALLEGED DEFECT
B_EXPANDED SCOPE

Accident Report

Case [REDACTED]

Report Details

1. Who Owns the Vehicle?

<Provide Owner Name, Address, and Phone>

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

I was the driver <Provide Driver's Name, Address, and Phone>

3. Do You Own the Vehicle?

Yes

4. What is the Age of the Driver?

[REDACTED] years <Driver's Age>

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

6/17 at 3:20PM <DATE> and <TIME>

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

It was dry and really hot <ROAD & WEATHER CONDITIONS>

7. What Speed was the Vehicle Traveling?

Vehicle was parked <VEHICLE SPEED>

8. Were any Other Vehicles Involved in the Accident?

No

9. Were There Any Injuries?

No

10. Was Anyone Taken by Ambulance to The Hospital?

No

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

No

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

I was coming home from the gym and I smelled gas, like a strong odor inside the cabin. I came home and parked on the street because I was in the middle of power washing my driveway. When I got home, I popped the hood and noticed it looked wet on one of the hoses, definitely not dry. I turned the car back on with the hood open, that's when I saw gas actually coming out. Like a sliver right next to the engine. I turned the car off and went inside to call the dealer and noticed smoke coming from the backside of the hood. That's when I called 9-1-1. <INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>

13. Were the Police Contacted?

Yes

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

<Officer Name, Department, Badge>

15. What is the Police Report Number?

<POLICE REPORT NUMBER>

16. Was the Insurance Company Contacted?

Yes, <Name, Address, and Phone of Insurance Company, Policy #, and Claim #>

17. Have You Settled With the Insurance Company?

No

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

Towed

19. Where is the Vehicle Now?

It's at a tow yard <VEHICLE LOCATION>

20. Have Any Repairs Been Completed?

No

21. Were Parties Wearing Seatbelts?

No

22. Did the Airbag(s) Deploy?

No

23. Was Airbag Light on prior to accident?

No

24. What action are you requesting of Kia?

It's definitely something it should be looked into. I normally drive 400 to 500 miles from St. Louis to TN. I understand things break and so forth, but a gas line should be more durable material. I don't know if KIA would be able to provide a discount in purchasing a new car. <RESOLUTION SOUGHT>

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

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

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

Not Applicable

Accident Report

Case



Report Details

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

2010 FORTE KOUP_CA
REPORTS_ALLEGED DEFECT
B_EXPANDED SCOPE

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2010 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFU6A22A			34,995
Milford	, CT,		Prod. Date: 09/30/2009	Dealer: CT017	KIA of Milford

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

*** PHONE LOG 10/25/2012 10:42 AM Pacific Daylight Time KWarren

NCA received subrogation claim from Allstate Insurance.

Letter states:

1. The above noted subrogation claim has been identified as a product liability loss.
2. We paid our insured for their loss and are looking to you for reimbursement.
3. Cause of loss: Fire.
4. Should you or your carrier need more information, please call or write me.
5. Please acknowledge receipt of this claim and your position regarding payment of our damages within 21 days.

Dispatching to NCA for further review.

*** PHONE LOG 10/29/2012 12:45 PM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr spoke with David Laughlin, Allstate Claims Rep and stated:

1. Name, company and claim number.
2. We are in receipt of your subrogation claim papers.
3. Wtr will be reviewing this claim with our engineer when he returns to the office at the end of the week to see if Kia would like to participate in a joint destructive analysis inspection.
4. Once our review has been completed, wtr will give you a call back to advise you of Kia's position.
5. Wtr should be able to get back to you next week with our decision.

Allstate Claims Rep stated:

1. That'll be fine, thanks for calling.

*** PHONE LOG 11/01/2012 11:18 AM Pacific Daylight Time MHillegas Action Type:Incoming call

NCA REVIEWED CASE WITH KMA LEGAL DEPT. AND WAS ADVISED:

1. KMA WILL NOT BE ABLE TO PARTICIPATE IN JOINT DESTRUCTIVE INSPECTION.
2. INSURANCE CO. TO PROCEED WITH DESTRUCTIVE ANALYSIS BY FIRE EXPERT.
3. INSURANCE CO. TO SEND FINAL C&O REPORT TO KMA FOR REVIEW AND FURTHER EVALUATION OF CLAIM.

*** PHONE LOG 11/12/2012 09:00 AM Pacific Daylight Time MHillegas Action Type:Incoming call

Wtr received an email from David Laughlin, Allstate requesting status of review and whether or not Kia wants to inspect vehicle.

*** PHONE LOG 11/12/2012 09:06 AM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr sent an email to David Laughlin, Allstate stating:

From: Hillegas, Michele [KMA]

Sent: Monday, November 12, 2012 9:04 AM

To: 'Laughlin, David'

Subject: RE: Allstate claim [REDACTED] for [REDACTED] [REDACTED]

Good Morning David,

We've completed our initial review of the above-referenced claim. KMA will not be able to participate in the joint destructive inspection of the vehicle. Please proceed with the destructive analysis by your fire expert and forward a copy of the final C&O report to us for review and further evaluation of this claim.

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2010 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNAFU6A22A	██████████	██████████	34,995
Milford	, CT, ██████████	Prod. Date: 09/30/2009	Dealer: CT017 KIA of Milford		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

If you have any additional questions, please do not hesitate to contact me.

Thanks,

Michele Hillegas
National Consumer Affairs Analyst
Kia Motors America, Inc.
111 Peters Canyon Road
Irvine, CA 92606
949.468.4618 - Direct
949.468.4509 - Fax
mhillegas@kiausa.com

*** PHONE LOG 11/26/2012 10:27 AM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr spoke with David Laughlin, Allstate Claims Rep and stated:

1. Name, company and claim number.
2. Wtr confirmed Allstate Claims Rep received wtr's email advising that KMA will not be able to participate in the joint destructive analysis.

Allstate Claims Rep stated:

1. We have requested that our fire investigator proceed with the destructive analysis and complete the final C&O report.
2. It should take a few weeks or so to receive the report.
3. I will be in contact with you once the inspection and final C&O report have been completed.

Wtr stated:

1. Wtr will make a note to follow up with you in a few weeks.

*** PHONE LOG 01/01/2013 09:00 AM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr called David Laughlin, Allstate Claims Rep and left a detailed VM requesting status of C&O report.

*** PHONE LOG 01/04/2013 12:29 PM Pacific Daylight Time MHillegas Action Type:Incoming call

Wtr received a return VM on 1/2/13 from David Laughlin at Allstate Insurance.

1. I am returning your call in regard to ██████████ Claim No. ██████████ 2010 Kia Forte.
2. I did get the final C&O report back and we are going to proceed with closing the claim.
3. We were not able to come up with a determination on what caused the fire so you can go ahead and close your claim out on that one.
4. If you have any questions, please give me a call back.

*** CASE CLOSE 01/04/2013 12:33 PM Pacific Daylight Time MHillegas

Insurance company closing claim; no further actions.

*** CASE CLOSE 01/04/2013 04:59 PM Pacific Daylight Time MHillegas

Tread review complete.

Kia Motors America

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2010 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFU6A23A			31,107
Salem	, VA,		Prod. Date: 07/14/2010	Dealer: VA007	Hart KIA

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Warning Light

Case History

Dealer :Hart Kia

Technician :Travis Parker

Service Manager :N/A

Dealer Phone :

DPSM :Tom Nassar

Vehicle Model :FORTE KOUP

Model Year :2010

Mileage :31107

Initial comments by Technician found in TL Case # :

*** Performed by contact: Travis Parker, 5403892364

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

Problem Description :

Customer states check engine light is on and vehicle is running rough.

Diagnostics Performed :

Found wires chewed through at ignition coil number one. Ignition coil was burnt in half. I replaced the connector, coil, and spark plug. Started vehicle. Within a minute the coil was extremely hot and smoking. That coil melted. Used schematic sd313-5. Traced wires all the way back to pcm. Ohm checked wires also. Both wires ohmed good. Checked coil three and seen 13+ volts coming out of both wires. One was on and off. Checked for voltage at pcm on terminal one. No voltage, so I replaced pcm. Started vehicle and still misfires and coil was hot but did not melt. I'm lost! Car has been here since May 10th.

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

*** PHONE LOG 05/28/2013 10:07 AM US Mountain Standard Time APark Action Type:Outgoing call

Writer called DLR VA007/Mike SVC Adv and states:

1. Gave veh information

Service Alert Template:

Contact Name: same

Customer phone #same

Customer address: same

Year/Model/Mileage of Vehicle: Forte Koup/31107

RO# and Open Date: RO // Open date: May 10, 2013-current

Days Down at initial Service Alert report:

Repair Issue: Cust alleges had CEL light on/ rodent has eaten the wire; DLR waiting for wiring harness that is coming from Korea. We don't know when it's going to be here. We ordered last Thursday or Friday.

ETA for completion of repairs: We don't know.

Repeat Repair (Y/N)No, if so, how many?

Techline:

Rental Provided? No; customer is going through insurance If so, since when?

DPSM contacted by dealer: No

*** PHONE LOG 05/28/2013 01:11 PM US Mountain Standard Time APark Action Type:Outgoing call

Writer called customer and LVM:

1. Gave case number/ext/800

2. Advised the writer will forward this case to Region for greater attention

Kia Motors America

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Last name	First name	VIN of	2010 FORTE KOUP	Case Number	Mileage
		KNAFU6A23A5			31,107
Salem	, VA,		Prod. Date: 07/14/2010	Dealer: VA007	Hart KIA

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Warning Light

*** PHONE LOG 05/28/2013 01:16 PM US Mountain Standard Time APark Action Type:Outgoing call

Writer called DPSM/EA12/732-735-8159/TNassar for VA007 and states:

1. This is Amy ext 45256 from Kia Consumer Affair.
2. I'm contacting regarding customer name [REDACTED]
3. This is regarding customer's vehicle concern Forte Koup 2010 with 31107 mileage at VA007 at Hart Kia.
4. Vehicle has been down at DLR for 18 days currently.
5. Writer will send this case to Region for further review.
6. I will send you the copy of the case note FYI.
7. Thank you

*** EMAIL OUT APark Action Type:External email

Send to:[TNassar@kiausa.com]

This is Amy ext 45256 from Kia Consumer Affair. I'm contacting regarding customer name [REDACTED]
This is regarding customer's vehicle concern Forte Koup 2010 with 31107 mileage at VA007 at Hart Kia. Vehicle has been down at DLR for 18 days currently. Writer will send this case to Region for further review. I will send you the copy of the case note FYI.

Thank you,

Amy Park

1-800-333-4542 Ext. 45256

You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Kia Consumer Affairs Dept. at 949.468.4619 AND delete this email.

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

<<File Attachment:

\\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_[REDACTED]APark_05-28-2013141233.doc>>

*** NOTES 05/28/2013 01:20 PM US Mountain Standard Time APark Action Type:Manager review

*****Call to Action*****

Case forwarded to the region for further review

1. Wtr LVM for DPSM and sent case note FYI.
2. Wrt contacted customer and advised case will be forwarded to Region for greater attention
3. Veh has been at down at DLR for 18 days and is still current.
4. Please review and follow up accordingly.

*** PHONE LOG 05/30/2013 02:03 PM Eastern Daylight Time SEdwards Action Type:Web Contact

Rcaa called customer @ [REDACTED] Lvm advising

1. calling in regards to CEL concerns with 2010 Forte
2. Your case was escalated to my attention for review and I wanted to apologize for any inconvenience you may have experience with these concerns

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2010 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFU6A23A	[REDACTED]	[REDACTED]	31,107
Salem	, VA,	[REDACTED]	Prod. Date: 07/14/2010	Dealer: VA007	Hart KIA

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Warning Light

3. Requesting call back. Left call back and case #

*** PHONE LOG 05/30/2013 02:45 PM Eastern Daylight Time SEdwards Action Type:Web Contact

Rcaa called dlr @ 540-389-2364 and spoke to svcm Sean who stated

1. We are currently waiting on the wiring harness for repairs of customers vehicle
2. The tech who is working on this vehicle is out today so when he gets in tomorrow I will have more info on repairs
3. I will give you a call with updates on repairs once I have spoken to him

Rcaa states

1. Calling for update on customers vehicle
2. Gave call back, case # and last 6 #s of VIN

*** PHONE LOG 05/31/2013 08:40 AM US Mountain Standard Time ATorres Action Type:Incoming call

800# VM by Dlr, no dlr information provided.

Provided Customer/VIN

1. RO open 5/10/13.
2. RO# [REDACTED]
3. CEL is on, veh running rough.
4. Ordered engine wiring harness.
5. Waiting for part to come in.
6. Customers number is [REDACTED].

*** NOTES 06/07/2013 02:47 PM US Mountain Standard Time KJohnson Action Type:Manager review

^^^^^^^^^BEGIN CASE NOTES FROM [REDACTED]

Part ordered for customer vehicle has been placed into the UPER status on 2013-05-31

Dealer Name :HART MOTOR COMPANY HART KIA
Dealer Contact name:TED SORRELLS
Dealer Phone :540 389 2364
Part No# :91431 1M341
Order No# :1676
Order Qty# :00001

Dealer Comment: Car Down, RO [REDACTED] DATED 05/10/2013, RODENT CHEWED WIRES, INSURANCE COMPANY AND CUSTOMER WANTING REPAIRED ASAP

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

*** NOTES 06/03/2013 10:37 AM US Mountain Standard Time KJohnson Action Type:Manager review
per as400, part not shipped

*** PHONE LOG 06/03/2013 10:40 AM US Mountain Standard Time KJohnson Action Type:Outgoing call

Called customer: HART Motors answered

1 - Cst works at other dlrshp

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2010 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFU6A23A			31,107
Salem	, VA,		Prod. Date: 07/14/2010	Dealer: VA007	Hart KIA

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Warning Light

Jenny in SVC stated:

- 1 - 31107
- 2 - veh is down
- 3 - this is an insurance claim
- 4 - 540-561-9033

*** PHONE LOG 06/03/2013 10:49 AM US Mountain Standard Time KJohnson Action Type:Outgoing call

Called customer and stated:

- 1 - received notice of back-order
- 2 - we are working to expedite

Customer:

- 1 - veh went down 5/14
- 2 - Hart Motor is doing the repairs
- 3 - they are saying it is rodent damage
- 4 - this is going on my insurance
- 5 - this is not acceptable
- 6 - he should have shown me before he started removing things and cutting insulation off
- 7 - I need my car back
- 8 - I have a \$900 limit on the rental
- 9 - dlr got extension on rental from State Farm

Writer:

- 1 - provided 800#, extension, name
- 2 - apologized
- 3 - we will be working to get this expedited and wtr will keep you posted
- 4 - please cb if you need something

^^^^^^^^^^^^^^^^END CASE NOTES FROM K2497285

*** PHONE LOG 06/10/2013 12:40 PM Eastern Daylight Time SEdwards Action Type:Web Contact

Rcaa called customer @ () and spoke to Jenny in service who stated

1. The customers vehicle is repaired and customer picked up vehicle on 6/8/13

Rcaa states

1. calling for and update on customers vehicle.

*** PHONE LOG 06/10/2013 12:44 PM Eastern Daylight Time SEdwards Action Type:Web Contact

Rcaa called customer @ () Lvm advising

1. calling to follow up on how vehicle is operating since repairs were completed
2. The dlr did inform me that vehicle is repaired and back in your possession.
3. Requesting call back with update. Left call back and case #

*** PHONE LOG 06/14/2013 08:52 AM Eastern Daylight Time SEdwards Action Type:Web Contact

Rcaa called customer @ () Lvm advising

1. calling to follow up on how vehicle is operating since repairs were completed
2. The dlr did inform me that vehicle is repaired and back in your possession.
3. Requesting call back with update. Left call back and case #

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2010 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFU6A23A	[REDACTED]	[REDACTED]	31,107
Salem	, VA, [REDACTED]	Prod. Date: 07/14/2010	Dealer: VA007 Hart KIA		

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Warning Light

*** CASE CLOSE 06/18/2013 10:15 AM Eastern Daylight Time SEdwards
Attempt to Contact Letter sent to customer. Closing case.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2010 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFU6A2XA5			64.000
Cartersville	GA,	Prod. Date: 08/21/2010	Dealer: GA094 Metro KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Brake

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Case History

*** PHONE LOG 02/25/2014 05:37 PM US Mountain Standard Time LThayer

Writer states

1. What concern can be assisted?

Customer states

1. Concern and complaint
2. Terry Reid Kia, took it in for brake light switch and the light was still staying on and they supposedly fixed it but it was still doing it all the way across
3. Had to pull up on the brake pedal to get it to quit last time we took it in
4. Then they said they fixed it and my wife said the brakes felt like it was locking down and then it was locked passenger front was smoking
5. Had it towed in, they said they had to check to see if it was what they did, but they said the brake booster went bad
 - a. Costed us \$700 to correct it.
6. Then yet again it felt like it was dragging, and they said they would smooth it out
7. Then yet again my wife called and said the vehicle wont go over 45 miles
8. So I had it taken to fire stone and the rotors got so hot there discolored, the rotors are shot and pads are shot
9. There not adjusted like they should have been
10. My wife had to gas it to get up a hill

writer states

1. Advised will have to contact the dealership to get more details
2. Advised will get additional resources involved to review the case as well

Customer states

1. I dont wasnt to pay anymore money
2. This is their fault

Writer states

1. How many times you take it ion for the issue

Customer states

1. This will be the 7th time this next visit
2. It was a great car until they messed with it
 - a. Its been nothing but problems since the Service Campaign

writer states

1. Re-advised
2. Advised will call tomorrow since the dealership's service is closed

Customer states

1. They said they dont do loaner cars or rentals
2. I want it resolved, and I know Kcac has to speak with them
3. I just bought new tires and it got so hot it might blow them out
4. I need the bearings checked as well, this could have done allot of damage

writer states

1. Advised to tell the service of your concerns
2. Advised will advise of the rental concern as well
3. Advised to call back and refer to the case # and ext if any questions

Customer states

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Last name	First name	VIN of	2010 FORTE KOUP	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFU6A2XA5	[REDACTED]	[REDACTED]	64,000
Cartersville	GA,	Prod. Date:	08/21/2010	Dealer:	GA094 Metro KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Brake

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

1. Thank you

*** PHONE LOG 02/26/2014 09:56 AM US Mountain Standard Time LThayer Action Type:Outgoing call
Writer contacted GA094 Spoke to Service Manager Bob

1. Calling in regards to [REDACTED]

Service Manager Bob states

1. Did the brake booster which was suggested by TL
2. The brakes are holding it again
3. Re-contacted TL which said to put another brake booster on it, said it possibly been a bad booster

writer states

1. What condition is the vehicle in
2. Customer called yesterday and said it was pretty bad

Service Manager Bob

1. The brake booster was holding the wheel
2. Wont be any charge to the customer for the brake service

writer states

1. How many times was it in?

Service Manager Bob states

1. They been here 2x, and the campaign was done Dec. the 5th

writer states

1. Thank you

*** NOTES 02/26/2014 10:02 AM US Mountain Standard Time LThayer Action Type:Manager review

- a) Customer name [REDACTED]
- b) VIN:KNAFU6A2XA5 [REDACTED]
- c) MY and Mileage: Forte 10 64000
- d) Dealer Code: GA094
- e) Selling Dealer: (Y or N)no
- f) Original Owner: (Y or N)yes
- g) Current Issue and Diagnosis: brakes locking
- h) Repeat Concern? (Y or N)yes 7x

Johna, Sending case to region for review. Customer states vehicle visit is the 7th time in for brakes since they had SC098 done. Spoke to dealership and Service Manager states it has been in 2x since he has been at that dealership and they are repairing the vehicle at no cost to the customer for the latest visit.

[!<For Internal Use Only
Email to DPSM>!]

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Last name	First name	VIN of	2010 FORTE KOUP	Case Number	Mileage
		KNAFU6A2XA			64.000
Cartersville	GA,		Prod. Date: 08/21/2010	Dealer: GA094	Metro KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Brake

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

*** NOTES 02/26/2014 10:03 AM US Mountain Standard Time LThayer Action Type:Manager review

Dispatching to Region

1. Customer states 7x in for brake concern since SC098 service
2. Review case for further determination
3. Customer contact as appropriate

*** NOTES 02/28/2014 06:54 AM US Mountain Standard Time SHoward Action Type:Manager review

Dealer :Metro Kia

Technician :Cyrus Quinn

Service Manager :Angela Angell

Dealer Phone :7703868400

DPSM :Johna Hollis

Vehicle Model :FORTE KOUP

Model Year :2010

Mileage :65739

Initial comments by Technician found in TL Case # :

*** Performed by contact: Cyrus Quinn, 7704234404

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

Problem Description :

front are grabbing again

Diagnostics Performed :

i had this car in about a week ago opened a tech case and we found the booster was bad. i unplugged everything on the car again just as we did the last tim and upon unplugging the brake booster the front calipers immediatly released the front rotors. i reconnected the vacuum line to the booster to see if it would pull the rotors tight agian with vacuum applied again and it did not the front wheels turn freely theres no dragging or grabbing and i believe we may have a bad booster

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

*****END DUP CASE NOTES*****

*** PHONE LOG 02/28/2014 01:58 PM Eastern Daylight Time OSprague Action Type:Outgoing call

Writer left message for customer requesting call back

*** PHONE LOG 02/28/2014 02:06 PM Eastern Daylight Time OSprague Action Type:Outgoing call

Writer spoke to service mgr (Bob) at GA094 and he stated:

1. After the recall (SC098TD) was done, there were some other issues
2. Customer came in a couple of weeks ago and had the brake booster replaced
3. This was a customer pay repair
4. A couple of days ago, vehicle came back in with same problem
5. We contacted T/L and they said the brake booster that was replaced was bad
6. We ordered another brake booster and it came in
7. We replaced the brake booster and brake pads/rotors at no cost to the customer
8. I spoke to the customer (husband) and told him the vehicle would be ready today

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Last name	First name	VIN of	2010 FORTE KOUP	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFU6A2XA	[REDACTED]	[REDACTED]	64,000
Cartersville	GA,	[REDACTED]	Prod. Date: 08/21/2010	Dealer: GA094 Metro KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Brake

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Writer stated:

1. Thank you for the update

*** PHONE LOG 03/14/2014 09:44 AM Eastern Daylight Time OSprague Action Type: Outgoing call

Writer left message for customer:

1. Following up to confirm repairs that were done by the dealer after the recall (brake lamp switch) was completed
2. I was advised the brake booster, brake pads & rotors were replaced
3. Please call to confirm repairs or if you have any concerns

*** CASE CLOSE 03/24/2014 01:12 PM Eastern Daylight Time OSprague

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2010 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFU6A23A5			63.000
		Prod. Date: 10/19/2009	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Product

Kia Case Type Lvl4: Other

Case History

*** NOTES 06/23/2014 04:16 PM clarify Action Type: Dealer contact

*** Performed by contact:

On Tuesday June 23rd 2014 my 2010 Kia Forte Koup Ex smelled like gas when i came home, opened the hood and a clear fluid was spraying/gushing out of an engine hose near the exhaust/rear of the engine. Went inside to call dealer, however but the time I got inside and caught a glimpse of my car with smoke coming out from under the hood. Called the fire department and a few minutes after being on the phone with them flames started coming out from under the hood. My car is now considered a total loss. I was a loyal Kia customer, however I don't want to have this experience ever again. My car is still under the 10 year, 100,000 mile warranty. I doubt this is sometime that Kia can fix but I feel something should be done because car fires should not happen.

*** PHONE LOG 06/24/2014 02:08 PM US Mountain Standard Time HSanchez Action Type:Incoming call

Customer states:

1. I am calling regarding a concern I have.
2. Provided VIN.
3. I submitted and online concern regarding my vehicle.
4. Reiterated complaint.
5. Alleged that a clear fluid substance (fuel) was spraying when vehicle suddenly caught fire.

Writer states:

1. Apologized.
2. Verified contact info.
3. Verified no open SC's.
4. Advised customer of 10/100 PTW & 5/60 LBW RSA coverage.
5. Advised customer warranty applies to defects only.
6. Defects must be diagnosed by a Kia technician.
7. Advised customer that this would be an issue to review with customers insurance company.

Customer states:

1. But shouldn't fuel lines be made of metal or something?

Writer states:

1. Explained writer is not a mechanic or engineer and would not be in a position to answer that type of question.
2. Writer can complete accident report with customer and provided correspondence address for any appropriate pictures/police reports.

Customer states:

1. I do not want to complete reports, I will just notify my news agency and also seek arbitration against KMA.

Writer states:

1. What is customer requesting of KIA?

Customer states:

1. I do not know.

Writer states:

1. Writer can further assist.

*****CUSTOMER DISCONNECTED CALL*****

*** NOTES 06/24/2014 02:10 PM US Mountain Standard Time HSanchez Action Type:Internal

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2010 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFU6A23A5			63.000
		Prod. Date: 10/19/2009	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Product

Kia Case Type Lvl4: Other

DISPATCHED FOR:

1. CUSTOMER CONTACT.
2. CUSTOMER ALLEGES VEHICLE CAUGHT FIRE.
 - DECLINED ACCIDENT REPORT
3. REVIEW OF CASE FOR ADDITIONAL ASSISTANCE DETERMINATION.

*** PHONE LOG 06/25/2014 09:18 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called customer and left message:

1. Calling in regards to your 2010 KIA Forte
2. Requested call back
3. Gave call back number

*** PHONE LOG 06/25/2014 10:50 AM Pacific Daylight Time SamuelKim Action Type:Incoming call

Received message from customer:

1. This is [REDACTED]
2. I am just returning a call regarding a message that I was left regarding my 2010 KIA Forte Coup
3. I can be reached back at [REDACTED]
4. Thank You

*** PHONE LOG 06/25/2014 10:57 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called and spoke with customer:

(Writer completed Accident Script)

Writer states:

1. I will be handling your case from this point forward
2. Where is the vehicle currently at now?

Customer states:

1. The car was paid off, it had less than 70,000 miles on it
2. Napleton KIA inspected my car prior to my warranty running out
3. The insurance company is stating it turned out to be a gas leak from one of the engine hoses
4. It's at a tow yard
5. StateFarm, claim number [REDACTED]
6. It happened on the 17th of this month
7. I was coming home from the gym and I smelled gas, like a strong odor inside the cabin
8. I came home and parked on the street
9. When I got home, I popped the hood and noticed it looked like wet on one of the hoses
10. I turned the car back on with the hood open, that's when I saw gas actually coming out
11. Like a sliver right next to the engine
12. I turned the car off and went inside to call the dealer and noticed smoke coming from the backside of the hood
13. I called 9-1-1

Writer states:

1. Were there any other vehicles involved?
2. Was anyone injured?
3. When did you first notice the gas smell?

Customer states:

1. No other vehicles

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Last name	First name	VIN of	2010 FORTE KOUP	Case Number	Mileage
		KNAFU6A23A5			63,000
		Prod. Date:	10/19/2009	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Product

Kia Case Type Lvl4: Other

2. No injuries

3. Actually the day prior to that I noticed the smell, I didn't think much of it because I was doing yard work, I had my power washer out, my lawn mower

4. I just thought maybe I spilled some gas on me

5. When I got home that night, I smelled it still

Writer states:

1. Did you ever have any problems with the vehicle prior to the fire? CEL?

2. When did you first start having this problem?

Customer states:

1. I did have problems turning it over, it acted like it didn't want to catch, it was intermittent

2. No CEL

3. I would say it started like in August of 2013

Writer states:

1. What are you requesting of KIA?

2. It's definitely something it should be looked into

3. I normally drive 400 to 500 miles from St. Louis to TN

4. I understand things break and so forth, but a gas line should be more durable material

5. I don't know if KIA would be able to provide a discount on purchasing a new car

Writer states:

1. Where did you normally have the vehicle serviced at?

2. Apologized for the customer service

3. Requested photos of the vehicle and police/fire report

4. Gave customer email address

5. We'll keep in touch

Customer states:

1. Normally it was at Napleton KIA and sometimes it was at Rusty Wallace KIA down in Knoxville, TN

2. There's been times when I took it to Sam's Club and Walmart and stuff, but only for an LOF

3. When I first called, I don't know if you have a log

4. My sister has 2 Sorentos, we have a few of them

5. We've always had good service, but when I called and talked to that guy yesterday, he was an a*****

6. The whole time, he was accusatory and I just wanted to relay that to you

7. You're much easier to talk to

8. I just wanted to pass that on, something like customer service is something that should be good

*** PHONE LOG 06/26/2014 04:07 PM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax rec'd

Received email from customer (c [REDACTED])

Dear Samuel:

Attached you will find photos that you requested (before and after) along with the fire report. Any questions feel free to ask.

VIN KNAFU6A23A5 [REDACTED]

Black 2010 Kia Forte Koup Ex

Thanks,

[REDACTED]
[REDACTED]

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2010 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFU6A23A5			63.000
		Prod. Date: 10/19/2009	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Product

Kia Case Type Lvl4: Other

*** NOTES 07/07/2014 04:24 PM Pacific Daylight Time SamuelKim Action Type:Manager review
Tread review complete.

*** NOTES 07/08/2014 10:37 AM Pacific Daylight Time SamuelKim Action Type:Manager review
Reviewed case with KMA Engineers:
1. Refer customer to insurance company

*** NOTES 07/21/2014 08:29 AM Pacific Daylight Time SamuelKim Action Type:Internal
Subrogation letter received from StateFarm.

*** PHONE LOG 08/28/2014 08:45 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called customer and left message:
1. Calling to follow up with you on your 2010 KIA Forte
2. Requested call back
3. Gave call back number

*** PHONE LOG 08/29/2014 01:26 PM Pacific Daylight Time SamuelKim Action Type:Incoming call
Received message from customer:
1. My name is
2. I am calling Sam back
3. I was left a voicemail on my message, answering machine
4. You can reach me at
5. Thank You

*** PHONE LOG 09/22/2014 09:22 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called customer and left message
1. Calling to follow up with you on your 2010 KIA Forte
2. Wanted to make sure all your concerns were address
3. If you have any questions, please feel free to give me a call
4. Gave call back number

*** CASE CLOSE 10/13/2014 09:32 AM Pacific Daylight Time SamuelKim

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2010 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNAFU6A23A5	██████████	K2747756	69.029
St. Peters ,	MQ	██████████	Prod. Date: 10/19/2009	Dealer: MO027	Napleton's Mid Rivers KL

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

*** PHONE LOG 07/09/2014 12:28 PM Pacific Daylight Time SGuindi

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

1. This notice is to advise you of a loss that occurred to our insured's vehicle.
2. Our preliminary investigation indicates that KMA may be responsible for this loss..
3. Please consider this as our notice of possible subrogation and our notice to you of the opportunity to schedule an inspection of the vehicle.
4. The undisturbed fire scene has been secured until 7/27/14 to allow sufficient time for all inspections.

Attaching letter to case and dispatching to NCA.

*** PHONE LOG 07/21/2014 08:28 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called StateFarm Insurance and left message for Julia West (978)641-7925

1. Calling in regards to your claim number ██████████
2. Your insured ██████████
3. In regards to a possible subrogation claim letter dated June 27
4. Also, we received attached to the letter made out to Unified Investigation & Sciences, Inc.
5. Requested call back
6. Gave call back number

*** NOTES 07/22/2014 10:02 AM Pacific Daylight Time SamuelKim Action Type:Internal

Reviewed case with KMA Engineers on 7/21

1. Request cause and origin report, pictures and police report

*** PHONE LOG 08/28/2014 08:52 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called StateFarm Insurance and spoke with Julia West (978)641-7925

Writer states:

1. Calling in regards to your claim number ██████████
2. Requested photos, copy of police report and C&O
3. Gave customer call back number and case number

Customer states:

1. I am no longer handling this claim
2. I will let the subrogation department know

*** PHONE LOG 09/22/2014 09:19 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called Julia West at StateFarm Insurance, but machine states call cannot be completed as dialed. Unable to leave message (978)641-7925

*** CASE CLOSE 09/22/2014 09:20 AM Pacific Daylight Time SamuelKim

Closing case pending further customer contact.

*** NOTES 09/30/2014 12:50 PM Pacific Daylight Time SamuelKim Action Type:Internal

Tread review complete.

*** CASE CLOSE 09/30/2014 12:50 PM Pacific Daylight Time SamuelKim

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2010 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFU6A23A	[REDACTED]	[REDACTED]	69.029
St. Peters ,	MQ	[REDACTED]	Prod. Date: 10/19/2009	Dealer: MO027	Napleton s Mid Rivers KL

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

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

*** NOTES 11/13/2014 02:25 PM Pacific Daylight Time SGuindi Action Type:NCA Corresp. rec'd
NCA rec'd letter from T.L. Thompson & Associates Inc. Letter states:
1. We have attempted to contact you regarding the damage claim shown above, however, you have failed to resolve the matter with our office.
2. We are asking your cooperation at this time.

Attaching letter to case and dispatching to NCA.

*** PHONE LOG 11/17/2014 11:38 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called T.L.T Thompson & Associates, Inc. and spoke with Emily Page
Writer states:
1. I was working with Julia West at StateFarm Insurance and had requested photos of the vehicle, cause and origin report and a copy of the police or fire report
2. We did not receive the requested documents
3. All we received from StateFarm was a subrogation letter
4. Gave customer mailing address and email address

Customer states:
1. Okay, I have requested StateFarm to send that to you

*** PHONE LOG 12/15/2014 01:09 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called T.L.T Thompson & Associates, Inc. and left message for Emily Page (972)226-1010
1. Calling in regards to your claim number [REDACTED]/1, date of loss 6/17/2014
2. This is in regards to a letter that we received dated October 31st, 2014
3. KIA is requesting photos of the vehicle, copy of the police or fire report and a cause and origin report
4. Requested call back
5. Gave call back number

*** PHONE LOG 01/12/2015 10:39 AM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax sent
Sent customer Doc Request Letter via USPS.

*** CASE CLOSE 01/12/2015 10:39 AM Pacific Daylight Time SamuelKim
Closing case pending further customer contact.

*** NOTES 02/25/2015 05:03 PM Pacific Daylight Time SGuindi Action Type:NCA Corresp. rec'd
NCA rec'd letter from T.L. Thompson & Associates, Inc. Letter states:
1. Our office has been retained by State Farm for subrogation purposes only.
2. Enclosed please find our subrogation documented.
3. Our client is seeking reimbursement as indicated below - \$12,399.06.

Attaching to case and dispatching to NCA.

*** PHONE LOG 03/06/2015 09:52 AM Pacific Daylight Time SamuelKim Action Type:Incoming call

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2010 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFU6A23A5	[REDACTED]	[REDACTED]	69.029
St. Peters ,	MQ	Prod. Date: 10/19/2009	Dealer: MO027 Napleton's Mid Rivers KL		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Received message from Emily Page, Subrogation Specialist at T.L.T Thompson & Associates, Inc. (972)226-1010

1. This message is for Samuel Kim
2. This is Emily Page, I'm calling with T.L Thompson
3. We handle the subro for StateFarm
4. Your reference number is [REDACTED]
5. Please return my call to (972)226-1010, extension 231
6. File number is [REDACTED]
7. Thank You

*** PHONE LOG 03/06/2015 09:59 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called T.L. Thompson & Associates, Inc. and spoke with Emily Page, Subrogation Specialist (972)226-1010, extension 231

Writer states:

1. We received a package dated February 16th
2. It does not contain a cause and origin report

Customer states:

1. I've asked for that several times
2. Let me get in contact with StateFarm Insurance

*** CASE CLOSE 03/06/2015 09:59 AM Pacific Daylight Time SamuelKim
Closing case pending further customer contact.

*** NOTES 06/02/2015 02:13 PM Pacific Daylight Time SGuindi Action Type:NCA Corresp. rec'd
NCA rec'd letter from State Farm. Letter states:

1. This notice is to advise of a loss that occurred to our insured's vehicle.
2. The damage was caused by a split fuel line.
3. Our investigation indicates that Kia Motors is responsible for this loss.
4. Please consider this letter as our demand to Kia Motors for reimbursement of \$13,887.06.

Attaching to case and dispatching to NCA.

*** NOTES 06/03/2015 09:16 AM Pacific Daylight Time SamuelKim Action Type:Internal
Writer waiting on hard copy.

*** PHONE LOG 06/08/2015 02:16 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called StateFarm Insurance and left message for Claim Associate Brian Spencer (877)457-8276

1. Calling in regards to your claim number [REDACTED]
2. Your insured [REDACTED] on a 2010 Kia Forte
3. Requested call back
4. Gave call back number

*** PHONE LOG 06/12/2015 11:25 AM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax sent
Sent email to Claim Associate Brian Spencer at StateFarm Insurance (brian.spencer.r5dk@statefarm.com)
Requested cause and origin report

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Last name	First name	VIN of	2010 FORTE KOUP	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFU6A23A5	[REDACTED]	[REDACTED]	69,029
St. Peters	MQ	[REDACTED]	Prod. Date: 10/19/2009	Dealer: MO027	Napleton's Mid Rivers KL

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** PHONE LOG 06/12/2015 02:35 PM Pacific Daylight Time SamuelKim Action Type:Incoming call
Received message from Meg at StateFam Insurance:

1. This is Meg at State Farm Insurance
2. I'm returning your call on the claim for my insured [REDACTED]
3. If you could please call us back at, our number is (877)457-8276
4. Please reference claim number [REDACTED]
5. Thank You

*** PHONE LOG 06/18/2015 09:32 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called StateFarm Insurance and spoke with Meg (877)457-8276, extension 60
Writer states:

1. Calling in regards to your claim number [REDACTED]
2. Requested cause and origin report
3. Gave customer email address

Meg states:

1. I will email that to you

*** PHONE LOG 06/18/2015 09:37 AM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax rec'd
Received email from Claim Specialist Megg Beverage at StateFarm Insurance
(megg.beverage.ggqa@statefarm.com)
Samuel,

Here is our C&O report.

Megg Beverage
Claim Specialist
Subrogation Services
State Farm Insurance
877-457-8276 ext. 60

*** NOTES 06/18/2015 10:04 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Called dealer MO027 and spoke with Nicole in the Service Department
Writer states:

1. Requested ROs
2. Gave dealer call back and fax number

Dealer states:

1. I'll get that over to you

*** NOTES 06/22/2015 11:46 AM Pacific Daylight Time SamuelKim Action Type:Internal
Reviewed case with KMA Engineers:
1, Settle with insurance

*** PHONE LOG 07/24/2015 10:04 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called StateFarm and spoke with Chris (877)457-8276, extension 60

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2010 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFU6A23A	[REDACTED]	[REDACTED]	69.029
St. Peters ,	MQ	Prod. Date: 10/19/2009	Dealer: MO027 Napleton s Mid Rivers KL		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Writer states:

1. Calling in reference to your claim number [REDACTED]
2. Vehicle is outside of 5/60 warranty, most recent RO states vehicle had 69,029 miles
3. CarFax shows vehicle has over 60,000 miles
4. According to C&O, customer stated he smelled gas a couple of days prior to incident and did not take any action on vehicle
5. KMA is offering to settle for 50% of \$13,887.06
6. Gave customer call back number

Customer states:

1. Let me review this and get back to you

*** PHONE LOG 07/24/2015 11:44 AM Pacific Daylight Time SamuelKim Action Type:Incoming call

Received message from Claim Specialist Megg Beverage at StateFarm Insurance

1. This is Meg at StateFarm Insurance
2. I'm calling you back on the claim for my insured [REDACTED], it's a 2010 Kia forte
3. Please give me a call back and we can discuss your offer
4. The number is (877)457-8276, team #60
5. Please reference claim number [REDACTED]
6. Thank you

*** PHONE LOG 07/24/2015 11:46 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called StateFarm and spoke with [REDACTED] (877)457-8276, extension 60

Writer states:

1. I received a message from Meg
2. I would need to send you a release
3. Please allow me a few days

Insurance states:

1. Meg was calling to accept your offer of 50%
2. Can you fax it to (866)231-9276 and make the attention to our claim number

*** PHONE LOG 07/28/2015 09:59 AM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax sent

Faxed Release Letter to State Farm (866)231-9276

*** PHONE LOG 08/04/2015 10:13 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called StateFarm and spoke with [REDACTED] (877)457-8276, extension 60

Writer states:

1. Calling to confirm you received my fax
2. On 7/28
3. Sure

Customer states:

1. When did you send it?
2. We never received it
3. Can you send it to my email [REDACTED]perno.piwg@statefarm.com

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Last name	First name	VIN of	2010 FORTE KOUP	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFU6A23A5	[REDACTED]	[REDACTED]	69,029
St. Peters	MQ	[REDACTED]	Prod. Date: 10/19/2009	Dealer: MO027	Napleton's Mid Rivers KL

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** PHONE LOG 08/04/2015 10:25 AM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax sent
Sent Release Letter to [REDACTED] at StateFarm ([REDACTED]perno.piwg@statefarm.com)

*** PHONE LOG 08/04/2015 11:52 AM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax rec'd
Received email from [REDACTED] Perno at StateFarm ([REDACTED]perno.piwg@statefarm.com)
Thanks

*** NOTES 08/10/2015 02:05 PM Pacific Daylight Time SGuindi Action Type:NCA Corresp. rec'd
NCA rec'd letter from State Farm. Letter states:
1. Previously we wrote to let you know our investigation indicates your insured is responsible for this claim and we are seeking recovery from you.
2. We forwarded documentation supporting our subrogation demand and have allowed time for you to investigate and reply.
3. To date, we have no received a response from you.
4. The amount payable to State Farm Mutual Automobile Insurance Company for this loss is \$13,887.06.

Attaching to case and reassigning to SamuelKim.

*** NOTES 08/17/2015 09:22 AM Pacific Daylight Time SGuindi Action Type:NCA Corresp. rec'd
NCA rec'd letter from State Farm. Letter states:
1. Enclosed is your release which we have executed.

Attaching to case and reassigning to SamuelKim.

*** PHONE LOG 10/16/2015 11:48 AM Pacific Daylight Time SamuelKim Action Type:Incoming call
Received message from Kelly at StateFarm Insurance:
1. This is Kelly at StateFarm Insurance
2. I'm calling on your case number [REDACTED]
3. We returned a release to you on this case back in August
4. Calling to make sure that you received the release and if so, just check the status of the payment
5. Our insured is [REDACTED] and our claim number is [REDACTED]
6. If you can give us a call back when you get a chance, that would be great
7. Our number is (877)457-8276 extension 60
8. Thank you

*** PHONE LOG 12/22/2015 12:23 PM Pacific Daylight Time SamuelKim Action Type:Incoming call
Received message from Claim Representative [REDACTED] Perno at StateFarm Insurance:
1. This is [REDACTED] over at StateFarm Insurance giving you a call in regards to your case number [REDACTED]
2. My insured is a [REDACTED]
3. Date of loss June 17, 2014
4. Claim number to reference is [REDACTED]
5. We signed this release and sent it back in August
6. Haven't received payment yet, just following up
7. Please give me a call back at (615)692-7893
8. Thank you, have a great day

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Last name	First name	VIN of	2010 FORTE KOUP	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFU6A23A5	[REDACTED]	[REDACTED]	69,029
St. Peters	MQ	Prod. Date:	10/19/2009	Dealer:	MO027 Napleton's Mid Rivers KL

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** PHONE LOG 01/04/2016 04:04 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called StateFarm Insurance and left message for Claims Representative [REDACTED] Perno in Subrogation Services
(615)692-7893

1. Calling in regards to your claim number [REDACTED]
2. Your insured is [REDACTED]
3. We did receive the signed Release Letter
4. Apologized for the delay
5. Kia will be making payment shortly
6. If you have any questions, please give me a call back
7. Gave call back number

*** NOTES 03/16/2016 08:27 AM Pacific Daylight Time SamuelKim Action Type:Internal
One time, goodwill to StateFarm Insurance of \$6,943.53 for subrogation settlement.

*** PHONE LOG 04/13/2016 08:32 AM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax sent
Sent goodwill check via USPS Certified Mail. Tracking number [REDACTED]

*** CASE CLOSE 04/13/2016 08:33 AM Pacific Daylight Time SamuelKim

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

2012 FORTE KOUP_ACCIDENT
SCRIPTS_ALLEGED DEFECT
B_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?

no

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

no

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

12/16/2017 15:30:00

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

only my vehicle

B-2) What time was 911 called?

n/a

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

clear sunny and 45 degrees

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

Cust states: 1 I took the car for an oil change they stated 2 I went to get the car after the oil change was completed 3 the tech was backing it iut and I heard a weird noise 4 I got on the car and left and it started making loud noises and wasnt shifting correctly 5I brought it back and he said he would test drive it 6 twenty minutes later he said he would like to have someone else test drive it 7 he sadi both techs said it was running fine 8 as soon as he put the car in park there was a loud noise and all of a sudden the radio wouldnt work and the windows wouldnt work 9 they brought the car back inside and they took me into their office 10 they said the car caught fire 11 they said we had to diagnose further and put me in a rental 12 they said they think it was the starter 13 I called today to find out about the vehicle 14 they said the starter couldn't have started the fire 15 they said they cant make repairs until you guys approve it

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

engine was on to the best of my knowledge

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

the tire lights were on but no other lights

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?

it happened at the dealer world kia of joliet

C-1) Which fire agency responded?

n/a

C-2) What is the fire report number?

n/a

D-1) Where is the vehicle now?

world kia of joliet

D-2) Have any repairs been completed?

no

D-3) Was the insurance company contacted?

no

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

n/a

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

Stand by your work the car started on fire while at the dealer I would like them to repair my car

Accident Report

Case [REDACTED]

Report Details

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

2012 FORTE KOUP_CA
REPORTS_ALLEGED DEFECT
B_EXPANDED SCOPE

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of	2012 FORTE KOUP	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFU6A28C5	[REDACTED]	[REDACTED]	64,672
Joliet	, IL ,	Prod. Date:	10/06/2011	Dealer: IL074	World KIA Joliet

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

*** 12/18/2017 11:45:18 (GMT-07:00) Mountain Time (US & Canada) ***

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

*** Phone - Call - Inbound created on 12/18/2017 10:53:50 (GMT-07:00) Arizona and created by Helena Camacho ***

world kia of joliet calling

service adviser states:

1. looking to see if there are any recalls on this car for catching fire

2. starter motor caught on fire

3. it remained engaged, part is faulty

4. she had just left after an oil change

5. the veh is repairable

6. only warranty on the veh is the PTW

7. the part was defected

8. 64672 miles on veh

have not contacted DPSM

7083697825

[REDACTED]
-mom

its my sons car

[REDACTED]
-son

*** Phone - Call - Inbound created on 12/18/2017 11:31:57 (GMT-07:00) Arizona and created by David Holly ***

Cust states:

1 I took the car for an oil change they stated

2 I went to get the car after the oil change was completed

3 the tech was backing it iut and I heard a weird noise

4 I got on the car and left and it started making loud noises and wasnt shifting correctly

5 I brought it back and he said he would test drive it

6 twenty minutes later he said he would like to have someone else test drive it

7 he sadi both techs said it was running fine

8 as soon as he put the car in park there was a loud noise and all of a sudden the radio wouldnt work and the windows wouldnt work

9 they brought the car back inside and they took me into their office

10 they said the car caught fire

11 they said we had to diagnose further and put me in a rental

12 they said they think it was the starter

13 I called today to find out about the vehicle

14 they said the starter couldn't have started the fire

15 they said they cant make repairs until you guys approve it

16 I want kia to repair my car

Writer states:

1 apologize

2 I will create a case and send to or national team

3 they will review the case and follow up in 2-3 business days

4 Provided case# and 800#

Cust states:

1 okay

2 thank you

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Last name	First name	VIN of 2012 FORTE KOUP	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFU6A28C [REDACTED]	[REDACTED]	64,672
Joliet, IL, [REDACTED]	Prod. Date: 10/06/2011		Dealer: IL074	World KIA Joliet

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

paul bulka SM:

Customer Name: [REDACTED]

Customer phone #: [REDACTED]

Customer address: [REDACTED]

VIN: KNAFU6A28C5 [REDACTED]

MY and Mileage:

Most recent RO# Open Date and Close date (if applicable):

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

Most recent Repair Issue and Diagnosis: Customer says,

Concern: came in for an oil change//after she left she came back and stated the windows wouldn't work an radio wouldn't work//she also states there was a weird noise//when we pulled it in they could hear the noise//our tech drove 1-5 miles and said everything worked fine the windows and radio were working//we put in park for the cust to get in// there was a loud noise we put it back on the lift and a small fire started

cause: the starter motor stayed engaged until the starter caught fire

correction: needs a new starter

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:

ETA for completion of repairs (if applicable):

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

Techline Case (if applicable):

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

Dealer contacted DPSM (if needed): yes

Vehicle repaired?: n

Customer has possession?: n

Dealer Code/Selling Dealer (Y or N): IL074

Original Owner (Y or N):n

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

Forward to NCA

1 Customer alleges the car caught fire at the dealer

2 Vehicle is currently down at IL074

3 Customer is requesting kia repair her vehicle

4 Please review and follow up accordingly

*** 12/18/2017 15:19:01 (GMT-07:00) Arizona ***

Dispatched from WIPBin = Techline/SA to Queue National CA by David Holly

Reason:

*** 12/19/2017 07:49:13 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** 12/19/2017 07:52:49 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin default of Alex Villalpando by Jeff Stroup

Reason:

*** Phone - Call - Inbound created on 12/21/2017 10:28:02 and created by Sarah Samples ***

Cust states:

1. calling to check status of case

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFU6A28	[REDACTED]	[REDACTED]	64.672
Joliet	, IL , [REDACTED]	Prod. Date: 10/06/2011	Dealer: IL074	World KIA Joliet	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

wrt states:

1. apologized
2. advised has been escalated and they will reach out in 2-3 business days.

cust states:

1. dealership service was awful, service manager yelling at me it was awful
2. if they made a mistake own up to it.

wrt states;

1. apologized again
2. advised that someone from Kia will be reaching out over this issue.

cust states:

1. Thank you

*** Phone - Call - Outbound created on 12/21/2017 11:29:57 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt attempted contact. Left message for CB

*** Email - External Email Sent created on 12/21/2017 11:37:23 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Sent: Thursday, December 21, 2017 11:35 AM
To: 'pawel@worldkiajuliet.com'
Subject: Kia Motors America [REDACTED] / KNAFU6A28C5 [REDACTED] [REDACTED] [REDACTED]

Hi Paul,

Thank you for speaking with me. Per our discussion, please provide photos of the vehicle, the starter, and a repair estimate.

Please contact me if you have any questions.

Thank you,

*** Phone - Call - Inbound commitment created on 12/21/2017 11:37:34 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/22/2017 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 12/21/2017 11:37:34 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/26/2017 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 12/21/2017 11:37:34 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/02/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound created on 12/27/2017 11:27:57 (GMT-05:00) Eastern Time (US & Canada) and created by Jada Jones ***

cust states

1. I haven't heard anything

wrt states

1. apologized

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFU6A28C	[REDACTED]	[REDACTED]	64.672
Joliet	, IL , [REDACTED]	Prod. Date: 10/06/2011	Dealer: IL074	World KIA Joliet	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

2. advised cust that I will note account for case manager

cust states

1. I need them to call me back at [REDACTED] thanks
2. car is at dealership

wrt transferred to vm of case manager

*** Email - External Email Received created on 01/02/2018 09:57:02 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Subject: KIA FORTE STARTER FIRE KNAFU6A28C5 [REDACTED]

Customer name - [REDACTED]
KIA FORTE STARTER FIRE KNAFU6A28C5 [REDACTED]
Starter Caught on fire, cost to replace starter \$510.00
part number 36100-26200ru
1.8 hours of labor at \$125.00 labor rate.

Best Regards,
Pawel Bulka
Service Manager

*** Phone - Call - Inbound created on 01/02/2018 10:43:03 and created by Morgan Doss ***

Customer states:

1. Nobody has called me at all
2. I am having to reach out everytime
3. Since the car has been at the dealer I have done all the work
4. I am giving you my name and number and I expect a call back today
5. I took my veh in for an oil change and it caught on fire that is not my fault

Writer states:

1. Apologized
2. Advised would notate and update CM
3. Advised would request call back

Customer states:

1. Thank you

*** Phone - Call - Inbound commitment created on 12/21/2017 11:37:34 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/03/2018 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on 01/03/2018 14:46:02 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt contacted Manny at Dlr. Wrt advised FTS will be inspecting vehicle 1/5/18

*** Note - Others created on 01/03/2018 14:46:36 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Reviewed with KMA engineers.

*** Phone - Call - Inbound commitment created on 12/21/2017 11:37:34 (GMT-08:00) Pacific Time (US & Canada)

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFU6A28C5	[REDACTED]	[REDACTED]	64.672
Joliet	, IL , [REDACTED]	Prod. Date: 10/06/2011	Dealer: IL074	World KIA Joliet	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

with Commitment Date 01/05/2018 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on 01/03/2018 14:52:08 (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. Mother took car in for oil change as I was unavailable
2. She had the oil change done and then went back because radio and windows were not working
3. Brought car back to dlr and then vehicle began making a weird noise
4. Dlr drove vehicle around and then left it running
5. Car then caught on fire twice
6. Mother - [REDACTED]

Wrt states

1. Thank you for information
2. Have contacted dlr and reviewing case
3. Have scheduled a FTS to inspect vehicle this Friday
4. Will follow up
5. Please contact me if you have any questions

Cust states

1. Okay thank you

*** Phone - Call - Inbound created on 01/04/2018 08:11:01 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***

customer states [REDACTED]

1. Car start on fire Dec 15th
- 2 I haven't heard from anyone
- 3 I requested a call back

Writer states

- 1 I do show that this is not in our department
- 2 I can get you over to the case owner

Customer states

- 1 ok get me over there

*** Note - Others created on 01/05/2018 13:10:58 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

FTS inspected vehicle this date.

*** Note - Others created on 01/05/2018 14:06:38 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Reviewed with KMA engineers.

*** Phone - Call - Inbound created on 01/08/2018 09:14:25 and created by Roxana De La Cruz ***

Cust States:

Kia Motors America

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFU6A28C5			64.672
Joliet	, IL ,		Prod. Date: 10/06/2011	Dealer: IL074	World KIA Joliet

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

1. I just want to know the status

Writer States:

1. Apologize
- Cust disconnected

*** Phone - Call - Inbound created on 01/08/2018 12:23:18 (GMT-05:00) Eastern Time (US & Canada) and created by Dennis Whitman ***

Cust States:

1. Just calling today for an update
2. I know that the DLR advised that they were not to tell me anything
3. I know that the DLR has had a field tech examine the car
4. I can be contacted back at any time, I would like to request a callback ASAP, I just want to know what's going on

Wtr States:

1. Apologized
2. Advised that case is under review and NCA is working with DLR to resolve your concerns
3. Thanked
4. Advised that will note your case and your request for contact back

Cust States:

1. Thank you

*** Phone - Call - Outbound created on 01/08/2018 11:46:58 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt states

1. Hello contacting in regards to case
2. Have reviewed case
3. After review, Identified an aftermarket remote start in vehicle
4. Also, vehicle starter is out of warranty
5. Would like to offer repair out of GW

Cust states

1. Okay then
2. That is what I wanted
3. Car does not have remote start
4. Dlr mentioned something else too

Wrt states

1. Will contact dlr and follow up

Cust states

1. Thank you

*** Phone - Call - Inbound commitment created on 12/21/2017 11:37:34 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/09/2018 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on 01/09/2018 14:00:38 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt states

1. Hello Chris
2. Contacting in regards to case

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Last name	First name	VIN of	2012 FORTE KOUP	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFU6A28C55	[REDACTED]	[REDACTED]	64,672
Joliet	, IL , [REDACTED]	Prod. Date:	10/06/2011	Dealer: IL074	World KIA Joliet

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

3. As discussed, a Kia rep has inspected vehicle
4. Found aftermarket remote start on vehicle
5. This item would not be warrantable but would like to offer GW assistance
6. Are you the only owner of this vehicle?

Cust states

1. I am not aware I had that
2. It is not on my keyfob
3. My mom cosigned with me

Wrt states

1. Please provide current copy of registration or sales contact
2. Once received, will send you and your mother a release
3. Once received signed, will be able to authorize repairs

Cust states

1. Okay then
2. Thank you

*** Email - External Email Sent created on 01/09/2018 14:06:13 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Sent: Tuesday, January 09, 2018 2:06 PM

To: [REDACTED]

Subject: Kia Motors America [REDACTED]

Hello [REDACTED]

Thank you for speaking with me. Per our conversation, please provide a copy of your current registration or sales contact.

Please contact me if you have any questions or concerns.

Thank you,

*** Phone - Call - Inbound commitment created on 12/21/2017 11:37:34 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/10/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound created on 01/10/2018 11:33:39 (GMT-07:00) Arizona and created by Yeimy Armenta ***

[REDACTED] mother of [REDACTED] [REDACTED] called

Mrs [REDACTED] states:

- 1 I want to know who is in charge of this calls
- 2 I don't understand what is going on
- 3 the car still at the dealer I don't want to be transfer to a voicemail
- 4 or to someone that is not going to pick up the phone
- 5 I need to know what is going on

writer states:

- 1 apologize for the situation

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFU6A28C5			64.672
Joliet	, IL ,	Prod. Date: 10/06/2011	Dealer: IL074	World KIA Joliet	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

- 2 showing that customer spoke with NCA
- 3 was requested to submit registration or purchase contract
- 4 waiting on those documents right now
- 5 showing that NCA has email customer with request and talk to customer as well

Mrs. states:

- 1 that is non of your business!
- 2 why do you need to know that!
- 3 that is personal information
- 4 what should matter is that there is a vehicle down and needs to be repair
- 5 why are you asking for this?!
- 6 when did you talk to my son!
- 7 where did you email that message to I never provided email

writer states:

- 1 apologize
- 2 showing contact with customer and NCA done 1/9/18
- 3 email to customer as a reminder of the documents that need
- 4 customer advice that will submit
- 5 showing requesting this information since aftermarket remote start install on vehicle
- 6 that voids the warranty
- 7 case being review fro possible assistance but proof of ownership needs to be provided

Customer states:

- 1 hold on hold on
- 2 you talk to my son
- 3 wait

Writer states:

- 1 customer place TCS on hold for about 10 minutes

Customer states:

- 1 ok then thank you
- 2 disconnected line

*** Phone - Call - Inbound commitment created on 12/21/2017 11:37:34 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/11/2018 and created by Alex Villalpando ***

*** Email - External Email Received created on 01/11/2018 10:10:29 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Subject: Re: Kia Motors America

Before I send you the paperwork I wanted to know again why this is needed. Thank you.

*** Phone - Call - Outbound created on 01/11/2018 10:18:01 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt states

Kia Motors America

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFU6A28C5			64.672
Joliet	, IL ,		Prod. Date: 10/06/2011	Dealer: IL074	World KIA Joliet

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

1. Hello contacting in regards to case
2. In regards to you and your mothers question about requested docs
3. Offering assistance to replace starter as it not covered under warranty and there is an aftermarket remote start on vehicle
4. GW assistance will require release and requires signatures from owners
5. Once received and you paid for repairs, will send check for exact dollar amount spent

Cust states (

1. Okay thank you
2. I am getting the docs

Wrt states

1. Please contact me if you have any questions.

*** Phone - Call - Outbound created on 01/11/2018 10:27:39 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt states

1. Hello contacting in regards to case
2. Just spoke with your son
3. Understand you may have some questions
4. Are you a co owner for this vehicle

Cust states

1. I co signed but then it was transferred to just his name.
2. Yes was wondering about the requested docs

Wrt states

1. thank you for information
2. As vehicle is not under warranty
3. GW assistance is being offered
4. Will require a signed release and need documents to show ownership
5. I am currently waiting for son to send documents

Cust states

1. Okay I will talk with him

Wrt states

1. Please contact me if you have any questions.

*** Phone - Call - Inbound commitment created on 12/21/2017 11:37:34 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/16/2018 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on 01/16/2018 15:32:22 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt states

1. Hello contacting in regards to case
2. Have you found documents?
3. Are you still in dlr rental?

Cust states

1. No not yet
2. Yes I am

Kia Motors America

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFU6A28C			64.672
Joliet	, IL ,	Prod. Date: 10/06/2011	Dealer: IL074	World KIA Joliet	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Wrt states

1. Have you checked you r vehicle
2. Registrations are usually kept in vehicle
3. At this time as we have not moved forward
4. Able to extend rental until Friday
5. If you are able to provide docs, can extend rental

Cust states

1. Okay
2. I will go down to dlr.

*** Phone - Call - Inbound commitment created on 12/21/2017 11:37:34 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/18/2018 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on 01/19/2018 10:41:20 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

wtr spoke with Mr. [REDACTED]

1. wtr asked if customer has been able to send requested couments
2. customer advised no he has not
3. wtr advised in reviewing notes, it appears the rental is due today
4. customer advised he has already returned the rental to the dealer
5. wtr asked current status of vehicle
6. customer advised he isn't going to do anything until next week as he is speaking with someone

*** Phone - Call - Outbound created on 01/19/2018 10:42:27 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

wtr spoke with dlr

1. confirmed customer has returned rental
2. dlr will email wtr rental for reimbursement
3. dlr advised customers insurance is coming to inspect vehicle on Monday

*** Phone - Call - Inbound commitment created on 12/21/2017 11:37:34 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/24/2018 and created by Alex Villalpando ***

*** 01/29/2018 15:37:57 (GMT-08:00) Pacific Time (US & Canada) ***

Goodwill #: [REDACTED] Submitted

*** Phone - Call - Inbound commitment created on 12/21/2017 11:37:34 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/14/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound created on 01/29/2018 16:57:28 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

[REDACTED] left voicemail for wtr to call back [REDACTED]

*** Phone - Call - Outbound created on 01/29/2018 16:57:44 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

wtr spoke with [REDACTED] (customers mother)

1. Michele advised they had the vehicle towed from the dealer to their house
2. customer advised she has contacted BBB and State AG but also wants to give KMA one last time of settlement
3. customer advised she had somebody come to the house to remove the aftermarket remote start system

Kia Motors America

Consumer Affairs Department

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Last name	First name	VIN of	2012 FORTE KOUP	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFU6A28C5	[REDACTED]	[REDACTED]	64.672
Joliet	, IL , [REDACTED]	Prod. Date:	10/06/2011	Dealer: IL074	World KIA Joliet

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

4. customer advised one day she went into the dealer was was yeling at the sales manager and he wasn't nice to her either
5. wtr apologized for concerns
6. wtr advised that CSR and wtr both had conversations with customers son and requested registration proof of ownership so formal GW offer could be extended
7. customer confirmed on phone that son is the only one on sales contract and registration
8. wtr thanked customer but advised need to receive proof so formal offer can be made
9. customer said she has incurred additional expenses, tow, and remote start removal, and now battery dead due to situation
10. wtr again apologized and advised that if customers son could of sent proof earlier then offer could of happened sooner
11. wtr again apologized but advised would need registration or proof of ownership before any GW offer can be offered

*** 01/29/2018 17:02:09 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin Inbox/Need To Call and Sub Status of Working

*** Email - External Email Received created on 01/30/2018 10:46:31 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

Hi,

Please see attached.

*** Phone - Call - Outbound created on 01/30/2018 10:46:45 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

wtr spoke with Ms. [REDACTED] and stated:

1. received your email
2. in reviewing case notes it states the total repair for the starter is \$735 (510 for starter and 225 in labor)
3. with the vehicle being at your house, I wanted to

customer interrupted

1. why don't you email me all of this

wtr stated:

1. I do apologize as I wanted to have a conversation with you

customer stated:

1. what about the flywheel that needs repairs
2. that is about \$2,000

wtr stated:

1. I am unaware of any additional repairs that are needed
2. do you want to send me the documents for review?

Customer stated:

1. why is this taking almost 2 months

wtr stated:

1. again I do apologize and do see that the first offer of GW was 1/8 and we are still waiting on the documents

customer stated:

Kia Motors America

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFU6A28C			64.672
Joliet	, IL ,	Prod. Date: 10/06/2011	Dealer: IL074	World KIA Joliet	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

1. well why didn't you guys tell me
2. there is no proof that you are waiting on the documents

wtr stated:

1. I do apologize as looking thru case notes I may beg to differ
2. there may be some miss communication between you, your son, and us but it does appear there have been multiple offers but still waiting on the docs

customer stated:

1. well going forward I will be the main point of contact and I only want email

wtr stated:

1. again I do apologize and will send you an email now

*** Email - External Email Sent created on 01/30/2018 10:52:32 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
Michele,

This email is to confirm our telephone conversation in which you advised you will be the main point of contact going forward. This email is also to confirm that you advised there is additional repairs that need to be performed. Please forward the repair order to me for review. Once received, I will review and respond back to you via email.

Thank you,

*** Email - External Email Received created on 01/30/2018 12:03:19 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
Hi Jeff,

Not sure I am looking at this correct. I do see \$510.00 but I am not sure about the \$2850.00, so that total I told you may be wrong as i am looking at it now.

But in the hand written notes it does say that the FlyWheel is stripped. We would have to replace the flywheel first because my husband said that would damage the new srarter if it wasn't replaced.

Thank you,

*** Phone - Call - Outbound created on 01/30/2018 12:04:48 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr left message for service manager to call back.

*** Email - External Email Received created on 01/30/2018 12:05:36 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
Hi Jeff,

One more thing.....the battery is dead. My husband took it in and they charged it for an hour and checked it and it is no good. I do have a copy of a ticket that says that if you need it.

Thank you,

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFU6A28C5	[REDACTED]	[REDACTED]	64.672
Joliet	, IL , [REDACTED]	Prod. Date: 10/06/2011	Dealer: IL074	World KIA Joliet	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** Email - External Email Sent created on 01/31/2018 13:39:06 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
Ms. [REDACTED]

Please see attached for a goodwill offer from Kia Motors America (KMA). When you accept, we will arrange to have your vehicle towed to the dealer to replace the starter and flywheel/flexplate as a goodwill gesture. KMA would not be offering to reimburse for the tow you arranged from the dealership to your residence or a battery replacement. Once I have received the signed offer letter and settlement agreement, we can arrange for the vehicle to be picked up and taken to the dealership at no cost to you. if you have any questions, please let me know.

Thank you,

*** Email - External Email Received created on 02/02/2018 17:02:39 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
Hi Jeff,

I did review your offer. The car was brought in for an oil change on 12-16-17. We were going back and forth to find a way to have the car fixed. It took up until I was called on 1-23-18 by Paul to come and tow the car out of there and that they (Kia World Joliet) nor you (Kia Consumer Affair) would be fixing it.

You had plenty of time to fix the car while it was there for 38 days. We don't have that kind of time now that Chris is moving back to Arizona on February 25th.

No offence, but I will not bring the car back to World Kia of Joliet, do to the fact that I just brought the car in for an oil changed and it started on fire. Also, I was threatened to be picked up and physically thrown out of there last time I was there.

We would be willing to accept a settlement to pay for parts and labor and any other expenses that I had to pay out of pocket.

Thank you,

*** Email - External Email Sent created on 02/02/2018 17:02:55 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
[REDACTED]

Again I do apologize for the time it has taken to provide an offer to you but, again, we just received the requested documentation within the last few days. If you are asking to have the repairs performed at an alternate Kia dealer please advise which one so I may contact them. If you are asking to have the repairs performed at an aftermarket repair facility, then I would need an estimate of repairs for review. Once the estimate is performed, reviewed and if KMA extends those repairs as goodwill, we would kindly ask you pay for those repairs and send proof of payment for reimbursement. Again, I would need an estimate and KMA would need to review prior to making such goodwill offer.

I am currently out of the office today but do have limited access to email. Please let me know.

Thank you,

*** Email - External Email Received created on 02/02/2018 17:03:10 (GMT-08:00) Pacific Time (US & Canada)

Kia Motors America

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFU6A28C	[REDACTED]	[REDACTED]	64.672
Joliet	, IL , [REDACTED]	Prod. Date: 10/06/2011	Dealer: IL074	World KIA Joliet	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

and created by Jeff Stroup ***

Hi Jeff,

I do have receipts. My husband was an auto mechanic at a Dealership and he was going to fix the car. I would rather him do it than anyone else. I have one estimate and I am still waiting for others. I will call again and try to get a few more. I think it will also be cheaper if my husband does the work. So if this is something that will work I can get all the receipts together and send them to you. He is going to start the work this weekend.

Thanks,

*** Email - External Email Sent created on 02/02/2018 17:04:54 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

If your husband is an auto mechanic at a dealership and you prefer for him to fix the vehicle, then Kia would be happy to offer reimbursement for the 2 parts. If you wish to have the repairs performed at a Kia dealer, then we would offer the parts and labor. Please let me know.

Thank you,

*** Email - External Email Received created on 02/06/2018 15:15:44 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

Hi Jeff,

That would be fine, but he also has to take time and fix the car. I would want at least half of what the estimate is for labor for his time. I think that is more than fare.

This has been going back and forth since December 16, 2017. I can send you all the receipts and the one repair estimate I received. I still have to call the other places I called and have them sent to me.

Thanks

*** Email - External Email Sent created on 02/06/2018 15:18:55 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

I do apologize but we would not be able to offer assistance in reference to labor if you install the parts yourself. Again, that is why we would offer to pay for parts and labor if performed at the Kia dealer.

Thank you,

*** Email - External Email Received created on 02/08/2018 11:15:40 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

From: [REDACTED]
Sent: Wednesday, February 07, 2018 8:32 AM
To: Stroup, Jeff [KMA]
Subject: RE: Kia Motors America reference [REDACTED]

Hi Jeff,

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFU6A28C55	[REDACTED]	[REDACTED]	64.672
Joliet	, IL , [REDACTED]	Prod. Date: 10/06/2011	Dealer: IL074	World KIA Joliet	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

I have attached all the receipts that I had to pay for the 2012 Kia Forte Koup. They are for the nuts bolts and washers that were not returned with the parts that were taken apart under the hood. It also needed a new air filter. I am still waiting to get the Fly Wheel and the cover that covers the engine that was not returned. As soon as I have the receipts for both of those parts I will forward that to you right away.

If you have an questions please let me know.

Thanks,

[REDACTED]

*** Email - External Email Received created on 02/08/2018 11:16:57 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

Hi Jeff,

I am still waiting for your reply. Your offer says its valid through February 9th 2018 which is tomorrow. I really want to get this resolved.

Thanks,

[REDACTED]

*** Email - External Email Sent created on 02/08/2018 11:21:23 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

Hi [REDACTED]

I apologize as I did not respond to your last email as I took it as I was still waiting on you to provide the other receipts. Do you have them?

*** Email - External Email Received created on 02/09/2018 17:08:27 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

Hi,

Sorry.....no my husband went to get the fly Wheel and didn't have his wallet. I also have to look on e-bay for the engine cover or try to call a few more junk yards to see if they have any that are cheaper. Can I send that to you by next week Monday and do we have to get this done by tomorrow. I am off work tomorrow because we are having a snow storm here. So I just want to make sure if we don't get that done today or tomorrow we still have time.

So please let me know if we can extend the date so we can get those two other items we need.

Thanks,

[REDACTED]

*** Email - External Email Sent created on 02/09/2018 17:15:46 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

[REDACTED]

Please just let me know once you have the other items.

Thank you,

*** Email - External Email Received created on 02/12/2018 13:24:41 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

Hi Jeff,

Here is the order confirmation for the engine cover. Total \$39.90.

Thanks,

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2012 FORTE KOUP	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFU6A28C5 [REDACTED]	[REDACTED]	64,672
Joliet, IL, [REDACTED]		Prod. Date: 10/06/2011	Dealer: IL074	World KIA Joliet

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Michele

*** Email - External Email Received created on 02/12/2018 13:25:49 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

Hi Jeff,

So the total would be \$413.77. Please let me know when the check will go out and I just want to confirm the address before the check is mailed.

[REDACTED]
Joliet, IL [REDACTED]

Thanks,
[REDACTED]

*** Email - External Email Sent created on 02/12/2018 13:28:08 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

Hi [REDACTED]

I will go ahead and process the check request in the amount of \$413.77 and will mail it to your below address. I should have the check by the end of the week and will let you know once its mailed.

Thank you,

*** 02/12/2018 13:32:12 (GMT-08:00) Pacific Time (US & Canada) ***

Goodwill #: [REDACTED] Submitted

*** 02/12/2018 13:34:14 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin MISC. and Sub Status of Working

*** Email - External Email Received created on 02/12/2018 13:34:46 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

Hi Jeff,

Thanks so much for all your help. I really appreciate all your time and effort on this.
[REDACTED]

*** Phone - Call - Inbound commitment fulfilled on 02/14/2018 09:19:51 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/14/2018 closed by Alex Villalpando ***

*** 02/19/2018 08:40:55 (GMT-08:00) Pacific Time (US & Canada) ***

Goodwill #: [REDACTED] Submitted

*** 02/19/2018 08:50:04 (GMT-08:00) Pacific Time (US & Canada) ***

Goodwill #: [REDACTED] Submitted

*** 02/19/2018 08:56:01 (GMT-08:00) Pacific Time (US & Canada) ***

Goodwill #: [REDACTED] Submitted

*** 02/19/2018 09:26:10 (GMT-08:00) Pacific Time (US & Canada) ***

Goodwill #: [REDACTED] Final Approved

Kia Motors America

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFU6A28C5	[REDACTED]	[REDACTED]	64.672
Joliet	, IL , [REDACTED]	Prod. Date: 10/06/2011	Dealer: IL074	World KIA Joliet	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** Email - External Email Received created on 02/19/2018 15:08:21 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr received email Friday 2/16

Hi Jeff,
Just following up on the check. Was it mailed?

*** Email - External Email Received created on 02/19/2018 15:08:46 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

Hi Jeff,
I sent you an email on Friday 2-16-18. I just need to know if the check went out.
Thanks,

*** Email - External Email Sent created on 02/19/2018 15:09:36 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

I do apologize as I was out of the office on Friday. I expect your check tomorrow and will send it out. Once I have confirmation, I will email it to you.

Thank you,

*** 02/20/2018 16:49:01 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [REDACTED] Submitted

*** Phone - Call - Inbound created on 02/22/2018 08:44:35 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr sent check this date: [REDACTED]

*** 02/22/2018 11:21:35 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [REDACTED] Final Approved

*** Email - External Email Received created on 02/23/2018 11:41:31 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

Hi Jeff,
It is Friday 2-23-18 and I haven't heard back from you since this last email below regarding check nor did I receive the check in the mail.
I have been very patient and even let A LOT of things slide. If I don't hear back from you by next week Wednesday I will be done going back and forth and just have to go ahead and file a small claims court case against Kia. This will be my last email regarding this matter.

*** Email - External Email Sent created on 02/23/2018 11:43:55 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

Hi [REDACTED]

Kia Motors America
Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFU6A28C	[REDACTED]	[REDACTED]	64.672
Joliet	, IL , [REDACTED]	Prod. Date: 10/06/2011	Dealer: IL074	World KIA Joliet	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

I do apologize and it appears the package was delivered today and left at the front door(FedEx tracking [REDACTED]
[REDACTED] Please email me once you get home and let me know if you didn't receive it.

Thank you,

*** 03/05/2018 08:27:46 (GMT-08:00) Pacific Time (US & Canada) ***

Closed with Resolution Code : Goodwill Issued

[Resolution Summary]

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNAFU6A25C5	██████████	██████████	68.330
Dayton	, OH, ██████████	Prod. Date: 06/17/2011	Dealer: OH029 Matt Castrucci KIA		

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Start Operation

Case History

Dealer :Matt Castrucci Kia
Technician :Bernard Crawford
Service Manager :John Andrasik
Dealer Phone :9374397459
DPSM :Steve Widzinski
Vehicle Model :FORTE KOUP
Model Year :2012
Mileage :68330
Initial comments by Technician found in TL Case # ██████████

*** Performed by contact: Bernard Crawford, 9374397459
*** This is a Request for Assistance ***

Problem Description :
No start and smoke coming from starter. found eng locked up

Diagnostics Performed :
found eng locked and starter burnt up
Please contact dealer for additional information regarding customer handling & repair status and update customer accordingly.

*** NOTES 02/04/2015 09:29 AM US Mountain Standard Time JJenkins Action Type:Dealer contact
Writer called OH029
1 Calling to follow up on veh

Svca Bob states
Contact Name: Same
Customer phone #: Same
Customer address: Same
Year/Model/Mileage of Vehicle: 2012 Forte 68330
RO# and Open Date: ██████████ open 1/22/15
Days Down at initial Service Alert report:
Repair Issue: veh not starting/smoke from starter/engine seized
ETA for completion of repairs/ completed?:
Repeat Repair (Y/N), if so, how many? no
Techline Case: ██████████
Rental Provided? If so, since when? no; request for one has been submitted
DPSM contacted by dealer? yes
Part#
Order#

Appears to be bottom end seized;
Customer only able to provide 2 oil change receipts
DPSM wants pics taken and inspection;
Found engine is free of sludge; timing chain is tight; pics taken and submitted all this to dpsm for his review
No long block or short block avail

*** PHONE LOG 02/04/2015 04:39 PM US Mountain Standard Time BHernandez Action Type:Outgoing call
Writer called customer and states:
1. Following up with concerns with vehicle
2. Advised that we are aware that vehicle is at dealership

Kia Motors America

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFU6A25C5	[REDACTED]	[REDACTED]	68.330
Dayton	, OH, [REDACTED]	Prod. Date: 06/17/2011	Dealer: OH029	Matt Castrucci	KIA

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Start Operation

3. Advised if customer had further questions or needed assistance to call

Customer states:

1. Thank you

*** NOTES 02/06/2015 02:01 PM US Mountain Standard Time JJenkins Action Type:Dealer contact

Writer called OH029

1 Calling to follow up on veh

Svca Brandon

1 PWA received; ordered long block; canceled--none exist

2 Ordered Short block

3 Part# 259Y2 2GH00R; E order; No ETA

[!<For Internal Use Only

follow up with customer and dispatch to region>!]]

*** PHONE LOG 02/09/2015 03:08 PM US Mountain Standard Time JHirshfield Action Type:Outgoing call

wtr LVM for customer

1. calling in regards to their van and the fact that it needs a new engine

2 understand there are no short or long blocks available

3 because of the down time, will be sending their case to our regional office for further handling

4 they should be in contact within 2-3 business days

*** RETURN 02/10/2015 07:32 AM Eastern Daylight Time JHollis

Not for the Southern Region

*** NOTES 02/10/2015 04:32 PM US Mountain Standard Time JHirshfield Action Type:Internal

[!<For Internal Use Only

case sent to SRCA in error

redispached to CRCA>!]]

*** PHONE LOG 02/12/2015 09:40 AM Central Daylight Time LFaith Action Type:Outgoing call

Called Cust ([REDACTED])

1. No answer, left contact info

2. Call ended

*** CASE CLOSE 02/19/2015 10:12 AM Central Daylight Time LFaith

UTC letter sent to cust

*** CASE CLOSE 03/18/2015 11:34 AM Central Daylight Time LFaith

Rcvd UTC letter- undeliverable

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

2014 FORTE KOUP_ACCIDENT
SCRIPTS_ALLEGED DEFECT
B_EXPANDED SCOPE

Accident Report

Case [REDACTED]

Report Details

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

2014 FORTE KOUP_CA
REPORTS_ALLEGED DEFECT
B_EXPANDED SCOPE

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2014 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFZ6A37E5	[REDACTED]	[REDACTED]	23.000
Springfield	MO	[REDACTED]	Prod. Date: 03/31/2014	Dealer: MO006 John Youngblood KIA	

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

Case History

*** PHONE LOG 01/14/2016 05:10 PM US Mountain Standard Time AFord

cust states

1 oil plug fell out of veh

2 oil light came on

3 pulled over veh as soon as i could the engine was on fire

4 Pat Kia in biloxi, mississippi

writer states

1 when did you get oil changed

cust states

1 11/2/15 at pat kia

writer states

1 when did incident happen

cust states

1 it happened 12/11/15

writer states

1 did you have receipt from getting service?

cust states

1 yes i do

2 call father [REDACTED]

writer states

1 will contact dlr

2 will contact dpsm

3 will be in contact in 2-3 business days

cust states

1 thank you

transferred to survey

*** PHONE LOG 01/25/2016 11:46 AM US Mountain Standard Time AFord Action Type:Outgoing call

writer LVM for cust

1 follow up

2 left phone number and ext

3 left case number

*** PHONE LOG 01/26/2016 03:02 PM US Mountain Standard Time AFord Action Type:Outgoing call

writer LVM for cust

1 follow up

2 left phone number and ext

3 left case number

4 sending case to NCA

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2014 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNAFZ6A37E	██████	██████	23.000
Springfield	MO	██████	Prod. Date: 03/31/2014	Dealer: MO006 John Youngblood	KIA

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

*** NOTES 01/26/2016 03:03 PM US Mountain Standard Time AFord Action Type:Manager review
Call to action

cust alleges engine caught fire
havent been able to get ahold of cust to get accident script
cust works till 430pm Missouri time

*** PHONE LOG 01/27/2016 09:11 AM Pacific Daylight Time GVillela Action Type:Outgoing call
Wtr LVM for █████ █████

*** PHONE LOG 02/03/2016 11:41 AM Pacific Daylight Time GVillela Action Type:Outgoing call
██████ LVM for Wtr:
1. Asked for call back

*** PHONE LOG 02/03/2016 11:43 AM Pacific Daylight Time GVillela Action Type:Outgoing call
Wtr LVM for █████ █████

*** PHONE LOG 02/12/2016 09:03 AM Pacific Daylight Time GVillela Action Type:Outgoing call
Wtr LVM for █████ █████

*** PHONE LOG 02/23/2016 09:00 AM US Mountain Standard Time JForrester Action Type:Outgoing call
Writer states:
1. Read updated case notes letting cust know that there were several attempts to contact (██████)
Cust States:
1. I am so sorry I thought Gustavo hadn't called
2. I need to give you better contact info
3. POC is █████ (██████ father) █████ cell / home █████
4. I am asking for contact from Gustavo

*** PHONE LOG 02/23/2016 11:26 AM Pacific Daylight Time GVillela Action Type:Outgoing call
Wtr spoke with █████ █████ █████ enlows father:
1. Apologized for never reaching son

██████ stated:
1. Oh its ok
2. I know my son is hard to get a hold of

Wtr stated:
1. I was trying to get pictures of vehicle from your son with the damage done to it
2. Do you or your son have any?

██████ stated;
1. I think he does
2. But It is at the dealership

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of	2014 FORTE KOUP	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFZ6A37E5	[REDACTED]	[REDACTED]	23,000
Springfield	MO	[REDACTED]	Prod. Date: 03/31/2014	Dealer: MO006 John Youngblood KIA	

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

Wtr stated;

1. Ok
2. I can give them a call and try to get the pictures from them
3. Once I get the pictures and review your case with the engineers
4. I will give you a call.

[REDACTED] stated:

1. ok great
2. Thank you

call ended

*** PHONE LOG 02/23/2016 11:29 AM Pacific Daylight Time GVillela Action Type:Outgoing call
Wtr LVM for [REDACTED] in Service department

*** PHONE LOG 02/25/2016 11:30 AM Pacific Daylight Time GVillela Action Type:Outgoing call
Wtr spoke with [REDACTED] in services:
1. Asked for pictures and estimate of repairs

[REDACTED] stated;

1. Yes I can get you that later today
2. Thank you for letting me know

call ended

*** PHONE LOG 02/29/2016 01:36 PM US Mountain Standard Time ASoto Action Type:Outgoing call
[REDACTED] (father):

1. Want an update on what is going on
- [REDACTED] is my number
2. That is the primary number to get a hold of us for this concern
3. Gustavo said he had a mtg on Friday

Writer states:

1. Can see that he requested info from dlr
2. Do you have his number

Cust states

1. Yes but I get a VM

Writer states:

1. Writer will document into case you are requesting a cb

*** PHONE LOG 03/03/2016 09:05 AM US Mountain Standard Time SLarez Action Type:Incoming call
[REDACTED] Father calling in

1. I am trying to get a hold of Gustavo

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2014 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
████████	████████	KNAFZ6A37E5	████████	████████	23.000
Springfield	MQ	████████	Prod. Date: 03/31/2014	Dealer: MO006 John Youngblood KIA	

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

2. I cannot seem to reach him

Writer states.

1. I am sorry
2. It would be best to speak to him, he is your case manager at this time.
3. Let me see if I can reach him for you.

Writer NCA and left message for Gustavo to return customers call.

Writer got back to customer

Writer states.

1. I could not get a hold of Gustavo.
2. I did leave a message for him to return your call.

Customer states.

1. Yes, I have left five messages for him, I was hoping to hear from him last week and we are almost to the end of this week.
2. Thank you for leaving him a message
3. I will wait until he calls me.

Customer thanked writer for information

*** PHONE LOG 03/03/2016 01:05 PM Pacific Daylight Time GVillela Action Type:Outgoing call

Wtr spoke with Tim ██████████

1. Advised that we are asking for more pictures from the dealer

████████ stated:

1. Ok
2. Thank you for giving me a call back

call ended

*** PHONE LOG 03/03/2016 01:05 PM Pacific Daylight Time GVillela Action Type:Outgoing call

Wtr LVM for ██████████ in Services

*** PHONE LOG 03/08/2016 08:46 AM US Mountain Standard Time JGallegos Action Type:Incoming call

wr states

1. Mr. ██████████ called and is anxious to have a phone call back
2. Just called to get a follow up

*** PHONE LOG 03/10/2016 09:32 AM Pacific Daylight Time GVillela Action Type:Outgoing call

████████ ██████████ called Wtr:

1. Asked for update

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2014 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNAFZ6A37E5	██████	██████	23.000
Springfield	MO	██████	Prod. Date: 03/31/2014	Dealer: MO006 John Youngblood KIA	

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

Wtr stated:

1. Advised that we are trying to get some more information from dealership
2. Will give you a call in about an hour with an update

██████ stated:

1. Ok
2. Thank you

Call ended

*** PHONE LOG 03/18/2016 07:01 AM Pacific Daylight Time GVillela Action Type:Outgoing call

Wtr spoke with ██████ ██████

1. Advised that we are working on the case
2. Speaking with dealerships to get this resolved

██████ stated:

1. Ok
2. Thank you for keeping me in the loop

call ended

*** PHONE LOG 03/23/2016 03:09 PM Pacific Daylight Time GVillela Action Type:Outgoing call

Wtr reviewed case with Pat Peck and Youngblood kia:

1. Pat peck not assisting customer
2. NCA will help with assisting customer

*** PHONE LOG 03/23/2016 03:22 PM Pacific Daylight Time GVillela Action Type:Outgoing call

Wtr spoke with ██████ at youngblood Kia:

- 1 ██████ clarified why the parts on the RO were needed
2. Advised ██████ to send updated RO's at warranty pricing

██████ stated;

1. I will send them tomorrow

call ended

*** PHONE LOG 03/24/2016 09:46 AM Pacific Daylight Time GVillela Action Type:Outgoing call

Wtr LVM for ██████ in Services

*** PHONE LOG 03/24/2016 01:48 PM Pacific Daylight Time GVillela Action Type:Ltr/email/fax sent

Wtr received Estimate of repairs from ██████ in services:

1. See attached

*** PHONE LOG 03/24/2016 01:51 PM Pacific Daylight Time GVillela Action Type:Ltr/email/fax sent

Wtr sent email to ██████ ██████ ██████'s father:

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of	2014 FORTE KOUP	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFZ6A37E	[REDACTED]	[REDACTED]	23,000
Springfield	MO	Prod. Date: 03/31/2014	Dealer: MO006 John Youngblood KIA		

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

1. "Hello Mr. [REDACTED]

Attached you will find the release for the repairs of Ryan's 2014 Forte Coup. Please have him sign and return back to me.

Once he has signed and returned the release to me, we can proceed with the repairs. Fax and email are listed below.

Thank you,"

see attachment

*** PHONE LOG 03/25/2016 08:17 AM Pacific Daylight Time GVillela Action Type:Outgoing call
Wtr received signed release from [REDACTED] [REDACTED]

*** PHONE LOG 03/25/2016 08:24 AM Pacific Daylight Time GVillela Action Type:Outgoing call
Wtr spoke with [REDACTED] in services:
1. Advised that Mr. [REDACTED] has signed release
2. Please move forward with repair of the vehicle
3. When could the vehicle be finished?

[REDACTED] stated:
1. Sounds good
2. I'll order the parts
3. It should be done by next friday

Wtr stated:1
. Okay
2. I'll give you a call then

call ended

*** PHONE LOG 03/25/2016 08:27 AM Pacific Daylight Time GVillela Action Type:Outgoing call
Wtr spoke with [REDACTED] [REDACTED] [REDACTED]'s father:
1. Advised that we did receive the release
2. We are moving forward with repairs
3. I will be giving you a call on friday, when the car will be finished

[REDACTED] stated:
1. Wow that fast
2. Thank you very much gus

greeted and call ended

*** NOTES 03/30/2016 07:32 AM US Mountain Standard Time JHirshfield Action Type:Dealer contact
notes from dup case [REDACTED]
Part ordered for customer vehicle has been placed into the UPER status on 2016-03-28

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2014 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
████████	████████	KNAFZ6A37E5	████████	████████	23.000
Springfield	MO	████████	Prod. Date: 03/31/2014	Dealer: MO006 John Youngblood KIA	

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

Dealer Name :JOHN YOUNGBLOOD MOTORS, INC. JOHN YOUNGBLOOD KIA

Dealer Contact name:JESSE

Dealer Phone :417 882 3838

Part No# :91420 A7041

Order No# ██████████

Order Qty# :00001

Dealer Comment: part shows no availability, it is warranty, the customer is not in a rental. uper per Gustavo villela.

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

*** PHONE LOG 03/31/2016 03:11 PM Pacific Daylight Time GVillela Action Type:Outgoing call

Wtr spoke with ██████████ (████████ father)

1.Advised that due to a part coming later than expected, it may take a few more days to get the parts

Tim stated:

1. Thats ok
2. Thanks for keeping me updated

Wtr stated:

1. If you need anything in the mean time, please let me know

call ended

*** NOTES 04/07/2016 07:39 AM Pacific Daylight Time GVillela Action Type:Dealer contact

Wtr LVM for ██████████ service advisor,

*** PHONE LOG 04/11/2016 12:15 PM Pacific Daylight Time GVillela Action Type:Outgoing call

Wtr LVM for ██████████ service advisor,

*** PHONE LOG 04/13/2016 03:35 PM Pacific Daylight Time GVillela Action Type:Outgoing call

Wtr sent GW to Nat for processing:

1. file#: ██████████

*** CASE CLOSE 05/09/2016 07:37 AM Pacific Daylight Time GVillela

No further contact required

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





Mervado 10.22

O'Reilly 2.71

Advance 11.84

Advance 9.10

T+K - 160.00

TOW - 65.00

Stath 115.00

373.87

STILL NEED TO GET
FLYWHEEL

Use Your  2%
BIG CARD REBATE
MENARDS®

MENARDS - JOLIET
2524 W. Jefferson St.
Joliet, IL 60435

KEEP YOUR RECEIPT
RETURN POLICY VARIES BY PRODUCT TYPE

Unless noted below allowable returns for
items on this receipt will be in the form
of an in store credit voucher if the
return is done after 04/28/18

If you have questions regarding the
charges on your receipt, please
email us at:
JOLIfontend@menards.com



Sale Transaction

975 LUMEN COB 25FT REEL *	
3701960	34.99
6MMX18MM FENDER WASHER Z	
2012089 3 @0.69	2.07
6MM-1.0X30MM FULLTHRBLT	
2012181 3 @0.99	2.97
10MM-1.25X70MM JIS HXFLN	
2012112 2 @2.59	5.18
TOTAL	45.21
TAX JOLIET-IL 8.75%	3.96
TOTAL SALE	49.17
US DEBIT 3344	49.17
EFT Debit	01/28/18 10:17:00
Ref# 101701281042	PRIMARY ACCT
Chip Inserted	
a0000000980840	
TC - 199363edb0480e4d	

TOTAL SAVINGS 5.00

TOTAL NUMBER OF ITEMS = 9

Now Hiring - Apply Today

THANK YOU, YOUR CASHIER, SUE

43721 03 1577 01/28/18 10:16AM 3073

O'Reilly AUTO PARTS.
PROFESSIONAL PARTS PEOPLE

2224 W JEFFERSON ST
JOLIET, IL 60435
(815) 744-1129
www.oreillyauto.com

Store hours:
Mon-Sat: 07:30 AM-10:00 PM
Sun: 09:00 AM-09:00 PM

Counter #: 438490 ANDRE H.
Date: 01/28/2018 09:19 AM Drawer: 5
Invoice #: [REDACTED]

DOR 443630BP 2.49 T1
WASHERS GR 5
LIMITED LIFETIME WARRANTY

1 Item

Sub-Total	2.49
Tax1	.22
Total	2.71
DB 3344	2.71

DB XXXXXXXXXXXX3344 Auth CD: 865169
REF# [REDACTED]

Verified by PIN

Chip Indicator: Y
AID: A0000000980840

TVR: 8080048000
TSI: 6800
IAD: 06010A03A00000
Verified by PIN

JUSTIN, Thank you for being an O'Rewards
Customer!

www.orewards.com



Thank you for Shopping at
O'Reilly Auto Parts!

We value your opinion! Enter to win \$500
cash - OREILLYCARES.COM or 800-300-5904

Enter 34000264740842. Rules at



Service is our best part.

Store # 06754
(815) 730-7428
2510 W Jefferson Street
Joliet IL 60435-643
1/28/2018 9:37:32 REG 03
Cashier: Ricardo N.

ITEM	QTY	PRICE	TOTAL
AIR FILTER-CLASSIC 1 EA 15790198			
A35779	1	\$10.89	\$10.89
2012 Kia Forte			
You saved \$2.00			
Sub Total			\$10.89
T1 Tax @ 8.7500%			\$0.95
Total			\$11.84

Transaction 8811
\$11.84 PURCHASE @ 8:38 AM
Visa *****3344 CHIP READ
AUTH 817057 Approved REF 875403881101
ENV CARD 1 MERCH 314282 TERM 00000003
Issuer TC A98917C78DE2EC05
ONLINE PIN VERIFIED for AID A0000000980840

GET UP TO \$20 OFF YOUR NEXT PURCHASE!

Retail customers, join Speed Perks Rewards today. Spend \$100 get \$20 off your next purchase of \$50 or more. Spend \$30 get \$5 off your next purchase of \$20 or more. Easy to join. Text 'SPEED' to 78260 or go online. Details at www.speedperks.com/terms

Your advertised savings today!



Service is our best part.

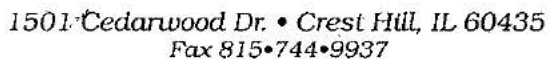
Store # 06754
(815) 730-7428
2510 W Jefferson Street
Joliet IL 60435-643
1/28/2018 9:30:23 REG 03
Cashier: Ricardo N.

ITEM	QTY	PRICE	TOTAL
FLAT WASHER 1/4 1 EA AT 22141903			
766010N	1	\$2.79	\$2.79
1 YR REPLACEMENT IF DEFECTIVE			
WASHER SPLT LCK 1/4 1 EA 10022385			
765010N	1	\$2.79	\$2.79
LIMITED LIFETIME REPLACEMENT			
BOLT M6-1.0X12MM 1 EA A 22146121			
780212N	1	\$2.79	\$2.79
1 YR REPLACEMENT IF DEFECTIVE			
Sub Total			\$8.37
T1 Tax @ 8.7500%			\$0.73
Total			\$9.10

Transaction 8808
\$8.10 PURCHASE @ 9:31 AM
Visa *****3344 CHIP READ
AUTH 751228 Approved REF 875403880801
ENV CARD 1 MERCH 314282 TERM 00000003
Issuer TC E3A8AF1C2FA3F528
ONLINE PIN VERIFIED for AID A0000000980840

GET UP TO \$20 OFF YOUR NEXT PURCHASE!

Retail customers, join Speed Perks Rewards today. Spend \$100 get \$20 off your next purchase of \$50 or more. Spend \$30 get \$5 off your next purchase of \$20 or more. Easy to join. Text 'SPEED' to 78260 or go online. Details at www.speedperks.com/terms



YEAR

18

CUST. NAME	[REDACTED]	
ADDRESS	[REDACTED]	
CITY	LORET	IL
PHONE	C- [REDACTED]	
☐ Check ☒ Cash	☐ MCVISA # _____ ☐ AM EX	

50% DEPOSIT REQUIRED ON ALL JOBS. ALL SALES FINAL ON USED EQUIPMENT. NOT RESPONSIBLE FOR ITEMS LEFT IN CAR OR CARS LEFT OUTSIDE OF BUILDING. NO REFUNDS ON INSTALLED EQUIPMENT, LAYAWAYS, LABOR, DEPOSITS, SPECIAL ORDERS. AUTOMATIC 20% RESTOCKING FEE ON ALL MERCHANDISE. RETURNS UP TO 7 DAYS OR OPENED MERCHANDISE. RETURNS UP TO 7 DAYS.

ALL CLAIMS AND RETURNED ITEMS
MUST BE ACCOMPANIED BY THIS
BILL/RECEIPT.

J-M PRINTERS, INC. 815/727-4758 7/04

MATERIAL: ALL PARTS NEW UNLESS SPECIFIED: U-USED, R-REBUILT, RC-RECONDITIONED

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:
 UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE,
 INCLUDING A COMPLETION DATE, IF MY FINAL BILL WILL EXCEED \$100. (\$50 in MD)

I DO NOT REQUIRE A WRITTEN PROMISE AS LONG AS THE DEMAND COSTS DO NOT EXCEED

You are entitled by law to the return of all parts replaced, except those for which there is a core charge, unless you agree otherwise by initialing the following: _____ I do not desire the return of any of the parts that are replaced during the authorized repairs.

COLLINS ST. AUTO PARTS CO. INC.
868 COLLINS STREET
JOLIET IL 60432
815-726-7381

COLLINS ST. AUTO PARTS CO., INC
868 Collins St.
Joliet, Ill 60432

815-726-7381
NO PARTS ACCEPTED FOR RETURNS AFTER 10 DAYS
ALL CLAIMS MUST BE ACCOMPANIED BY THIS BILL
20% HANDLING CHARGE ON ALL RETURNS

Merchant ID: 2626
Term #: 0001

Store #: 4327
Ref #: 0005

Sale

XXXXXXXXXX3344
VISA

Entry Method: Chip

Total: \$ 197.02

01/27/18 13:09:11
Inv #: 000005 Appr Code: 940049
Transaction ID: 388027689518173
Apprvd: Online Batch#: 000011

VISA DEBIT
RID: A0000000031010
TSI: 6800
IVR: 0000000000

Customer Copy
THANK YOU!

CUST# CASH
PO#

INVOICE: 01-27-18 12:09P

BY AA AA MECH: HO

Line	Part Number	Description	Qty	List	Cost	Extension	Tax
VEHICLE: 12 KIA FORTE 4-1998 2.0L DOHC							
1	25009	REMAN STARTER	25.00	194.23	90.00	115.00	Y
2			0.00	0.00	0.00	0.00	
Units Misc Freight Labor Misc			25.00	337.60	0.00	181.17	15.85
			Core	List	Non-Taxable	Taxable	Total Tax

XXXXXXXXXXXX3344

Page 1 of 1

Pay This Amount
197.02

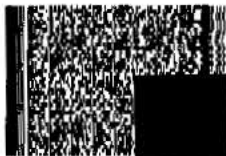
URNS ON ELECTRICAL PARTS NO RETURNS ON ANY ITEMS AFTER
15 NO RETURNS ON ANY SPECIAL ORDER PARTS

Received By: _____



96-0356A R07/16 azdot.gov

PHOENIX AZ



ARIZONA VEHICLE REGISTRATION

Print Date/Time
03/05/2017 11:52

Carry In Vehicle At All Times

Expiration Date
02/28/2018

Vehicle Identification Number
KNAFU6A28C

Record Number
Plate Number

Unit Number
Year / Make 2012 KIA
Body Style CP
First Registered 03/2012
List Price 018200
Fuel Type G
Category A
Weight (GVW)
County MARICOPA
Registration Type FUL

Veh Lic Tax	\$130.03
Registration	\$8.25
Air Quality	\$1.50
Postage/Handling	\$0.47
Penalty	\$8.00

TOTAL \$148.25

205-55-16 a+y2
36160-26200RV
18 hour

next starter
P662 \$113.00
\$285.00
\$510.00

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R. O. NO. EMP. NO.	TIME	OFF JAN 5 12 45
		244		ON JAN 5 11 00
STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R. O. NO. EMP. NO.	TIME	OFF JAN 5 14 04
3.5		244		ON JAN 5 12 45

Assisted Kia rep to tear down possible damage

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R. O. NO. EMP. NO.	TIME	OFF DEC 5 22 06
6		334		ON DEC 5 22 58

FTS INSPECTION 01/05/18
FAULTY STARTER, CHECKED WIRING FROM RRB TO STARTER
TO ALT-NPF. CHECKED BATT - 0.0V. CHECKED ECM &
STARTER RELAY - NPF. NO CHASSIS DAMAGE, NO BODY DAMAGE
CHECKED INTERIOR OF VEH. HAS ALARM BOX / REMOTE START.
BATT IS AFTERMARKET. ENG CAN BE TURNED BY HAND. NO
NO ENGINE DAMAGE. CHECKED FLY WHEEL, HAS TEETH STR
STARTER BURNED TO STARTER SOLENOID. STARTER IS OK
ENG HAS PROPER OIL LEVEL.

18 hours \$ 515.00

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME
3.5		224	JAN 5 12 45
			JAN 5 11 00
STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME
3.5		224	JAN 5 14 04
			JAN 5 12 45

Assisted Kia rep to tear down possible damage

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME
6		334	Dec 15 22 56
			Dec 15 22 53

ETS INSPECTION 01/05/18
 FAULTY STARTER, CHECKED WIRING FROM RRB TO STARTER
 TO ALT-NPF. CHECKED BATT - 0.0V. CHECKED ECM &
 STARTER RELAY - NPF. NO CHASSIS DAMAGE, NO BODY DAMAGE
 CHECKED INTERIOR OF VEH. HAS ALARM BOX / REMOTE START.
 BATT IS AFTERMARKET. EN4 CAN BE TURNED BY HAND. NO LEAKS
 NO ENGINE DAMAGE. CHECKED FLY WHEEL, HAS TEETH STRIPPED
 STARTER BURNT TO STARTER SOLENOID. STARTER IS OPM.
 EN4 HAS PROPER OIL LEVEL.

ETS CENTRAL REGION

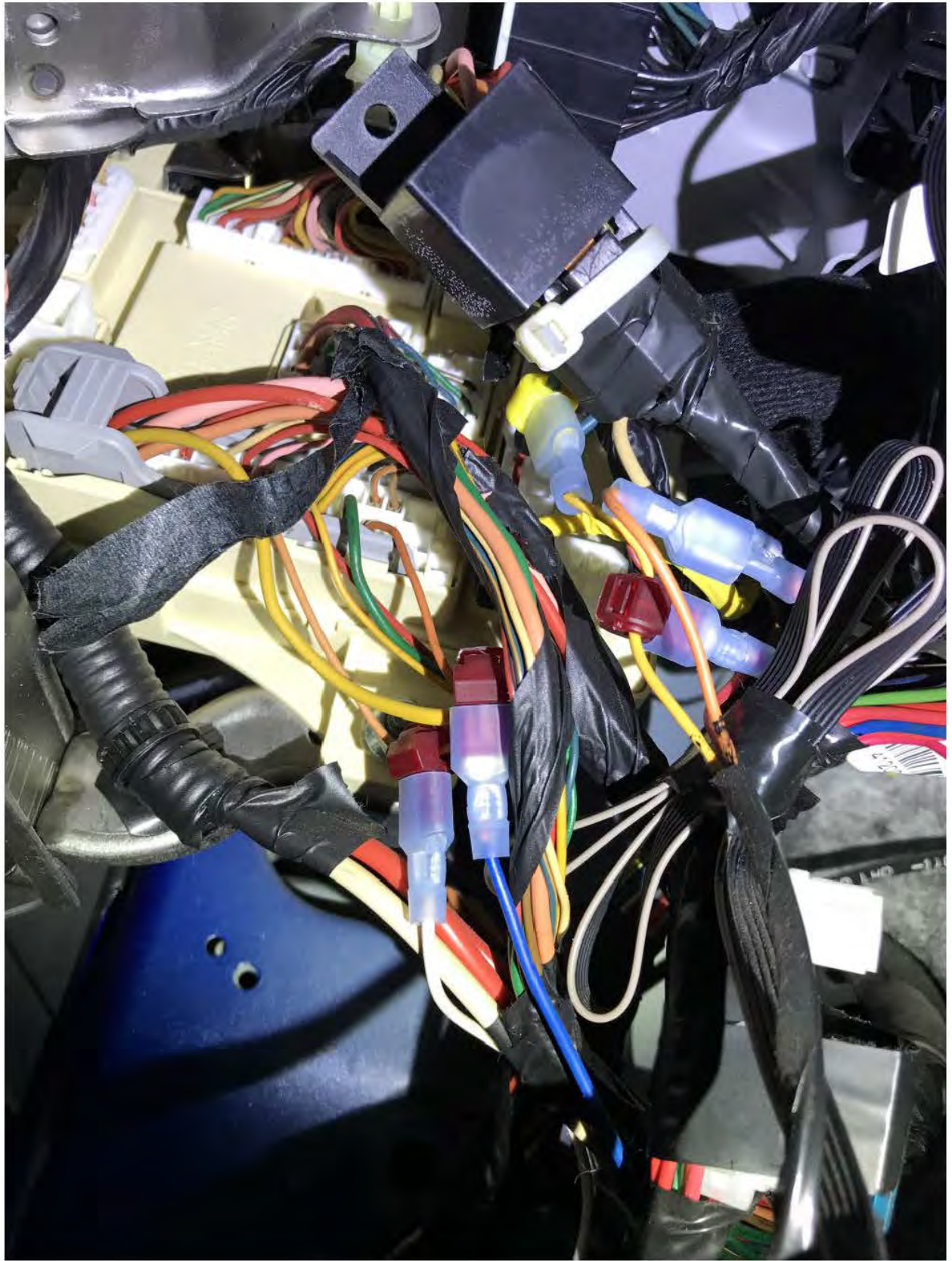




















PASS
1109
2

110900078743600151
WARRANTY VOID IF LABEL REMOVED

FCC ID : H5QR52

11



Duralast



Return used batteries to
AutoZone for proper recycling

Part
Number

121R-DL

Cold Cranking
Amps

600

Cranking Amps
at 32° F

750

Reserve
Capacity

100

DISTRIBUTED BY BEST PARTS, INC., MEMPHIS, TN 38103

PROPOSITION 65 WARNING
Battery posts, terminals, and related
accessories contain lead and lead
compounds, chemicals known to the
State of California to cause cancer and
reproductive harm. Batteries also
contain other chemicals known to the
State of California to cause cancer.
Wash hands after handling.



7 21112 77347 6

7 21112 77347 6

DANGER / POISON

**SHIELD
EYES**
**EXPLOSIVE
GASES**
CAN CAUSE BLINDNESS
OR INJURY

**NO
SPARKS
FLAMES
SMOKING**

SULFURIC ACID
CAN CAUSE
BLINDNESS OR
SEVERE BURNS

KEEP OUT OF THE REACH OF CHILDREN
DO NOT TIP. KEEP VENT CAPS TIGHT AND LEVEL.

**FLUSH EYES IMMEDIATELY
WITH WATER. GET
MEDICAL HELP FAST.**

**CAUTION: FOR SAFE JUMP STARTING,
FOLLOW INSTRUCTIONS IN VEHICLE
OWNERS MANUAL. IF NOT AVAILABLE,
SEEK SERVICE ASSISTANCE.**











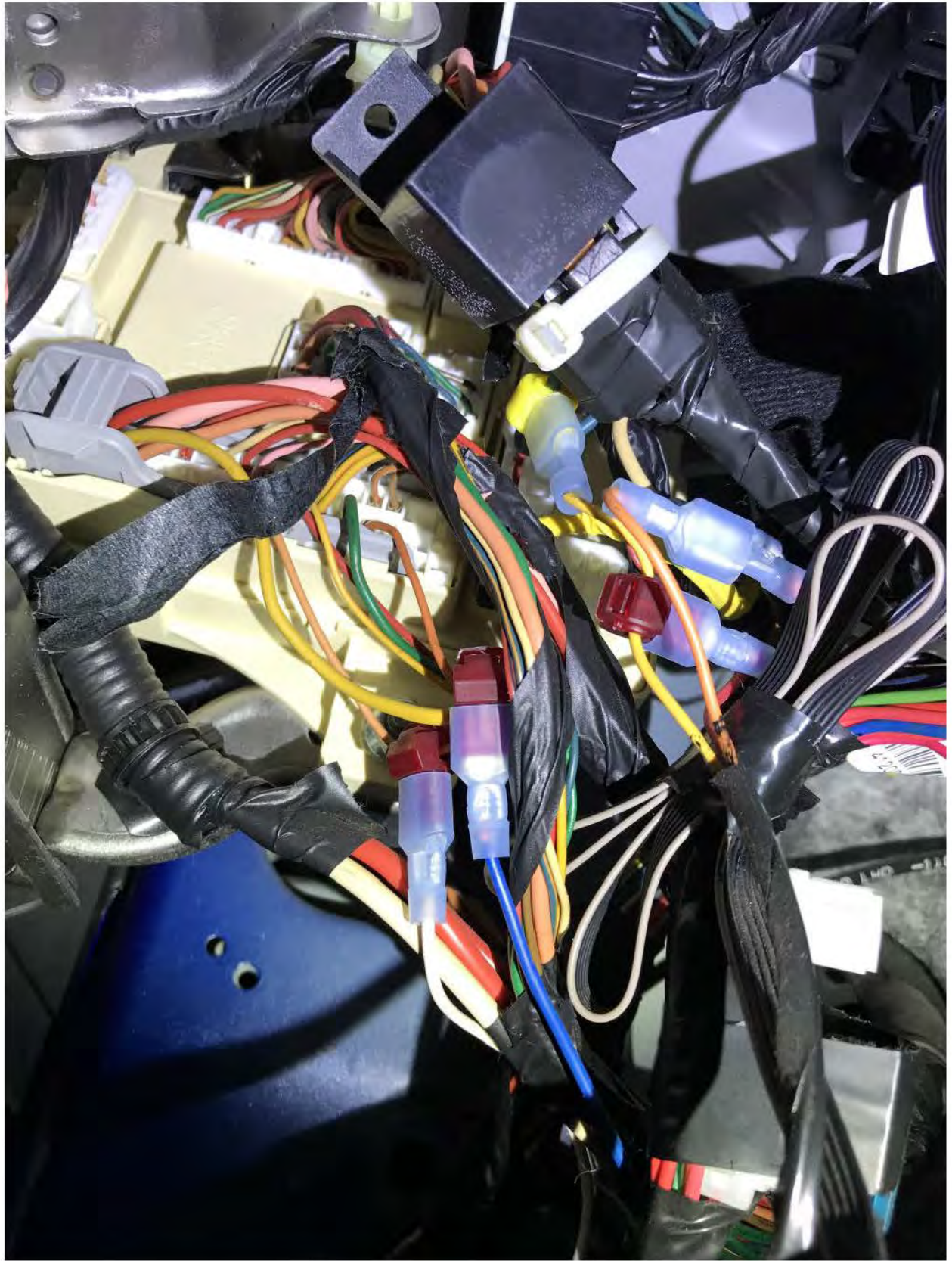
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WARRANTY VOID IF LABEL REMOVED

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FACE PAGE

RENTAL AGREEMENT

DEALER INFORMATION		
Name World Kia		
Address 2525 W JEFFERSON ST		
City JOLIET	State IL	Zip 60435
Phone (815) 725-2575		

CUSTOMER VEHICLE INFORMATION	
License No.	State
VIN	
Year/Make/Model/Color	

RENTAL VEHICLE INFORMATION			
Date and Time OUT	12/16/2017	03:30 PM	
Date and Time IN	01/16/2018	01:56 PM	
Date and Time DUE IN	12/17/2017	04:00 PM	
Vehicle VIN	3KPFK4A77JE [REDACTED]		
Vehicle Description	2018 KIA FORTE		
License No.	State		
Mileage IN	2957	FUEL	
Mileage OUT	688	OUT	IN
Miles Driven	2269	F X 3/4	X 3/4
Miles Allowed	0	1/2	1/2
Chargeable Miles	0	1/4	1/4
		E	E

RATES DO NOT INCLUDE FUEL		RENTAL CHARGES	
MILES: _____ @ _____ \$			
DAYS: 31 @ \$ 35.00		1085.00	
TOTAL TIME AND MILEAGE CHARGES →			
TAXABLE FUEL GAL. @ \$ 0.00			
VEH. LIC. COST REC. FEE			
TAXABLE SUB-TOTAL →			
TAX @ _____ %			
NON-TAXABLE FUEL GAL. @ \$			
VEH. LIC. COST REC. FEE			
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER			
SUB-TOTAL			
ESTIMATED TOTAL CHARGES →		1085.00	
METHOD OF PAYMENT		REFUNDED	
☐ CHECK ☐ AMEX		\$	
/ EXPIRES ☐ MC			
# ☐ VISA		CUSTOMER INITIALS	
☐ CARD VERIFIED		X	

CUSTOMER INFORMATION			
RO#	Unit#	RA#	
[REDACTED]	4762	196	
Customer			
Home Address			
City	State	Zip	
JOLIET	IL	[REDACTED]	
Driver's License No.	State	Expires	
[REDACTED]	IL	10/27/2018	
Birth	Telephone		
[REDACTED]	[REDACTED]		
Additional Driver's Name		Birth Date	
NONE			
Driver's License No.		State	Expires
Additional Driver's Name		Birth Date	
NONE			
Driver's License No.		State	Expires
CUSTOMER INSURANCE INFORMATION			
Insurer		Agent	
METROPOLITAN CASUALTY INS.			
Policy No.	Expiration Date	Telephone	
[REDACTED]	11/30/2018		

DAMAGE DESCRIPTION	
Initials	Condition Out:
	Condition In:
☐	PERMISSION TO TOW TRAILER WITH LOAD CAPACITY IN EXCESS OF 2,000 POUNDS; NOT TO EXCEED MANUFACTURER'S WEIGHT SPECIFICATIONS.

Any daily rate is based on a 24-hour period. The time the rental begins is noted on this Agreement.

You are required to return the Vehicle with at least the same amount of fuel as when rented. If you do not return the Vehicle with at least the same amount of fuel; you will pay us a refueling fee of \$ _____ plus fuel @ \$ 0.00 per gallon.

If this is a loan of the Vehicle, Your personal auto insurance policy is primary for damage to the Vehicle. Your responsibility may be limited to the deductible amount on that insurance policy.

By signing below, you: agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate payment card voucher in your name for all Charges, including Tolls and Violations and to release your billing/rental information to third parties for billing/processing and other legitimate purposes; permit us to reserve against your payment card the amount noted in the Charges column; agree that binding consideration exists, as further described in Section 2 of the Terms and Conditions of this Agreement; agree that we may contact you about this rental by calling or texting you (including by pre-recorded/artificial voice or automatic dialing system) at the mobile telephone number you provided above; and authorize us to adjust your payment card account to reflect changes in amounts due or overpaid as a result of our final audit. ALL CHARGES SUBJECT TO FINAL AUDIT.

Customer

Illinois Rental Agreement Terms and Conditions ("Terms and Conditions")

1. **Definitions. "Agreement"** means all terms and conditions found on the "Face Page" and in these Terms and Conditions. **"You"** or **"your"** means the person identified as the Customer on the Face Page, each person signing this Agreement, every Authorized Driver and each person or organization to whom charges are billed by us at its or the Customer's direction. You are jointly and severally bound by this Agreement. **"We," "us"** or **"our"** means the independent automobile dealer or its affiliate named elsewhere in this Agreement. **"Vehicle"** means the automobile or truck identified in this Agreement and each vehicle we substitute for it, and all its tires, tools, accessories, equipment, keys and documents. The Vehicle may be a temporary substitute for a Customer-owned or Customer-leased vehicle that you have given us the opportunity to service or repair (**"Service Replacement Vehicle"**). **"Authorized Driver"** means: (a) the Customer and the Customer's spouse; (b) additional drivers listed by us in this Agreement; (c) if the Customer is a business entity, Customer employees who are permissible drivers on the business entity's auto insurance policy; (d) a licensed driver driving the Vehicle to a medical or police facility during an emergency; and (e) the Customer's employer, employee, or coworker who is engaged in a common business activity with the Customer. Authorized Drivers are the only persons permitted to drive the Vehicle. Each Authorized Driver must possess a valid driver's license. If the Vehicle is a Service Replacement Vehicle, and the Customer is the title owner of that vehicle, then the Customer and the Customer's spouse must be at least age 18. All other Authorized Drivers must be at least age 21. **"Loss of Use"** means the loss of our ability to use the Vehicle for any purpose due to damage to it or loss of it during this rental, including uses other than for rental, such as display for rent, display for sale, opportunity to upgrade, opportunity to sell, or transportation of employees. **"Daily Vehicle Rate"** means the daily time and mileage fee that we typically charge for vehicles of the same type as the Vehicle. **"Charges"** means the fees and charges that are incurred under this Agreement. **"Vehicle License Cost Recovery Fee"** means our good faith estimate of the average daily cost of our actual total annual motor vehicle licensing, titling, registration, and inspection costs. **"Rental Period"** means the period between the time you take possession of the Vehicle until the Vehicle is either returned to or recovered by us and checked in by us.

2. **Rental; Consideration; Indemnity and Warranties.** This is a contract for rental of the Vehicle offered to you. Your signature on the Face Page is acceptance of this offer and acknowledgment that binding consideration exists, as follows: our opportunity to service or repair a vehicle you left with us; financial benefits we receive from others for the service/repair work; financial benefits we receive from others to obtain and use this Vehicle as a Service Replacement Vehicle; a fee you pay us; and/or the rights and obligations of this Agreement. We may repossess the Vehicle at your expense without notice to you if the Vehicle is abandoned or used in violation of law or this Agreement. You agree to indemnify us, defend us and hold us harmless from all claims, liability, costs and attorney fees we incur resulting from or arising out of this Agreement or your use of the Vehicle. **We make no warranties, express, implied or apparent, regarding the Vehicle, no warranty of merchantability and no warranty that the Vehicle is fit for a particular purpose.**

3. **Inspection; Condition and Return of Vehicle.** You must return the Vehicle to our office on the date and time specified on the Face Page with at least as much fuel as when rented, unless we offer, and you purchase, pre-paid fuel. You will check and maintain Vehicle fluid levels. You may extend the Rental Period for up to 1 week if you obtain our consent before the date due, and we may require you to return the Vehicle to our rental office for inspection. The total Rental Period may not exceed 30 days under any circumstances. The Vehicle must be returned in the same condition that you received it except for ordinary wear. If the Vehicle is returned after closing hours, you remain responsible for all damage to or loss of it until we inspect it on reopening for business, and all Charges may continue to accrue. You must obtain our prior written approval before servicing the Vehicle or replacing parts or accessories. You grant us, our agents, assigns and each person with a financial interest in the Vehicle the right to inspect the Vehicle during this rental.

4. **Responsibility for Damage or Loss; Reporting to Police.** Regardless of fault, you are responsible for theft or loss of the Vehicle and all damage to it, including damage caused by collision, weather, road conditions, acts of nature, theft, and vandalism. Your responsibility includes: (a) all physical damage to the Vehicle measured as follows: (i) if we determine that the Vehicle is a total loss, the fair market value of the Vehicle; (ii) if we determine that the Vehicle is repairable: the reasonable estimated retail value or actual cost of repair; (b) Loss of Use, which shall be measured by multiplying the Daily Vehicle Rate by the actual or estimated number of days from the date the Vehicle is damaged until it is replaced or repaired, which you agree represents a reasonable estimate of Loss of Use damages and not a penalty. Loss of Use shall be payable regardless of fleet utilization; (c) a reasonable administrative fee; (d) towing, storage, and impound charges and other reasonable incidental and consequential damages; and (e) all costs associated with our enforcement of this Agreement or collection of Charges, including attorneys' fees, collection fees, and costs whether or not litigation is commenced. You are responsible for replacing missing equipment and Vehicle documents and keys. You must report all Vehicle accidents or incidents of theft and vandalism to us and the police upon discovery. You must report all accidents or incidents of theft and vandalism to us and the police as soon as you discover them. If the Vehicle's MSRP is \$50,000 or less: until June 1, 2016, your responsibility for loss or damage due to causes other than theft will not exceed \$17,000. Beginning June 1, 2016, and annually each June 1 thereafter, the maximum amount we may recover from you for damage to the Vehicle increases by \$500 above the maximum recovery allowed immediately prior to June 1 of that year. You are responsible for loss due to theft of the Vehicle up to a maximum of \$2,000, unless you fail to exercise ordinary care while in possession of the Vehicle, or unless you committed, or aided in, the theft of the Vehicle, in which cases you are liable up to the Vehicle's fair market value. If the Vehicle's MSRP is over \$50,000: Beginning on October 1, 2015, your responsibility for loss or theft of or damage to the Vehicle will not exceed \$40,000. Beginning on October 1, 2016, the maximum amount that we may recover will increase by \$2,500 on October 1st of each year. Beginning on October 1, 2020, the maximum amount that we may recover will increase by \$1,000 on October 1st of each year.

5. **Prohibited Uses.** The following uses of the Vehicle are prohibited and constitute material breaches of this Agreement. The Vehicle shall not be used: (a) by anyone who is not an Authorized Driver or not licensed to drive, or by anyone whose driving license is suspended; (b) by anyone under the influence of alcohol, prescription or non-prescription drugs; (c) by anyone who obtained the Vehicle or extended the Rental Period by giving us false, fraudulent or misleading information; (d) for an illegal purpose or in the commission of a crime; (e) to carry persons or property for hire; (f) to tow an object in excess of the 2,000 pounds, unless specifically approved by notation on the Face Page, or to push anything; (g) in a race or speed contest; (h) to teach anyone to drive; (i) outside the United States or Canada, or outside the geographic area described elsewhere in this Agreement, if any; (j) on an unpaved surface; (k) when the odometer has been tampered with or disconnected; (l) when it is reasonable to expect you to know that further operation of the Vehicle would damage it; (m) if applicable, by anyone who lacks experience driving a vehicle with manual transmission; (n) to transport an animal (other than a service animal); (o) to carry more passengers than the number of existing seatbelts; or (p) by anyone sending or reading an electronic message, including text (SMS) messages or emails, while operating the Vehicle. Smoking is prohibited in the Vehicle. **PROHIBITED USE OF THE VEHICLE VIOLATES THIS AGREEMENT AND VOIDS ALL LIABILITY AND OTHER INSURANCE COVERAGE (WHERE PERMITTED BY LAW).**

6. **Insurance.** You are responsible for all damage or loss you cause to others. You agree to maintain automobile insurance during the term of this rental agreement which provides to the owner, to us, and to you, the following primary coverage: (a) Bodily injury ("BI") and property damage ("PD") liability coverage; (b) Personal injury protection ("PIP"), no-fault, or similar coverage where required; (c) Uninsured/underinsured ("UM"/"UIM") coverage where required, and (d) Comprehensive and collision damage coverage extending to the Vehicle. Your insurance coverage will provide at least the minimum limits of coverage required by the financial responsibility laws of the state where the loss occurs. **Where permitted by law, by signing this Agreement, you reject UM, UIM, and supplemental no-fault or PIP coverages.** Where we are required to provide such coverage, you hereby select the minimum limits required by law. Because you are providing auto insurance, we are not. In states where the law requires us to provide insurance, your insurance will be primary. Any insurance we are required to provide applies only to claims of accidental BI and PD resulting from the use of the auto, and is excess to any other valid and collectible insurance whether primary, secondary, excess or contingent. Our insurance policy contains exclusions, conditions, and limitations applicable to anyone claiming coverage. You agree to cooperate with our insurer if any claim is made, and give us immediate notice of damage, claim, or lawsuit against you. Our insurance applies only in the United States and Canada. Engaging in a Prohibited Use described in paragraph 5 or any other material breach of this Agreement will void any insurance coverage.

7. **Charges.** You permit us to reserve against your payment card at the time of rental a reasonable amount in addition to the estimated total charges. **We may use the reserve to pay all Charges. We will authorize the release of any excess reserve upon the completion of your rental. Your payment card issuer's rules will apply to your credit line or account being credited for the excess, which may not be immediately released by your card issuer.** You will pay us all Charges, including: (a) taxes and surcharges; (b) a return check fee if you pay us with a check returned unpaid; (c) all expenses we incur recovering the Vehicle if it is not returned to the renting location on the date and time promised; (d) all costs we incur collecting payment from you or otherwise enforcing our rights under this Agreement; (e) a late fee on all Charges that are not paid when due; (f) a reasonable fee not to exceed \$350 to clean the Vehicle if it is returned substantially less clean than when rented; (g) fuel and a refueling fee if you return the Vehicle with less fuel than when rented; (h) applicable time and mileage fee; (i) a mileage charge based on our experience if the odometer is tampered with; (j) towing, storage charges, Tolls, Violations, forfeitures, court costs, penalties and all other costs we incur resulting from your use of the Vehicle; (k) a reasonable fee of up to \$500 if you lose the keys or toll transponder to the Vehicle; and (l) a late fee if you do not return the Vehicle as specified on the Face Page. **All Charges are subject to our final audit.**

8. **Responsibility for Tolls, Traffic Violations, and Other Charges.** You are liable for all tolls ("Tolls"), traffic violations, parking citations, fines for toll evasion, and other fines, fees, and penalties (each a "Violation") assessed against you, us or the Vehicle during the Rental Period. If we are notified that we may be responsible for payment of a Toll or Violation, you will pay us or a processing firm (**"Processor"**) of our choosing an administrative fee of up to \$50 for each such notification. You authorize us to release your rental and payment card information to a Processor for processing and billing purposes. If we or the Processor pay a Toll or Violation, you authorize us or the Processor to charge all payments, service fees and administrative fees to the payment card you used in connection with this rental.

9. **Personal Information; Telematic Devices; Communications.** You agree that we may disclose personally identifiable information about you to applicable law enforcement agencies or to our affiliates or third parties in connection with our enforcement of our rights under this Agreement and for other legitimate business purposes. **The Vehicle may be equipped with global positioning satellite technology or another telematics system, and/or an event data recorder. Your use of this Vehicle may be remotely monitored by us or on behalf of us through such systems. This remote monitoring may include collection of Vehicle data, such as: location, odometer, oil life, fuel level, tire pressure, battery state of charge, diagnostic trouble codes, and other elements we may deem necessary. You should have no expectation of privacy related to your use of this Vehicle. The Vehicle also may be equipped with devices that permit you to pair your own mobile devices, and which may download your personal contacts, communications, location or other digital data. You should delete all personal information from the Vehicle's systems before returning it.** To service your account or recover amounts you owe, you agree that we or our assignee may contact you by calling or sending text messages or emails to any email address or telephone number you provide us, including wireless telephone numbers, which could result in additional charges to you. You represent that you are either the owner or primary user of the number(s) and email address you provided. Methods of contact may include pre-recorded/artificial voice messages and/or use of an automatic dialing device. You may revoke your consent at any time by contacting us in writing at the address on the Face Page.

10. **Miscellaneous.** No term of this Agreement can be waived or modified except by a writing that we have signed or on a form that we provide. This Agreement constitutes the entire agreement between you and us. All prior representations and agreements between you and us regarding the use of the Vehicle are void. Our waiver of a breach of this Agreement, our acceptance of payment from you, or our failure, refusal or neglect to exercise our rights under this Agreement does not constitute a waiver of another provision of this Agreement. You waive all recourse against us for criminal prosecutions we take against you for breach of this Agreement. You release us, our agents, and our employees from all claims for loss of or damage to personal property that was left with us or carried in the Vehicle. If you fail to claim property left in the Vehicle for more than 30 days, we may dispose of that property in a manner we choose. **Unless prohibited by law, you release us from all liability for consequential, special or punitive damages in connection with this transaction or the reservation or use of a vehicle.** If a provision of this Agreement is deemed void the remaining provisions are valid and enforceable.

