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

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

FORTE KOUP

[redacted]

Allstate. You're in good hands.
Roanoke National Subrogation Claim Cntr
3800 ELECTRIC ROAD, SUITE 301
ROANOKE VA 24018

RECEIVED
OCT 19 2012
CONSUMER AFFAIRS

[redacted]
KIA Motors America
PO BOX 52410
IRVINE CA 926192410

October 12, 2012

INSURED: [redacted]
DATE OF LOSS: July 04, 2012
CLAIM NUMBER: [redacted]

PHONE NUMBER: [redacted]
FAX NUMBER: --
OFFICE HOURS: Mon - Fri 8:00 am - 7:00 pm

Dear Kia Motors America,

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

Complete description of the incident: This loss occurred in Norwalk, CT. The vehicle was purchased October 2011. On the date of loss our insured had parked the vehicle at 12:30 am and was woken up by the police and fire dept around 1:40 am letting her know the vehicle was on fire. Our expert Dick Morris of Remco inspected the vehicle and found that the focal point of the fire was at the front where the driver's side headlight would have been. He notes the potential of a manufacturer issue with the wiring harnesses under the vehicle, and recommends further destructive inspection with Kia to remove the skid plates to fully investigate and determine the exact cause of the fire. Please let me know if Kia wants to send someone to participate in this further destructive inspection or if our expert needs to do it by himself.

Our statement of defect: Strict Liability
Location of evidence: Copart, 138 Christian Lane, New Britain, CT 06051. 860-666-1183, lot # [redacted]
Manufacturer: Kia
Model: Forte
Year: 2010
VIN: KNAFU6A22A5[redacted]
Loss Amount: $17,109.92

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

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

Sincerely,

[redacted]

[redacted] [redacted]

DAVID LAUGHLIN

DAVID LAUGHLIN
800-776-2615 Ext. 7132
Allstate Fire and Casualty Insurance Company

NEXTGEN

Financials > Search Financial Log > Financial Log >

Payment Summary

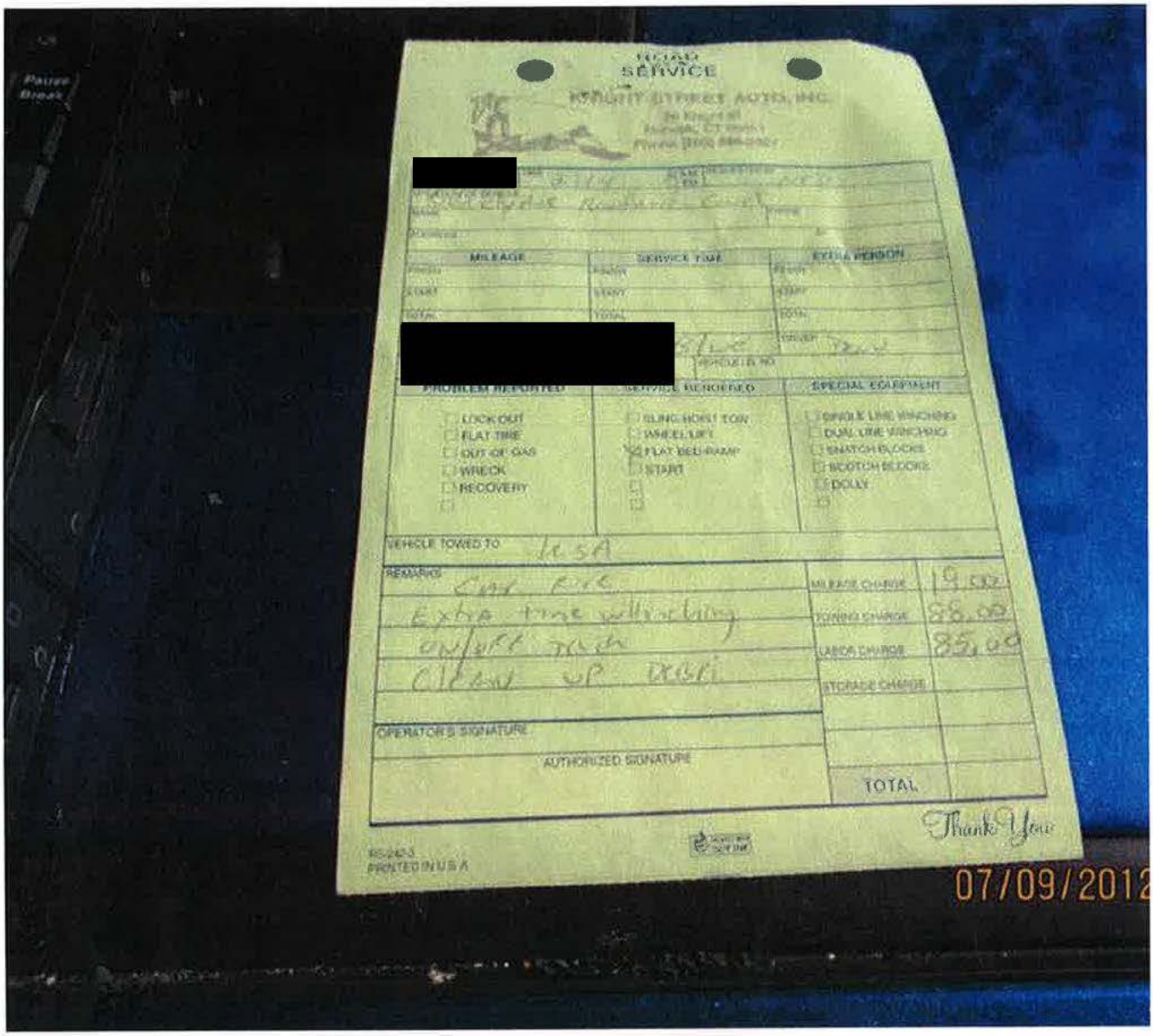
EFT/Check #:	[redacted]			Cashed Date:	7/19/2012
Payee:	KNIGHT STREET AUTO INC				
Mail To:	KNIGHT STREET AUTO INC 26 KNIGHT ST, NORWALK, CT 06851-4707 US			Payment Amount:	204.19 USD
In Payment For:	Loss on 7/4/2012.				
Invoice Date:		Invoice #:		Invoice Amount:	
Payment Method:	Next Gen FCP	Dates From:		To:	
Issued By:	CHRISTOPHER DAVID	Issue Date:	7/9/2012	Company:	Allstate Fire and Casua...

Additional Comments:

Check Stub Wording: **In payment for Comprehensive -Full Glass Coverage for Date of Loss 7/4/2012.**

Payment Type	Method of Settlement	Transaction Reason	Svc. Benefit Type	Billed Amount	Amount To Pay
Claim #: [redacted]		Insured: [redacted]			
GISELE SALGADO/Comprehensive -Full Glass Coverage					
Loss Payment	Field	Fire	Services		204.19 USD

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



19.00
88.00
85.00
12.19 tax
$ 204.19

NEXTGEN

Financials > Search Financial Log > Financial Log >

Payment Summary

EFT/Check #:	[redacted]			Cashed Date:	7/18/2012
Payee:	[redacted]				
Mail To:	[redacted] NORWALK, CT [redacted] US			Payment Amount:	687.99 USD
In Payment For:	Loss on [redacted]				
Invoice Date:		Invoice #:		Invoice Amount:	
Payment Method:	Next Gen FCP	Dates From:		To:	
Issued By:	NYLA VARGAS	Issue Date:	7/13/2012	Company:	Allstate Fire and Casua...

Additional Comments:

Check Stub Wording: **In payment for Comprehensive -Full Glass Coverage for Date of Loss** [redacted]

Payment Type	Method of Settlement	Transaction Reason	Svc. Benefit Type	Billed Amount	Amount To Pay
Claim #: [redacted]		Insured: [redacted]			
GISELE SALGADO/Comprehensive -Full Glass Coverage					
Loss Payment	Total Loss	Fire	Damages		687.99 USD

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

NEXTGEN

Financials > Search Financial Log > Financial Log >

Payment Summary

EFT/Check #:	[redacted]			Cashed Date:	7/19/2012
Payee:	ALLY FINANCIAL				
Mail To:	ALLY FINANCIAL PO BOX 78234, PHOENIX, AZ 85062-8252 US			Payment Amount:	16,217.74 USD
In Payment For:	Loss on [redacted]				
Invoice Date:		Invoice #:		Invoice Amount:	
Payment Method:	Next Gen FCP	Dates From:		To:	
Issued By:	NYLA VARGAS	Issue Date:	7/12/2012	Company:	Allstate Fire and Casua...

Additional Comments:

Check Stub Wording: **In payment for Comprehensive -Full Glass Coverage for Date of Loss** [redacted]

Payment Type	Method of Settlement	Transaction Reason	Svc. Benefit Type	Billed Amount	Amount To Pay
Claim #: [redacted]		Insured: [redacted]			
GISELE SALGADO/Comprehensive -Full Glass Coverage					
Loss Payment	Total Loss	Fire	Damages		16,217.74 USD

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

Autosource Valuation

Administrative Data — 2010 Kia Forte Koup EX 2D Coupe

Christophe David
Allstate Insurance Company
Connecticut Auto MCO Branch
74 Batterson Park Road
Farmington CT 06032

Claimant
Insured
Claim [redacted]
Loss Date 07/04/2012
Loss Type Comp/Fire
Policy [redacted]
Other

Primary Impact 16
Total Loss yes
Estimate Amount 24380.02
Inspection City Norwalk
Inspection State CT

VINSOURCE Analysis — 2010 Kia Forte Koup EX 2D Coupe

VIN KNAFU6A22A5[redacted]
Decodes as 2010 Kia Forte Koup EX 2D Coupe
Accuracy Decodes Correctly
History No activity was reported

NICB Report — 2010 Kia Forte Koup EX 2D Coupe

No NICB/ISO Activity

Reported Phone Number Analysis — 2010 Kia Forte Koup EX 2D Coupe

No Vehicles Advertised at (401) 347-6092

Valuation Summary — 2010 Kia Forte Koup EX 2D Coupe

	See N.A.D.A Value Section	See Valuation Detail Section	Autosource/ N.A.D.A.
	N.A.D.A. Retail	**Autosource**	**Average**
Base Price	$15,800	$15,078	$15,439
Engine			
Transmission			
Odometer	275	-425	-75
Equipment	500	590	545
Value Before Adjustments	**$16,575**	**$15,243**	**$15,909**
Value Before Condition Adjs.		**$15,243**	**$15,909**
Suggested Total Condition Adjs. (See Detail)		-55	-55
Total Condition Adjusted Mkt Val		**$15,188**	**$15,854**

[redacted]

General Sales Tax 6.350%	1,006.73
Title Fee	45.00
Transfer Fee	0.00
Deductible	-0.00
Net Adjusted Value	16,905.73
Salvage/Other	-

Vehicle Valuation Detail — 2010 Kia Forte Koup EX 2D Coupe

	Typical Vehicle	Loss Vehicle	Adjustment
City/State	Norwalk, CT	Norwalk, CT	
Price	$15,078		$15,078
Description			
Year	2010	2010	
Make	Kia	Kia	
Model	Forte Koup	Forte Koup	
Edition	EX	EX	
Door	2D	2D	
Body	Coupe	Coupe	
Drive	2WD	2WD	
Engine	4 Cylinder 2.0 Engine	4 Cylinder 2.0 Engine	0
Transmission	4 Speed Automatic	4 Speed Automatic	0
Color	Not Applicable	CORSA BLUE MET	
Odometer	27,440 Mi(Typical)	34,000 Mi(Actual)	-425
Equipment			
Convenience Options		Automatic Dimming Mirror	110
	Auto Headlamp Control	Auto Headlamp Control	
	Air Conditioning	Air Conditioning	
	Strg Wheel Radio Control	Strg Wheel Radio Control	
	Rem Trunk-L/Gate Release	Rem Trunk-L/Gate Release	
	Cruise Control	Cruise Control	
	Heated W/S Wiper Washers	Heated W/S Wiper Washers	
	Rear Window Defroster	Rear Window Defroster	
	Daytime Running Lights	Daytime Running Lights	
	Floor Mats	Floor Mats	
	Tilt Steering Wheel	Tilt Steering Wheel	
	Tire Pressure Monitor	Tire Pressure Monitor	
	Mud/Splash Guards	Mud/Splash Guards	
Other Optional Equipment		Electronic Compass	0
	Head Airbags	Head Airbags	
	Halogen Headlights	Halogen Headlights	
	Center Console	Center Console	
	Intermittent Wipers	Intermittent Wipers	
	Keyless Entry System	Keyless Entry System	
	Lighted Entry System	Lighted Entry System	
	Anti-Lock Brakes	Anti-Lock Brakes	
	Overhead Console	Overhead Console	

[redacted]

	Typical Vehicle	Loss Vehicle	Adjustment
	Side Airbags	Side Airbags	
	Stability Cntrl Suspensn	Stability Cntrl Suspensn	
	Fog Lights	Fog Lights	
	Tinted Glass	Tinted Glass	
	Traction Control System	Traction Control System	
	Tachometer	Tachometer	
	Dual Airbags	Dual Airbags	
Power Accessories	Power Brakes	Power Brakes	
	Heated Power Mirrors	Heated Power Mirrors	
	Power Windows	Power Windows	
	Power Steering	Power Steering	
	Power Door Locks	Power Door Locks	
Radio/Phone/Alarm Options	MP3 Player	MP3 Player	
	AM/FM CD Player	AM/FM CD Player	
Roof Options		Power Sunroof	435
Seat Options	Velour/Cloth Seats	Velour/Cloth Seats	
	Split Folding Rear Seat	Split Folding Rear Seat	
	Bucket Seats	Bucket Seats	
Wheel Options	Aluminum/Alloy Wheels	Aluminum/Alloy Wheels	
Packages	Bluetooth Connectivity	Bluetooth Connectivity	
		HomeLink Univ. Transmit.	45
		Autosource Value Before Condition Adjustments	15,243
		Total Condition Adjustments (See Condition Adjustment Detail)	-55
		Total Condition Adjusted Market Value	**$15,188**

Vehicle Salvage Title Summary — 2010 Kia Forte Koup EX 2D Coupe

No Branded title history found for this VIN.

Processed on 07/09/12 7:05 AM. Title History is powered by Experian AutoCheck. The Experian data contained in this report involves the conveyance of information provided to Experian by other sources. Accordingly, neither Experian nor Audatex can, or will, be an insurer or guarantor of the accuracy or reliability of the Experian data.

Powered by AutoCheck A part of Experian

Condition Adjustment detail — 2010 Kia Forte Koup EX 2D Coupe

	Typical Vehicle	Loss Vehicle	Adjustment
INTERIOR			
Seats	Good	Good	
Carpets	Good	Good	
Int Trim	Good	Good	
Glass	Good	Good	
Headliner	Good	Good	
EXTERIOR			
Body	Good	Good	
Paint	Good	Good	
Ext Trim	Good	Minor Damage	-55
MECHANICAL			
Engine	Well Maintained	Well Maintained	

[redacted]

	Typical Vehicle	Loss Vehicle	Adjustment
Transmission	Well Maintained	Well Maintained	
TIRES			
Front Tires	Good	Good	
Rear Tires	Good	Good	

Total Condition Adjustments	$ -55
Prior Damage	$0
Condition Adjustment	$ -55
Net Condition Adjustment	$ -55

Valuation Notes — 2010 Kia Forte Koup EX 2D Coupe

- **Adjustments of Special Note**
  - A mileage adjustment of 6.50 cents per mile/kilometer has been applied. This adjustment is based on the vehicle year, vehicle category, and market area. Mileage adjustments are rounded to the nearest five dollars. Mileage adjustments are capped at 40% of the vehicle's starting value.
  - No special adjustments were made for this vehicle.
- **Information provided by Allstate Insurance Company**
  - Loss vehicle description was provided by Allstate Insurance Company
  - All values are in U.S. dollars.
- **Autosource Valuation Process**
  - Over 3,800,000 vehicles are entered weekly into the database used for researching this value. This database includes dealer inspected, dealer inventory, dealer advertised, phone verified and advertised private party vehicles.
  - The originating search area for this valuation was Norwalk, Connecticut.
  - The value of the Package adjustments displayed include only those items that cannot be purchased individually. Other equipment items included in the package that can be purchased separately are adjusted with the vehicle equipment, and these adjustments are noted by the applicable options.
- **Other Adjustments or Comments**
  - The tax was calculated based on a date of loss of 07/04/2012 using zip [redacted] in NORWALK, Fairfield County, Connecticut. The city may vary from search area to reflect correct tax location.
- **Conditioning Notes**
  - **INTERIOR**
    - **Seats**: slight soiling to front and rear seats removable with detail
    - **Carpets**: front and rear carpets are in clean condition.
    - **Int Trim**: No obvious damage to interior trim panels.
    - **Glass**: left as typical due to windshield melted from fire.
    - **Headliner**: headliner good prior to fire.
  - **EXTERIOR**
    - **Body**: No visible damage body panels.
    - **Paint**: no obvious damage to paint. very slight swirl marks on roof and deck lid.
    - **Ext Trim**: 2" scuff to right center of rear bumper cover.
  - **MECHANICAL**
    - **Engine**: left as typical due to engine melted from fire.
    - **Transmission**: left as typical due to damage to fire.
  - **TIRES**
    - **Front Tires**: rf-9/32 lf- melted
    - **Rear Tires**: rr-8/32 lr-9/32

REPRESENTATIVE VEHICLES — 2010 Kia Forte Koup EX 2D Coupe

The Autosource database contains inspected dealer inventories, dealer advertisements, phone verified vehicles, and private party advertisements from thousands of sources including automotive publications, newspapers and Web sites. Autosource uses vehicles comparable in year, make and model within the specified market area, expanding as necessary, to determine the loss

[redacted]

vehicle's local market value. This valuation includes a representative sample of the vehicles used to calculate the typical starting price.

The market search originated from Zip Code [redacted] as determined by the vehicle owner's principally garaged area. Autosource located 39, 2010 Kia Forte Koup vehicles which were used to determine the typical vehicle price. Adjustments have been made to the comparable vehicles for value differences in vehicle description as indicated in the "Veh Adj" field. The sum of the 39 comparable vehicles is $619,003 for an average price of $15,872.

The asking or actual sale price is displayed for each vehicle. If a vehicle has been sold, the sold price is displayed with an (S) indicator. The selling price may be substantially less than the asking price. In the case of this 2010 Kia Forte Koup, the difference between the asking price and selling price is generally 5%. This selling price adjustment has been applied to the typical price. Additional adjustments have been made to the typical vehicle price taking into consideration the loss vehicle's mileage, equipment and condition. All adjustments are vehicle specific and reflect driving habits and condition for the vehicle's market. A mileage adjustment of 6.50 cents per mile has been applied.

Taking into consideration the vehicle specifics, the fair market value is $15,854.

1

Vehicle	2010 Kia Forte Koup EX 2WD 2D Coupe			Phone	[redacted]
City	Bridgeport	State	CT	Price	$16,600
Date	03/21/12	Distance	12mi	Veh Adj	$0
VIN		Stock		Adj Price	$16,600
Seller	Dealer	Odometer	12,600		
Source	Car Buyer's Market				

Details 4 Cylinder 2.0 Engine, Automatic Transmission, Auto Headlamp Control, Air Conditioning, Dual Airbags, Anti-Lock Brakes, Cruise Control, Center Console, Rear Window Defroster, Daytime Running Lights, Floor Mats, Fog Lights, Bucket Seats, Head Airbags, Halogen Headlights, Heated Front Seats, Heated W/S Wiper Washers, Intermittent Wipers, Keyless Entry System, Lighted Entry System, Heated Power Mirrors, MP3 Player, Mud/Splash Guards, Overhead Console, Power Brakes, Power Door Locks, Power Steering, Power Windows, AM/FM CD Player, Split Folding Rear Seat, Rem Trunk-L/Gate Release, Side Airbags, Stability Cntrl Suspensn, Leather Seats, Strg Wheel Radio Control, Tachometer, Traction Control System, Tinted Glass, Tilt Steering Wheel, Aluminum/Alloy Wheels, All Power Options, Blue Tooth Communications, Under Warranty, Will Accept Best Offer

2

Vehicle	2010 Kia Forte Koup EX 2WD 2D Coupe			Phone	[redacted]
City	Smithtown	State	NY	Price	$14,550
Date	03/18/12	Distance	20mi	Veh Adj	$0
VIN	KNAFU6A22A5[redacted]	Stock	[redacted]	Adj Price	$14,550
Seller	Smithtown Kia	Odometer	22,034		
Source	Autotrader.com				

Details 4 Speed Automatic, Bluetooth Connectivity, Anti-Lock Brakes, Air Conditioning, Auto Headlamp Control, Aluminum/Alloy Wheels, Bucket Seats, Cruise Control, AM/FM CD Player, Center Console, Dual Airbags, Rear Window Defroster, Heated Power Mirrors, Daytime Running Lights, Floor Mats, Fog Lights, Head Airbags, Halogen Headlights, Heated W/S Wiper Washers, Intermittent Wipers, Keyless Entry System, Lighted Entry System, MP3 Player, Mud/Splash Guards, Overhead Console, Power Brakes, Power Door Locks, Power Steering, Power Windows, Rem Trunk-L/Gate Release, Side Airbags, Stability Cntrl Suspensn, Split Folding Rear Seat, Strg Wheel Radio Control, Tachometer, Traction Control System, Tinted Glass, Tire Pressure Monitor, Tilt Steering Wheel, Velour/Cloth Seats, 2ND ROW BENCH

3

Vehicle	2010 Kia Forte Koup EX 2WD 2D Coupe			Phone	[redacted]
City	Hicksville	State	NY	Price	$14,487
Date	04/29/12	Distance	24mi	Veh Adj	$0
VIN	KNAFU6A20A5[redacted]	Stock	[redacted]	Adj Price	$14,487
Seller	Autoworld Kia	Odometer	10,371		
Source	Autotrader.com				

Details 4 Speed Automatic, Bluetooth Connectivity, Anti-Lock Brakes, Air Conditioning, Auto Headlamp Control, Aluminum/Alloy Wheels, Bucket Seats, Cruise Control, AM/FM CD Player, Center Console, Dual Airbags, Rear Window Defroster, Heated Power Mirrors, Daytime Running Lights, Floor Mats, Fog Lights, Head Airbags, Halogen Headlights, Heated W/S Wiper Washers, Intermittent Wipers, Keyless Entry System, Lighted Entry System, MP3 Player, Mud/Splash Guards, Overhead Console, Power Brakes, Power Door Locks, Power Steering, Power

[redacted]

4 Windows, Rem Trunk-L/Gate Release, Side Airbags, Stability Cntrl Suspensn, Split Folding Rear Seat, Strg Wheel Radio Control, Tachometer, Traction Control System, Tinted Glass, Tire Pressure Monitor, Tilt Steering Wheel, Velour/Cloth Seats, Safety Certification, Under Warranty

Vehicle 2010 Kia Forte Koup EX 2WD 2D Coupe — Phone [redacted]
City Hicksville — State NY — Price $15,500
Date 06/10/12 — Distance 24mi — Veh Adj $0
VIN KNAFU6A21A5[redacted] — Stock [redacted] — Adj Price $15,500
Seller Autoworld Kia — Odometer 22,407
Source Autotrader.com

Details 4 Cylinder 2.0 Engine, Automatic Transmission, Auto Headlamp Control, Air Conditioning, Dual Airbags, Anti-Lock Brakes, Cruise Control, Center Console, Rear Window Defroster, Daytime Running Lights, Floor Mats, Fog Lights, Bucket Seats, Head Airbags, Halogen Headlights, Heated W/S Wiper Washers, Intermittent Wipers, Keyless Entry System, Lighted Entry System, Heated Power Mirrors, MP3 Player, Mud/Splash Guards, Overhead Console, Power Brakes, Power Door Locks, Power Steering, Power Windows, AM/FM CD Player, Split Folding Rear Seat, Rem Trunk-L/Gate Release, Side Airbags, Stability Cntrl Suspensn, Velour/Cloth Seats, Strg Wheel Radio Control, Tachometer, Traction Control System, Tinted Glass, Tilt Steering Wheel, Aluminum/Alloy Wheels, Safety Certification, Under Warranty

5

Vehicle 2010 Kia Forte Koup EX 2WD 2D Coupe — Phone [redacted]
City Baldwin — State NY — Price $13,997
Date 07/01/12 — Distance 32mi — Veh Adj $0
VIN KNAFU6A28A5[redacted] — Stock [redacted] — Adj Price $13,997
Seller Hassel BMW — Odometer 29,576
Source Autotrader.com

Details 4 Cylinder 2.0 Engine, Manual Transmission, Auto Headlamp Control, Air Conditioning, Dual Airbags, Anti-Lock Brakes, Cruise Control, Center Console, Rear Window Defroster, Daytime Running Lights, Floor Mats, Fog Lights, Bucket Seats, Head Airbags, Halogen Headlights, Heated W/S Wiper Washers, Intermittent Wipers, Keyless Entry System, Lighted Entry System, Heated Power Mirrors, MP3 Player, Mud/Splash Guards, Overhead Console, Power Brakes, Power Door Locks, Power Steering, Power Windows, AM/FM CD Player, Split Folding Rear Seat, Rem Trunk-L/Gate Release, Side Airbags, Stability Cntrl Suspensn, Velour/Cloth Seats, Strg Wheel Radio Control, Tachometer, Traction Control System, Tinted Glass, Tilt Steering Wheel, Aluminum/Alloy Wheels

6

Vehicle 2010 Kia Forte Koup EX 2WD 2D Coupe — Phone [redacted]
City Waterbury — State CT — Price $15,673
Date 03/11/12 — Distance 36mi — Veh Adj $0
VIN KNAFU6A28A5[redacted] — Stock [redacted] — Adj Price $15,673
Seller Loehmann Blasius Chevrolet Cad — Odometer 20,876
Source Autotrader.com

Details 4 Cylinder 2.0 Engine, 5 Speed Transmission, Auto Headlamp Control, Air Conditioning, Dual Airbags, Anti-Lock Brakes, Cruise Control, Center Console, Rear Window Defroster, Daytime Running Lights, Floor Mats, Fog Lights, Bucket Seats, Head Airbags, Halogen Headlights, Heated W/S Wiper Washers, Intermittent Wipers, Keyless Entry System, Lighted Entry System, Heated Power Mirrors, MP3 Player, Mud/Splash Guards, Overhead Console, Power Brakes, Power Door Locks, Power Steering, Power Windows, AM/FM CD Player, Split Folding Rear Seat, Rem Trunk-L/Gate Release, Side Airbags, Stability Cntrl Suspensn, Velour/Cloth Seats, Strg Wheel Radio Control, Tachometer, Traction Control System, Tinted Glass, Tilt Steering Wheel, Aluminum/Alloy Wheels

7

Vehicle 2010 Kia Forte Koup EX 2WD 2D Coupe — Phone [redacted]
City Watertown — State CT — Price $13,977
Date 07/01/12 — Distance 37mi — Veh Adj $0
VIN KNAFU6A22A5[redacted] — Stock [redacted] — Adj Price $13,977
Seller Shaker's Kia — Odometer 23,672
Source Autotrader.com

Details 4 Cylinder 2.0 Engine, 5 Speed Transmission, Auto Headlamp Control, Air Conditioning, Dual Airbags, Anti-Lock Brakes, Cruise Control, Center Console, Rear Window Defroster, Daytime Running Lights, Floor Mats, Fog Lights, Bucket Seats, Head Airbags, Halogen Headlights, Heated W/S Wiper Washers, Intermittent Wipers, Keyless Entry

[redacted]

8 System, Lighted Entry System, Heated Power Mirrors, MP3 Player, Mud/Splash Guards, Overhead Console, Power Brakes, Power Door Locks, Power Steering, Power Windows, AM/FM CD Player, Split Folding Rear Seat, Rem Trunk-L/Gate Release, Side Airbags, Stability Cntrl Suspensn, Velour/Cloth Seats, Strg Wheel Radio Control, Tachometer, Traction Control System, Tinted Glass, Tilt Steering Wheel, Aluminum/Alloy Wheels

Vehicle 2010 Kia Forte Koup EX 2WD 2D Coupe Phone [redacted]
City Fair Lawn State NJ Price $12,486
Date 06/28/12 Distance 39mi Veh Adj $0
VIN KNAFU6A20A5[redacted] Stock [redacted] Adj Price $12,486
Seller Jack Daniels Motors Odometer 20,221
Source Dealer Specialties
Details 4 Speed Automatic, Bluetooth Connectivity, Anti-Lock Brakes, Air Conditioning, Auto Headlamp Control, Aluminum/Alloy Wheels, Bucket Seats, Cruise Control, AM/FM CD Player, Center Console, Dual Airbags, Rear Window Defroster, Heated Power Mirrors, Daytime Running Lights, Floor Mats, Fog Lights, Head Airbags, Halogen Headlights, Heated W/S Wiper Washers, Intermittent Wipers, Keyless Entry System, Lighted Entry System, MP3 Player, Mud/Splash Guards, Overhead Console, Power Brakes, Power Door Locks, Power Steering, Power Windows, Rem Trunk-L/Gate Release, Side Airbags, Stability Cntrl Suspensn, Split Folding Rear Seat, Strg Wheel Radio Control, Tachometer, Traction Control System, Tinted Glass, Tire Pressure Monitor, Tilt Steering Wheel, Velour/Cloth Seats, Signal Mirrors

9

Vehicle 2010 Kia Forte Koup EX 2WD 2D Coupe Phone [redacted]
City Passaic State NJ Price $15,990
Date 06/30/12 Distance 41mi Veh Adj $0
VIN KNAFU6A25A5[redacted] Stock [redacted] Adj Price $15,990
Seller Fette Ford Kia Infiniti Odometer 14,650
Source Dealer Specialties
Details 4 Speed Automatic, Bluetooth Connectivity, Anti-Lock Brakes, Air Conditioning, Auto Headlamp Control, Aluminum/Alloy Wheels, Bucket Seats, Cruise Control, AM/FM CD Player, Center Console, Dual Airbags, Rear Window Defroster, Heated Power Mirrors, Daytime Running Lights, Floor Mats, Fog Lights, Head Airbags, Halogen Headlights, Heated W/S Wiper Washers, Intermittent Wipers, Keyless Entry System, Lighted Entry System, MP3 Player, Mud/Splash Guards, Overhead Console, Power Brakes, Power Door Locks, Power Steering, Power Windows, Rem Trunk-L/Gate Release, Side Airbags, Stability Cntrl Suspensn, Split Folding Rear Seat, Strg Wheel Radio Control, Tachometer, Traction Control System, Tinted Glass, Tire Pressure Monitor, Tilt Steering Wheel, Velour/Cloth Seats, fuel injected, Signal Mirrors

10

Vehicle 2010 Kia Forte Koup EX 2WD 2D Coupe Phone [redacted]
City Denton State NY Price $14,999
Date 04/03/12 Distance 56mi Veh Adj $0
VIN KNAFU6A28A5[redacted] Stock [redacted] Adj Price $14,999
Seller Nissan Kia Of Middletown Odometer 36,685
Source Cars.com
Details 4 Speed Automatic, Bluetooth Connectivity, Anti-Lock Brakes, Air Conditioning, Auto Headlamp Control, Aluminum/Alloy Wheels, Bucket Seats, Cruise Control, AM/FM CD Player, Center Console, Dual Airbags, Rear Window Defroster, Heated Power Mirrors, Daytime Running Lights, Floor Mats, Fog Lights, Head Airbags, Halogen Headlights, Heated W/S Wiper Washers, Intermittent Wipers, Keyless Entry System, Lighted Entry System, MP3 Player, Mud/Splash Guards, Overhead Console, Power Brakes, Power Door Locks, Power Steering, Power Windows, Rem Trunk-L/Gate Release, Side Airbags, Stability Cntrl Suspensn, Split Folding Rear Seat, Strg Wheel Radio Control, Tachometer, Traction Control System, Tinted Glass, Tire Pressure Monitor, Tilt Steering Wheel, Velour/Cloth Seats, Autostick, fuel injected, Signal Mirrors

Original Equipment Guide — 2010 Kia Forte Koup EX 2D Coupe

Engine Options		Transmission Options	
* 4 Cylinder 2.0 Engine	STD	5 Speed Manual	STD
		* 4 Speed Automatic	$1,000
Other Optional Equipment		**Convenience Options**	
* Anti-Lock Brakes	STD	* Air Conditioning	STD

[redacted]

*	Center Console	STD	*	Automatic Dimming Mirror	$180
*	Dual Airbags	STD	*	Auto Headlamp Control	STD
*	Electronic Compass		*	Cruise Control	STD
*	Fog Lights	STD		Cargo/Trunk Net	$40
*	Head Airbags	STD	*	Rear Window Defroster	STD
*	Halogen Headlights	STD	*	Daytime Running Lights	STD
*	Intermittent Wipers	STD	*	Floor Mats	STD
*	Keyless Entry System	STD	*	Heated W/S Wiper Washers	STD
*	Lighted Entry System	STD	*	Mud/Splash Guards	STD
	Leather Shift Knob		*	Rem Trunk-L/Gate Release	STD
	Leather Steering Wheel		*	Strg Wheel Radio Control	STD
*	Overhead Console	STD	*	Tire Pressure Monitor	STD
	Remote Starter	$295	*	Tilt Steering Wheel	STD
*	Side Airbags	STD		**Power Accessories**	
*	Stability Cntrl Suspensn	STD	*	Heated Power Mirrors	STD
*	Tachometer	STD	*	Power Brakes	STD
*	Traction Control System	STD	*	Power Door Locks	STD
*	Tinted Glass	STD	*	Power Steering	STD
	Wheel Locks	$45	*	Power Windows	STD
	Seat Options			**Radio/Phone/Alarm Options**	
*	Bucket Seats	STD	*	AM/FM CD Player	STD
	Heated Front Seats		*	MP3 Player	STD
	Leather Seats			**Roof Options**	
*	Split Folding Rear Seat	STD	*	Power Sunroof	$700
*	Velour/Cloth Seats	STD		**Wheel Options**	
			*	Aluminum/Alloy Wheels	STD

Option Packages

*	Bluetooth Connectivity	STD	Includes Bluetooth Hands-Free System
*	HomeLink Univ. Transmit.	$250	Includes Automatic Dimming Mirror, Electronic Compass
	Leather Package	$1,000	Includes Heated Front Seats, Leather Shift Knob, Leather Steering Wheel, Leather Seats

Base retail price	$17,290
Loss Vehicle manufacturer's suggested retail price as reported	**$19,420**

Editions available for the same body style (in order of original cost, increasing): *EX, SX

* Indicates loss vehicle equipment.

N.A.D.A. Value **2010 Kia Forte Koup EX 2D Coupe**

**N.A.D.A. Vehicle Description: 2010 KIA Forte-4 Cyl. Coupe 2D EX

N.A.D.A. values are as of July, 2012 from the Eastern Edition.

Base Value	**$15,800**
Mechanical	
Engine	**$0**
Transmission	**$0**
Equipment	
Aluminum/Alloy Wheels	Included
Cruise Control	Included

[redacted]

Power Door Locks	Included
Power Sunroof	500
Power Windows	Included
Equipment Subtotal	**$500**
Mileage: 34,000 Mi	**$275**
Adjusted Total	**$16,575**

These current N.A.D.A. values are furnished under license from NADASC. All values Copyright © NADASC 2012.

The values in the N.A.D.A. guide assume a vehicle in clean condition. Appropriate deductions should be made to put a vehicle in salable condition.

Special Note on Older Vehicles: N.A.D.A.'s editors believe that most optional equipment has little or no value on older vehicles. This is especially true of options that cost relatively little to begin with and which deteriorate with age or use.

Recall Bulletins — 2010 Kia Forte Koup EX 2D Coupe

No recall bulletins have been issued that apply to this vehicle

Salvage Valuation — 2010 Kia Forte Koup EX 2D Coupe

Vehicle Data

Inspection Location	Norwalk, CT
Autosource Market Value	$15,854
Repair Estimate	$24,380
Total Loss Percentage	153.78%
Point of Impact	Total Burn

Salvage Value

Predicted Salvage Value	$2,537

Salvage Summary

ACV	$15,854
Less Salvage Valuation	$2,537
Maximum Economical Repair Limit	$13,317
Repair Estimate	$24,380

This salvage value was provided by Copart on July 9, 2012.

Salvage Value is derived from data provided to Audatex by Copart. Since the Salvage Value is a prediction of gross salvage return, there is no guarantee that the salvage vehicle will be sold for the predicted value. Neither Copart nor Audatex can, or will, be an insurer or guarantor of the accuracy or reliability of the Copart data.

The above information is provided as a tool to assist the insurance company in determining whether a vehicle is economically repairable. The determination of whether a motor vehicle is a total loss is solely the responsibility of the insurance company.

Vehicle Locator Service — 2010 Kia Forte Koup EX 2D Coupe

After your claim is settled, Autosource provides free assistance in locating your next vehicle. Your request can be submitted online 24hrs. per day at http://www.support.audatex.us. Under Additional Services click the Autosource Vehicle Locator Service Form link to complete the VLS form. Or you can call us Monday through Friday, between 8:00 AM and 5:00 PM, Pacific time at (800)351-3133, ext 7428. Our specialists will work with you to find a new or used vehicle in your area.

[redacted]

Loss Vehicle Valuation — 2010 Kia Forte Koup EX 2D Coupe

Autosource has been chosen by **Allstate Insurance Company** to assist in establishing a fair and reasonable market value for your vehicle. We are proud to offer you the most current and comprehensive automotive valuations available today.

Your vehicle was inspected and/or described to Autosource by a trained representative of Allstate Insurance Company. Autosource has evaluated all aspects of your vehicle provided by Allstate Insurance Company as well as those features identified by the Vehicle Identification Number (VIN) or known to be standard equipment for your vehicle.

The market value of your vehicle is determined by comparing it to other vehicles in your area of similar make, model, equipment, mileage and condition that have been offered for sale or sold. The sources for this comparison include new and used car dealers, newspapers, traders, specialty journals and the Internet. Our exclusive Dealer Access program provides us with electronic inventories from thousands of affiliated dealers in North America.

Each week, over **3,800,000 vehicles** are listed from these sources, representing over 100,000 dealerships and 3400 publications, making our database the largest in the industry. We utilize the industry's largest electronic network and leading edge technology to provide you with the most current inspected, surveyed or advertised market data. We will find the closest vehicle matches in the area nearest your home.

About Your Valuation — 2010 Kia Forte Koup EX 2D Coupe

This report contains proprietary information of Audatex and shall not be disclosed to any third party (other than the insured or claimant) without Audatex's prior written consent. If you are the insured or claimant and have questions regarding the description of your vehicle, please contact the insurance company that is handling your claim. Information within VINsource/NICB is provided solely to identify potential duplicative claims activity. User agrees to use such information solely for lawful purposes.

Tax rates contained herein are based on general sales tax data provided by Vertex Inc. Excise, use, registration, licensing and other taxes and fees that may be applicable are not included. Audatex makes no representations or warranties concerning the applicability or accuracy of such tax data.

Report Generated by Audatex, a Solera Company

US Pat. No 7912740B2

© 2012 Audatex North America, Inc. All Rights Reserved.

[redacted]

Norwalk Police Department

One Monroe Street, Norwalk CT 06854
(203) 854-3000

CASE/INCIDENT REPORT

SUPPLEMENTARY ☐

Report #: [redacted]

CFS NO.	DAY	INCIDENT DATE	TIME	DATE OF RPT	TIME OF RPT	TYPE OF INCIDENT	INCIDENT CD	INVESTIGATING OFFICER	BADGE NO
[redacted]	4	[redacted] Thru [redacted]	01:29	[redacted]	02:26	FD-CAR FIRE	F003	Patrol Officer Vetare, David N.	V006

DIVISION	DIVISION NO.	REFERENCE DIVISION	REFERENCE DIVISION NO.	CASE X-REFERENCE	UNIT ID	TYPIST	DATE TYPED	TIME TYPED
					A3A	DVETARE	07/04/2012	02:26

STREET NO.	STREET NAME AND TYPE	APARTMENT NO / LOCATION	INTERSECTING STREET NAME AND TYPE	STATUS	TOWN CD
[redacted]	[redacted]				103

STATUS CODE C=COMPLAINANT V=VICTIM A=ARRESTEE J=JUVENILE H=OTHER M=MISSING W=WITNESS O=OFFENDER D=DRIVER S=SUSPECT P=POLICE OFFICER T=TOT

STATUS	NAME	SEX	RACE	D.O.B.	TELEPHONE	ADDRESS	OP STATE & NO.
H	[redacted]	F	W	[redacted]		[redacted]	CT

VEHICLE

YEAR	STATE	REGISTRATION	MAKE	MODEL	COLOR	VIN/SERIAL NO.	INSURANCE COMPANY	POLICY NUMBER
2010	CT	[redacted]	Kia	Forte4dr	Blu	KNAFU6A22A5[redacted]		

I responded to the area of building [redacted] on a reported car fire. Upon arrival, I observed a blue vehicle bearing CT registration,287 ZDD, fully engulfed on fire. Fire Dept extinguished the fire in a few minutes. Entire vehicle suffered damage. Knight Street Auto arrived with a wrecker to remove vehicle from the [redacted] parking lot. Fire Dept reports not suspicious.

[redacted]

OFFICER SIGNATURE	SUPERVISOR SIGNATURE	SUBSCRIBED &SWORN BEFORE ME: NOTARY_____
Vetare, David N.		THIS_____DAY OF _____ YR._____

REMCo.

Fire Investigations

<Specializing in Marine and Vehicle Fires>

Richard E. Morris

9 Haigh Avenue, Niantic, Connecticut 06357 > Phone 860-739-7137 e-mail remq53@yahoo.com

PERSONAL AND CONFIDENTIAL

Vehicle Fire Investigation

Prepared
For
Mark Worsman
Senior Claims Service Adjuster
Allstate Insurance Company
74 Batterson Park Road
Farmington, Connecticut 06032

Claim Number: [redacted]
Date of Loss: [redacted]

REMCo Fire Investigations
Case Number: REMCo [redacted]

[redacted]

DESCRIPTION OF ASSIGNMENT

On July 12, 2012 Mark Worsman, Senior Claims Adjuster for Allstate Insurance Company contacted me requesting an origin and cause fire investigation be performed on a 2010 Kia Forte VIN# KNAFU6A22A5[redacted] owned by [redacted] Norwalk, Connecticut [redacted]

Mark explained the vehicle owner parked the vehicle on 261 Ely Avenue around 12:30 a.m. on [redacted] and was woken by the Norwalk Police and Fire Departments around 1:40 a.m. stating that her vehicle was on fire. She purchased the vehicle in 2011. To the best of her knowledge she has had no problems with the vehicle, however she did bring it to the car dealership for a noise in the front end of the vehicle, which the dealership found nothing wrong.

Mark further stated the vehicle is at Copart Salvage Yard, New Britain, under stock number [redacted]

ACTIVITIES

On July 13, 2012 I traveled to Copart Salvage Yard at 138 Christian Lane, New Britain, Connecticut to inspect the vehicle. As you can see in photograph one I began walking clockwise around the vehicle. In photograph two you can see that the passenger side of the vehicle as depicted shows not severe damage, however you can see the damage of the hood of the vehicle and that the windshield was compromised. The wheels, door handles, mirrors, and lights all appeared to be intact. The rear of the vehicle was the same with damage to the vehicle at a minimum. As you walk around to the driver's side of the vehicle you can see the damage start at the front of the vehicle however, the rear tire wheel and accessories are in place up to the front fender of the vehicle. As you can see in photograph number five, of the front of the vehicle, the damage starts at what would have been the front headlight. I looked closely at this area; it appeared this was the focal point of the fire. You can see the high oxidization on the metals, and also the wiring harnesses that were in this area and the front left tire is burned and deflated.

Looking straight down at the vehicle in photograph seven you can see the fire pattern of travel in this area and again close up in photograph eight; the battery, fuse box, and computer, all of these items are in this area, and appear to be fire attack not fire origin.

I then had the opportunity to have the vehicle lifted and as you can see in the undercarriage of the vehicle looking from the rear to the front, the fire damage is minimal, however when you look underneath the engine compartment itself you begin to see oxidization and more pronounced damaged as evidenced in photograph ten moving forward. In photograph eleven you can see oxidization on the wiring harness as depicted in photograph eleven.

[redacted]

This area had interest to me, however it was not disturbed or touched because this investigator felt doing so would necessitate breaking items or have issues that needed to be fully removed in order to fully expose the wiring harness.

As you can see in photograph twelve there is an unusual burn pattern depicted by the red arrow, this area should be removed, you can see oxidization, the nut that fastens the bottom plate has corrosion. This needs to be removed and fully inspected with members of Kia Motors. As you can see in the underside of the engine compartment, on the strut there is a fluid leak. There is saturation there, however around the oil pan is fully clean, and the oil filter appears to be clean as well. I photographed the VIN label and date code in the driver's door, and photographed the interior as you can see in photograph fifteen. Photograph sixteen is the underside of the dashboard; here it clearly looks like there is fire attack in this area along the bulkhead fire wall. I saw a lot of fire damage. And the fuse box in the dashboard was exposed, fuses were not removed or checked because it's unknown whether it would be pre-fire damage that they would be blown or compromised. Shown in photograph eighteen is the vehicle identification label for the fuse box.

In an overall view as you can see in photograph nineteen of the dashboard keyway and damaged windshield from the passenger side of the vehicle and then looking at the rear seats you can see that the vehicle has a child seat that was unaffected during the fire.

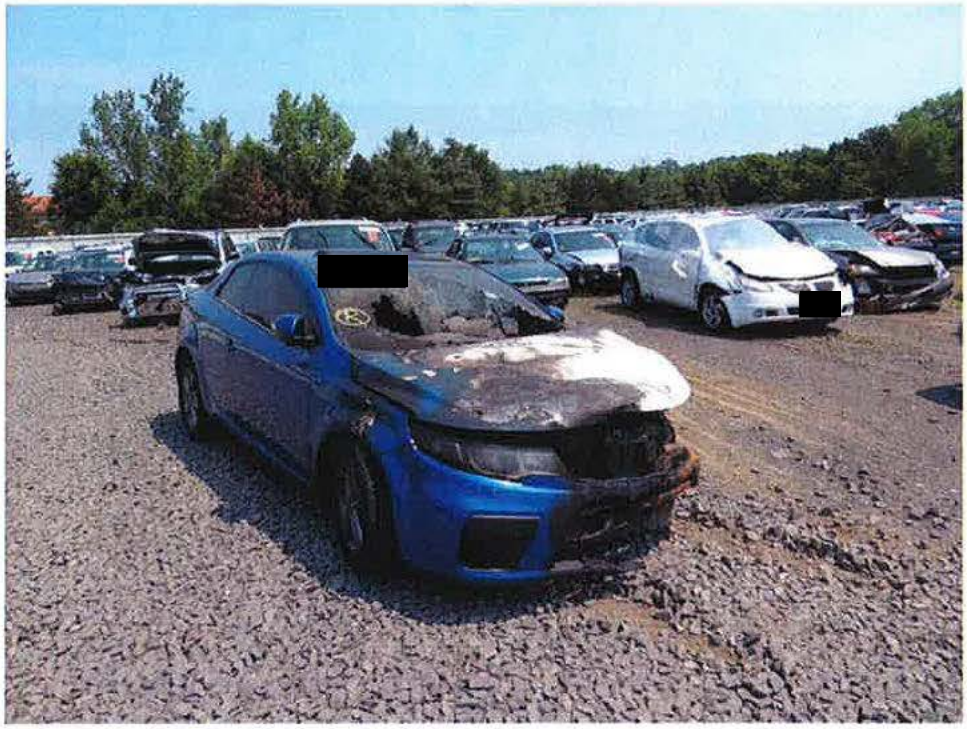
The patterns of fire appear to come from the headlight area working towards into the engine compartment. All of the indicators that this investigator observed, hoses, melted plastic, all appeared to travel this way as well as the fire damage on the bulkhead firewall, where the fuel lines connect within the vehicle.

This investigator would like the opportunity to revisit this vehicle with Kia Motors to open the skid plate on the vehicle to remove it and to be able to trace out the wiring harnesses that are encased in plastic and show corrosion to further examine this vehicle.

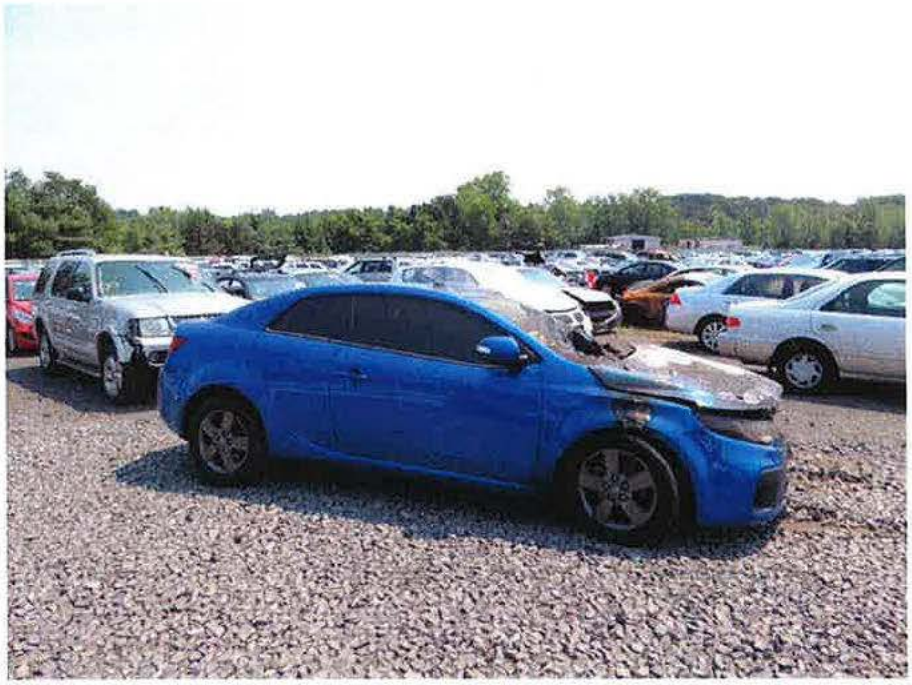
PHOTOGRAPHS

Attached are copies of photographs 1 through 20 taken by this investigator. The original disk will be maintained on file with REMCo Fire Investigations

[redacted]



1 Front of the vehicle



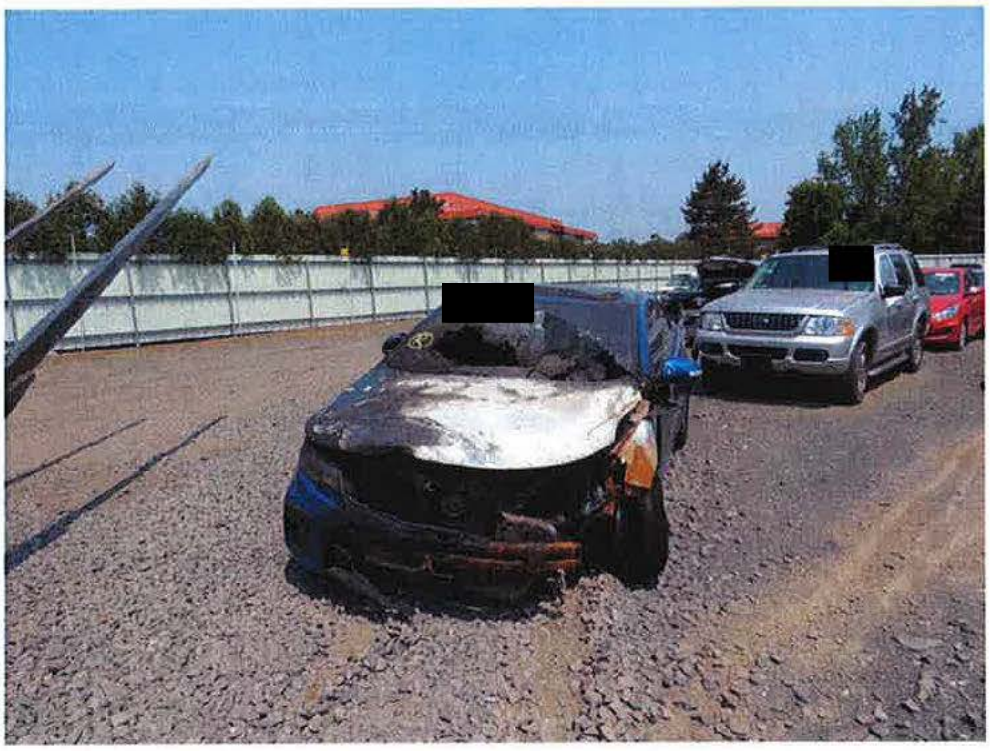
2 Passenger side of the vehicle



3 Rear of the vehicle



4 Driver's side of the vehicle



5 Front of the vehicle



6 Close-up of the driver's side of the front end of the vehicle



7 Front grill and headlight driver's side of the vehicle



8 Close-up of the headlight on the driver's side of the vehicle

[redacted]



9 Undercarriage of the vehicle looking rear to front of the vehicle

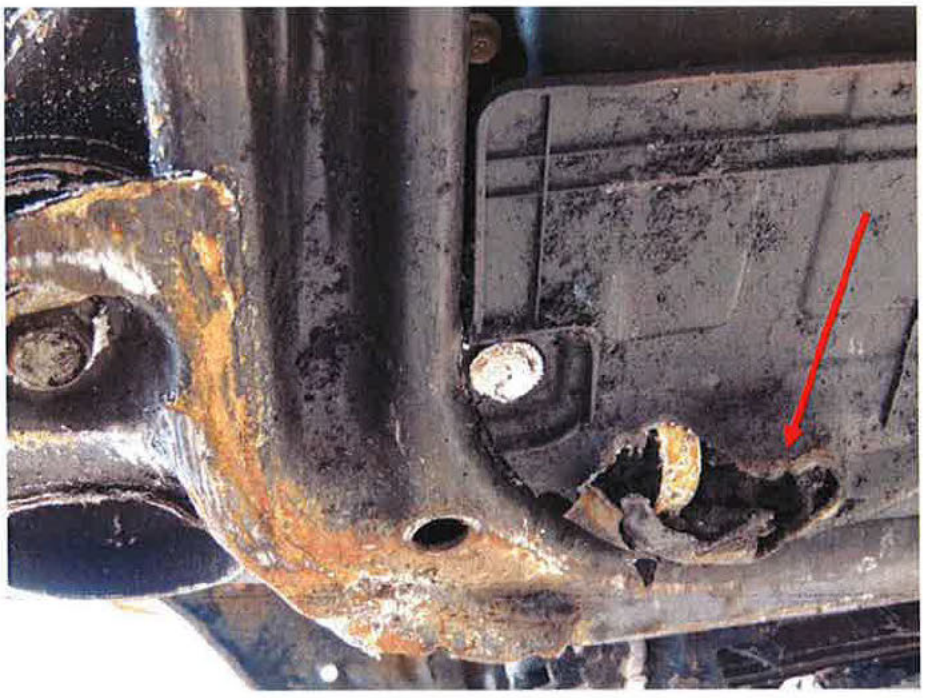


10 Undercarriage of the engine section of the vehicle

[redacted]



11 Undercarriage of the engine the red arrow depict the corrosion on a wiring hardness



12 The red arrow depicts a area that should be removed to identify any concerns of electrical activity

[redacted]



13 Underside of the engine



14 VIN label and date code of manufacture 9/09



15 Passenger compartment



16 Underside of the dashboard driver's side of the vehicle



17 Fuse box dashboard of the vehicle



18 Fuse label dashboard of the vehicle

[redacted]



19 Passenger side view of the interior of the vehicle

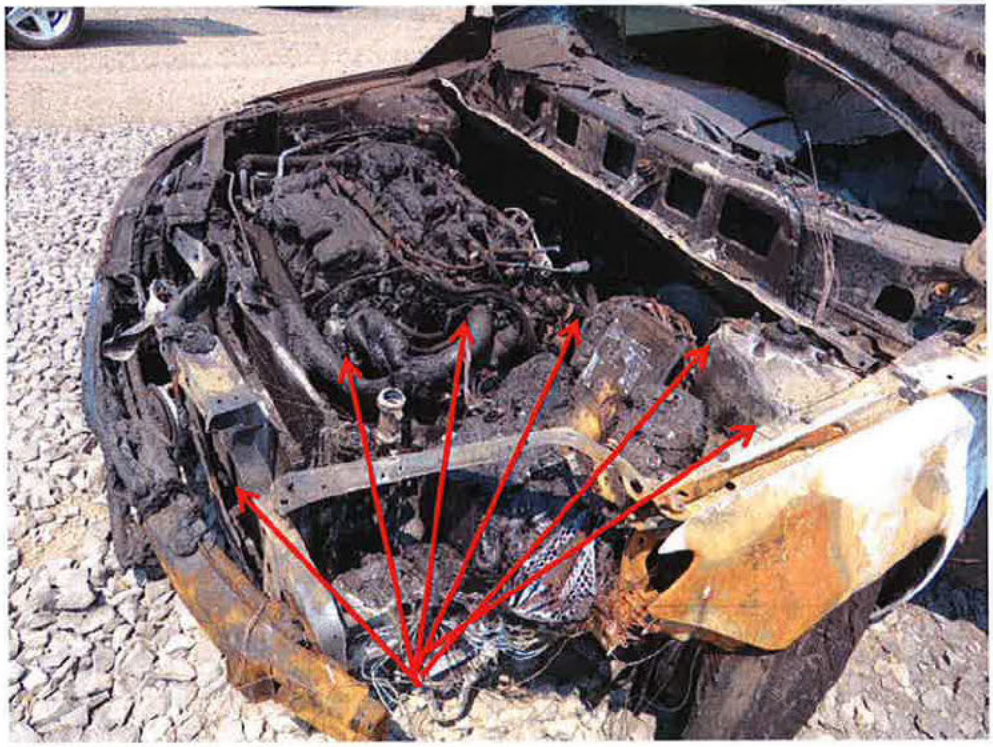


20 Rear seats of the vehicle

[redacted]



21 Overview of the engine compartment



22 The red arrow's depict the direction of fire travel from the head light area of the vehicle into the interior of the engine compartment

[redacted]

This investigator did not have the opportunity to visit the actual loss location or to speak with the occupant/owner of the vehicle.

FINDINGS

It is the opinion of this investigator that this fire be further investigated with Kia Motors for the potential of a manufacturers issue with the wiring harnesses under the vehicle, within the vehicles engine compartment and other potential ignition sources in order to be able to fully expose them, remove skid plates and also have full access to the engine compartment to investigate. This investigator found that the oil levels on the oil dipstick were at appropriate operating level and the vehicle appeared to be clean and well maintained during my investigation. The fire pattern appears to emanate from the headlight area, moving back toward the engine compartment although there is significant burn damage from the underside of the vehicle at the engine and bulkhead firewall location. This investigator would like at the same time the opportunity to trace the fuel lines and also remove any items that would be in the way to allow full exposure of wiring harnesses, fuel lines, and details on the headlights, and to be able to remove the passenger headlight to inspect the bulbs that were in the vehicle. This fire remains open and under investigation. This investigator awaits further direction from Allstate Insurance.

STATUS

REMCo Fire Investigations will conduct no further investigation without specific instructions from you. This investigator reserves the right to amend/or supplement this report should additional information, documentation, or evidence becomes available. If you have any questions or concerns, please contact me at 860-739-7137.

Sincerely,

REMorris

Richard E. Morris, CFI

[redacted]

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

FORTE KOUP



KIA MOTORS

Consumer Assistance Center Case Report

Printed By: APark | **Case Number -** [redacted] | 05/28/2013 01:17:11 PM

Case Details

Title: SA: Cust alleges CEL is on and veh is running rough

VIN: KNAFU6A23A5[redacted] | **Mileage:** 31107 | **Status:** Working

Year:2010 | **Model:FORTE KOUP**

Priority: Priority | **Severity:** High | **Call Source:** Service Alert – TL

Owner: Amy Park | **Owner Email:** amypark@kiaconsumeraffairs.com

Case Type Level1: Complaint

Case Type Level2: Quality

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

Case Type Level4: Engine Warning Light

Contact Details

Name: [redacted]

Phone: [redacted] | **Alt Phone:** | **Fax:**

Address1: [redacted]

Address2:

City: HUDDLESTON | **State:** VA | **Zip:** [redacted] | **Email:**

Dealer Details

Code: VA007

Name: Hart Kia

Case History

*** PHONE LOG 05/23/2013 07:30:43 PM (Local Time) sa Action Type:
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 #[redacted] :

*** 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.
[!<For Internal Use Only:
>!]

*** CASE ACCEPTED 05/24/2013 07:19:52 AM (Local Time) DFerrick
from Queue Service_Alert_TL2CA_EA to WIP East/South.

*** PHONE LOG 05/28/2013 10:07:53 AM (Local Time) APark Action Type: Outgoing call

[redacted]

Case History
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: [redacted] 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: [redacted]
Rental Provided? No; customer is going through insurance If so, since when?
DPSM contacted by dealer: No

[!<For Internal Use Only:
>!]

*** PHONE LOG 05/28/2013 01:11:44 PM (Local 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

[!<For Internal Use Only:
>!]

*** PHONE LOG 05/28/2013 01:16:21 PM (Local 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
[!<For Internal Use Only:
>!]

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

[redacted]

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

FORTE KOUP



Kia Motors America, Inc.
Southern Region
100 Galleria Parkway, Suite 1550, Atlanta, GA 30339-5959 USA
T 1 678 385 8500 F 1 678 385 8501

March 24, 2014

[redacted]
[redacted]
Cartersville GA [redacted]

Ref: 2010 Kia Forte
VIN: KNAFU6A2XA5[redacted]
C/A File #: [redacted]

Dear Ms. [redacted]

I attempted to reach you at the phone number listed in our system (678) 338-9214. As of the date of this letter, I have not heard back from you.

Please contact me at (800) 225-3193 ext 4 or (678) 385-8518 if you need any assistance from Kia Motors America. If you call, please reference the C/A file number listed above.

Thank you.

Sincerely,

Ola Sprague
Consumer Affairs Analyst
Southern Region

[redacted]

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

FORTE KOUP



CARFAX® Vehicle History Report™

An independent company established in 1986

US $39.99

Vehicle Information:
2010 KIA FORTE EX
VIN: KNAFU6A23A5[redacted]
COUPE
2.0L I4 FI DOHC 16V
FRONT WHEEL DRIVE
Standard Equipment | Safety Options

CARFAX Report Provided By:
Kia Motors America
111 Peters Canyon Rd
Irvine, CA 92606
949-468-4800

- No accident / damage reported to CARFAX
- CARFAX 1-Owner vehicle
- **12** Service records available
- Personal vehicle
- **69,029** Last reported odometer reading
- **$680** Above retail book value



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 6/25/14 at 1:11:07 PM (EDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

CARFAX Price Calculator™

Adjust the value of this **2010 Kia Forte EX** based on the information available in this report

1) Retail Book Value	2) CARFAX Price Adjustment™	3) Adjusted Retail Value
$ 0	+ $680	Begin by entering the retail book value
Enter retail book value here	Above retail book value	



Start by entering the retail book value from a pricing guide website

This vehicle is worth more than average, based on information in this report.

Compare adjusted retail value to seller's asking price when making your decision.

CARFAX Ownership History

The number of owners is estimated

	Owner 1
Year purchased	2010
Type of owner	Personal
Estimated length of ownership	4 yrs. 4 mo.
Owned in the following states/provinces	Missouri
Estimated miles driven per year	15,921/yr
Last reported odometer reading	69,029

CARFAX 1 OWNER

[redacted]

Title History

CARFAX guarantees the information in this section

	Owner 1
Salvage | Junk | Rebuilt | Fire | Flood | Hail | Lemon	Guaranteed No Problem
Not Actual Mileage | Exceeds Mechanical Limits	Guaranteed No Problem

GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. **Register** | **View Terms**

Additional History

Not all accidents / issues are reported to CARFAX

	Owner 1
Total Loss No total loss reported to CARFAX.	✓ No Issues Reported
Structural Damage No structural damage reported to CARFAX.	✓ No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	✓ No Issues Reported
Odometer Check No indication of an odometer rollback.	✓ No Issues Indicated
Accident / Damage No accidents or damage reported to CARFAX.	✓ No Issues Reported
Manufacturer Recall No open recalls reported to CARFAX.	✓ No Recalls Reported

Detailed History

Glossary

Owner 1

Purchased:	2010
Type:	Personal
Where:	Missouri
Est. miles/year:	15,921/yr
Est. length owned:	2/6/10 - present (4 yrs. 4 mo.)

Date:	Mileage:	Source:	Comments:
12/03/2009	15	Jim Butler Imports Ellisville, MO 636-394-4000 kiastl.com	Pre-delivery inspection completed Pinstripe(s) installed
02/06/2010	67	Missouri Motor Vehicle Dept.	Vehicle purchase reported Titled or registered as personal vehicle
02/26/2010		Dealer Inventory	Vehicle sold
03/03/2010		Missouri Motor Vehicle Dept. Saint Charles, MO Title #[redacted]	Title issued or updated Title or registration issued First owner reported Loan or lien reported
03/22/2010	2,723	Napleton's Mid Rivers Kia Saint Peters, MO 636-926-2110 midriverskia.com	Exterior trim checked
05/07/2010		Jim Butler Imports Ellisville, MO	Vehicle serviced

[redacted]

		636-394-4000 kiastl.com	
07/23/2010	10,675	Napleton's Mid Rivers Kia Saint Peters, MO 636-926-2110 midriverskia.com	Exterior trim checked Radio/sound system checked Door weatherstrip repaired
10/22/2010	15,298	Napleton's Mid Rivers Kia Saint Peters, MO 636-926-2110 midriverskia.com	Vehicle serviced
12/18/2010	18,025	Napleton's Mid Rivers Kia Saint Peters, MO 636-926-2110 midriverskia.com	Body electrical system checked Oil and filter changed
10/27/2011	31,509	Jim Butler Imports Ellisville, MO 636-394-4000 kiastl.com	Vehicle serviced
01/20/2012	35,021	Missouri Inspection Station Saint Charles, MO	Passed emissions inspection
02/02/2012		Missouri Motor Vehicle Dept. Saint Charles, MO Title #[redacted]	Registration issued or renewed Loan or lien reported
10/27/2012	44,829	Napleton's Mid Rivers Kia Saint Peters, MO 636-926-2110 midriverskia.com	Four wheel alignment performed Brakes checked Engine checked Exterior trim checked Interior trim checked
08/14/2013	55,164	Rusty Wallace Kia of Knoxville Knoxville, TN 865-688-8886 rustywallacekiaknoxville.com	Recommended maintenance performed Maintenance inspection completed Oil and filter changed
12/17/2013	59,988	Napleton's Mid Rivers Kia Saint Peters, MO 636-926-2110 midriverskia.com	Pre-delivery inspection completed Recommended maintenance performed
02/22/2014	63,353	Napleton Mid Rivers Chrysler Dodge Jeep Ram Saint Peters, MO 636-928-8000 autotrader.com/dealer/info/mo/saint-pete[redacted]/napleton_s_mid_rivers_chrysler_dodge_jeep_ram.jsp?distance=25&marketziperror=false&keywords=&keywordsrep=&keywordsfyd=	Emissions system serviced
02/22/2014		Missouri Inspection Station Saint Charles, MO	Passed emissions inspection
02/28/2014		Missouri Motor Vehicle Dept. Saint Charles, MO Title #[redacted]	Registration issued or renewed Loan or lien reported

[redacted]



Avoid financial headaches. Make sure the loan has been paid off if you're buying from a private seller.

06/06/2014	69,029	Napleton's Mid Rivers Kia Saint Peters, MO 636-926-2110 midriverskia.com	Vehicle serviced



I'm here to help! Print and bring my SmartBuyer Checklist when you go to test drive this 2010 Kia Forte EX.

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

CARFAX Glossary

View Full Glossary

CARFAX Price Adjustment™
Accidents, service records, number of owners and many other history factors can affect a vehicle's value. The CARFAX Price Adjustment is a tool that analyzes millions of used car transactions to measure how the combination of all the information reported to CARFAX affects the value of a particular vehicle. The vehicle's retail book value plus the CARFAX Price Adjustment will give you a more accurate measure of the vehicle's value. Use this tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

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

Ownership History
CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1994 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

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

Follow Us: facebook.com/CARFAX @CarfaxReports CARFAX on Google+

CARFAX DEPENDS ON ITS SOURCES FOR THE ACCURACY AND RELIABILITY OF ITS INFORMATION. THEREFORE, NO RESPONSIBILITY IS ASSUMED BY CARFAX OR ITS AGENTS FOR ERRORS OR OMISSIONS IN THIS REPORT. CARFAX FURTHER EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CARFAX®
© 2014 CARFAX, Inc., an R.L. Polk & Co. company. All rights reserved.
Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512, 8,600,823; 8,595,079; 8,606,648; 7,505,838.
6/25/14 1:11:07 PM (EDT)

[redacted]


KIA




FORTE




KIA
FORTE








KIA


KIA

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

FORTE KOUP



Unified
Investigations & Sciences, Inc.

151 Covington Drive
Bloomingdale, Illinois 60108
630-529-2097
Fax: 630-529-2098

PRIVILEGED AND CONFIDENTIAL

June 26, 2014

Report – Final

PREPARED FOR:	State Farm P.O. Box 66101 Dallas, TX 75266
ATTENTION:	Julia West
INSURED:	[redacted]
DATE OF LOSS:	June 17, 2014
LOSS LOCATION:	[redacted] St. Charles, MO [redacted]
CLAIM NUMBER:	[redacted]
UIS FILE NUMBER:	

THIS REPORT FURNISHED AS PRIVILEGED AND CONFIDENTIAL TO ADDRESSEE. RELEASE TO ANY OTHER COMPANY, CONCERN OR INDIVIDUAL IS THE SOLE RESPONSIBILITY OF ADDRESSEE.

[redacted]

ASSIGNMENT

The assignment was received from Julia West of State Farm on June 19, 2014 and the investigation commenced on June 20, 2014. Instructions were to conduct an origin and cause investigation.

On June 23, 2014, Julia West of State Farm requested a written report be prepared and submitted outlining the origin and cause of the fire. Ms. West also requested an attempt be made to acquire the maintenance records from the Kia dealer.

SUMMARY

The fire originated in the engine compartment of the vehicle in the area between the engine and the bulkhead.

The first fuel ignited was the gasoline leaking from the neoprene fuel line. The ignition source was the hot components of the exhaust system. The first fuel and ignition sources came together due to the break in the neoprene fuel line which allowed the gasoline to leak onto the hot components of the exhaust system.

The other possible ignition sources in the engine compartment were eliminated with the engine being off and the electrical circuits not energized.

FIRE SCENE EXAMINATION

The vehicle was inspected at Manheim Marketing, Inc., dba Total Resource Auctions located in Bridgeton, MO.

The risk is 2010 Kia Forte Koup, black in color with a four cylinder gas engine with a manual transmission.

There were no adverse conditions affecting the vehicle inspection. The vehicle had not been altered prior to the inspection.

The exterior of the vehicle had fire damage to the front including the hood, grill, and bumper, left front and right front fenders. The rear of the vehicle did not have fire damage. The passenger side had fire damage to the front edge of the door and to the mirror.

The windshield was fire damage from the bottom up at the hood. The windshield had fallen on the dashboard. The rest of the windows in the vehicle were smoked over. The passenger side door window had been broken by the fire department during suppression operations.

The front tires were fire damaged and deflated from the fire damage.

The interior of the vehicle had smoke, heat and fire damage with the fire extending into the interior through the windshield and through the bulkhead.

The engine compartment had fire damage with the fire damage extending out from the center rear of the engine compartment.

The engine is a transverse mounted engine with the drive belts on the passenger side of the engine compartment. The fuel injectors and fuel rail were on the front side of the engine with fire damage. The fire damage was coming from the back of the engine compartment.

The end of the fuel rail metal fuel line was connected to a neoprene fuel line. The neoprene fuel line was consumed in the fire. The neoprene fuel line made a 90 degree turn to another metal fuel line which was perpendicular to the engine. On the end of the perpendicular fuel line was the remains of a neoprene fuel line material and a clamp.

The perpendicular fuel line extended towards the rear of the engine compartment. At the end of the perpendicular fuel line would have been a neoprene fuel line. The neoprene fuel line was consumed in the fire and the clamp holding the neoprene fuel line to the metal fuel line was not present.

The end of the fuel line was to the driver side of the heat shielding for the exhaust manifold. The heat shielding for the exhaust manifold only covered the manifold to the donut connection at the exhaust pipe. The end of the catalytic convertor was visible at the bottom of the bulkhead.

The fire originated in the engine compartment of the vehicle in the area between the engine and the bulkhead.

The first fuel ignited was the gasoline leaking from the neoprene fuel line. The ignition source was the hot components of the exhaust system. The first fuel and ignition sources came together due to the break in the neoprene fuel line which allowed the gasoline to leak onto the hot components of the exhaust system.

The other possible ignition sources in the engine compartment were eliminated with the engine being off and the electrical circuits not energized.

A check of the National Highway Traffic Safety Administration found one recall pertaining to this vehicle and the recall was for exterior lighting, which could lead a crash.

INVESTIGATION

The fire was discovered by [redacted] who reported the fire to 911.

[redacted] purchased the vehicle new in February 2010 from Napleton Kia, which is now called Mid Rivers Kia in St. Peters, MO. At the time of the fire there was approximately 50,000 to 60,000 miles on the vehicle.

The vehicle was last serviced in May 2014 by Mid Rivers Kia for repairs to the plastic trim for the driver's seat. Two years before the fire, the ECM was replaced by Mid Rivers Kia.

A couple days before the fire, Mr. [redacted] smelled gas while working in the yard of his residence. He thought it was his yard equipment providing the smell of gasoline. He later drove to a friend's house and stilled smelled gasoline. His friend's house was five miles from Mr. [redacted] house. He was at his friend's house for about five hours. He then returned home and still smelled gasoline. He checked under his vehicle and checked in the engine compartment and did not see anything wrong. He had his friend check to see if there was any gasoline on the ground where he parked and there was none.

The next day, Mr. [redacted] went to the gym, which was twenty miles from his home and he was there for about thirty minutes. The vehicle was harder to restart. Then he drove home. While driving home, he did notice a lack of power and the vehicle little sluggish. He stilled smelled gasoline to and from the gym.

When Mr. [redacted] got home, he turned off the engine and opened the hood. He then looked under the vehicle and saw wetness on the ground, but he did not touch or smell the wetness. With the hood opened, he restarted the vehicle and looked into the engine compartment and saw the leak in the fuel line. The break in the fuel line was between the engine and the bulkhead. The fuel line was black in color and felt like rubber. The leak in the fuel line was allowing the gasoline to gush out like a faucet. He shut-off the engine and closed the hood. He went into his house to call Mid Rivers Kia to find out what to do.

While on the telephone with Mid Rivers Kia, he looked out a window and saw white smoke coming from the engine compartment. He hung up and called 911 to report the fire. He went outside and there was fire coming from under the hood at the windshield and then from the sides of the hood.

The fire was reported to and extinguished by the Cottleville Fire Protection District on June 17, 2014. A request has been made for a copy of the fire incident report and the fire incident report will be forwarded once it is received.

COMMENTS

A verbal report was made to Julia West of State Farm on June 23, 2014.

In compliance with the instructions of Julia West of State Farm, the origin and cause investigation is complete with this report and the file will be closed.

The fire investigation was conducted in accordance with the scientific method as outlined in NFPA 921, 2014 edition.

EXHIBITS

1. Vehicle Inspection Report
2. 14 Color photographs with explanation

[redacted]

Jesse James Sproat, IAAI-CFI, NAFI-CFEI, NAFI-CVFI
Senior Fire Investigator
Unified Investigations & Sciences, Inc.
573-701-2424
jsproat@uis-usa.com

Technical Review by:

[redacted]

Russell Nummer, Branch Manager

Unified Investigations & Sciences, Inc.

Exhibit 1

Vehicle Inspection Report

Owner				UIS File Number
[redacted]				[redacted]
Manufacturer	Year	Model	Body Style	Color
Kia	2010	Forte	Koup	Black

Transmission: Automatic ☐ Manual ☒ | Fuel Type: Gas ☒ Diesel ☐ LP ☐ Natural ☐ Combination ☐ Describe:

State Inspection	Date Expiration (MM/YYYY)	Odometer
State		

License Plate Number	Date of Expiration (MM/YYYY)	State	VIN
[redacted]	02-2016	MO	KNAFU6A23A[redacted]

Vehicle Examination Date	Examination Location	Salvage Company ID Number
June 20, 2014	[redacted] St. Louis, MO	[redacted]

Security of Vehicle at Time of Examination: Secure lot and facility

Alarm System	Type	Key Code Equipped for Ignition
Yes ☐ No ☒ Unknown ☐	OEM ☐ Aftermarket ☐ Unknown ☐	Yes ☐ No ☐ Unknown ☒

Other Anti-Theft Equipment:

Fire Damaged Areas ☒ Exterior ☒ Passenger Compartment ☒ Engine Compartment ☐ Rear Compartment ☐ Undercarriage

EXTERIOR

	Burned	Distorted/Melted	Unusual Brun Patterns	Collision Damage
Bumper and Grill	☒	☐	☐	☐
Hood	☒	☐	☐	☐
Left Front	☒	☐	☐	☐
Right Front	☒	☐	☐	☐
Roof	☐	☐	☐	☐
Driver's Side Front Door	☐	☐	☐	☐
Passenger's Side Front Door	☐	☐	☐	☐
Driver's Side Rear Door	☐	☐	☐	☐
Passenger's Side Rear Door	☐	☐	☐	☐
Trunk	☐	☐	☐	☐
Left Rear	☐	☐	☐	☐
Right Rear	☐	☐	☐	☐
Rear Bumper Area	☐	☐	☐	☐
Undercarriage	☐	☐	☐	☐

Remarks:

INTERIOR

INDICATE AREAS OF FORCED ENTRY (Pre-Fire and Post-Fire)

	Yes	No	Pre-Fire	Post-Fire	Not Applicable
Driver's Side Front Door	☐	☒	☐	☐	☐
Passenger's Side Front Door	☒	☐	☐	☒	☐
Driver's Side Rear Door	☐	☐	☐	☐	☒
Passenger's Side Rear Door	☐	☐	☐	☐	☒
Front Window	☐	☒	☐	☐	☐
Rear Window	☐	☒	☐	☐	☐
Trunk	☐	☒	☐	☐	☐
Hood	☒	☐	☐	☒	☐

Remarks:

INTERNAL USE ONLY – CONFIDENTIAL & PROPRIETARY / ©2014 – Unified Investigations & Sciences, Inc
version 02142014 nm3

[redacted]

EXTERIOR

TIRES

	Burned		Unusual Tread Wear	
	Yes	No	Yes	No
Driver's Side Front	☒	☐	☐	☒
Passenger's Side Front	☒	☐	☐	☒
Driver's Side Rear	☐	☒	☐	☒
Passenger's Side Rear	☐	☒	☐	☒
Spare Tire	☐	☐	☐	☐

	Yes	No
Tires indicate recent removal or exchange	☐	☒
Wheels indicate recent removal/exchange	☐	☒
Wheel covers indicate recent removal/exchange	☐	☒
Spare tire present	☐	☐
Mismatched tire	☐	☒

Remarks:

GLASS

	Smoked	Cracked	Distorted/Melted	Broken	Not Applicable
Windshield	☒	☒	☒	☒	☐
Driver's Side Front Door	☒	☐	☐	☐	☐
Driver's Side Rear Door	☐	☐	☐	☐	☒
Passenger's Side Front Door	☒	☐	☐	☐	☐
Passenger's Side Rear Door	☐	☐	☐	☐	☒
Rear	☒	☐	☐	☐	☐
Sunroof	☐	☐	☐	☐	☐

Remarks:

HYBRID VEHICLES

HYBRID VEHICLE: ☐ **Yes** ☒ **No** **IF NO – DISREGARD THIS SECTION**

WARNING: Hybrid vehicles contain a high-voltage battery system and consist of various high-voltage components and wiring. Disconnect all high-voltage batteries before conducting the vehicle examination. **Failure to do so may result in serious injury or death.**

Has the High –Voltage Battery been disconnected? ☐ **Yes** ☐ **No** **IF NO – DO NOT PROCEED WITH EXAMINATION.**

HYBRID VEHICLES

	Missing	Burned/Discolored	Brittle/Melted	Shorted/Arced
High-voltage battery	☐	☐	☐	☐
High-voltage battery cables	☐	☐	☐	☐
Electric motor	☐	☐	☐	☐
Inverter	☐	☐	☐	☐
Generator	☐	☐	☐	☐
Ignition system	☐	☐	☐	☐
Fuse panel Engine Compartment	☐	☐	☐	☐
Fuse panel Pass Compartment	☐	☐	☐	☐
High-voltage wiring harness(s)	☐	☐	☐	☐

Battery cables connected at time of fire? ☐ Yes ☐ No

Remarks:

INTERNAL USE ONLY – CONFIDENTIAL & PROPRIETARY / ©2014 – Unified Investigations & Solutions, Inc
version 02142014 nm3



INTERIOR

	Yes	No	UNK
Driver's Side Front Door open during fire	☐	☒	☐
Driver's Side Rear Door open during fire	☐	☐	☐
Passenger's Side Front Door open during fire	☐	☒	☐
Passenger's Side Rear Door open during fire	☐	☐	☐
Driver's Side Front Window open during fire	☐	☒	☐
Driver's Side Rear Window open during fire	☐	☐	☐
Passenger's Side Front Window open during fire	☐	☒	☐
Passenger's Side Rear Window open during fire	☐	☐	☐

	Yes	NO	UNK
Keys in ignition	☒	☐	☐
Keys on floorboard	☐	☒	☐
Trunk open during fire	☐	☒	☐
Personal effects present	☐	☒	☐
Unusual items in cargo area	☐	☐	☒
Unusual items in interior	☐	☒	☐

Aftermarket Accessories Present Yes ☐ No ☒ Unknown ☐

Location of Aftermarket Accessories Passenger Compartment ☐ Rear compartment ☐ Cargo Area ☐

Aftermarket Accessories Removed Yes ☐ No ☒ Unknown ☐

Location Aftermarket Accessories removed from Passenger Compartment ☐ Rear compartment ☐ Cargo Area ☐

Condition of Aftermarket Accessories

Discolored ☐ Brittle ☐ Melted ☐ Shorted/Arced Wires ☐ Burned ☐ Undamaged ☐

Remarks:

ENGINE COMPARTMENT

	Yes	No
Hood open during fire	☐	☒
Radiator Melted	☒	☐
Upper radiator hose burned	☒	☒
Lower radiator hose burned	☒	☐
Drive belts burned	☒	☐
Other hoses burned	☒	☐
Fan and shroud burned	☒	☐
Inner fenders burned	☒	☐
Heating system burned	☒	☐

	Yes	No
Oil below lowest mark on dipstick	☐	☐
Evidence of excessive fluid leakage	☐	☐
Unusual odor/color motor oil	☐	☐
Holes or cracks in transmission case	☐	☐
Transmission case burned/melted	☐	☐
Transmission Fluid below adequate level	☐	☐
Unusual odor/color transmission fluid	☐	☐
Any problems with drive-train/suspension	☐	☐
Motor mounts burned	☐	☐

Aftermarket Accessories Present Yes ☐ No ☒ Unknown ☐

Aftermarket Accessories Removed Yes ☐ No ☐ Unknown ☐

Condition of Aftermarket Accessories

Discolored ☐ Brittle ☐ Melted ☐ Shorted/Arced Wires ☐ Burned ☐ Undamaged ☐

Remarks:

ELECTRICAL

	Missing	Burned/Discolored	Brittle/Melted	Shorted/Arced
Battery	☐	☒	☐	☐
Battery connections	☐	☒	☐	☐
Battery cables	☐	☒	☐	☐
Starter	☐	☐	☐	☐
Alternator/generator	☐	☒	☐	☐
Ignition system	☐	☐	☐	☐
Fuse panel	☐	☒	☐	☐
Wiring harness	☐	☒	☐	☐

Remarks:

INTERNAL USE ONLY – CONFIDENTIAL & PROPRIETARY / ©2014 – Unified Investigations & Solutions, Inc
version 02142014.nw3

[redacted]

FUEL AND EMISSION SYSTEM

	Missing	Burned	Distorted/Melted
Fuel filler cap	☐	☐	☐
Fuel tank	☐	☐	☐
Fuel lines	☐	☐	☐
Fuel pump(s)	☐	☐	☐
Fuel filter(s)	☐	☐	☐
Carburetor	☐	☐	☐
Injectors	☐	☒	☐
Turbo(s)	☐	☐	☐
Air intake filter(s)	☐	☒	☐
Fuel vapor recovery system	☐	☐	☐
Exhaust and tail pipes	☐	☐	☐
Muffler and catalytic converter	☐	☐	☐
Any loose fuel line connections	☒ Yes	☐ No	
Any evidence of tampering	☐ Yes	☒ No	
Fuel tank level	☒ Unknown	☐ Empty ☐ 1/4 ☐ 1/2 ☐ 3/4 ☐ Full	

Remarks:

Evidence of explosion or rupture	☐ Yes	☒ No	
Was an oil sample obtained	☐ Yes	☒ No	Laboratory:
Was a fuel sample obtained	☐ Yes	☒ No	Laboratory:
Was debris samples obtained	☐ Yes	☒ No	Laboratory:

Remarks:

General remarks:

Investigator: Jesse J. Sprout, IAAI-CFI, CFEI, CVFI

Date: June 20, 2014

INTERNAL USE ONLY – CONFIDENTIAL & PROPRIETARY / ©2014 – Unified Investigations & Forensics, Inc
version 02142014.nw3

[redacted]

Insured: [redacted]
Date of Loss: June 17, 2014
Claim No:
UIS File No: [redacted]

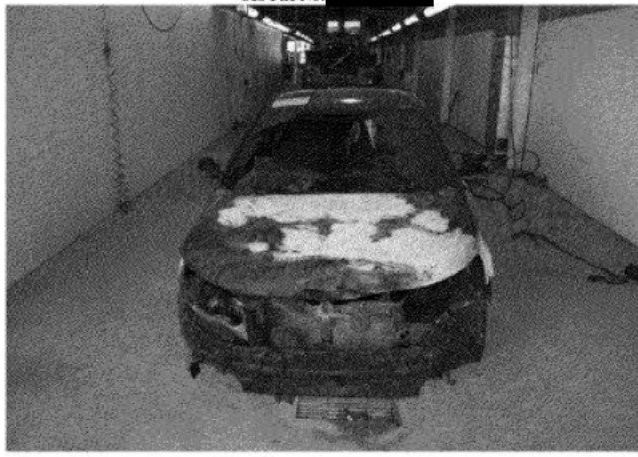


Photo No. 1: Front of vehicle

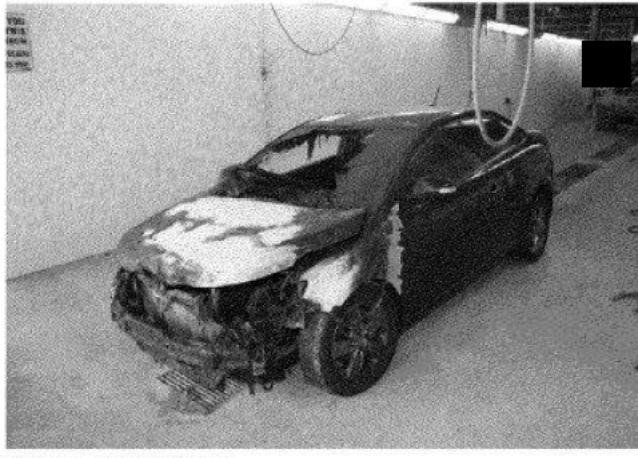


Photo No. 2: Driver side of vehicle

[redacted]



Photo No. 3: Rear of vehicle



Photo No. 4 Passenger side of vehicle

[redacted]



Photo No. 5: View of hood & windshield

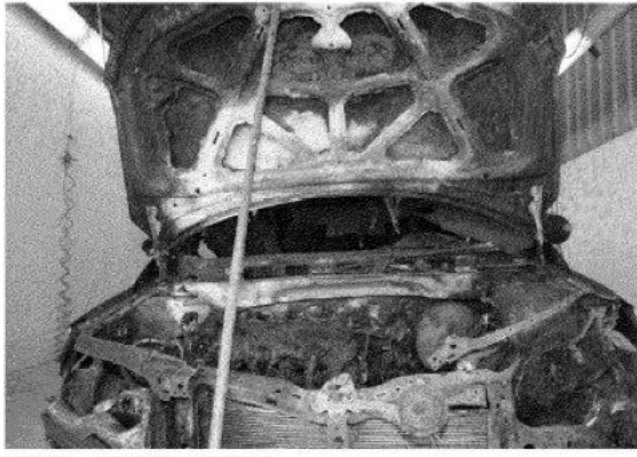


Photo No. 6 View of underside of hood



Photo No. 7: Engine compartment

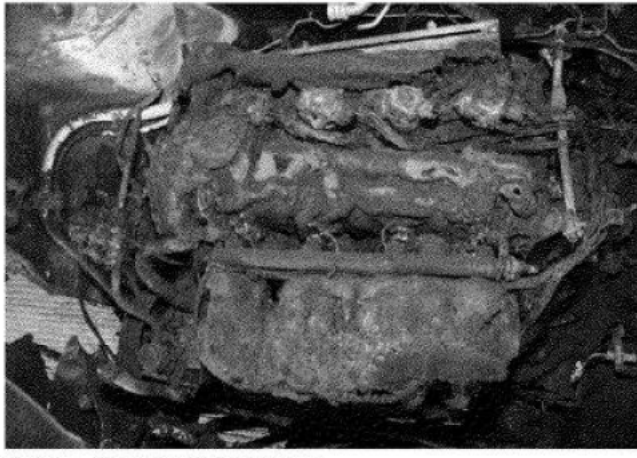


Photo No. 8 View of engine (injectors, fuel rail)

[redacted]



Photo No. 9: View of heat shield over exhaust manifold

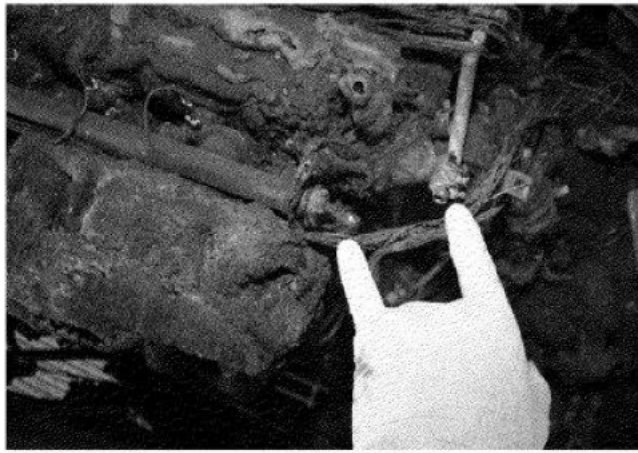


Photo No. 10: View of fuel rail end & end of metal fuel line

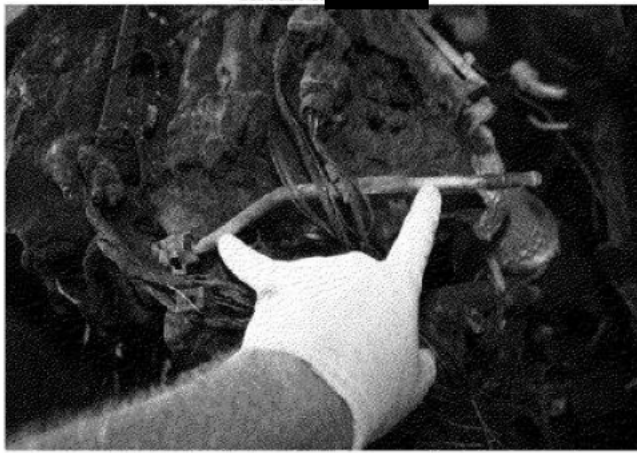


Photo No. 11: View of metal fuel line crossing over engine

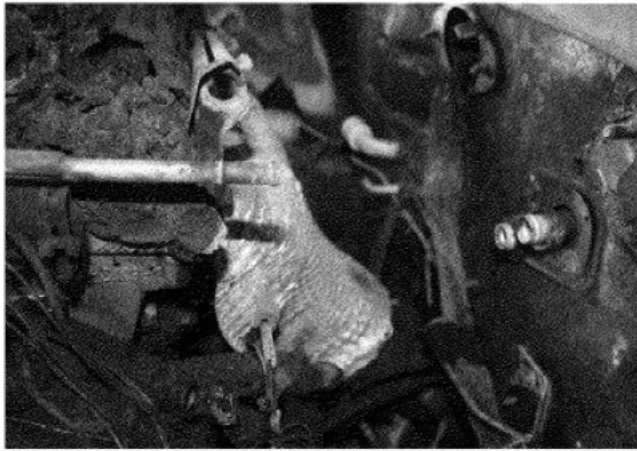


Photo No. 12: View of end of metal fuel line & heat shield for exhaust manifold



Photo No. 13: End of metal fuel line, connection point for rubber fuel line extending towards bulkhead

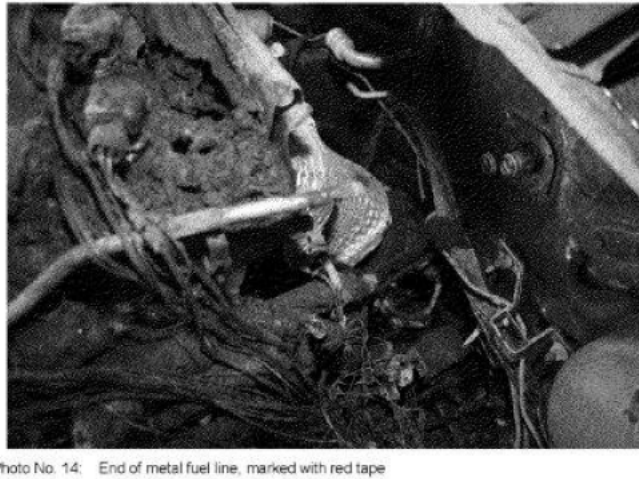


Photo No. 14: End of metal fuel line, marked with red tape

Kia Motors America, Inc.
Corporate Headquarters
111 Peters Canyon Road
Irvine, CA 92606-1790 USA
T 1 949 468 4800 F 1 949 468 4905

January 12, 2015

T.L. Thompson & Associates, Inc.
Attn: Emily Page
P.O. Box 496149
Garland, TX 75049-6149

Re: *State Farm Mutual Auto Insurance* [redacted]
TLT File #: [redacted]
Date of Loss: [redacted]
Kia File No.: [redacted]

Dear Ms. Page,

This is in reference to a letter dated October 31, 2014 that our office received of the above referenced customer.

In order for Kia Motors America, Inc. to review this claim, we respectfully request that you provide the following documents:

1. Photos of vehicle
2. Police and/or Fire Report
3. Cause and Origin Report
4. Maintenance Records

Upon receipt of the requested information Kia Motors America will continue our review and provide you with our position or a request for additional information within 30 business days.

If you have any questions, please feel free to call me at (949) 468-1194

Thank you for your cooperation.

Sincerely,

[redacted]

Samuel Kim
Kia Motors America
National Consumer Affairs

[redacted]

Providing Insurance and Financial Services
Home Office, Bloomington, IL

July 20, 2015

Kia Motors Of America, Inc. Corporate Headquarters

111 Peters Canyon Rd
Irvine CA 92606-1790

State Farm Claims
PO Box 106172
Atlanta GA 30348-6172

RECEIVED
AUG 10 2015
CONSUMER AFFAIRS

RE: Claim Number: [redacted]
Our Insured: [redacted]
Date of Loss:
Your Insured: Kia Motors America Inc
Your Policy Number:
Your Claim Number: [redacted]
Amount State Farm Paid: $13,637.06
Insured's Deductible: $250.00
Total Claim Amount: $13,887.06

To Whom It May Concern:

Previously we wrote to let you know our investigation indicates your insured is responsible for this claim and we are seeking recovery from you. We forwarded documentation supporting our subrogation demand and have allowed time for you to investigate and reply. To date, we have not received a response from you.

Based on the assessment of liability between the parties, State Farm Mutual Automobile Insurance Company is seeking 100% of the Total Claim Amount listed above. The amount payable to State Farm Mutual Automobile Insurance Company for this loss is $13,887.06.

If there are circumstances delaying or complicating your investigation of this claim, please inform us and advise when your investigation will be complete. Otherwise, please remit payment of our claim, or contact us to discuss settlement.

If you have any questions or need additional information, please call me at the number listed below. If I am not available, any other member of my team may assist you.

Sincerely,

Ryan Perno
Claim Specialist
(877) 457-8276 Ext. 60
Fax: (866) 231-9276

State Farm Mutual Automobile Insurance Company

[redacted]

Providing Insurance and Financial Services
Home Office, Bloomington, IL

State Farm®

August 06, 2015

RECEIVED
AUG 13 2015
CONSUMER AFFAIRS

Kia Motors Of America, Inc.
Corporate Headquarters
Attn: Samuel Kim
111 Peters Canyon Rd
Irvine CA 92606-1790

State Farm Claims
PO Box 106172
Atlanta GA 30348-6172

RE: Claim Number: [redacted]
Our Insured:
Responsible Party: Kia Motors America Inc
Date of Loss: [redacted]
Amount of Release: $6,943.53

To Whom It May Concern:

Enclosed is your release which we have executed.

Please forward payment payable to:

State Farm Mutual Automobile Insurance Company

State Farm Insurance Company
ATTN: Subrogation Services
P.O. Box 106172
Atlanta, GA 30348-6172

Thank you for your prompt attention to this matter.

If you have any questions or need additional information, please call me at the number listed below. If I am not available, any other member of my team may assist you.

[redacted]

T.L.Thompson& Associates,Inc.

P.O. BOX 496149
GARLAND, TEXAS 75049-6149
PHO. (972) 226-1010

TOLL FREE 1-800-800-5235

330 OAKS TRAIL, SUITE #200
GARLAND, TEXAS 75043
FAX (972) 226-1402

February 16, 2015

RECEIVED
FEB 24 2015
CONSUMER AFFAIRS

Kia Motors America, Inc.
Kia File #: [redacted]
111 Peter Canyon Rd.
Irvine CA 92606

RE: Date of Loss: [redacted]
Location & Time: [redacted] Saint Charles MO / 4:40pm
Vehicle: 2010 Kia Forte / KNAFU6A23A5[redacted]
State Farm Insured: [redacted]
State Farm Claim #: [redacted]

Attention: Samuel Kim,

Our office has been retained by State Farm Insurance for subrogation purposes only. Enclosed please find our subrogation documents. Our client is seeking reimbursement as indicated below.

ACV:	$12,750.00 +
Condition:	$75.00 +
Taxes &Title Fee:	$16.50 =
Sub Subtotal:	$12,841.50 –
Deductible:	$250.00 =
Payment to Insured	$12,591.50 +
Rental:	$201.56 +
Deductible:	$250.00 -
Salvage:	$644.00 =
Total Amount Due:	$12,399.06

Please make payment payable State Farm Insurance a/s/o [redacted] the amount of $12,399.06 and forward to the address listed below.

T.L Thompson and Associates, Inc
Attn: Emily Page
PO Box 496149
Garland, TX 75049

Sincerely,

[redacted]

Emily Page
Subrogation Specialist
2405207/1 (ext: 231)

[redacted]

Draft: 11691.50 COL: 311 Pay Code: 1 Payment: Issue Now
Payment Remarks: 2010 Kia Forte Koup
Payee(s): [redacted]

1 "Enter Name(s)" & ([redacted], 2, 5A, 6A, 6D, 6H 0
FC0014669 (insd)
Optional Paragraphs: Verify Rental Due Date, Storage, Keys
Optional Sentences: Total Additions $75, Total Deductions
Need to advise of: Rental Agency (Hertz)

[redacted] - 4:01:46 PM CDT **Performer:** Hedrick, Tracey **Office:** CZCTLU
File Note: RCF NI [redacted] Put call to file steward.
Participant: [redacted] **COL(Participant):** 311(Named Insured(s))
Category: Total Loss **Sub Category:**
RCF NI Daniel. Put call to file steward.

06-20-2014 - 4:46:58 PM CDT **Performer:** Miller, Jan **Office:** CZCTLU
File Note: ctlu V1 - PENDS OK TO PAY
Participant: [redacted] **COL(Participant):** 311(Named Insured(s))
Category: Pending, Total Loss **Sub Category:**
v1 No prior claim for this veh, no prior pmt.
Ran MVR, there is an open lien.
Based ACV on typical mileage. True mileage may adjust ACV.
PENDS OK TO PAY.

06-20-2014 - 8:27:18 AM CDT **Performer:** Behle, Ted **Office:** GATEEST
File Note: AUTO ESTIMATE
Participant: **COL(Participant):** 311(Named Insured(s))
Category: Auto Estimatics **Sub Category:**
Inspected V1 @ TRA estimate for obvious total loss engine fire into dash interior. VIR sent. Return all.

06-19-2014 - 4:16:16 PM CDT **Performer:** West, Julia **Office:** SCRTAUTO
File Note: SCRT Pending
Participant: **COL(Participant):** 311(Named Insured(s))
Category: Pending **Sub Category:**
311 AEI
O&C
completed affidavit and authorization

06-19-2014 - 4:15:15 PM CDT **Performer:** West, Julia **Office:** SCRTAUTO
File Note: FOL
Participant: [redacted] **COL(Participant):** 311(Named Insured(s))
Category: Contact, Investigation **Sub Category:**
NI c/b Confirmed Address: Has lived here since 99. He lives with parents when he is not at school. [redacted] Currently In School Masters and awaiting Medical School. Employed: [redacted] Job Title: Sr Certified Pharmacy Tech Since 2008.

Vehicle Information: Confirmed V1 Black. Titled: NI Miles:50-70k Last Serviced:Advised it was coming up on an oil change. Purchased New Feb/March of 2010 advised V1 paid off 2013 March-May. No Mech. Issues. Door ding on driverside Scratch on bumper. No Aftermrkt. Has 3 keys to V1 advised had extra made because he did not like pad and key separate.

FOL: NI explnd few days before he was working in the yard and left out smelled gas assumed this was from him cutting grass. Advised next day things seemed fine. When he came back from the gym smelled gas. He parked V1 in the street openned hood saw nothing vehice was off at this time. Then NI started vehicle and looked under hood and saw gas or something gushing out of a line connected to engine and turned v1 off went to call dealer as he was he was looking out window he noticed smoke coming out the hood of his car hung up and cld fire dept then he saw flames coming out the vehicle. 3 fire

FOR INTERNAL STATE FARM USE ONLY
Contains CONFIDENTIAL information which may not be disclosed without express written authorization [redacted]

trucks came out. No one else home.

explnd to NI claim handling advised sending O&C out to determine COL V1 has already been moved. advised have docs to send to him to complete he understoo advised ok to email. Cld UI&S confirmed they can inspect tomorrow.

06-18-2014 - 7:04:37 PM CDT **Performer:** West, Julia **Office:** SCRTAUTO
File Note: New Claim
Participant: **COL(Participant):** 311(Named Insured(s))
Category: Contact, Investigation **Sub Category:**
Policy In Force: 12/1/79
AMR: Reviewed No Concerns

Spoke with NI reguarding V1 advised if is needing to be moved.Asked about extent of dmg advised front interior windshield was shattered. Advised will send the request to have QT he understood. explnd claim handling coverage D250 R180%500 needing to take statement advised I could f.u with him later today he provided 2 best contact numbers.

Cld NI # CO unable to update parties [redacted]

06-18-2014 -12:30:01 PM CDT **Performer:** Limpert, Chris **Office:** GATEEST
File Note: EST...
Participant: **COL(Participant):**
Category: Auto Estimatics **Sub Category:**
Sent quick tow pick up for IV to TRA STL stock # [redacted]

06-18-2014 -10:11:38 AM CDT **Performer:** Cook, Leslie **Office:** CLMCENTA
File Note: Rcf NI
Participant: [redacted] **COL(Participant):** 311(Named Insured(s))
Category: Contact **Sub Category:**
Rcf NI stating that adjuster was supposed to be out today. Explnd that I show adjuster is scheduled for tomorrow. NI asked what time and I explnd that I only have date. NI u/s. NI then asked if he would have to be there. Explnd no as long is car is where adjuster can get to it to look at it. NI u/s.

06-17-2014 - 5:15:35 PM CDT **Performer:** Anderson, Mark **Office:** CLMCENTA
File Note: NI FOL
Participant: [redacted] **COL(Participant):** 311(Named Insured(s)), 501(Named Insured(s))
Category: Contact, Investigation **Sub Category:**
RCF NI s/w [redacted] confirmed address and number, updated contac tnumber, deleted old number.
NI FOL: smelled gas, opened hood, smelled gas under hood, saw smoke, then burst into flames. Fire was in engine bay area and heat melted dash in cabin. Not sure if flames got in thru fire wall. Fire dept came and put out fire. V1 at NI residence.
Expl SCRT will be R/A claim and individual CH will contact NI from SCRT. He u/s.
NI also had question on rental, expl HRAC has no rental veh avail due to recalls from GM. Offered ERAC and expl rental cvgs R1 80/500. NI prefers to wait for HRAC, does not wish to work with ERAC.
No further questions,.
R/A claim to SCRT

06-17-2014 - 4:51:37 PM CDT **Performer:** Morris, Tammy **Office:** CLMCENTA
File Note: Rcd c/b from NI
Participant: [redacted] **COL(Participant):** 311(Named Insured(s)), 501(Named Insured(s))
Category: Contact **Sub Category:**
Rcd c/b from NI [redacted] gave clm #, conf ILR updated info, veh info, expl cov and OCS. Trx to CR

06-17-2014 - 2:43:23 PM MST **Performer:** Meyers, Lavonne **Office:** ILRPHX
File Note: V1 EVRT
Participant: **COL(Participant):**
Category: Total Loss **Sub Category:**

FOR INTERNAL STATE FARM USE ONLY
Contains CONFIDENTIAL information which may not be disclosed without express written authorization.

Date: 6/20/2014 08:18 AM
Estimate ID: [redacted]
Estimate Version: 0
Committed
Profile ID: (01074) St.louis

STATE FARM INSURANCE COMPANIES

MISSOURI AUTOMOBILE ESTIMATICS CENTRAL ZONE, FAX SUPPLEMENT, REQUEST TO:
Fax: (800) 318-6738

Damage Assessed By: TED (GMB2)

Appraised For: Julia West
(918) 641-7925

Type of Loss: Comprehensive
Date of Loss: 6/17/2014
Deductible: 250.00
Claim Number: [redacted]

Insured: [redacted]
Owner:
Address: [redacted] SAINT CHARLES, MO [redacted]
Telephone:
Cell Phone: [redacted]

Mitchell Service: [redacted]

Description: 2010 Kia Forte Koup EX
Body Style: 2D Cpe
VIN: KNAFU6A23A5[redacted]
OEM/ALT: A
Color: Black
Drive Train: 2.0L Inj 4 Cyl 5M FWD
License: [redacted]
Search Code: STLOUIS
Options: PASSENGER AIRBAG, DRIVER AIRBAG, POWER LOCK, POWER WINDOW, REAR WINDOW DEFOGGER
MANUAL AIR CONDITION, CRUISE CONTROL, TILT STEERING COLUMN, ANTI-LOCK BRAKE SYS.
TRACTION CONTROL, AUXILIARY INPUT, SATELLITE RADIO, FRONT AIR DAM, TINTED GLASS
VARIABLE ASSISTED STEERING, SIDE AIRBAGS, AUTOMATIC HEADLIGHTS
SIDE HEAD CURTAIN AIRBAGS, AM/FM STEREO CD/MP3 PLAYER
ELECTRONIC STABILITY CONTROL, FRONT BUCKET SEATS, KEYLESS ENTRY SYSTEM
POWER DISC BRAKES, POWER LIFTGATE\TRUNK, STEERING WHEEL MOUNTED CONTROLS

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
				MANUAL ENTRIES			
1	[redacted]	BDY *	REMOVE/REPLACE	OBVIOUS TOTAL LOSS	New	0.00 *	0.0*
2				Engine fire and dash interior			

* - Judgment Item

Estimate Totals

I. Labor Subtotals	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals
Labor Summary	0.0				0.00

II. Part Replacement Summary	Amount
Total Replacement Parts Amount	0.00

ESTIMATE RECALL NUMBER: 06/20/2014 08:18:23 [redacted]
Mitchell Data Version: OEM: MAY_14_V0604
MAPP:MAY_14_V0601
Software Version: 7.1.164

Copyright (C) 1994 - 2014 Mitchell International
All Rights Reserved

[redacted]

Date: 6/20/2014 08:18 AM
Estimate ID: [redacted]
Estimate Version: 0
Committed
Profile ID: (01074) St.louis

III. Additional Costs	Amount
Total Additional Costs	0.00

IV. Adjustments	Amount
Insurance Deductible	250.00-
Subtotal of Adjustments Exceeds Gross Total	
Customer Responsibility	0.00

I.	Total Labor:	0.00
II.	Total Replacement Parts:	0.00
III.	Total Additional Costs:	0.00
	Gross Total:	0.00
IV.	Total Adjustments:	0.00
	Net Total:	0.00

Register online to check the status of your claim and stay connected with State Farm®. To register, go to www.statefarm.com and select Check the Status of a Claim. If you are already registered, thank you! Not available in New Mexico.

Point(s) of Impact
16 Non-Collision (P)

Insurance Co: STATE FARM INSURANCE COMPANIES

Inspection Site: **TRA STL stock [redacted]
Address: 13813 St Charles Rock Rd
**6/18/14
MO [redacted]
+00 ( ) -
Inspection Date: 6/20/2014

Body Shop: TRA
Address: 3847 Taussig
Bridgeton, MO 63044
Telephone: (800) 228-3542

****
This is an estimate. Repair facilities must inspect the vehicle to determine if any repairs not listed are required, and to contact State Farm before making such repairs. Repairer also is responsible for conducting any necessary inspection and safety checks prior to and after completing repairs.
****

ESTIMATE RECALL NUMBER: 06/20/2014 08:18:23 [redacted]
Mitchell Data Version: OEM: MAY_14_V0604
MAPP:MAY_14_V0601
Software Version: 7.1.164

Copyright (C) 1994 - 2014 Mitchell International
All Rights Reserved

[redacted]

Phone:	(901) 375-4295	**Ext/PIN:**		**Status:**	Permanent
Usage:	Business	**Type:**	Fax	**Default:**	No
Country:	United States	**Contact:**			
Email Address:	JSWAIN@UIS-USA.COM			**Usage:**	Business

BILL SUMMARY

Bill Information

Invoice Number:	[redacted]	**Claim Number:**	[redacted]
Rental Vendor:	HERTZ LOCAL EDITION	**Date of Loss:**	
Insured Name:	[redacted]	**Received From Renter:**	$53.35
Renter Name:		**Billed To Others:**	$0.00
Rental Start Date:	06-18-2014	**Amount Due:**	$201.56
Renter End Date:	06-27-2014	**Amount Paid To Date:**	$201.56

Current Bill Status

Primary Status	Primary Reason(s)
Reviewed	
Secondary Status	**Secondary Reason(s)**
Paid	

Vehicle Information

Vehicle	Rental Start	Rental End	Assnd Class	Appr Class	Make	Model
01	06-18-2014	06-27-2014	PC	CC		MAXIMA SUN

Invoice Details

Vehicle	Description	Billed Party	Quantity	Rate (%) ($)	Percent Covered	Extended Amount
01	Daily Rental Rate	State Farm	10	22.24	80.000	$177.92
01	Daily Rental Rate	Renter	10	22.24	20.000	$44.48
01	Limit Adjustment	Renter	1	2.19	100.000	$2.19
01	Sales Tax	State Farm	186.72	7.950	100.000	$14.84
01	Sales Tax	Renter	49.42	7.950	100.000	$3.93
01	Veh Licensing/Registration Fee	State Farm	1	13.74	80.000	$10.99
01	Veh Licensing/Registration Fee	Renter	1	13.74	20.000	$2.75
01	Limit Credit Adjustment	State Farm	-1	2.19	100.000	$-2.19

Subtotal Less Taxes :	$222.40	**Received From Renter :**	$53.35
Total Taxes :	$32.51	**Amount Due From State Farm :**	$201.56

SEGMENTATION TIER

Claim Segment/Tier

Segment: Property **Tier:** 2

VIEW PERFORMERS

Performers assigned - All performers

[redacted]

CO - Noah Klopfenstein (R4Q4)
CSA - CSA Auto Sub

FOR INTERNAL STATE FARM USE ONLY
Contains CONFIDENTIAL information which may not be disclosed without express written authoriz[redacted]

June 26, 2014

[redacted]
Saint Charles MO [redacted]

State Farm Claims
P.O. Box 339401
Greeley CO 80633

RE: Claim Number: [redacted]
Date of Loss: June 17, 2014
Our Insured: [redacted]
Vehicle: 2010 Kia Forte Koup
VIN #: KNAFU6A23A5[redacted]
Mileage: 65000

Dear [redacted]

Your policy provides for payment of the actual cash value of your vehicle, less any applicable deductible. Actual cash value is determined by the market, age, mileage, and the condition of your vehicle at the time the loss occurred.

To assist us in determining actual cash value, we consider information obtained by our representatives, information provided by you, vehicle valuation services, and other sources. If you have additional information you wish us to consider, or if you believe we have not correctly determined the actual cash value of your vehicle, please contact us.

The amount payable to you was determined as follows:

Source Valuation	$12,750.00
Total Additions	$75.00
Total Deductions	$0.00
ACTUAL CASH VALUE	$12,825.00
Plus: Taxes	$0.00
Title Transfer	$16.50
Subtotal	$12,841.50
Less: Deductible	$250
Payment to Lienholder (if applicable)	$0.00
Total Net Payable to You	$12,591.50

Your rental with is authorized through. Any charges thereafter will be your responsibility.

Your vehicle is incurring storage costs at this time. We will pay these costs through . Any charges thereafter will be your responsibility.

[redacted]

Please also enclose the keys to the vehicle in the polyvinyl business reply envelope provided.

As a State Farm® policyholder, you can enjoy the benefits of online registration. Benefits include checking the status of your claim online; managing your insurance information and accounts; and staying connected to State Farm. Just go to **statefarm.com®** to get registered. All you need to complete the process is your State Farm policy or account number, your email address, and about five minutes. If you are already registered, thank you!

Thank you for choosing State Farm for your insurance needs.

Sincerely,

Elizabeth Silva
Claim Associate
(844) 696-0477
Fax: (888) 759-9032

State Farm Mutual Automobile Insurance Company

mitchell

N.A.D.A.© Valuation Report

Prepared for: State Farm Insurance

Summary

Claim Information

Claim Number:	[redacted]
Policy Number:	
Insured:	
Address:	
	SAINT CHARLES, MO [redacted]
Insured Home Phone:	[redacted]

Version #:	2
Coverage Type of Loss:	COMPREHENSIVE
Loss Date:	06/17/2014
Reported Date:	06/17/2014
Valuation Report Date:	06/23/2014 14:05:31
Valuation Report ID:	[redacted]

Vehicle Information

Loss Vehicle:	2010 KIA FORTE KOUP EX 2D CPE 2.0L 4 Cyl GAS M 2WD
VIN:	KNAFU6A23A5[redacted]
Mileage:	63,000 miles

Location:	MO [redacted]
Exterior Color:	
License Plate:	[redacted] Missouri, Exp, [redacted]

Valuation Summary

Total Retail Value:	**$11,850.00**
Loss Vehicle Adjustments	
Prior Damage Adjustment:	$0.00
After Market Parts Adjustment:	$0.00
Refurbishment Adjustment:	$0.00
Market Value:	**$11,850.00**
Settlement Adjustments	
Deductible:	-$250.00
Settlement Value:	**$11,600.00**

Copyright (c) 2011 - Mitchell International. All Rights Reserved.

[redacted]

Loss Vehicle Detail

Loss vehicle: **2010 KIA FORTE KOUP EX 2D CPE 2.0L 4 Cyl GAS M 2WD**

Standard Equipment

Exterior	
Automatic Headlights With Automatic Off	Front Air Dam
Front and Rear 5-MPH Impact-Absorbing Bumpers	Halogen Headlights
Steel Wheels, 15-In. X 5.5-In.	

Interior	
AM/FM Radio With Seek, Scan, and 6 Speakers Total; CD Player; MP3 Player; Sirius(R) Satellite Radio	Cloth Seats
Cruise Control	Dual Body Color Folding Power Adjustable Signaling Exterior Rearview Mirrors
Front Auxiliary Audio Input Jack	Front Dual Reclining Sport Bucket Seats, Driver Side Manually Adjusts 6 Ways Total With Driver Adjustable Seat Height and Adjustable Headrests
Front Dual Sunvisors	Front Dual Vanity Mirrors
Manual Air Conditioning	Power Window Lockout
Power Windows	Radio Antenna
Rear 60/40 Split Folding Bench Seat With Adjustable Headrests	Rear Window Defroster
Steering Wheel Mounted Controls For Cruise Control and Wireless Enabled Devices	Tinted Glass
USB Adapter	Variable Intermittent Windshield Wipers
Wireless Communication Access For Bluetooth(R) Enabled Devices	

Mechanical	
4-Wheel Anti-Lock Brakes	Electronic Brake Force Distribution
Front Power 280-mm X 26-mm Vented Disc and Rear Power 262-mm X 10-mm Solid Disc Brakes	Power Engine Speed Sensing Rack and Pinion Variable Assisted Steering
Tilt Steering Column	Traction Control
Vehicle Stability Control System	

Safety	
Driver Airbag With Dual Stage Deployment	Front Active Head Restraints
Front and Rear 3-Point Seatbelts	Front and Rear Crumple Zones
Front and Rear Side Head Curtain Airbags	Front Pretensioners With Force Limiters
Keyless Entry Operated Via Key Fob	LATCH
Multi-Function Remote Operates Door Lock/Unlock and Trunk	Passenger Airbag Cutoff
Passenger Airbag With Dual Stage Deployment	Power Door Locks Operated Via Remote and Internal Switch
Rear 3-Point Center Seatbelt	Remote Decklid Release Located Inside Vehicle and On Multi-Function Remote
Remote Fuel Door Release Located Inside Vehicle	Seat Mounted Front Side Airbags
Side Guard Door Beams	Trunk Anti-Trap Device

Optional Equipment

Electrochromic Interior Rearview Mirror

*DIO/PIO= Dealer/Port Installed Option

[redacted]

N.A.D.A Vehicle Equipment [2010 KIA Forte-4 Cyl. Coupe 2D EX FU6A2]

ALUMINUM/ALLOY WHEELS	CRUISE CONTROL
POWER DOOR LOCKS	POWER WINDOWS
W/OUT AUTO. TRANS.	

Claim #: [redacted] Copyright (c) 2011 - Mitchell International. All Rights Reserved.

[redacted]

Loss Vehicle Total Retail Value

Loss vehicle: **2010 KIA FORTE KOUP EX 2D CPE 2.0L 4 Cyl GAS M 2WD**

Guide Valuation: N.A.D.A. Central - Retail Value

Base Value:	$12,475.00
Mileage Adjustment:	$0.00
Power Windows:	Inclusive
Aluminum/Alloy Wheels:	Inclusive
Cruise Control:	Inclusive
Power Door Locks:	Inclusive
W/out Auto. Trans.:	-$625.00
Total Retail Value:	$11,850.00

Loss Vehicle Adjustments

Loss vehicle: **2010 KIA FORTE KOUP EX 2D CPE 2.0L 4 Cyl GAS M 2WD**

After Market Parts and OEM Equipment Adjustments

Category	Description	Adjustment Type	Purchase Date	Amount Paid	Adjustment Amount
EXTERIOR	Paint Stripe/Pin Stripe				

[redacted]

Stock ID: [redacted] Image ID: [redacted] Claim#: [redacted]

Manheim

Tulsa OK

State Farm Insurance - Central Zone CTLU
Attn CTLU
4700 Providence Rd
Columbia MO 65217

Tax ID# 58-1620001
Resale Cert# 000000000

Salvage Information

Stock#/Lot#: [redacted]
Branch: Manheim St Louis
Insured: [redacted]
Owner:
Claim#:
Year: 2010
Make/Model: KIA FORTE
VIN: KNAFU6A23A5[redacted]
ACV: 12,825.00

Pickup Location Information

Residence
St Charles MO [redacted]

Sell Direct/Buyer Information

GRAND STREET AUTO PARTS LLC
ALORTON IL 62207

Date of Events	Date
Loss Date	06/17/14
Assigned	06/18/14
Released	06/18/14
PickUp	06/18/14
TitleReceived	07/15/14
Sale Doc. Received	08/13/14
Auction Date	08/18/14
Buyer Payment Date	08/19/14
Reported to NICB	08/19/14

Check Amount	
Check [redacted] On 08/20/14	644.00
High Bid	725.00
Pool Charges	
Pool Fee	65.00
Pool Tow	0.00
Yard to Yard Transport	0.00
Pool Storage	0.00
Enhancements	0.00
Title Fees	0.00
DMV Fees	16.00
Bond Fees	0.00
Taxes	0.00
VIN Inspection	0.00
Keys	0.00
Re-Run	0.00
Mail Personals	0.00
VIR	0.00
Administrative Fees	0.00
Total Pool Charges	81.00
Advance Charges	
Tow	0.00
Storage	0.00
Administrative Fees	0.00
Teardown	0.00
Estimate Fee	0.00
Lien Fees	0.00
Taxes	0.00
Clean Up	0.00
EPA Clean-Up	0.00
Parts Shop	0.00
Preservation	0.00
Advance Charge Total	0.00
Total All Charges	81.00
Late Pick Up Credit	0.00
Seller Damage Credit	0.00
Seller Payments Credits	0.00
Total All Charges After Credits	81.00

PHONE (918) 227 - 3542 FAX (918) 227 - 3644
9101 Frankoma Road Sapulpa OK 74066
Striving For A Better Way To Serve You

Printed By: barbdemoss 8/20/2014 4:27:10 PM

[redacted]

C denotes consolidated payment
E denotes EFT payment
P previously converted payment from CAT/CMR

Payment Number		Issued Date	Payee	Status	Amount	Auth ID
[redacted]		10-21-2014	UNIFIED INVESTIGATIONS & SCIENCES, INC	Paid	$1,488.00	PH8W
	E	07-02-2014	HERTZ LOCAL EDITION	Paid	$201.56	ECSAPY
		06-27-2014	UNIFIED INVESTIGATIONS & SCIENCES, INC	Stop Pay	$1,488.00	PH8W
		06-26-2014	[redacted]	Paid	$12,591.50	HROB
		06-24-2014		Void	$11,691.50	QUYL
			Grand Total:		$14,281.06	

RECOVERIES

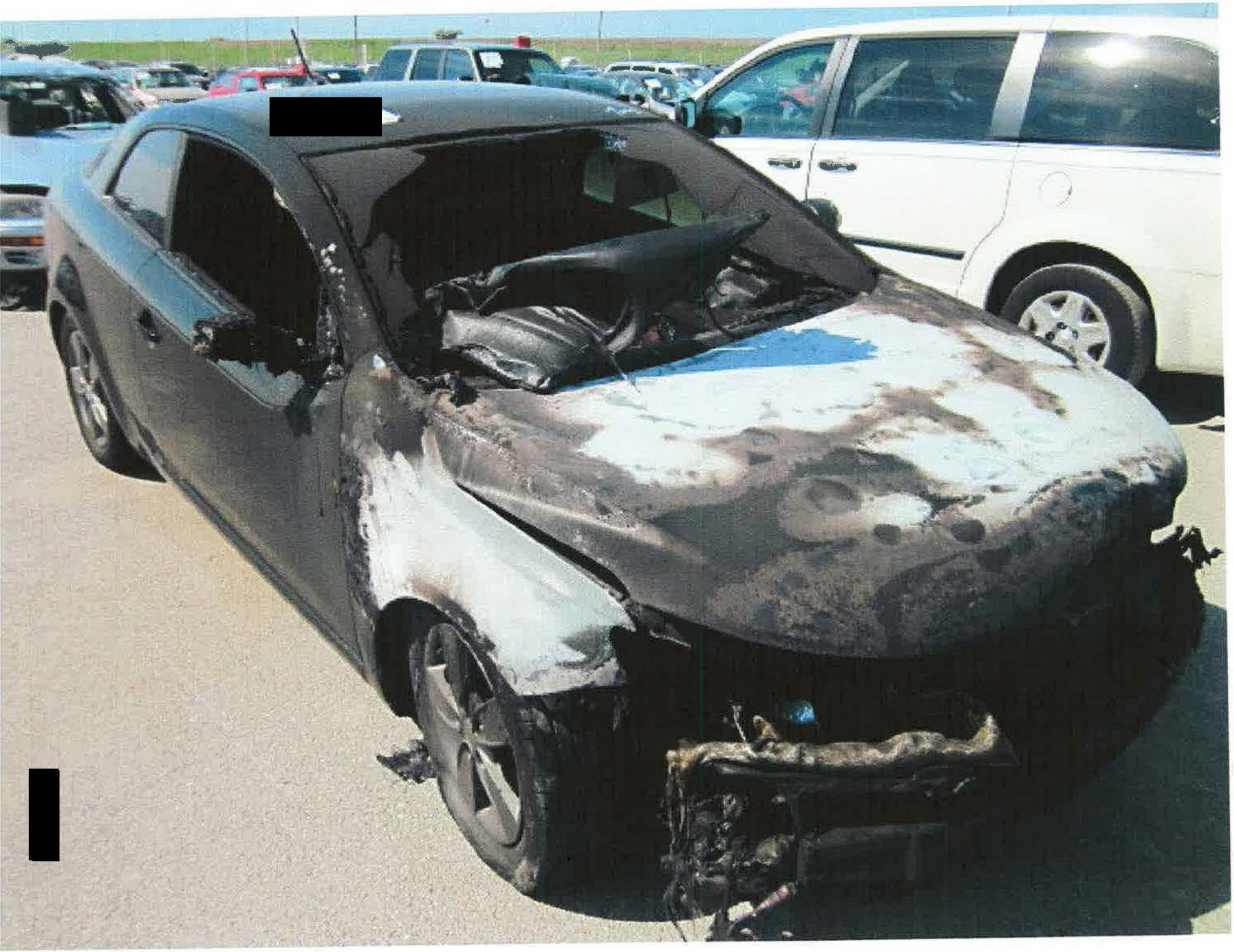
Check Number		Status	Entered Date	Recovery Amount	Expense Withheld	Type of Recovery
[redacted]	E	Posted	08-28-2014	$725.00	$81.00	Salvage
			Grand Total:	$725.00	$81.00	

Continued on Claim File Print - File History Information report

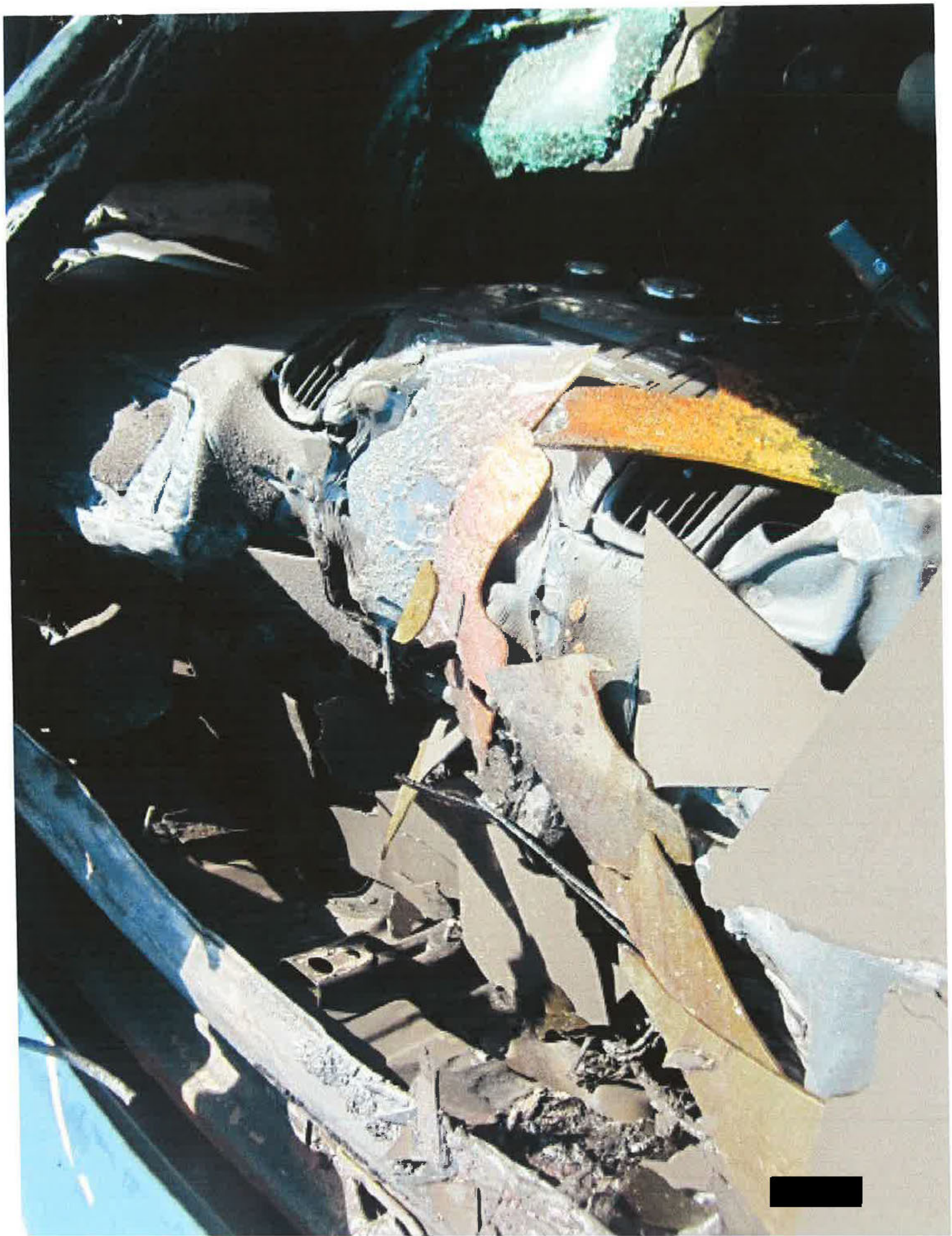
FOR INTERNAL STATE FARM USE ONLY
Contains CONFIDENTIAL information which may not be disclosed without express written authorization [redacted]

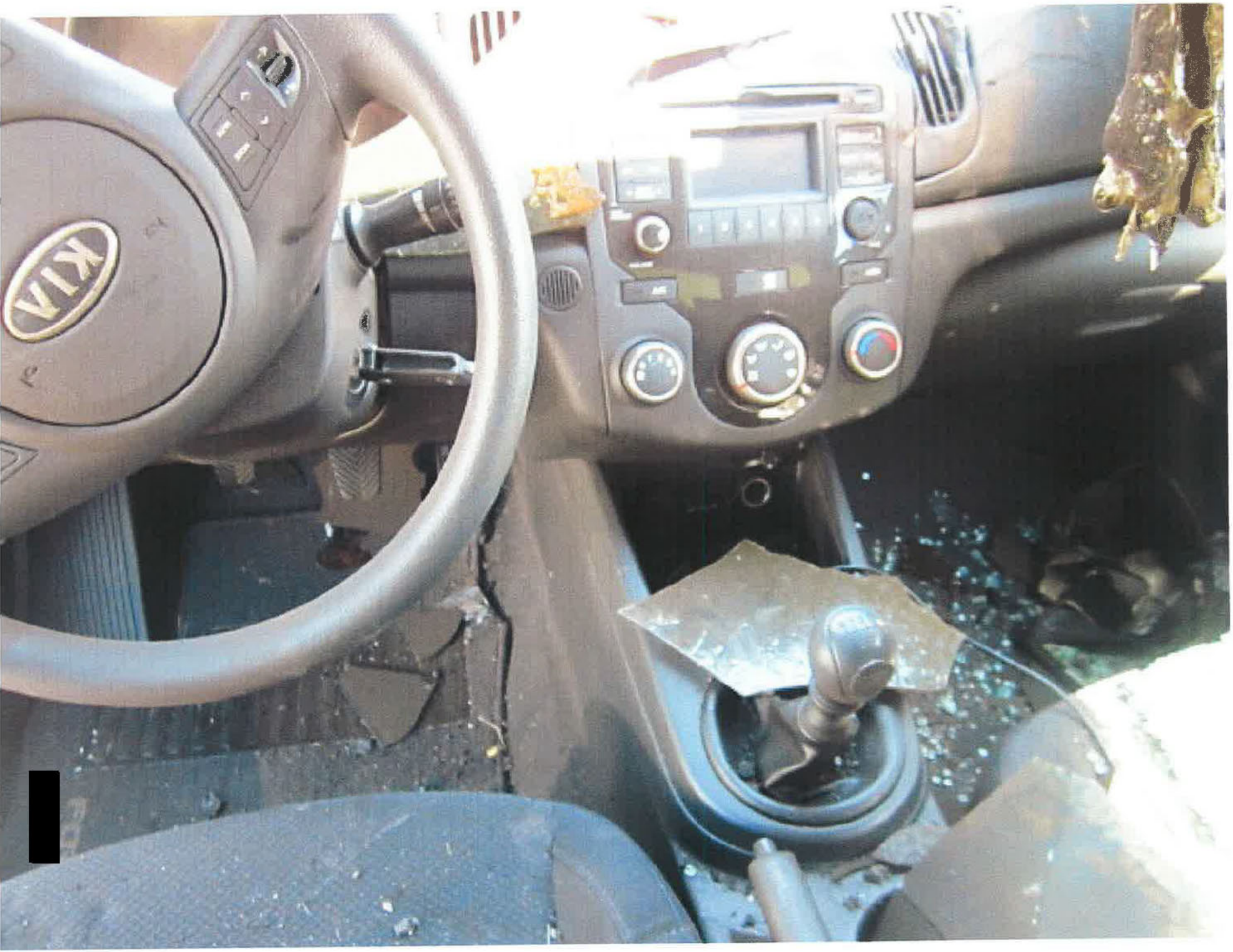











KIA





T.L.Thompson & Associates, Inc.

P.O. BOX 496149
GARLAND, TEXAS 75049-6149
PHO. (972) 226-1010

TOLL FREE 1-800-800-5235

330 OAKS TRAIL, SUITE #200
GARLAND, TEXAS 75043
FAX (972) 226-1402

RECEIVED
NOV 11 2014
CONSUMER AFFAIRS

OCT 31 2014

KIA MOTORS AMERICA INC
111 PETERS CANYAN RD
IRVINE CA 92606

Regarding:
ST FARM MUTUAL AUTO INS
[redacted]
Date of Loss: [redacted]
Amount of Claim: $13887.06
222

TLT File Number: [redacted]

WE HAVE ATTEMPTED TO CONTACT YOU REGARDING THE DAMAGE CLAIM SHOWN ABOVE. HOWEVER, YOU HAVE FAILED TO RESOLVE THE MATTER WITH OUR OFFICE. BEFORE I MAKE FINAL RECOMMENDATION TO MY CLIENT CONCERNING THIS CLAIM,

IS THIS CLAIM COVERED BY INSURANCE?

IF NOT, IS THIS CLAIM SOMETHING YOU INTEND TO TAKE CARE OF?

CAN WE SETTLE THIS NOW, WITH NO FURTHER INCONVENIENCE?

WE ARE ASKING YOUR COOPERATION AT THIS TIME. IF YOU WILL CONTACT ME IMMEDIATELY, I WILL TRY TO HELP YOU RESOLVE THIS PROBLEM.

YOU MAY PAY BY CHECK, MONEY ORDER, VISA/MASTERCARD, DISCOVER OR, FOR YOUR CONVENIENCE, ONLINE AT OUR WEBSITE: www.tlthompson.com.

THIS MATTER WILL NOT GO AWAY. IN SEEKING RECOVERY OF THIS CLAIM, WE SHOULD ADVISE YOU OF THE FOLLOWING: THIS IS AN ATTEMPT TO RECOVER A CLAIM. ALL INFORMATION OBTAINED WILL BE USED FOR THAT PURPOSE. THIS COMMUNICATION IS FROM A SUBROGATION RECOVERY FIRM.

VERY TRULY YOURS,

[redacted] THOMPSON AND ASSOCIATES, INC.

[redacted]
EMILY PAGE [redacted]
SENIOR ASSOCIATE

RETURN THIS PORTION WITH YOUR PAYMENT. $20.00 FEE FOR RETURNED CHECKS.

TLT# [redacted] STATE FARM MUTUAL AUTO INS CO $13887.06

NAME _____ ENCLOSED IS CHECK___ MONEY ORDER___

ADDRESS _____ VISA/MASTERCARD/DISCOVER_____

CITY, STATE, ZIP _____ CARD NUMBER_____ EXP DATE_____

[redacted]

Providing Insurance and Financial Services
Home Office, Bloomington, IL



May 18, 2015

RECEIVED
MAY 26 2015
CONSUMER AFFAIRS

Kia Motors America Inc
111 Peters Canyon Rd
Irvine CA 92606-1790

State Farm Claims
PO Box 106172
Atlanta GA 30348-6172

Certified Mail-Return Receipt Requested

RE: Claim Number: [redacted]
Date of Loss: [redacted]
Our Insured: [redacted]
Loss Location: Saint Charles, MO
Vehicle: Kia Forte Koup
VIN: KNAFU6A23A5[redacted]
Mileage: Unknown
Your File Number:
Insured's Deductible: $250.00

To Whom It May Concern:

This notice is to advise of a loss that occurred to our insured's vehicle. The damage was caused by a split fuel line.

Our investigation indicates that KIA Motors is responsible for this loss. By virtue of our payment, we are entitled to recover from the responsible party. Please consider this letter as our demand to KIA Motors for reimbursement of $13,887.06.

Any settlement with State Farm's policyholder with respect to this loss must not prejudice our rights, as subrogor, and shall not be released by execution of a general release with such policyholder.

To assist you in your review, here is a breakdown of the amounts State Farm paid by Cause of Loss:

041/045 - Uninsured Motorist BI	$
042 - Uninsured Motorist PD	$
300 series/400 - Comp/Collision	$12,591.50
501 - Rental/Loss of Use	$201.56
600/050 - Med Pay/PIP	$
Other	$
Salvage Recovery	$644.00
Amount State Farm Paid	$13,637.06
Insured Deductible	$250.00
Total Claim Amount	$13,887.06

[redacted]

Claim Form [redacted]

Vehicle | **Total Loss Summary**

Total Loss Settlement Tool Summary — **Not Owner Retained** Edit

Valuation Source:	NADA		
Ok to Pay:	No		
Source Valuation:	$12,750.00	**Damage Estimate:**	$12,750.00
⊟**Total Additions:**	$75.00	**Possible Supplements:**	$0.00
	$75.00 gps system		
⊟**Total Deductions:**	$0.00	**Additional Cost:**	$0.00
ACV:	$12,825.00	**Salvage:**	$0.00
Tax Amount:	$0.00	**Valuation vs Repair Costs:**	100.00%
Fees:	$16.50	**ACV vs Damage Estimate:**	99.42%
Type of Fee:	title fee		
Subtotal:	$12,841.50		
Deductible:	$250.00		
Total:	$12,591.50		
L/H Payoff:	$0.00	**L/H Name:**	KIA MOTORS FIN/
Payoff good through:		**Per Diem:**	$0.00
Account Number:			
Paid to L/H:	$0.00		
Paid to Owner:	$12,591.50		

Name as it is on title: [redacted]
Titling State: Missouri
Title Brand: MO salvage (STATE FARM MUTUAL)
Last Day Storage: **Last Day Rental:**
Keys With Vehicle: No
Keys: ?
Mileage: 65000 **Actual Mileage:** Yes
Vehicle Salvage Type:
Stock Number: [redacted]
Comments: Mileage may adjust ACV,

View Estimate | View Photos | Add Task

Back | Delete | Edit

[redacted]

RBZ0003H
State Farm Mutual Automobile Insurance Company

Auto Payments

Route To: Brian Spencer

BASIC CLAIM INFORMATION

Claim Number: [redacted]
Date of Loss: [redacted]
Policy Number: [redacted]
Named Insured: [redacted]

PAYMENTS

C denotes consolidated payment
E denotes EFT payment
P previously converted payment from CAT/CMR

Payment Number		Issued Date	Payee	Status	Amount	Auth ID
[redacted]		10-21-2014	UNIFIED INVESTIGATIONS & SCIENCES, INC	Paid	$1,488.00	PH8W
	E	07-02-2014	HERTZ LOCAL EDITION	Paid	$201.56	ECSAPY
		06-27-2014	UNIFIED INVESTIGATIONS & SCIENCES, INC	Stop Pay	$1,488.00	PH8W
		06-26-2014	[redacted]	Paid	$12,591.50	HROB
		06-24-2014		Void	$11,691.50	QUYL
			Grand Total:		$14,281.06	

FOR INTERNAL STATE FARM USE ONLY
Contains CONFIDENTIAL information which may not be disclosed without express written autho[redacted]

RBZ000MD
State Farm Mutual Automobile Insurance Company

Auto Rental Bills

Route To: Brian Spencer

BASIC CLAIM INFORMATION

Claim Number: [redacted]
Date of Loss: [redacted]
Policy Number: [redacted]
Named Insured: [redacted]

[redacted]

BILL SUMMARY

Bill Information

Invoice Number: [redacted]
Rental Vendor: HERTZ LOCAL EDITION
Insured Name: [redacted]
Renter Name:
Rental Start Date: 06-18-2014
Renter End Date: 06-27-2014

Claim Number: [redacted]
Date of Loss: 06-17-2014
Received From Renter: $53.35
Billed To Others:
Amount Due: $201.56
Amount Paid To Date: $201.56

Current Bill Status

Primary Status
Reviewed

Primary Reason(s)

Secondary Status
Paid

Secondary Reason(s)

Vehicle Information

Vehicle	Rental Start	Rental End	Assnd Class	Appr Class	Make	Model
01	06-18-2014	06-27-2014	PC	CC		MAXIMA SUN

Invoice Details

Vehicle	Description	Billed Party	Quantity	Rate (%) ($)	Percent Covered	Extended Amount
01	Daily Rental Rate	State Farm	10	22.24	80.000	$177.92
01	Daily Rental Rate	Renter	10	22.24	20.000	$44.48
01	Limit Adjustment	Renter	1	2.19	100.000	$2.19
01	Sales Tax	State Farm	186.72	7.950	100.000	$14.84
01	Sales Tax	Renter	49.42	7.950	100.000	$3.93
01	Veh Licensing/Registration Fee	State Farm	1	13.74	80.000	$10.99
01	Veh Licensing/Registration Fee	Renter	1	13.74	20.000	$2.75
01	Limit Credit Adjustment	State Farm	-1	2.19	100.000	$-2.19

Subtotal Less Taxes : $222.40
Total Taxes : $32.51

Received From Renter : $53.35
Amount Due From State Farm : $201.56

FOR INTERNAL STATE FARM USE ONLY
Contains CONFIDENTIAL information which may not be disclosed without express written autho[redacted]

From: TAPNo-reply@traauctions.com

Sent: Wednesday, August 20, 2014 8:40 PM

To: HOME CLMS-SALVAGE-IP

Subject: [redacted]

Automated Report: TitleFaxSF
File: [redacted]
Original Sender: TAPNo-reply@traauctions.com
Report Generated at: 8/20/2014 11:40:22 PM

This message was generated by the automated report system.
stock#: [redacted] Manheim St Louis

[redacted]

Documents From Total Resource Auctions

Claim Number: [redacted]

Original Owner's Name:

Insured Name:

Stock # / Lot #:

Yard: Manheim St Louis

8/20/2014 **11:40:20PM**

If you have any problems with the transmission of this electronic fax, please contact Title Department at:

Arkansas: 918-227-3542
Arizona: 623-907-7082
Colorado: 800-374-9150
Louisiana: 918-227-3542
Missouri: 314-739-1300
Minnesota: 763-315-5701
Nebraska: 402-896-8000
Oklahoma: 918-227-3542
Wisconsin: 262-824-2520
Utah: 801-951-4123

This fax is confidential information. If you receive this fax in error, please destroy it and notify the sender of the error.

[redacted]

Stock ID: [redacted] Image ID: 8,424,914 Claim#: [redacted]

Manheim

Tulsa OK

State Farm Insurance - Central Zone CTLU
Attn CTLU
4700 Providence Rd
Columbia MO 65217

Tax ID# [redacted]
Resale Cert# 000000000

Salvage Information

Stock#/Lot#: [redacted]
Branch: Manheim St Louis
Insured: [redacted]
Owner:
Claim#:
Year: 2010
Make/Model: KIA FORTE
VIN: KNAFU6A23A5[redacted]
ACV: 12,825 00

Pickup Location Information

Residence
St Charles MO 63303

Sell Direct/Buyer Information

GRAND STREET AUTO PARTS LLC
ALORTON IL 62207

Date of Events	Date
Loss Date	06/17/14
Assigned	06/18/14
Released	06/18/14
PickUp	06/18/14
TitleReceived	07/15/14
Sale Doc. Received	08/13/14
Auction Date	08/18/14
Buyer Payment Date	08/19/14
Reported to NICB	08/19/14

Check Amount

Check [redacted] On 08/20/14 644.00

High Bid: 725.00

Pool Charges	
Pool Fee	65.00
Pool Tow	0.00
Yard to Yard Transport	0.00
Pool Storage	0.00
Enhancements	0.00
Title Fees	0.00
DMV Fees	16.00
Bond Fees	0.00
Taxes	0.00
VIN Inspection	0.00
Keys	0.00
Re-Run	0.00
Mail Personals	0.00
VIR	0.00
Administrative Fees	0.00
Total Pool Charges	81.00

Advance Charges	
Tow	0.00
Storage	0.00
Administrative Fees	0.00
Teardown	0.00
Estimate Fee	0.00
Lien Fees	0.00
Taxes	0.00
Clean Up	0.00
EPA Clean-Up	0.00
Parts Shop	0.00
Preservation	0.00
Advance Charge Total	0.00
Total All Charges	81.00
Late Pick Up Credit	0.00
Seller Damage Credit	0.00
Seller Payments Credits	0.00
Total All Charges After Credits	81.00

PHONE (918) 227 - 3542 FAX (918) 227 - 3644
9101 Frankoma Road Sapulpa OK 74066
Striving For A Better Way To Serve You

Printed By: barbdemoss 8/20/2014 4:27:10 PM

[redacted]

mitchell

N.A.D.A.© Valuation Report

Prepared for: State Farm Insurance

Summary

Claim Information

Claim Number: [redacted]
Policy Number:
Insured:
Address: [redacted]
SAINT CHARLES, MO [redacted]
Insured Home Phone: [redacted]

Version #: 2
Coverage Type of Loss: COMPREHENSIVE
Loss Date: 06/17/2014
Reported Date: 06/17/2014
Valuation Report Date: 06/23/2014 14:05:31
Valuation Report ID: [redacted]

Vehicle Information

Loss Vehicle: 2010 KIA FORTE KOUP EX 2D CPE
2.0L 4 Cyl GAS M 2WD
VIN: KNAFU6A23A5[redacted]
Mileage: 63,000 miles

Location: MO [redacted]
Exterior Color:
License Plate: [redacted] Missouri, Exp, 03/2016

Valuation Summary

Total Retail Value:	**$11,850.00**
Loss Vehicle Adjustments	
Prior Damage Adjustment:	$0.00
After Market Parts Adjustment:	$0.00
Refurbishment Adjustment:	$0.00
Market Value:	**$11,850.00**
Settlement Adjustments	
Deductible:	-$250.00
Settlement Value:	**$11,600.00**

Copyright (c) 2011 - Mitchell International. All Rights Reserved.

Loss Vehicle Detail

Loss vehicle: **2010 KIA FORTE KOUP EX 2D CPE 2.0L 4 Cyl GAS M 2WD**

Standard Equipment

Exterior	
Automatic Headlights With Automatic Off	Front Air Dam
Front and Rear 5-MPH Impact-Absorbing Bumpers	Halogen Headlights
Steel Wheels, 15-In. X 5.5-In.	

Interior	
AM/FM Radio With Seek, Scan, and 6 Speakers Total; CD Player; MP3 Player; Sirius(R) Satellite Radio	Cloth Seats
Cruise Control	Dual Body Color Folding Power Adjustable Signaling Exterior Rearview Mirrors
Front Auxiliary Audio Input Jack	Front Dual Reclining Sport Bucket Seats, Driver Side Manually Adjusts 6 Ways Total With Driver Adjustable Seat Height and Adjustable Headrests
Front Dual Sunvisors	Front Dual Vanity Mirrors
Manual Air Conditioning	Power Window Lockout
Power Windows	Radio Antenna
Rear 60/40 Split Folding Bench Seat With Adjustable Headrests	Rear Window Defroster
Steering Wheel Mounted Controls For Cruise Control and Wireless Enabled Devices	Tinted Glass
USB Adapter	Variable Intermittent Windshield Wipers
Wireless Communication Access For Bluetooth(R) Enabled Devices	

Mechanical	
4-Wheel Anti-Lock Brakes	Electronic Brake Force Distribution
Front Power 280-mm X 26-mm Vented Disc and Rear Power 262-mm X 10-mm Solid Disc Brakes	Power Engine Speed Sensing Rack and Pinion Variable Assisted Steering
Tilt Steering Column	Traction Control
Vehicle Stability Control System	

Safety	
Driver Airbag With Dual Stage Deployment	Front Active Head Restraints
Front and Rear 3-Point Seatbelts	Front and Rear Crumple Zones
Front and Rear Side Head Curtain Airbags	Front Pretensioners With Force Limiters
Keyless Entry Operated Via Key Fob	L A T C H
Multi-Function Remote Operates Door Lock/Unlock and Trunk	Passenger Airbag Cutoff
Passenger Airbag With Dual Stage Deployment	Power Door Locks Operated Via Remote and Internal Switch
Rear 3-Point Center Seatbelt	Remote Decklid Release Located Inside Vehicle and On Multi-Function Remote
Remote Fuel Door Release Located Inside Vehicle	Seat Mounted Front Side Airbags
Side Guard Door Beams	Trunk Anti-Trap Device

Optional Equipment

Electrochromic Interior Rearview Mirror

*DIO/PIO= Dealer/Port Installed Option

Copyright (c) 2011 - Mitchell International. All Rights Reserved.

[redacted]

N.A.D.A Vehicle Equipment [2010 KIA Forte-4 Cyl. Coupe 2D EX FU6A2]

ALUMINUM/ALLOY WHEELS	CRUISE CONTROL
POWER DOOR LOCKS	POWER WINDOWS
W/OUT AUTO. TRANS.	

Copyright (c) 2011 - Mitchell International. All Rights Reserved.

[redacted]

Loss Vehicle Total Retail Value

Loss vehicle: **2010 KIA FORTE KOUP EX 2D CPE 2.0L 4 Cyl GAS M 2WD**

Guide Valuation: N.A.D.A. Central - Retail Value

Base Value:	$12,475.00
Mileage Adjustment:	$0.00
Power Windows:	Inclusive
Aluminum/Alloy Wheels:	Inclusive
Cruise Control:	Inclusive
Power Door Locks:	Inclusive
W/out Auto. Trans.:	-$625.00
Total Retail Value:	$11,850.00

Loss Vehicle Adjustments

Loss vehicle: **2010 KIA FORTE KOUP EX 2D CPE 2.0L 4 Cyl GAS M 2WD**

After Market Parts and OEM Equipment Adjustments

Category	Description	Adjustment Type	Purchase Date	Amount Paid	Adjustment Amount
EXTERIOR	Paint Stripe/Pin Stripe				

Claim #: [redacted] Copyright (c) 2011 - Mitchell International. All Rights Reserved.

[redacted]







[redacted]







[redacted]



[redacted]

Date: 6/20/2014 08:18 AM
Estimate ID: [redacted]
Estimate Version: 0
Committed
Profile ID: [redacted]St.louis

STATE FARM INSURANCE COMPANIES

MISSOURI AUTOMOBILE ESTIMATICS CENTRAL ZONE, FAX SUPPLEMENT, REQUEST TO:
Fax: (800) 318-6738

Damage Assessed By: TED (GMB2)

Appraised For: Julia West
(918) 641-7925

Type of Loss: Comprehensive
Date of Loss: [redacted]
Deductible: 250.00
Claim Number: [redacted]
Insured:
Owner:
Address: [redacted] SAINT CHARLES, MO [redacted]
Telephone:
Cell Phone: [redacted]

Mitchell Service: [redacted]

Description: 2010 Kia Forte Koup EX
Body Style: 2D Cpe
VIN: KNAFU6A23A5[redacted]
OEM/ALT: A
Color: Black
Drive Train: 2.0L Inj 4 Cyl 5M FWD
License: [redacted]
Search Code: STLOUIS
Options: PASSENGER AIRBAG, DRIVER AIRBAG, POWER LOCK, POWER WINDOW, REAR WINDOW DEFOGGER
MANUAL AIR CONDITION, CRUISE CONTROL, TILT STEERING COLUMN, ANTI-LOCK BRAKE SYS.
TRACTION CONTROL, AUXILIARY INPUT, SATELLITE RADIO, FRONT AIR DAM, TINTED GLASS
VARIABLE ASSISTED STEERING, SIDE AIRBAGS, AUTOMATIC HEADLIGHTS
SIDE HEAD CURTAIN AIRBAGS, AM/FM STEREO CD/MP3 PLAYER
ELECTRONIC STABILITY CONTROL, FRONT BUCKET SEATS, KEYLESS ENTRY SYSTEM
POWER DISC BRAKES, POWER LIFTGATE\TRUNK, STEERING WHEEL MOUNTED CONTROLS

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
				MANUAL ENTRIES			
1	[redacted]	BDY *	REMOVE/REPLACE	OBVIOUS TOTAL LOSS	New	0.00 *	0.0*
2				Engine fire and dash interior			

* - Judgment Item

Estimate Totals

I. Labor Subtotals	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals
Labor Summary	0.0				0.00

II. Part Replacement Summary	Amount
Total Replacement Parts Amount	0.00

ESTIMATE RECALL NUMBER: 06/20/2014 08:18:23 [redacted]
Mitchell Data Version: OEM: MAY_14_V0604
MAPP:MAY_14_V0601
Software Version: 7.1.164

Copyright (C) 1994 - 2014 Mitchell International
All Rights Reserved

[redacted]

III. Additional Costs	Amount
Total Additional Costs	0.00

IV. Adjustments	Amount
Insurance Deductible	250.00-
Subtotal of Adjustments Exceeds Gross Total	
Customer Responsibility	0.00

I.	Total Labor:	0.00
II.	Total Replacement Parts:	0.00
III.	Total Additional Costs:	0.00
	Gross Total:	0.00
IV.	Total Adjustments:	0.00
	Net Total:	0.00

Register online to check the status of your claim and stay connected with State Farm®. To register, go to www.statefarm.com and select Check the Status of a Claim. If you are already registered, thank you! Not available in New Mexico.

Point(s) of Impact
16 Non-Collision (P)

Insurance Co: STATE FARM INSURANCE COMPANIES

Inspection Site: **TRA STL stock [redacted] lot [redacted]
Address: 13813 St Charles Rock Rd
**6/18/14
MO [redacted]
+00 ( ) -
Inspection Date: 6/20/2014

Body Shop: TRA
Address: 3847 Taussig
Bridgeton, MO 63044
Telephone: (800) 228-3542

****
This is an estimate. Repair facilities must inspect the vehicle to determine if any repairs not listed are required, and to contact State Farm before making such repairs. Repairer also is responsible for conducting any necessary inspection and safety checks prior to and after completing repairs.
****

Copyright (C) 1994 - 2014 Mitchell International
All Rights Reserved

[redacted]

mitchell

N.A.D.A.© Valuation Report

Prepared for: State Farm Insurance

Summary

Claim Information

Claim Number: [redacted]
Policy Number:
Insured:
Address:
SAINT CHARLES, MO [redacted]
Insured Home Phone: [redacted]

Version #: 1
Coverage Type of Loss: COMPREHENSIVE
Loss Date: 06/17/2014
Reported Date: 06/17/2014
Valuation Report Date: 06/20/2014 06:23:54
Valuation Report ID: [redacted]

Vehicle Information

Loss Vehicle: 2010 KIA FORTE KOUP EX 2D CPE
2.0L 4 Cyl GAS M 2WD
VIN: KNAFU6A23A5[redacted]
Mileage: True Mileage Unknown

Location: MO [redacted]
Exterior Color: Ebony Black
License Plate: [redacted] Missouri, Exp, [redacted]

Valuation Summary

Total Retail Value:	**$11,850.00**
Loss Vehicle Adjustments	
Prior Damage Adjustment:	$0.00
After Market Parts Adjustment:	$0.00
Refurbishment Adjustment:	$0.00
Market Value:	**$11,850.00**
Settlement Adjustments	
Deductible:	-$250.00
Settlement Value:	**$11,600.00**

Claim # [redacted] Copyright (c) 2011 - Mitchell International. All Rights Reserved.

[redacted]

Loss Vehicle Detail

Loss vehicle: **2010 KIA FORTE KOUP EX 2D CPE 2.0L 4 Cyl GAS M 2WD**

Standard Equipment

Exterior	
Automatic Headlights With Automatic Off	Front Air Dam
Front and Rear 5-MPH Impact-Absorbing Bumpers	Halogen Headlights
Steel Wheels, 15-In. X 5.5-In.	

Interior	
AM/FM Radio With Seek, Scan, and 6 Speakers Total; CD Player; MP3 Player; Sirius(R) Satellite Radio	Cloth Seats
Cruise Control	Dual Body Color Folding Power Adjustable Signaling Exterior Rearview Mirrors
Front Auxiliary Audio Input Jack	Front Dual Reclining Sport Bucket Seats, Driver Side Manually Adjusts 6 Ways Total With Driver Adjustable Seat Height and Adjustable Headrests
Front Dual Sunvisors	Front Dual Vanity Mirrors
Manual Air Conditioning	Power Window Lockout
Power Windows	Radio Antenna
Rear 60/40 Split Folding Bench Seat With Adjustable Headrests	Rear Window Defroster
Steering Wheel Mounted Controls For Cruise Control and Wireless Enabled Devices	Tinted Glass
USB Adapter	Variable Intermittent Windshield Wipers
Wireless Communication Access For Bluetooth(R) Enabled Devices	

Mechanical	
4-Wheel Anti-Lock Brakes	Electronic Brake Force Distribution
Front Power 280-mm X 26-mm Vented Disc and Rear Power 262-mm X 10-mm Solid Disc Brakes	Power Engine Speed Sensing Rack and Pinion Variable Assisted Steering
Tilt Steering Column	Traction Control
Vehicle Stability Control System	

Safety	
Driver Airbag With Dual Stage Deployment	Front Active Head Restraints
Front and Rear 3-Point Seatbelts	Front and Rear Crumple Zones
Front and Rear Side Head Curtain Airbags	Front Pretensioners With Force Limiters
Keyless Entry Operated Via Key Fob	L A T C H
Multi-Function Remote Operates Door Lock/Unlock and Trunk	Passenger Airbag Cutoff
Passenger Airbag With Dual Stage Deployment	Power Door Locks Operated Via Remote and Internal Switch
Rear 3-Point Center Seatbelt	Remote Decklid Release Located Inside Vehicle and On Multi-Function Remote
Remote Fuel Door Release Located Inside Vehicle	Seat Mounted Front Side Airbags
Side Guard Door Beams	Trunk Anti-Trap Device

Optional Equipment

Electrochromic Interior Rearview Mirror

*DIO/PIO= Dealer/Port Installed Option

 Copyright (c) 2011 - Mitchell International. All Rights Reserved.

[redacted]

N.A.D.A Vehicle Equipment [2010 KIA Forte-4 Cyl. Coupe 2D EX FU6A2]

Aluminum/Alloy Wheels	Cruise Control
Power Door Locks	Power Windows
W/out Auto. Trans.	

Copyright (c) 2011 - Mitchell International. All Rights Reserved.

Loss Vehicle Total Retail Value

Loss vehicle: **2010 KIA FORTE KOUP EX 2D CPE 2.0L 4 Cyl GAS M 2WD**

Guide Valuation: N.A.D.A. Central - Retail Value

Base Value:	$12,475.00
Mileage Adjustment:	Not Specified
Power Windows:	Inclusive
Aluminum/Alloy Wheels:	Inclusive
Cruise Control:	Inclusive
Power Door Locks:	Inclusive
W/out Auto. Trans.:	-$625.00
Total Retail Value:	$11,850.00

Loss Vehicle Adjustments

Loss vehicle: **2010 KIA FORTE KOUP EX 2D CPE 2.0L 4 Cyl GAS M 2WD**

After Market Parts and OEM Equipment Adjustments

Category	Description	Adjustment Type	Purchase Date	Amount Paid	Adjustment Amount
EXTERIOR	Paint Stripe/Pin Stripe				

 Copyright (c) 2011 - Mitchell International. All Rights Reserved.

[redacted]

Providing Insurance and Financial Services
Home Office, Bloomington, IL

State Farm®

June 27, 2014

Kia Motors America Inc
111 Peters Canyon Rd
Irvine CA 92606-1790

State Farm Claims
P.O. Box 66101
Dallas TX 75266-1001

RECEIVED
JUL 08 2014
CONSUMER AFFAIRS

RE: Claim Number: [redacted]
Date of Loss: [redacted]
City/State of Loss: Saint Charles, MO
Insured: [redacted]
Vehicle: Kia Forte Koup
VIN: KNAFU6A23A5[redacted]
Mileage: 50000

To Whom It May Concern:

This notice is to advise you of a loss that occurred to our insured's vehicle. Our preliminary investigation indicates that Kia Motors America Inc may be responsible for this loss. Please consider this as our notice of possible subrogation and our notice to you of the opportunity to schedule an inspection of the vehicle.

The vehicle is being held at a location in Bridgeton/Mo. and is available for your inspection by appointment only. There is no authorization to inspect this vehicle outside the presence of a State Farm® representative.

The undisturbed fire scene has been secured until 7/27/14 to allow sufficient time for all inspections. If you wish to inspect the fire scene, please contact us immediately to schedule an inspection. There is no authorization to inspect the premises outside the presence of a State Farm representative.

Any settlement with our policyholder with respect to this loss must not prejudice State Farm's rights, as subrogor, nor shall State Farm's rights be released by the execution of a general release with such policyholder.

In order to assist you in evaluating and processing the subrogation claim, we may provide nonpublic personal information about our customer. We are sharing this information to effect, administer, or enforce a transaction authorized by the consumer. However, you are neither authorized nor permitted to: (1) use the customer information we provide for any purpose other than to evaluate and process the subrogation claim or (2) disclose or share the customer information we provide for any purpose other than to evaluate and process the subrogation claim.

Your cooperation is appreciated. If you have any questions, or would like to set up an appointment to inspect the evidence, please contact us.

[redacted]

PAYMENT NO [redacted]
PAYMENT AMOUNT $1,488.00
ISSUE DATE 06-27-2014
AUTHORIZED BY WEST, JULIA
PHONE [redacted]

CLAIM NO [redacted]
LOSS DATE [redacted]
POLICY NO [redacted]
INSURED [redacted]

UNIFIED INVESTIGATIONS & SCIENCES, INC
3955 WHITEBROOK DR STE 101
MEMPHIS TN 38118-3745

COVERAGE DESCRIPTION	ON BEHALF OF	AMOUNT
COMPREHENSIVE - FIRE	[redacted]	1,488.00

RETAIN STUB FOR RECORDS

GREEN DROPOUT APPEARS ON FACE OF DOCUMENT

StateFarm STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY

CENTRAL
CZ SCRT OFFICE [redacted]

JPMORGAN CHASE BANK, NA 56-1544/441
COLUMBUS, OH 43240

[redacted]

DATE 06-27-2014 MM DD YYYY

CLAIM NO [redacted]
LOSS DATE 06-17-2014

INSURED [redacted]

**EXACTLY ONE THOUSAND FOUR HUNDRED EIGHTY-EIGHT AND 00/100 DOLLARS

$*****1,488.00

Pay to the Order of: UNIFIED INVESTIGATIONS & SCIENCES, INC

[redacted]
AUTHORIZED SIGNATURE

[redacted]
AUTHORIZED SIGNATURE

SECURED DOCUMENT WATERMARK APPEARS ON BACK, HOLD AT 45° ANGLE FOR VIEWING

VOID IF GREEN COLORED BACKGROUND IS MISSING

[redacted]

[redacted]

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

FORTE KOUP



Kia Motors America
Labor Time Standard

Model: FORTE(YD)(2014~)
VIN:

Warranty Help Desk | Request For Review | Warranty Webinars | Search | WebLTS Help

Labor Op. Number: [redacted] Time: 6.2

Description: Engine Sub Assy, (Long Block), R&R (Gamma 1.6L)

Overlapping Labor: 11312, 21102, 21355, 21356, 21421, 21510, 22410, 23410, 25100

Includes:

7.0 hours

Training Required: Yes - Click Here to Open

Adds/Combos:

View	Labor Op	Description	Time
View	21102RK4	Add:Turbo Charger (Gamma Engine)	0.8

Kia Motors America - Labor Time Standard

- 050 ACCESSORY GROUP
- 200 ENGINE GROUP
  - 200 ENGINE ASSEMBLY
    - 21102R1G Engine Sub Assy, (Long Block), R&R (Gamma 1.6L) 6.2
    - 21102R1N Engine Sub Assy R&R (Long Block) (Nu Engine) R&R Block 6.3
  - 211 CYLINDER BLOCK ASSY
  - 213A FRONT CASE
  - 213B TIMING BELT COVER
  - 215 OIL PAN
  - 218A ENGINE & TRANSMISSION MOUNTING
  - 221 CYLINDER HEAD
  - 222 VALVE SYSTEM
  - 224 ROCKER COVER & OIL STRAINER PIPE
  - 231 CRANKSHAFT & FLYWHEEL

Kia Motors America
Labor Time Standard

Model: FORTE(YD)(2014~)

VIN:

Warranty Help Desk | Request For Review | Warranty Webinars | Search | WebLTS Help

[redacted]

Labor Op. Number: 91201R00 Time: 2.8

Description: Wire Harness Assy (Engine), R&R

Overlapping Labor:

Includes:

3.1 hours

Training Required: Yes - Click Here to Open

Adds/Combos:

View	Labor Op	Description	Time
View	91201RQ0	GDS Operation-Wire Harness Assy (Engine)	0.3

Kia Motors America - Labor Time Standard

- 050 ACCESSORY GROUP
- 200 ENGINE GROUP
  - 200 ENGINE ASSEMBLY
    - 21102R1G Engine Sub Assy, (Long Block), R&R (Gamma 1.6L) 6.2
    - 21102R1N Engine Sub Assy R&R (Long Block) (Nu Engine) R&R Block 6.3
  - 211 CYLINDER BLOCK ASSY
  - 213A FRONT CASE
  - 213B TIMING BELT COVER
  - 215 OIL PAN
  - 218A ENGINE & TRANSMISSION MOUNTING
  - 221 CYLINDER HEAD
  - 222 VALVE SYSTEM
  - 224 ROCKER COVER & OIL STRAINER PIPE
  - 231 CRANKSHAFT & FLYWHEEL

YOUNGBLOOD

NISSAN CHRYSLER KIA Jeep

3505 South Campbell Ave. - Springfield, MO 65807
(417) 882-3838 - Toll Free: 800-725-6021
Parts Direct: (417) 882-5727
www.youngbloodauto.com

PICKING TICKET

TERMS: Parts returned for credit must be accompanied by invoice and subject to 20% restocking charge.

DISCLAIMER OF WARRANTIES: All warranties on the products sold hereby are those made by the manufacturer. The seller, JOHN YOUNGBLOOD MOTORS, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and JOHN YOUNGBLOOD MOTORS, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale. A Service Charge of 1-1/2% per month (A.P.R. - 18%) will be made on all accounts 30 days past due. Title to the property herein described, and any additions or substitutions, shall remain in the seller's name until paid in full and the purchaser agrees to pay all expenses, charges, and costs, including collection costs and a reasonable attorney's fee, in the event it becomes necessary for seller to place this account for collection. Net, 10 days end of month.

YOUR PURCHASE ORDER	TERMS	INVOICE DATE	INVOICE NUMBER / PG.
Verbal	Payment Due Upon Rec	3/23/16	[redacted] 1

SOLD TO
[redacted]
ALTON, MO [redacted]

SHIP TO

SHIP VIA	SALESPERSON NAME	DRIVER'S INITIALS
Repair Order	Jesse Argo	

QTY.	PART NUMBER / DESCRIPTION	BIN	NET	AMOUNT
1/0	35305 2B000 : FUEL TUBE ASSY	8511	83.69	83.69
1/0	104W1 2BS00 : ENGINE ASSY-SUB	EP	5040.00	5040.00
1/0	20910 2BU00 : GASKET KIT-ENGINE OV	EP	286.13	286.13
	Part interchanges with part# 209102BU00			
1/0	28231 2B720 : TURBOCHARGER	EP	1596.04	1596.04
1/0	28310 2B700 : MANIFOLD ASSY-INTAKE	EP	316.32	316.32
1/0	91420 A7041 : WIRING ASSY-CONTROL	EP	1132.60	1132.60
	Labor 10.1 hours $ 1,010.00			
	(PARTS @ WARRANTY)			

ACCOUNT #	METHOD		
		PARTS	
		FREIGHT	
DATE PRINTED 3/23/16	TIME 17:36:06	C.O.D. CHARGE	
		SALES TAX OR TAX I.D.	
		SPECIAL ORDER DEPOSIT	
AMOUNT COLLECTED		TOTAL	
FORM OF PAYMENT		YOUR SIGNATURE ACKNOWLEDGES RECEIPT OF PARTS.	
		X [redacted]	

© 2012 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group (800)945-1028

[redacted]
Alton, Mo. [redacted]
Phone Number [redacted]
Email : [redacted]

FAX TRANSMITTAL FORM

To: Gustavo Villela
Name:
CC:
Phone:
Fax: 949-468-4509

From: [redacted]
Date Sent: 3-24-16
Number of Pages: 2

MESSAGE: Regards to [redacted] Kia Forte

[redacted]

Kia Motors America
Labor Time Standard

Model: FORTE(YD)(2014~)
VIN:

Warranty Help Desk | Request For Review | Warranty Webinars | Search | WebLTS Help

Labor Op. Number: [redacted] Time: 6.2

Description: Engine Sub Assy, (Long Block), R&R (Gamma 1.6L)

Overlapping Labor: 11312, 21102, 21355, 21356, 21421, 21510, 22410, 23410, 25100

Includes:

7.0 hours

Training Required: Yes - Click Here to Open

Adds/Combos:

View	Labor Op	Description	Time
View	21102RK4	Add:Turbo Charger (Gamma Engine)	0.8

Kia Motors America - Labor Time Standard

- 050 ACCESSORY GROUP
- 200 ENGINE GROUP
  - 200 ENGINE ASSEMBLY
    - 21102R1G Engine Sub Assy, (Long Block), R&R (Gamma 1.6L) 6.2
    - 21102R1N Engine Sub Assy R&R (Long Block) (Nu Engine) R&R Block 6.3
  - 211 CYLINDER BLOCK ASSY
  - 213A FRONT CASE
  - 213B TIMING BELT COVER
  - 215 OIL PAN
  - 218A ENGINE & TRANSMISSION MOUNTING
  - 221 CYLINDER HEAD
  - 222 VALVE SYSTEM
  - 224 ROCKER COVER & OIL STRAINER PIPE
  - 231 CRANKSHAFT & FLYWHEEL

Kia Motors America
Labor Time Standard

Model: FORTE(YD)(2014~)

VIN:

Warranty Help Desk | Request For Review | Warranty Webinars | Search | WebLTS Help

[redacted]

Labor Op. Number: 91201R00 Time: 2.8

Description: Wire Harness Assy (Engine), R&R

Overlapping Labor:

Includes:

3.1 hours

Training Required: Yes - Click Here to Open

Adds/Combos:

View	Labor Op	Description	Time
View	91201RQ0	GDS Operation-Wire Harness Assy (Engine)	0.3

Kia Motors America - Labor Time Standard

- 050 ACCESSORY GROUP
- 200 ENGINE GROUP
  - 200 ENGINE ASSEMBLY
    - 21102R1G Engine Sub Assy, (Long Block), R&R (Gamma 1.6L) 6.2
    - 21102R1N Engine Sub Assy R&R (Long Block) (Nu Engine) R&R Block 6.3
  - 211 CYLINDER BLOCK ASSY
  - 213A FRONT CASE
  - 213B TIMING BELT COVER
  - 215 OIL PAN
  - 218A ENGINE & TRANSMISSION MOUNTING
  - 221 CYLINDER HEAD
  - 222 VALVE SYSTEM
  - 224 ROCKER COVER & OIL STRAINER PIPE
  - 231 CRANKSHAFT & FLYWHEEL

YOUNGBLOOD

NISSAN CHRYSLER KIA Jeep

3505 South Campbell Ave. - Springfield, MO 65807
(417) 882-3838 - Toll Free: 800-725-6021
Parts Direct: (417) 882-5727
www.youngbloodauto.com

PICKING TICKET

TERMS: Parts returned for credit must be accompanied by invoice and subject to 20% restocking charge.

DISCLAIMER OF WARRANTIES: All warranties on the products sold hereby are those made by the manufacturer. The seller, JOHN YOUNGBLOOD MOTORS, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and JOHN YOUNGBLOOD MOTORS, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale. A Service Charge of 1-1/2% per month (A.P.R. - 18%) will be made on all accounts 30 days past due. Title to the property herein described, and any additions or substitutions, shall remain in the seller's name until paid in full and the purchaser agrees to pay all expenses, charges, and costs, including collection costs and a reasonable attorney's fee, in the event it becomes necessary for seller to place this account for collection. Net, 10 days end of month.

YOUR PURCHASE ORDER	TERMS	INVOICE DATE	INVOICE NUMBER / PG.
Verbal	Payment Due Upon Rec	3/23/16	[redacted] 1

SOLD TO
[redacted]
ALTON, MO [redacted]

SHIP TO

SHIP VIA	SALESPERSON NAME	DRIVER'S INITIALS
Repair Order	Jesse Argo	

QTY.	PART NUMBER / DESCRIPTION	BIN	NET	AMOUNT
1/0	35305 2B000 : FUEL TUBE ASSY	8511	83.69	83.69
1/0	104W1 2BS00 : ENGINE ASSY-SUB	EP	5040.00	5040.00
1/0	20910 2BU00 : GASKET KIT-ENGINE OV	EP	286.13	286.13
	Part interchanges with part# 209102BU00			
1/0	28231 2B720 : TURBOCHARGER	EP	1596.04	1596.04
1/0	28310 2B700 : MANIFOLD ASSY-INTAKE	EP	316.32	316.32
1/0	91420 A7041 : WIRING ASSY-CONTROL	EP	1132.60	1132.60
	Labor 10.1 hours $ 1,010.00			
	(PARTS @ WARRANTY)			

ACCOUNT #	METHOD		
		PARTS	
		FREIGHT	
DATE PRINTED 3/23/16	TIME 17:36:06	C.O.D. CHARGE	
		SALES TAX OR TAX I.D.	
		SPECIAL ORDER DEPOSIT	
AMOUNT COLLECTED		TOTAL	
FORM OF PAYMENT		YOUR SIGNATURE ACKNOWLEDGES RECEIPT OF PARTS.	
		X [redacted]	

© 2012 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group (800)945-1028

GOODWILL CHECKLIST

Customer: [redacted]	File / Clarify # [redacted]

	Dates
Compliance date (e.g., state arbitration, mandated BBB, state filing fee) if applicable	
To meet compliance date, region must have check(s) by	
Date region completed package	4/13/16
Date NCA reviewed package	
A minimum of 10 business days is required for a priority package to be processed	

√	Check and include all documents that apply in order listed below	
√	Checklist	
√	Signature Page – Kia Request for Goodwill Assistance (AS400)	
	Repurchase Analysis Form (RAF) (if applicable)	
	Score Card	
	ANY GW OVER $500.00 REQUIRES A SIGNED OFFER LETTER OR RELEASE	***ALL PARTIES LISTED ON THE SALES CONTRACT MUST SIGN***
	ANY GW OVER $1,200.00 REQUIRES A SIGNED RELEASE	

(AG) Attorney General/State Case Settlement or (BB) BBB Case Settlement Prior to Arbitration
- ❑ AG/ State or BBB documentation
- ❑ RO Recap & Repair Orders
- ❑ Techline or FTR Reports (if applicable)

(LS) Legal Settlement: Settled prior to a lawsuit or (LL) Legal Settlement: Settled after lawsuit has been filed
- ❑ Attorney Demand Letter & Settlement Letter (e-mail acceptance of offer is OK) and Legal Notice of Case Settlement (from KMA Legal Dept)
- ❑ RO Recap & Repair Orders
- ❑ Techline or FTR Reports (if applicable)

(MR) Multiple Repairs – 2 or more repairs for the same or different repairs
- ❑ RO Recap
- ❑ Repair Orders
- ❑ Techline or FTR Reports (if applicable)

(CS) Customer Satisfaction
ONLY WHEN NO OTHER CATEGORY IS APPLICABLE
Other: Documents to support customer satisfaction decision

(DS) Days Out of Service – Any single RO that is open 15 days or more
- ❑ RO Recap & Repair Orders
- ❑ If days down on a single RO is 15 days or more, provide DPSM explanation or an RAF
- ❑ If days down were due to backordered part(s), provide parts order form from the dealer
- ❑ Techline or FTR Reports (if applicable)

(PL) Product Liability or (SS) Subrogation
- ❑ Demand Letter from Attorney or Insurance Company
- ❑ Legal Notice of Case Settlement (from KMA Legal Dept) or Settlement Letter (if settled by Region)
- ❑ RO Recap
- ❑ Repair Orders

(RT) Repair/Towing or (RV) Rental Reimbursement
- ❑ Repair, Towing, or Rental Receipt
- ❑ Repair Order (if applicable)

(CR) Campaign/Recall Repair Reimbursement
- ❑ Repair Receipt
- ❑ Repair Order from Kia Dealer (showing recall completed)

(SF) State Filing Fee
- ❑ State Documentation

- ❑ COPIES OF ALL CLARIFY CASES ARE REQUIRED IN PACKAGE

NOTES:
1. When reimbursing customer for car payments, please provide proof of monthly car payment.
2. For JM&A Maintenance/Extended Service Contracts – Please include rate sheet and copy of contract.

[redacted]

4/13/16 16:20:57 Kia Motors America Page: 1
VILLELAG Request for Goodwill Assistance CSR400P

CASE: [redacted] 1 CLRFY: [redacted] KNAFZ6A37E[redacted] [redacted]
RSP DLR: 90202 DIST: 01 REGION: NA MODEL: 2014 FORTE KOUP SX
WARRANTY START DATE: 7/16/14 MILES: 023589
REASON FOR GOODWILL: RT REPAIR/TOWING REIMBURSEMENT
CAUSE: EN ENGINE (MISC)
PART#: 104W1 2BS00
PART DESC: ENGINE ASSY-SUB NATIONAL RCVD REQST: 00 00 00
SPECIFIC OFFER: CH CASH SETTLEMENT NATIONAL SENT CHECK: 00 00 00

GOODWILL COMMENTS:
4/13/16 GV: CUST. CALLED KMA DUE TO FIRE STARTED BY LOOSE OIL PLUG COMING OUT.KMA ISSUED INSPECTION AND VERIFIED LOOSE OIL PLUG. THERMAL INCIDENT OCCURED 1500 MILES AFTER LAST OIL CHANGE IN MS019. KMA OFFERING REPAIR OF VEHICLE DUE TO THE 1500 MILES AFTER OIL CHANGE AND DUE TO DOWN TIME OF VEHICLE. TOTAL REPAIR COST $9834.28

CHECK REQUEST: MAKE CHECK PAYABLE TO:
JOHN YOUNGBLOOD KIA DEALER CODE: MO006

SPRINGFIELD MO 65807

TOTAL AMOUNT: $ 9834.28

GUSTAVO VILLELA [redacted] DATE: 4/13/16

BRAD HOLT _____ DATE: _____

* * * * * [redacted] - **GOODWILL EXPENSE** * * * * *

YOUNGBLOOD

NISSAN CHRYSLER KIA Jeep

3505 South Campbell Ave. - Springfield, MO 65807
(417) 882-3838 - Toll Free: (888) 705-0241
www.youngbloodauto.com

SERVICE DEPARTMENT HOURS
8:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 3:00 p.m. Saturday

R/O Open Date	R/O Number
3/23/16	[redacted]
R/O Close Date	**Status**
4/13/16	Pre-Invoice
Mileage In	**Mileage Out**
23580	23589
Service Advisor / Tag #	
Ryan Grabill [redacted]	

[redacted]
ALTON, MO [redacted]

Work Phone	Vehicle Identification Number
	KNAFZ6A37E5[redacted]
Home Phone	**Delivery Date** / **In-Service Date**

Year	Make	Model	Body	Color	License Number
2014	KIA	FORTE KOUP	2DR CPE AUTO SX		

DESCRIPTION OF SERVICE AND PARTS			AMOUNT
Cell: [redacted] Email: [redacted]			
#1 - 01: GENERAL REPAIR			
CUSTOMER STATES WHILE DRIVING, CAME TO A STOP, THE STARTED TO ACCELERATE, OIL LIGHT CAME ON, AND THE CAR STARTED SMOKING. SMALL AMOUNT OF FLAMES CAME O UT OF THE ENGINE. CUSTOMER PULLED OVER AND SHUT TH E CAR DOWN. CHECK AND ADVISE			
Work performed by BRIAN PORTMAN (100)			993.84
Installed 28310 2B700 :MANIFOLD ASSY-INTAKE		1@322.95	322.95
Installed 91420 A7041 :WIRING ASSY-CONTROL		1@1156.39	1156.39
Installed 35305 2B000 :FUEL TUBE ASSY		1@85.46	85.46
Installed 104W1 2BS00 :ENGINE ASSY-SUB		1@5040.00	5040.00
Installed 28231 2B720 :TURBOCHARGER		1@1629.56	1629.56
Installed 20910 2BU02 :GASKET KIT-ENGINE OV		1@171.89	171.89
Installed 25623 2B000 :O-RING		1@4.52	4.52
Installed 17512 10000 :GASKET		2@.83	1.66
Installed 28241 2B700 :GASKET-T/C OIL FEED	28	1@5.67	5.67
Installed 28246 2B700 :GASKET OIL DRAIN	28	1@8.08	8.08
Installed 28247 2B700 :GASKET-T/C OIL DRAIN	28	1@6.36	6.36
Installed 28282 2B700 :GSKET-T/C COUPLER	28	1@25.96	25.96
Installed 28286 2B700 :GASKET-TURBOCHARGER	28	1@6.82	6.82
Installed 39250 2B020 :SENSOR ASSY-KNOCK	39	1@73.34	73.34
Installed 26410 2B710 :COOLER ASSY-ENG OIL	26	1@110.63	110.63
Installed 29021 2B060 :HOSE ASSY-PCV	29	1@26.10	26.10
Installed 25472 2B701 :HOSE-WATER "D"	25	1@17.05	17.05
Installed 28350 2B700 :HOSE ASSY-VACUUM	28	1@17.57	17.57
Installed 25500 2B000 :THERMOSTAT ASSY		1@25.00	25.00
Installed 26720 2B700 :HOSE ASSY-PCV	26	1@83.58	83.58

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. *I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that Youngblood Motors are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond Youngblood Motors control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant Youngblood Motors or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. In the event that Youngblood Motors is required to employ an attorney to make collection I agree to pay Youngblood Motors reasonable attorneys fee.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. Youngblood Motors hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Youngblood Motors neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

I further agree to pay the sum of $15.00 per day for storage of the car or truck commencing five (5) days after receiving notice that the service requested or repair work has been completed. Storage fees shall be payable daily. I hereby expressly grant YOUNGBLOOD MOTORS a lien upon the car or truck herein-described for payment of such costs and agree that YOUNGBLOOD MOTORS may detain the same at any time such car or truck is lawfully in its possession until storage costs are paid. Such lien may be foreclosed in such manner as provided for the foreclosure of mechanic's liens under the laws of the State of Missouri.

X

© 2012 DEALERTRACK SYSTEMS, Inc. / Dealership Application Group (800) 945-1028

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

[redacted]

YOUNGBLOOD

NISSAN CHRYSLER KIA Jeep

3505 South Campbell Ave. - Springfield, MO 65807
(417) 882-3838 - Toll Free: (888) 705-0241
www.youngblocdauto.com

SERVICE DEPARTMENT HOURS
8:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 3:00 p.m. Saturday

R/O Open Date	R/O Number
3/23/16	[redacted]
R/O Close Date	**Status**
4/13/16	Pre-Invoice
Mileage In	**Mileage Out**
23580	23589
Service Advisor / Tag #	
Ryan Grabill, [redacted]	

[redacted]
ALTON, MO [redacted]

Work Phone	Vehicle Identification Number
	KNAFZ6A37E5[redacted]
Home Phone	**Delivery Date** / **In-Service Date**

Year	Make	Model	Body	Color	License Number
2014	KIA	FORTE KOUP	2DR CPE AUTO SX		

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
Installed 68055890AA :OIL: 5W20	5@2.75	13.75
Installed 21513 23001 :GASKET-OIL PLUG	1@1.02	1.02
Installed 26300 35503 :FILTER ASSY-ENGINE	1@7.08	7.08
REPLACE LONG BLOCK,TURBO,OIL COOLER,INTAKE MANIFOL D, VARIOUS BURNT COOLANT LINES UNDER INTAKE,ENGINE WIRING HARNESS AND ALL ASSOCIATED GASKETS AND SEAL S REQUIRED TO REPLACE ENGINE DUE TO FIRE CAUSED BY DRAIN PLUG FALLING OUT AND ROD THRU SIDE OF BLOCK. 10.1HR 100		
Sub Total: 9834.28		
Please Note: GUS AT KIA MOTORS USA 1-949-430-3321 KIA MOTORS USA IS PAYING FOR THE REPAIRS. THROUGH CHECK.		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that Youngblood Motors are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond Youngblood Motors control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant Youngblood Motors or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. In the event that Youngblood Motors is required to employ an attorney to make collection I agree to pay Youngblood Motors reasonable attorneys fee.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. Youngblood Motors hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Youngblood Motors neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

I further agree to pay the sum of $15.00 per day for storage of the car or truck commencing five (5) days after receiving notice that the service requested or repair work has been completed. Storage fees shall be payable daily. I hereby expressly grant YOUNGBLOOD MOTORS a lien upon the car or truck herein-described for payment of such costs and agree that YOUNGBLOOD MOTORS may detain the same at any time such car or truck is lawfully in its possession until storage costs are paid. Such lien may be foreclosed in such manner as provided for the foreclosure of mechanic's liens under the laws of the State of Missouri.

X

© 2012 DEALERTRACK SYSTEMS, Inc. - Proprietary and Confidential

LABOR		993.84
PARTS		8840.44
DEDUCTIBLE		.00
SUBLET		.00
SHOP SUPPLIES		.00
HAZARDOUS MATERIALS		.00
SALES TAX OR TAX I.D.	XXXXXX1245	.00
SPECIAL ORDER DEPOSIT		.00
DISCOUNTS		.00
TOTAL DUE		9834.28

[redacted]

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

[redacted]

[redacted]
Alton, Mo. [redacted]

Phone Number [redacted]
Email : [redacted]

FAX TRANSMITTAL FORM

To: Gustavo Villela
Name:
CC:
Phone:
Fax: [redacted]

From: [redacted]
Date Sent: 3-24-16

Number of Pages: 2

MESSAGE: Regards to.
[redacted] Kia Forte

[redacted]

Consumer Assistance Center Case Report

Printed By: GVillela | **Case Number -** [redacted] | 04/13/2016 02:37:10 PM

Case Details

Title: cust alleges engine caught fire after oil plug fell out

VIN: KNAFZ6A37E5[redacted] | **Mileage:** 23000 | **Status:** Working

Year:2014 | **Model:FORTE KOUP**

Priority: Standard | **Severity:** Low | **Call Source:** Phone - English

Owner: Gustavo Villela | **Owner Email:** gvillela@kiausa.com

Case Type Level1: Complaint

Case Type Level2: Quality

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

Case Type Level4: Engine Breakage/Damage

Contact Details

Name: [redacted]

Phone: [redacted] | **Alt Phone:** | **Fax:**

Address1: [redacted]

Address2:

City: Alton | **State:** MO | **Zip:** [redacted] | **Email: declined**

Dealer Details

Code: MO006

Name: John Youngblood Kia

Case History

*** PHONE LOG 01/14/2016 04:10:06 PM (Local Time) AFord Action Type:
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 [redacted] at pat kia

writer states
1 when did incident happen

cust states
1 it happened [redacted]

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

[redacted]

Case History
1 thank you

transferred to survey

*** PHONE LOG 01/25/2016 10:46:06 AM (Local 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 02:02:20 PM (Local 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

*** NOTES 01/26/2016 02:03:43 PM (Local 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

*** CASE DISPATCHED 01/26/2016 02:03:51 PM (Local Time) AFord
from WIP 2 Tuesday to Queue National CA.

*** CASE ACCEPTED 01/27/2016 07:35:12 AM (Local Time) JeffStroup
from Queue National CA to WIP Inbox/Need To Call.

*** PHONE LOG 01/27/2016 09:11:13 AM (Local Time) GVillela Action Type: Outgoing call
Wtr LVM for [redacted]

*** PHONE LOG 02/03/2016 11:41:58 AM (Local Time) GVillela Action Type: Outgoing call
Ryan LVM for Wtr:
1. Asked for call back

*** PHONE LOG 02/03/2016 11:43:08 AM (Local Time) GVillela Action Type: Outgoing call
Wtr LVM for [redacted]

*** PHONE LOG 02/12/2016 09:03:50 AM (Local Time) GVillela Action Type: Outgoing call
Wtr LVM for [redacted]

*** PHONE LOG 02/23/2016 08:00:51 AM (Local Time) JForrester Action Type: Outgoing call
Writer states:
1. Read updated case notes letting cust know that there were several attempts to contact [redacted]
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 [redacted] father) [redacted] cell / home [redacted]
4. I am asking for contact from Gustavo

*** PHONE LOG 02/23/2016 11:26:40 AM (Local Time) GVillela Action Type: Outgoing call
Wtr spoke with [redacted] father:
1.Apologized for never reaching son

[redacted] 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?

[redacted] stated;
1. I think he does
2. But It is at the dealership

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]

Case History

[redacted]stated:
1. ok great
2. Thank you

call ended

*** PHONE LOG 02/23/2016 11:29:41 AM (Local Time) GVillela Action Type: Outgoing call
Wtr LVM for Ryan in Service department

*** PHONE LOG 02/25/2016 11:30:19 AM (Local Time) GVillela Action Type: Outgoing call
Wtr spoke with Ryan 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 12:36:57 PM (Local Time) ASoto Action Type: Outgoing call
[redacted]ather):
1. Want an update on what is going on
   - [redacted]s 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 08:05:30 AM (Local Time) SLarez Action Type: Incoming call
[redacted]Father calling in

1. I am trying to get a hold of Gustavo
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 01:05:22 PM (Local Time) GVillela Action Type: Outgoing call
Wtr spoke with Tim Enlow:
1. Advised that we are asking for more pictures from the dealer

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

call ended

*** PHONE LOG 03/03/2016 01:05:34 PM (Local Time) GVillela Action Type: Outgoing call

[redacted]

Case History
Wtr LVM for Ryan in Services

*** PHONE LOG 03/08/2016 07:46:22 AM (Local Time) JGallegos Action Type: Incoming call
wr states
1.Mr. [redacted] called and is anxious to have a phone call back
2.Just called to get a follow up

*** PHONE LOG 03/10/2016 09:32:17 AM (Local Time) GVillela Action Type: Outgoing call
[redacted] called Wtr:
1. Asked for update

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

[redacted] statedl:
1.Ok
2. Thank you

Call ended

*** PHONE LOG 03/18/2016 07:01:04 AM (Local Time) GVillela Action Type: Outgoing call
Wtr spoke with [redacted]
1. Advised that we are working on the case
2. Speaking with dealerhsips to get this resolved

[redacted] stated:
1. Ok
2. Thank you for keeping me in the loop

call ended

*** PHONE LOG 03/23/2016 03:09:00 PM (Local Time) GVillela Action Type: Outgoing call
Wtr reviewed case with Pat Peck and Youngblood kia:
1. Pat peck not assiting customer
2. NCA will help with assisting customer

*** PHONE LOG 03/23/2016 03:22:16 PM (Local Time) GVillela Action Type: Outgoing call
Wtr spoke with Ryan at youngblood Kia:
1. [redacted] clarified why the parts on the RO were needed
2. Advised Ryan to send updated RO's at warranty pricing

[redacted] stated;
1. I will send them tomorrow

call ended

*** PHONE LOG 03/24/2016 09:46:11 AM (Local Time) GVillela Action Type: Outgoing call
Wtr LVM for Ryan in Services

*** PHONE LOG 03/24/2016 01:48:23 PM (Local Time) GVillela Action Type: Ltr/email/fax sent
Wtr received Estimate of repairs from Ryan in services:
1. See attached

*** PHONE LOG 03/24/2016 01:51:28 PM (Local Time) GVillela Action Type: Ltr/email/fax sent
Wtr sent email to [redacted] father:
1. "Hello Mr. [redacted]

Attached you will find the release for the repairs of [redacted] 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 07:17:30 AM (Local Time) GVillela Action Type: Outgoing call
Wtr received signed release from [redacted]

*** PHONE LOG 03/25/2016 07:24:51 AM (Local Time) GVillela Action Type: Outgoing call
Wtr spoke with Ryan in services:
1. Advised that Mr. [redacted] has signed release
2. Please move foward with repair of the vehicle
3. When could the vehicle be finished?

[redacted]

Case History

[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 07:27:47 AM (Local Time) GVillela Action Type: Outgoing call
Wtr spoke with [redacted] father:
1. Advised that we did receive the release
2. We are moving foward 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 07:32:37 AM (Local 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

Dealer Name :JOHN YOUNGBLOOD MOTORS, INC. JOHN YOUNGBLOOD KIA
Dealer Contact name:JESSE
Dealer Phone :417 882 3838
Part No# :91420 A7041
Order No# :[redacted]
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 03:11:45 PM (Local Time) GVillela Action Type: Outgoing call
Wtr spoke with [redacted] father)
1.Advised that due to a part coming later than expected, it may take a few more days to get the parts

[redacted] 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 07:39:34 AM (Local Time) GVillela Action Type: Dealer contact
Wtr LVM for Ryan, service advisor,

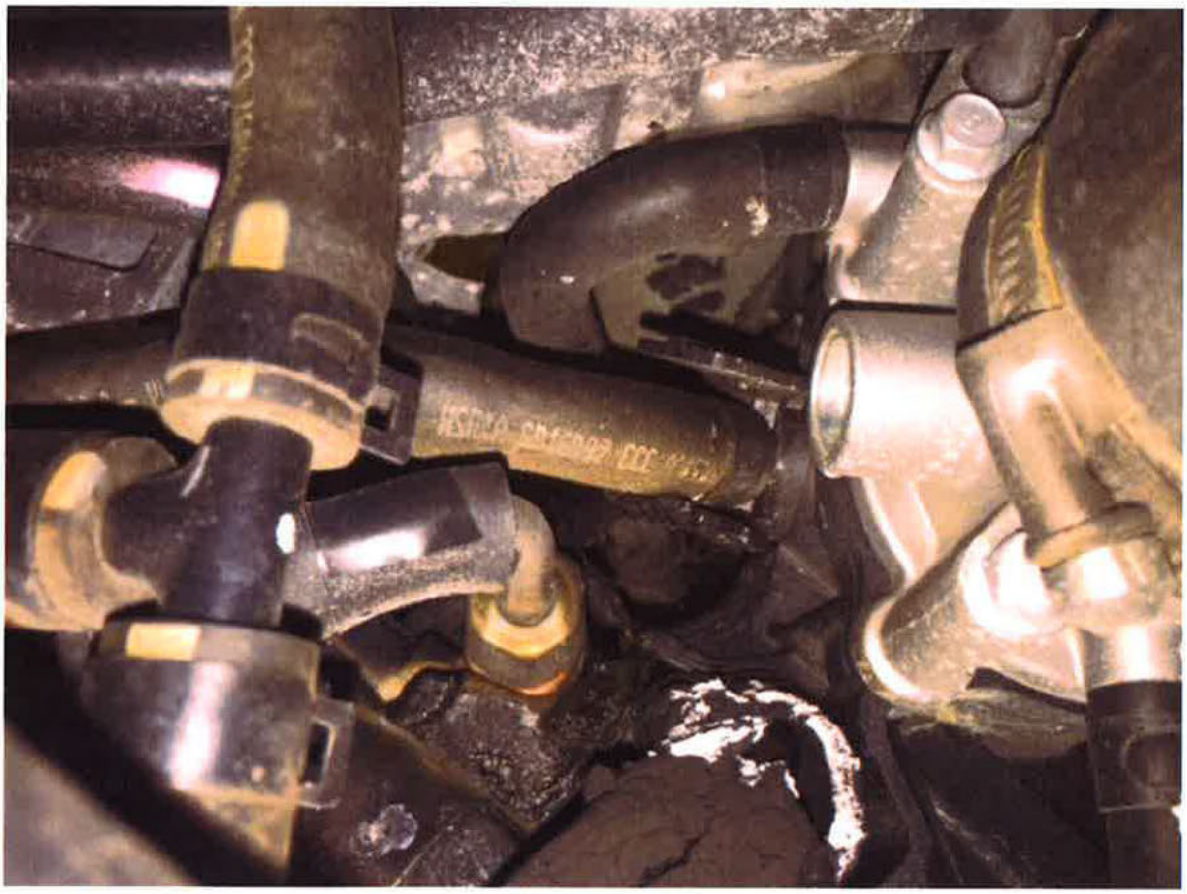
*** PHONE LOG 04/11/2016 12:15:30 PM (Local Time) GVillela Action Type: Outgoing call
Wtr LVM for Ryan, service advisor,

Attachments to Case:

File Name	Location
[redacted] Estimate.pdf	\\copubs\ClarifyObj\CA_Attachments\[redacted]Estimate.pdf
[redacted]Pics.pdf	\\copubs\ClarifyObj\CA_Attachments\[redacted]Pics.pdf
[redacted]Release signed.pdf	\\copubs\ClarifyObj\CA_Attachments\[redacted]Release signed.pdf

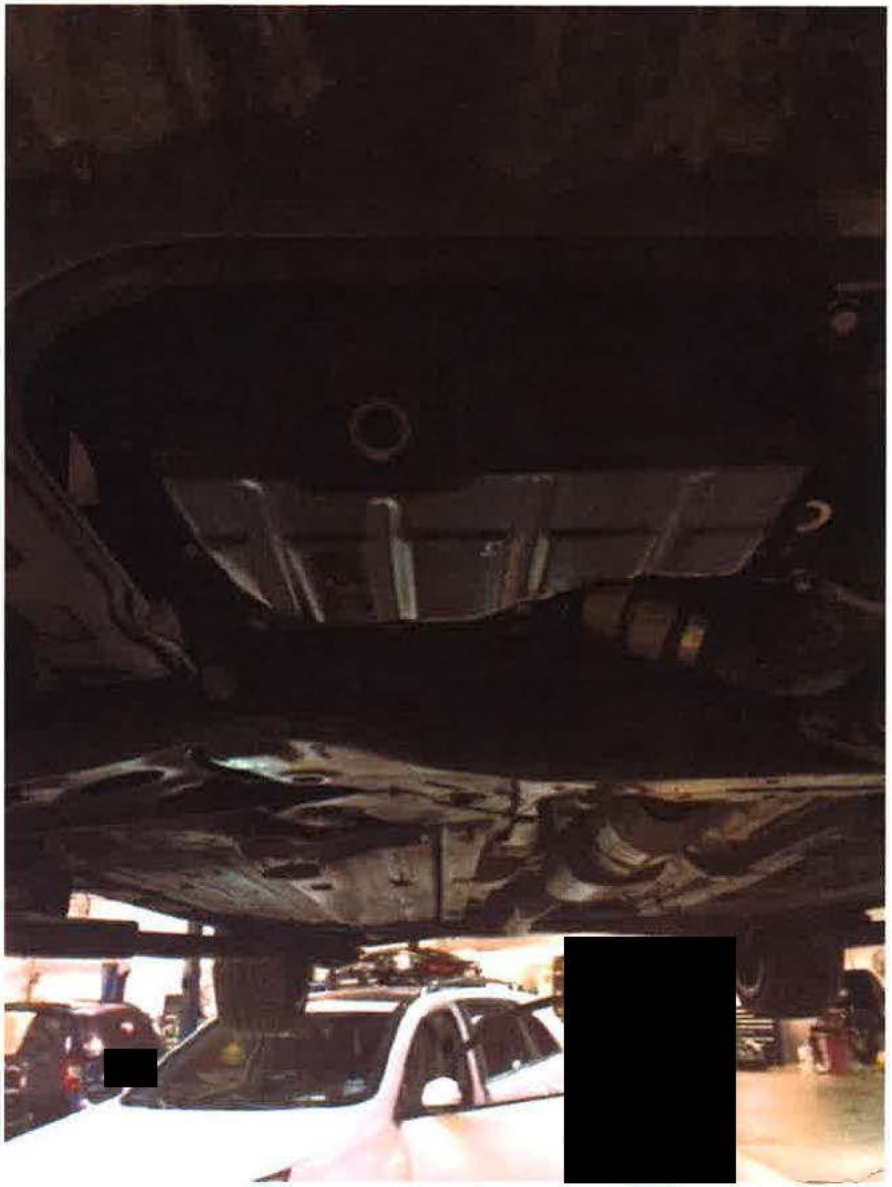
**********End Case Report [redacted] **********

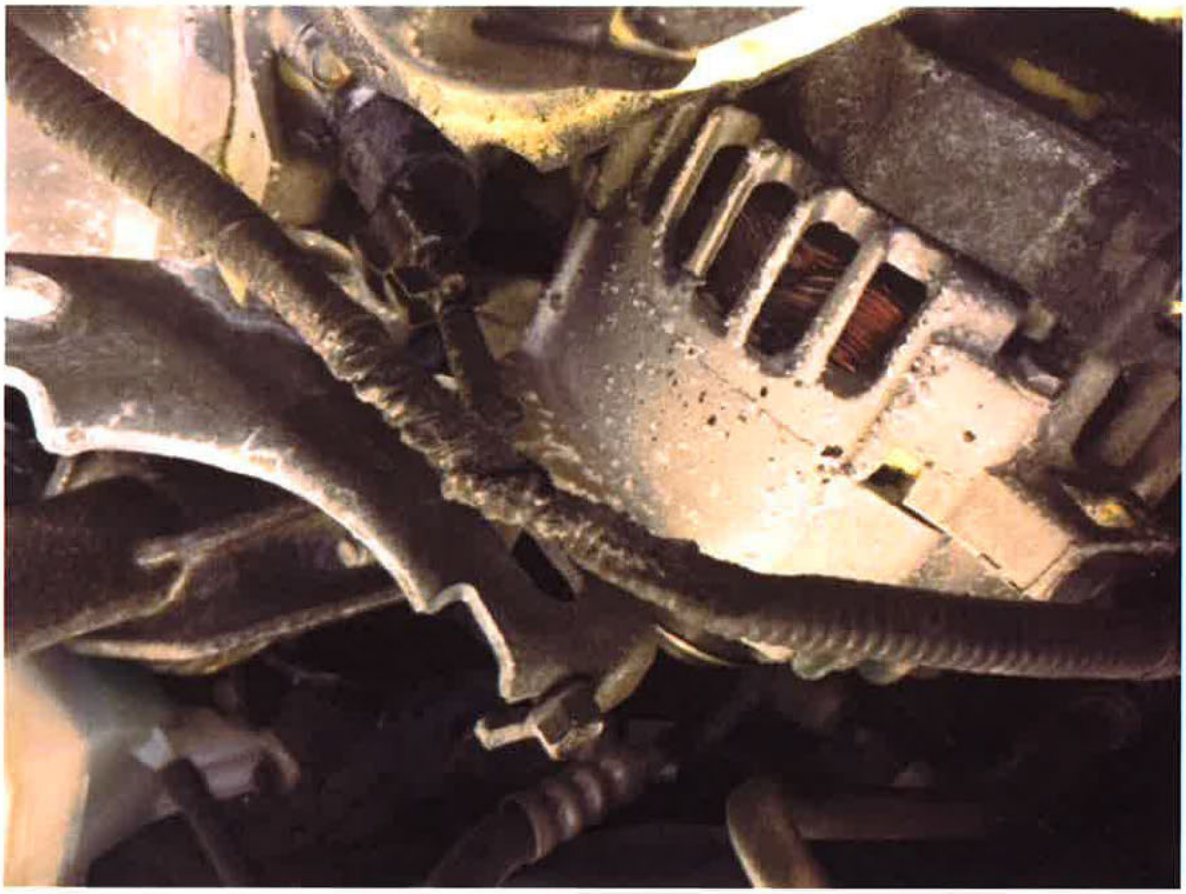
[redacted]











YOUNGBLOOD
NISSAN CHRYSLER KIA Jeep
3505 South Campbell Ave. - Springfield, MO 65807
(417) 882-3838 - Toll Free: 800-725-6021
Parts Direct: (417) 882-5727
www.youngbloodauto.com

PICKING TICKET

TERMS: Parts returned for credit must be accompanied by invoice and subject to 20% restocking charge.

DISCLAIMER OF WARRANTIES: All warranties on the products sold hereby are those made by the manufacturer. The seller, JOHN YOUNGBLOOD MOTORS, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and JOHN YOUNGBLOOD MOTORS, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale. A Service Charge of 1-1/2% per month (A.P.R. - 18%) will be made on all accounts 30 days past due. Title to the property herein described, and any additions or substitutions, shall remain in the seller's name until paid in full and the purchaser agrees to pay all expenses, charges, and costs, including collection costs and a reasonable attorney's fee, in the event it becomes necessary for seller to place this account for collection. Net. 10 days end of month.

YOUR PURCHASE ORDER	TERMS	INVOICE DATE	INVOICE NUMBER / PG.
Verbal	Payment Due Upon Rec	3/23/16	[redacted] 1

SOLD TO
[redacted]
ALTON, MO [redacted]

SHIP TO

SHIP VIA	SALESPERSON NAME	DRIVER'S INITIALS
Repair Order	Jesse Argo	

QTY.	PART NUMBER / DESCRIPTION	BIN	NET	AMOUNT
1/0	35305 2B000 : FUEL TUBE ASSY	8511	83.69	83.69
1/0	104W1 2BS00 : ENGINE ASSY-SUB	EP	5040.00	5040.00
1/0	20910 2BU00 : GASKET KIT-ENGINE OV	EP	286.13	286.13
	Part interchanges with part# 209102BU00			
1/0	28231 2B720 : TURBOCHARGER	EP	1596.04	1596.04
1/0	28310 2B700 : MANIFOLD ASSY-INTAKE	EP	316.32	316.32
1/0	91420 A7041 : WIRING ASSY-CONTROL	EP	1132.60	1132.60
	Labor 10.1 hours $ 1,010.00			
	(PARTS @ WARRANTY)			

ACCOUNT #	METHOD		
DATE PRINTED	3/23/16	TIME	17:36:06

PARTS	
FREIGHT	
C.O.D. CHARGE	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
TOTAL	

AMOUNT COLLECTED _____

FORM OF PAYMENT _____

YOUR SIGNATURE ACKNOWLEDGES RECEIPT OF PARTS.

X

© 2012 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group (800)645-1028

[redacted]

Kia Motors America
Labor Time Standard

Model: FORTE(YD)(2014~)
VIN:

Warranty Help Desk | Request For Review | Warranty Webinars | Search | WebLTS Help

Labor Op. Number: [redacted] Time: 8.2

Description: Engine Sub Assy, (Long Block), R&R (Gamma 1.6L)

Overlapping Labor: 11312, 21102, 21355, 21356, 21421, 21510, 22410, 23410, 25100

Includes:

Training Required: Yes - Click Here to Open

7.0 hours

Adds/Combos:

View	Labor Op	Description	Time
View	21102RK4	Add Turbo Charger (Gamma Engine)	0.8

Kia Motors America - Labor Time Standard

- 050 ACCESSORY GROUP
- 200 ENGINE GROUP
  - 200 ENGINE ASSEMBLY
    - 21102R1G Engine Sub Assy, (Long Block), R&R (Gamma 1.6L)6.2
    - 21102R1N Engine Sub Assy R&R (Long Block) (Nu Engine) R&R Block 6.3
  - 211 CYLINDER BLOCK ASSY
  - 213A FRONT CASE
  - 213B TIMING BELT COVER
  - 215 OIL PAN
  - 218A ENGINE & TRANSMISSION MOUNTING
  - 221 CYLINDER HEAD
  - 222 VALVE SYSTEM
  - 224 ROCKER COVER & OIL STRAINER PIPE
  - 231 CRANKSHAFT & FLYWHEEL

Kia Motors America
Labor Time Standard

Model: FORTE(YD)(2014~)
VIN:

Request For Review | Warranty Waiver | Search | WarLTS Hist

Labor Op. Number: [redacted] Time: 2.8
Description: Wire Harness Assy (Engine) R&R
Overlapping Labor:
Includes:

3.1 hours

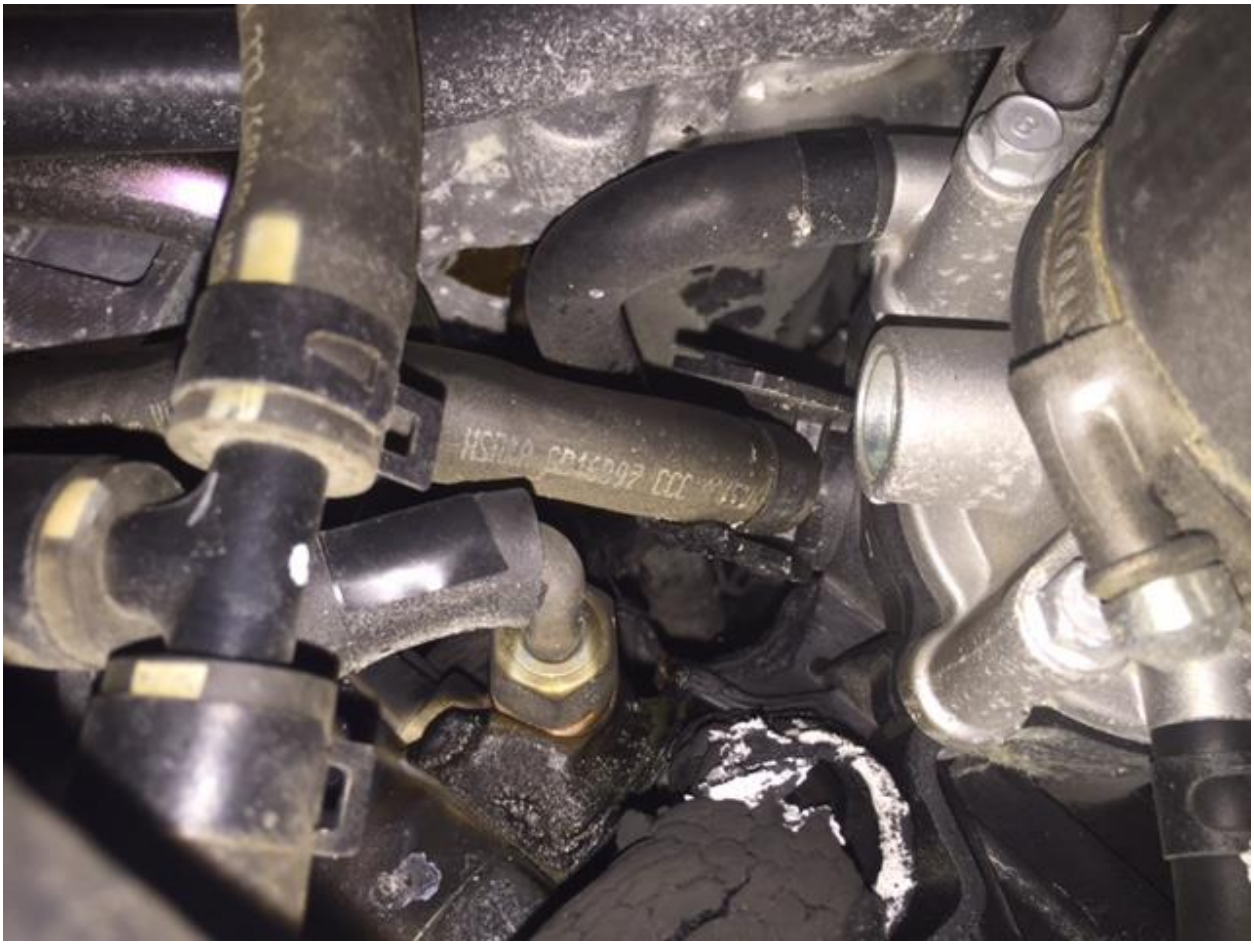
Training Required: Yes - Click Here to Open

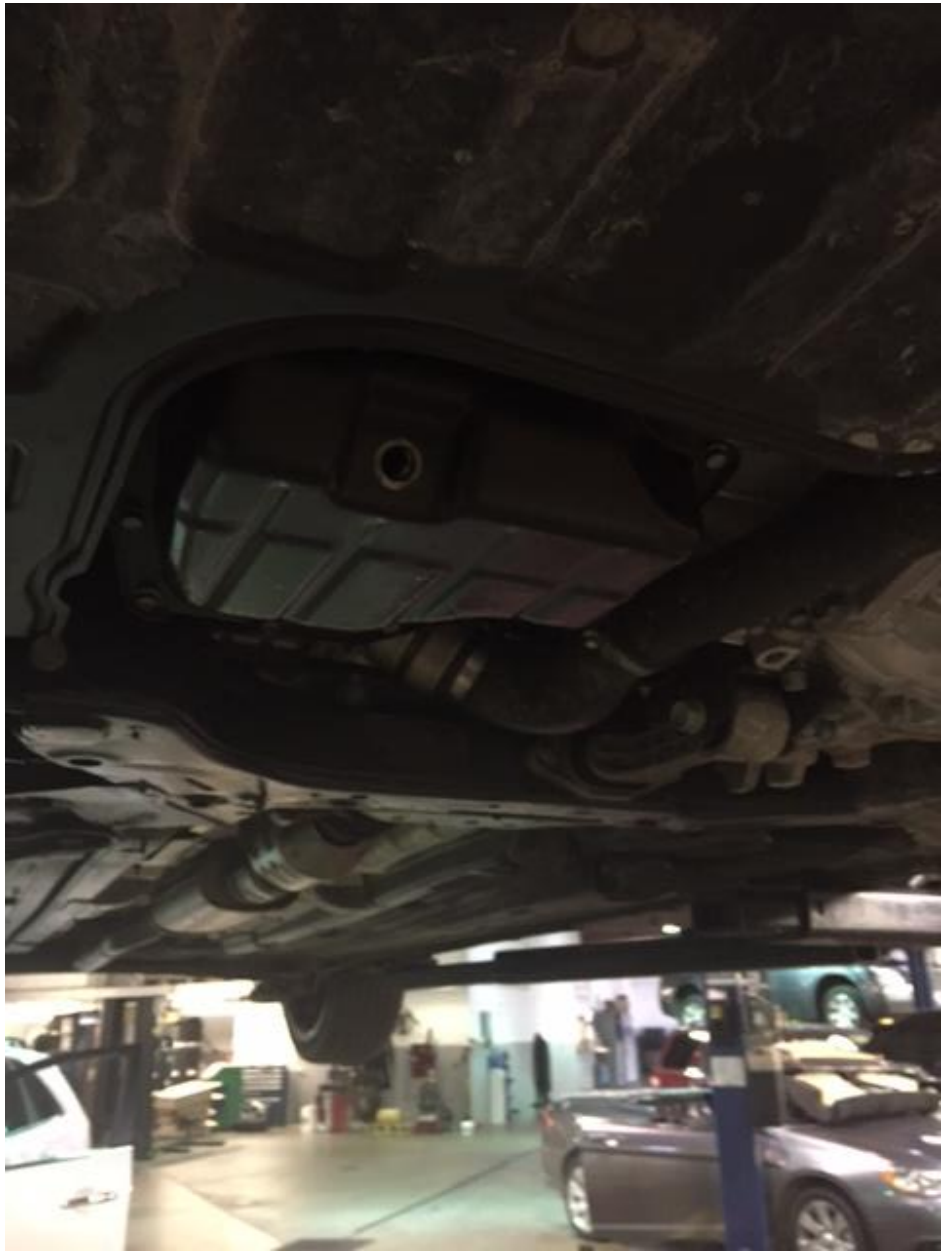
Adds/Combos:

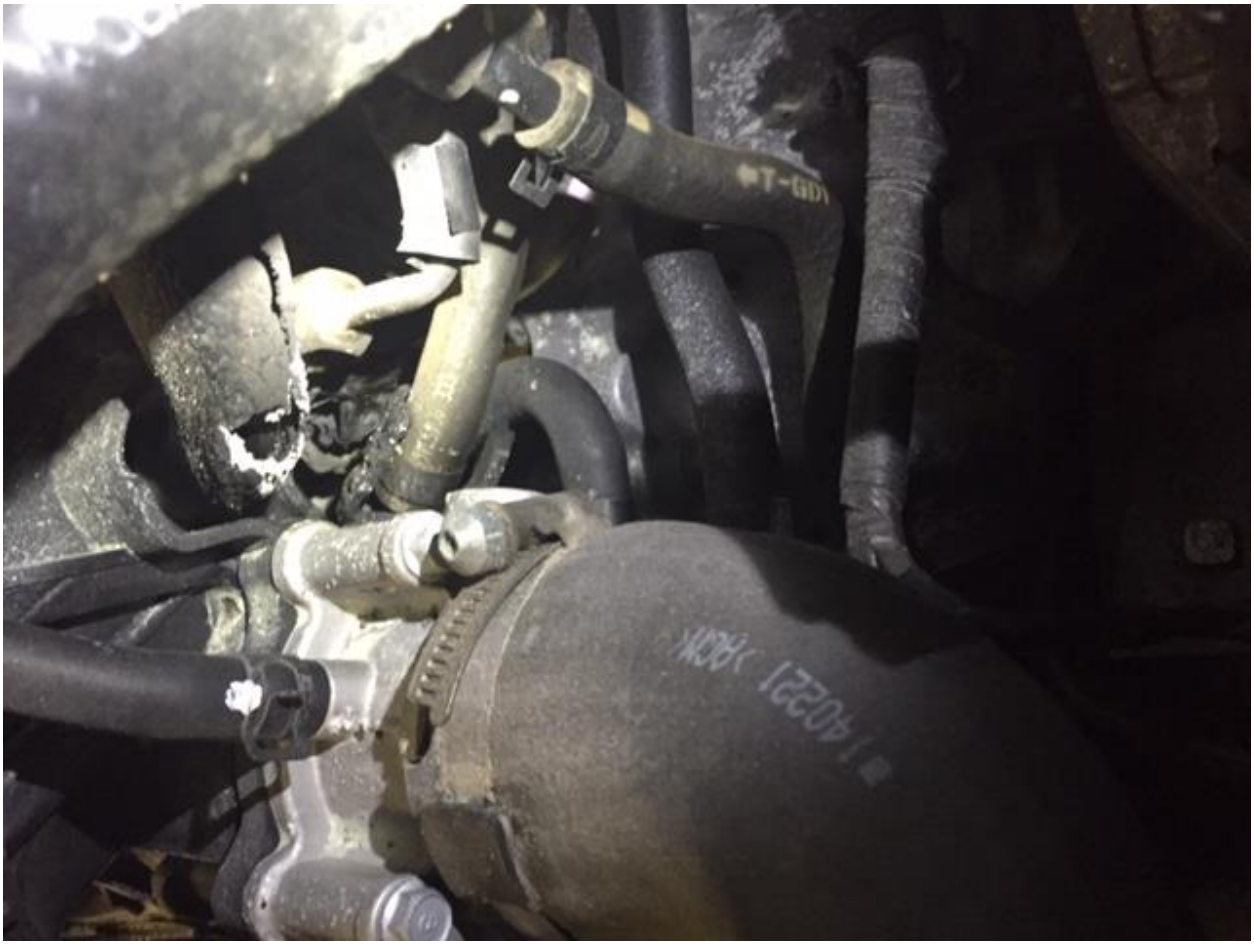
View	Labor Op	Description	Time
View	91201RQ0	GDS Operation-Wire Harness Assy (Engine)	0.3

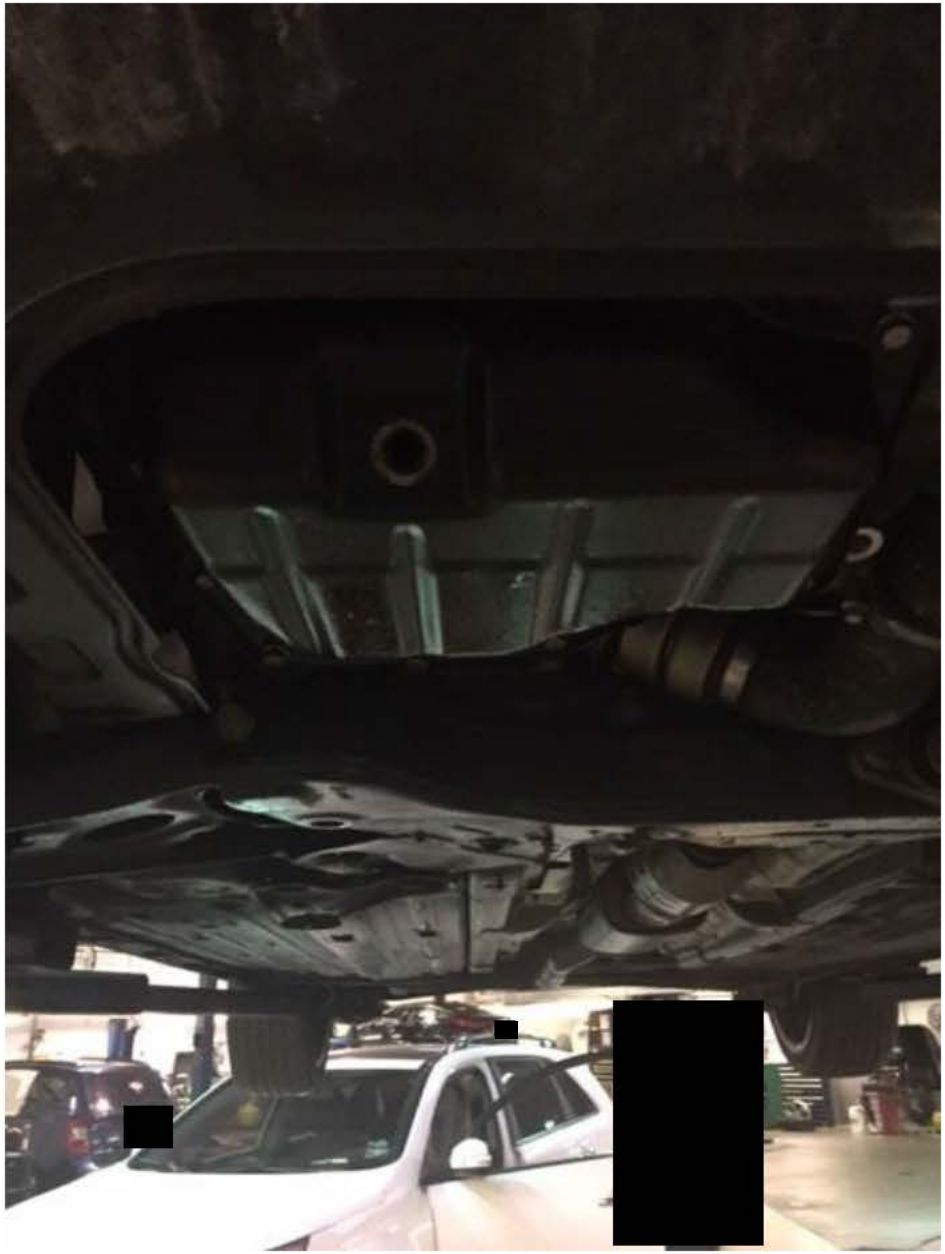
Kia Motors America - Labor Time Standard

- 050 ACCESSORY GROUP
- 200 ENGINE GROUP
  - 200 ENGINE ASSEMBLY
    - 21102R1G Engine Sub Assy, (Long Block), R&R (Gamma 1.6L) 6.2
    - 21102R1N Engine Sub Assy R&R (Long Block) (Nu Engine) R&R Block 6.3
  - 211 CYLINDER BLOCK ASSY
  - 213A FRONT CASE
  - 213B TIMING BELT COVER
  - 215 OIL PAN
  - 218A ENGINE & TRANSMISSION MOUNTING
  - 221 CYLINDER HEAD
  - 222 VALVE SYSTEM
  - 224 ROCKER COVER & OIL STRAINER PIPE
  - 231 CRANKSHAFT & FLYWHEEL











GOODWILL CHECKLIST

Customer: [redacted]	File / Clarify # [redacted]

	Dates
Compliance date (e.g., state arbitration, mandated BBB, state filing fee) if applicable	
To meet compliance date, region must have check(s) by	
Date region completed package	4/13/16
Date NCA reviewed package	
A minimum of 10 business days is required for a priority package to be processed	

√	Check and include all documents that apply in order listed below	
√	Checklist	
√	Signature Page – Kia Request for Goodwill Assistance (AS400)	
	Repurchase Analysis Form (RAF) (if applicable)	
	Score Card	
	ANY GW OVER $500.00 REQUIRES A SIGNED OFFER LETTER OR RELEASE	***ALL PARTIES LISTED ON THE SALES CONTRACT MUST SIGN***
	ANY GW OVER $1,200.00 REQUIRES A SIGNED RELEASE	

(AG) Attorney General/State Case Settlement or (BB) BBB Case Settlement Prior to Arbitration
- ❑ AG/ State or BBB documentation
- ❑ RO Recap & Repair Orders
- ❑ Techline or FTR Reports (if applicable)

(LS) Legal Settlement: Settled prior to a lawsuit or (LL) Legal Settlement: Settled after lawsuit has been filed
- ❑ Attorney Demand Letter & Settlement Letter (e-mail acceptance of offer is OK) and Legal Notice of Case Settlement (from KMA Legal Dept)
- ❑ RO Recap & Repair Orders
- ❑ Techline or FTR Reports (if applicable)

(MR) Multiple Repairs – 2 or more repairs for the same or different repairs
- ❑ RO Recap
- ❑ Repair Orders
- ❑ Techline or FTR Reports (if applicable)

(CS) Customer Satisfaction
ONLY WHEN NO OTHER CATEGORY IS APPLICABLE
Other: Documents to support customer satisfaction decision

(DS) Days Out of Service – Any single RO that is open 15 days or more
- ❑ RO Recap & Repair Orders
- ❑ If days down on a single RO is 15 days or more, provide DPSM explanation or an RAF
- ❑ If days down were due to backordered part(s), provide parts order form from the dealer
- ❑ Techline or FTR Reports (if applicable)

(PL) Product Liability or (SS) Subrogation
- ❑ Demand Letter from Attorney or Insurance Company
- ❑ Legal Notice of Case Settlement (from KMA Legal Dept) or Settlement Letter (if settled by Region)
- ❑ RO Recap
- ❑ Repair Orders

(RT) Repair/Towing or (RV) Rental Reimbursement
- ❑ Repair, Towing, or Rental Receipt
- ❑ Repair Order (if applicable)

(CR) Campaign/Recall Repair Reimbursement
- ❑ Repair Receipt
- ❑ Repair Order from Kia Dealer (showing recall completed)

(SF) State Filing Fee
- ❑ State Documentation

- ❑ COPIES OF ALL CLARIFY CASES ARE REQUIRED IN PACKAGE

NOTES:
1. When reimbursing customer for car payments, please provide proof of monthly car payment.
2. For JM&A Maintenance/Extended Service Contracts – Please include rate sheet and copy of contract.

[redacted]

4/13/16 16:20:57 Kia Motors America Page: 1
VILLELAG Request for Goodwill Assistance [redacted]

CASE: [redacted] 1 CLRFY: [redacted] KNAFZ6A37E[redacted]
RSP DLR: 90202 DIST: 01 REGION: NA MODEL: 2014 FORTE KOUP SX
WARRANTY START DATE: 7/16/14 MILES: 023589
REASON FOR GOODWILL: RT REPAIR/TOWING REIMBURSEMENT
CAUSE: EN ENGINE (MISC)
PART#: 104W1 2BS00
PART DESC: ENGINE ASSY-SUB NATIONAL RCVD REQST: 00 00 00
SPECIFIC OFFER: CH CASH SETTLEMENT NATIONAL SENT CHECK: 00 00 00

GOODWILL COMMENTS:
4/13/16 GV: CUST. CALLED KMA DUE TO FIRE STARTED BY LOOSE OIL PLUG COMING OUT.KMA ISSUED INSPECTION AND VERIFIED LOOSE OIL PLUG. THERMAL INCIDENT OCCURED 1500 MILES AFTER LAST OIL CHANGE IN MS019. KMA OFFERING REPAIR OF VEHICLE DUE TO THE 1500 MILES AFTER OIL CHANGE AND DUE TO DOWN TIME OF VEHICLE. TOTAL REPAIR COST $9834.28

CHECK REQUEST: MAKE CHECK PAYABLE TO:
JOHN YOUNGBLOOD KIA DEALER CODE: MO006

SPRINGFIELD MO 65807

TOTAL AMOUNT: $ 9834.28

GWGWGWGWGWGWGWGWG[redacted]WGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWG

GUSTAVO VILLELA [redacted] DATE: 4/13/16

BRAD HOLT _____ DATE: _____

* * * * * [redacted] - GOODWILL EXPENSE * * * * *

YOUNGBLOOD

NISSAN CHRYSLER KIA Jeep

3505 South Campbell Ave. - Springfield, MO 65807
(417) 882-3838 - Toll Free: (888) 705-0241
www.youngbloodauto.com

SERVICE DEPARTMENT HOURS
8:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 3:00 p.m. Saturday

R/O Open Date	R/O Number
3/23/16	[redacted]
R/O Close Date	**Status**
4/13/16	Pre-Invoice
Mileage In	**Mileage Out**
23580	23589
Service Advisor / Tag #	
Ryan Grabill, [redacted]	

[redacted]
ALTON, MO [redacted]

Work Phone	Vehicle Identification Number
	KNAFZ6A37E5[redacted]
Home Phone	**Delivery Date** / **In-Service Date**

Year	Make	Model	Body	Color	License Number
2014	KIA	FORTE KOUP	2DR CPE AUTO SX		

DESCRIPTION OF SERVICE AND PARTS			AMOUNT
Cell: [redacted] Email: [redacted]			
#1 - 01: GENERAL REPAIR CUSTOMER STATES WHILE DRIVING, CAME TO A STOP, THE STARTED TO ACCELERATE, OIL LIGHT CAME ON, AND THE CAR STARTED SMOKING. SMALL AMOUNT OF FLAMES CAME O UT OF THE ENGINE. CUSTOMER PULLED OVER AND SHUT TH E CAR DOWN. CHECK AND ADVISE			
Work performed by BRIAN PORTMAN (100)			993.84
Installed 28310 2B700 :MANIFOLD ASSY-INTAKE		1@322.95	322.95
Installed 91420 A7041 :WIRING ASSY-CONTROL		1@1156.39	1156.39
Installed 35305 2B000 :FUEL TUBE ASSY		1@85.46	85.46
Installed 104W1 2BS00 :ENGINE ASSY-SUB		1@5040.00	5040.00
Installed 28231 2B720 :TURBOCHARGER		1@1629.56	1629.56
Installed 20910 2BU02 :GASKET KIT-ENGINE OV		1@171.89	171.89
Installed 25623 2B000 :O-RING		1@4.52	4.52
Installed 17512 10000 :GASKET		2@.83	1.66
Installed 28241 2B700 :GASKET-T/C OIL FEED	28	1@5.67	5.67
Installed 28246 2B700 :GASKET OIL DRAIN	28	1@8.08	8.08
Installed 28247 2B700 :GASKET-T/C OIL DRAIN	28	1@6.36	6.36
Installed 28282 2B700 :GSKET-T/C COUPLER	28	1@25.96	25.96
Installed 28286 2B700 :GASKET-TURBOCHARGER	28	1@6.82	6.82
Installed 39250 2B020 :SENSOR ASSY-KNOCK	39	1@73.34	73.34
Installed 26410 2B710 :COOLER ASSY-ENG OIL	26	1@110.63	110.63
Installed 29021 2B060 :HOSE ASSY-PCV	29	1@26.10	26.10
Installed 25472 2B701 :HOSE-WATER "D"	25	1@17.05	17.05
Installed 28350 2B700 :HOSE ASSY-VACUUM	28	1@17.57	17.57
Installed 25500 2B000 :THERMOSTAT ASSY		1@25.00	25.00
Installed 26720 2B700 :HOSE ASSY-PCV	26	1@83.58	83.58

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. *I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that Youngblood Motors are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond Youngblood Motors control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant Youngblood Motors or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. In the event that Youngblood Motors is required to employ an attorney to make collection I agree to pay Youngblood Motors reasonable attorneys fee.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. Youngblood Motors hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Youngblood Motors neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

I further agree to pay the sum of $15.00 per day for storage of the car or truck commencing five (5) days after receiving notice that the service requested or repair work has been completed. Storage fees shall be payable daily. I hereby expressly grant YOUNGBLOOD MOTORS a lien upon the car or truck herein-described for payment of such costs and agree that YOUNGBLOOD MOTORS may detain the same at any time such car or truck is lawfully in its possession until storage costs are paid. Such lien may be foreclosed in such manner as provided for the foreclosure of mechanic's liens under the laws of the State of Missouri.

X

© 2012 DEALERTRACK SYSTEMS, Inc. / Dealership Application Group (800) 945-1028

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

[redacted]

YOUNGBLOOD

NISSAN CHRYSLER KIA Jeep

3505 South Campbell Ave. - Springfield, MO 65807
(417) 882-3838 - Toll Free: (888) 705-0241
www.youngblocdauto.com

SERVICE DEPARTMENT HOURS
8:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 3:00 p.m. Saturday

R/O Open Date	R/O Number
3/23/16	[redacted]
R/O Close Date	**Status**
4/13/16	Pre-Invoice
Mileage In	**Mileage Out**
23580	23589
Service Advisor / Tag #	
Ryan Grabill/[redacted]	

[redacted]
ALTON, MO [redacted]

Work Phone	Vehicle Identification Number
	KNAFZ6A37E5[redacted]
Home Phone	**Delivery Date** / **In-Service Date**

Year	Make	Model	Body	Color	License Number
2014	KIA	FORTE KOUP	2DR CPE AUTO SX		

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
Installed 68055890AA :OIL: 5W20	5@2.75	13.75
Installed 21513 23001 :GASKET-OIL PLUG	1@1.02	1.02
Installed 26300 35503 :FILTER ASSY-ENGINE	1@7.08	7.08
REPLACE LONG BLOCK,TURBO,OIL COOLER,INTAKE MANIFOL D, VARIOUS BURNT COOLANT LINES UNDER INTAKE,ENGINE WIRING HARNESS AND ALL ASSOCIATED GASKETS AND SEAL S REQUIRED TO REPLACE ENGINE DUE TO FIRE CAUSED BY DRAIN PLUG FALLING OUT AND ROD THRU SIDE OF BLOCK.		
10.1HR 100		
Sub Total: 9834.28		
Please Note: GUS AT KIA MOTORS USA		
1-949-430-3321		
KIA MOTORS USA IS PAYING FOR THE REPAIRS. THROUGH CHECK.		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that Youngblood Motors are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond Youngblood Motors control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant Youngblood Motors or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. In the event that Youngblood Motors is required to employ an attorney to make collection I agree to pay Youngblood Motors reasonable attorneys fee.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. Youngblood Motors hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Youngblood Motors neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

I further agree to pay the sum of $15.00 per day for storage of the car or truck commencing five (5) days after receiving notice that the service requested or repair work has been completed. Storage fees shall be payable daily. I hereby expressly grant YOUNGBLOOD MOTORS a lien upon the car or truck herein-described for payment of such costs and agree that YOUNGBLOOD MOTORS may detain the same at any time such car or truck is lawfully in its possession until storage costs are paid. Such lien may be foreclosed in such manner as provided for the foreclosure of mechanic's liens under the laws of the State of Missouri.

X

©2012 DEALERTRACK SYSTEMS, Inc. - Proprietary and Confidential

LABOR		993.84
PARTS		8840.44
DEDUCTIBLE		.00
SUBLET		.00
SHOP SUPPLIES		.00
HAZARDOUS MATERIALS		.00
SALES TAX OR TAX I.D.	XXXXXX1245	.00
SPECIAL ORDER DEPOSIT		.00
DISCOUNTS		.00
TOTAL DUE		9834.28

[redacted]

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

[redacted]

[redacted]
Alton, Mo. [redacted]

Phone Number [redacted]
Email : [redacted]

FAX TRANSMITTAL FORM

To: Gustavo Villela
Name:
CC:
Phone:
Fax: [redacted]

From: [redacted]
Date Sent: 3-24-16

Number of Pages: 2

MESSAGE: Regards to.
[redacted] Kia Forte

[redacted]

Consumer Assistance Center Case Report

Printed By: GVillela | **Case Number -** [redacted] | 04/13/2016 02:37:10 PM

Case Details

Title: cust alleges engine caught fire after oil plug fell out

VIN: KNAFZ6A37E5[redacted] | **Mileage:** 23000 | **Status:** Working

Year:2014 | **Model:FORTE KOUP**

Priority: Standard | **Severity:** Low | **Call Source:** Phone - English

Owner: Gustavo Villela | **Owner Email:** gvillela@kiausa.com

Case Type Level1: Complaint

Case Type Level2: Quality

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

Case Type Level4: Engine Breakage/Damage

Contact Details

Name: [redacted]

Phone: [redacted] | **Alt Phone:** | **Fax:**

Address1: [redacted]

Address2:

City: Alton | **State:** MO | **Zip:** [redacted] | **Email: declined**

Dealer Details

Code: MO006

Name: John Youngblood Kia

Case History

*** PHONE LOG 01/14/2016 04:10:06 PM (Local Time) AFord Action Type:
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 [redacted]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

[redacted]

Case History
1 thank you

transferred to survey

*** PHONE LOG 01/25/2016 10:46:06 AM (Local 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 02:02:20 PM (Local 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

*** NOTES 01/26/2016 02:03:43 PM (Local 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

*** CASE DISPATCHED 01/26/2016 02:03:51 PM (Local Time) AFord
from WIP 2 Tuesday to Queue National CA.

*** CASE ACCEPTED 01/27/2016 07:35:12 AM (Local Time) JeffStroup
from Queue National CA to WIP Inbox/Need To Call.

*** PHONE LOG 01/27/2016 09:11:13 AM (Local Time) GVillela Action Type: Outgoing call
Wtr LVM for [redacted]

*** PHONE LOG 02/03/2016 11:41:58 AM (Local Time) GVillela Action Type: Outgoing call
[redacted] LVM for Wtr:
1. Asked for call back

*** PHONE LOG 02/03/2016 11:43:08 AM (Local Time) GVillela Action Type: Outgoing call
Wtr LVM for [redacted]

*** PHONE LOG 02/12/2016 09:03:50 AM (Local Time) GVillela Action Type: Outgoing call
Wtr LVM for [redacted]

*** PHONE LOG 02/23/2016 08:00:51 AM (Local Time) JForrester Action Type: Outgoing call
Writer states:
1. Read updated case notes letting cust know that there were several attempts to contact [redacted]
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 [redacted] father) [redacted] ell / home [redacted]
4. I am asking for contact from Gustavo

*** PHONE LOG 02/23/2016 11:26:40 AM (Local Time) GVillela Action Type: Outgoing call
Wtr spoke with [redacted] father:
1.Apologized for never reaching son

[redacted] 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?

[redacted] stated;
1. I think he does
2. But It is at the dealership

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]

Case History

[redacted] stated:
1. ok great
2. Thank you

call ended

*** PHONE LOG 02/23/2016 11:29:41 AM (Local Time) GVillela Action Type: Outgoing call
Wtr LVM for Ryan in Service department

*** PHONE LOG 02/25/2016 11:30:19 AM (Local Time) GVillela Action Type: Outgoing call
Wtr spoke with Ryan 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 12:36:57 PM (Local 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 08:05:30 AM (Local Time) SLarez Action Type: Incoming call
[redacted] Father calling in
[redacted]
1. I am trying to get a hold of Gustavo
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 01:05:22 PM (Local Time) GVillela Action Type: Outgoing call
Wtr spoke with [redacted]
1. Advised that we are asking for more pictures from the dealer

[redacted] stated:
1. Ok
2. Thank you for giving me a call back

call ended

*** PHONE LOG 03/03/2016 01:05:34 PM (Local Time) GVillela Action Type: Outgoing call

[redacted]

Case History
Wtr LVM for Ryan in Services

*** PHONE LOG 03/08/2016 07:46:22 AM (Local Time) JGallegos Action Type: Incoming call
wr states
1.Mr. [redacted] called and is anxious to have a phone call back
2.Just called to get a follow up

*** PHONE LOG 03/10/2016 09:32:17 AM (Local Time) GVillela Action Type: Outgoing call
[redacted] called Wtr:
1. Asked for update

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

[redacted] statedl:
1.Ok
2. Thank you

Call ended

*** PHONE LOG 03/18/2016 07:01:04 AM (Local Time) GVillela Action Type: Outgoing call
Wtr spoke with [redacted]
1. Advised that we are working on the case
2. Speaking with dealerhsips to get this resolved

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

call ended

*** PHONE LOG 03/23/2016 03:09:00 PM (Local Time) GVillela Action Type: Outgoing call
Wtr reviewed case with Pat Peck and Youngblood kia:
1. Pat peck not assiting customer
2. NCA will help with assisting customer

*** PHONE LOG 03/23/2016 03:22:16 PM (Local Time) GVillela Action Type: Outgoing call
Wtr spoke with Ryan at youngblood Kia:
1.Ryan clarified why the parts on the RO were needed
2. Advised Ryan to send updated RO's at warranty pricing

[redacted] stated;
1. I will send them tomorrow

call ended

*** PHONE LOG 03/24/2016 09:46:11 AM (Local Time) GVillela Action Type: Outgoing call
Wtr LVM for Ryan in Services

*** PHONE LOG 03/24/2016 01:48:23 PM (Local Time) GVillela Action Type: Ltr/email/fax sent
Wtr received Estimate of repairs from Ryan in services:
1. See attached

*** PHONE LOG 03/24/2016 01:51:28 PM (Local Time) GVillela Action Type: Ltr/email/fax sent
Wtr sent email to [redacted] father:
1. "Hello Mr. [redacted]

Attached you will find the release for the repairs of [redacted] 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 07:17:30 AM (Local Time) GVillela Action Type: Outgoing call
Wtr received signed release from [redacted]

*** PHONE LOG 03/25/2016 07:24:51 AM (Local Time) GVillela Action Type: Outgoing call
Wtr spoke with [redacted] in services:
1. Advised that Mr. [redacted] has signed release
2. Please move foward with repair of the vehicle
3. When could the vehicle be finished?

[redacted]

Case History

[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 07:27:47 AM (Local Time) GVillela Action Type: Outgoing call
Wtr spoke with [redacted] father:
1. Advised that we did receive the release
2. We are moving foward 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 07:32:37 AM (Local 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

Dealer Name :JOHN YOUNGBLOOD MOTORS, INC. JOHN YOUNGBLOOD KIA
Dealer Contact name:JESSE
Dealer Phone :417 882 3838
Part No# :91420 A7041
Order No# [redacted]
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 03:11:45 PM (Local Time) GVillela Action Type: Outgoing call
Wtr spoke with [redacted] father)
1.Advised that due to a part coming later than expected, it may take a few more days to get the parts

[redacted] 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 07:39:34 AM (Local Time) GVillela Action Type: Dealer contact
Wtr LVM for Ryan, service advisor,

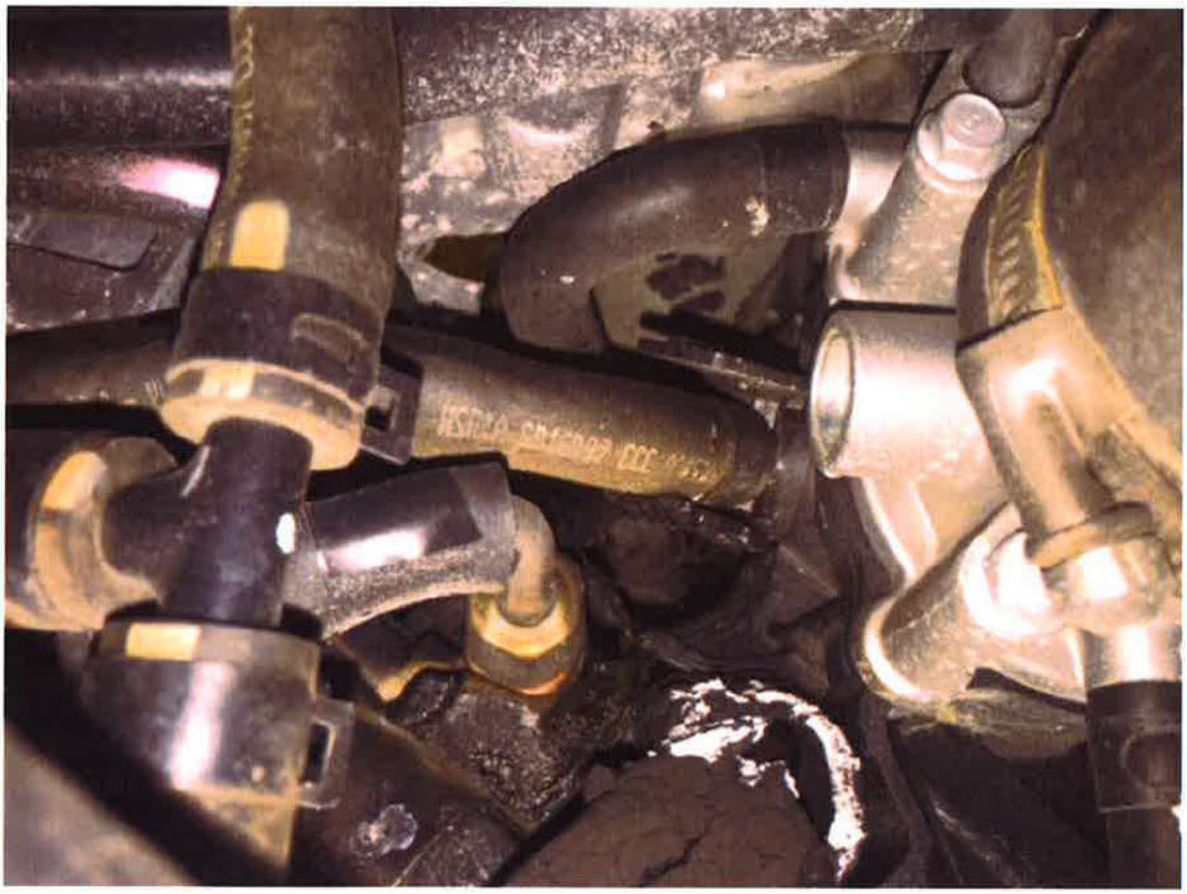
*** PHONE LOG 04/11/2016 12:15:30 PM (Local Time) GVillela Action Type: Outgoing call
Wtr LVM for Ryan, service advisor,

Attachments to Case:

File Name	Location
[redacted] Estimate.pdf	\\copubs\ClarifyObj\CA_Attachments\[redacted]Estimate.pdf
[redacted]Pics.pdf	\\copubs\ClarifyObj\CA_Attachments\[redacted]Pics.pdf
[redacted]Release signed.pdf	\\copubs\ClarifyObj\CA_Attachments\[redacted]Release signed.pdf

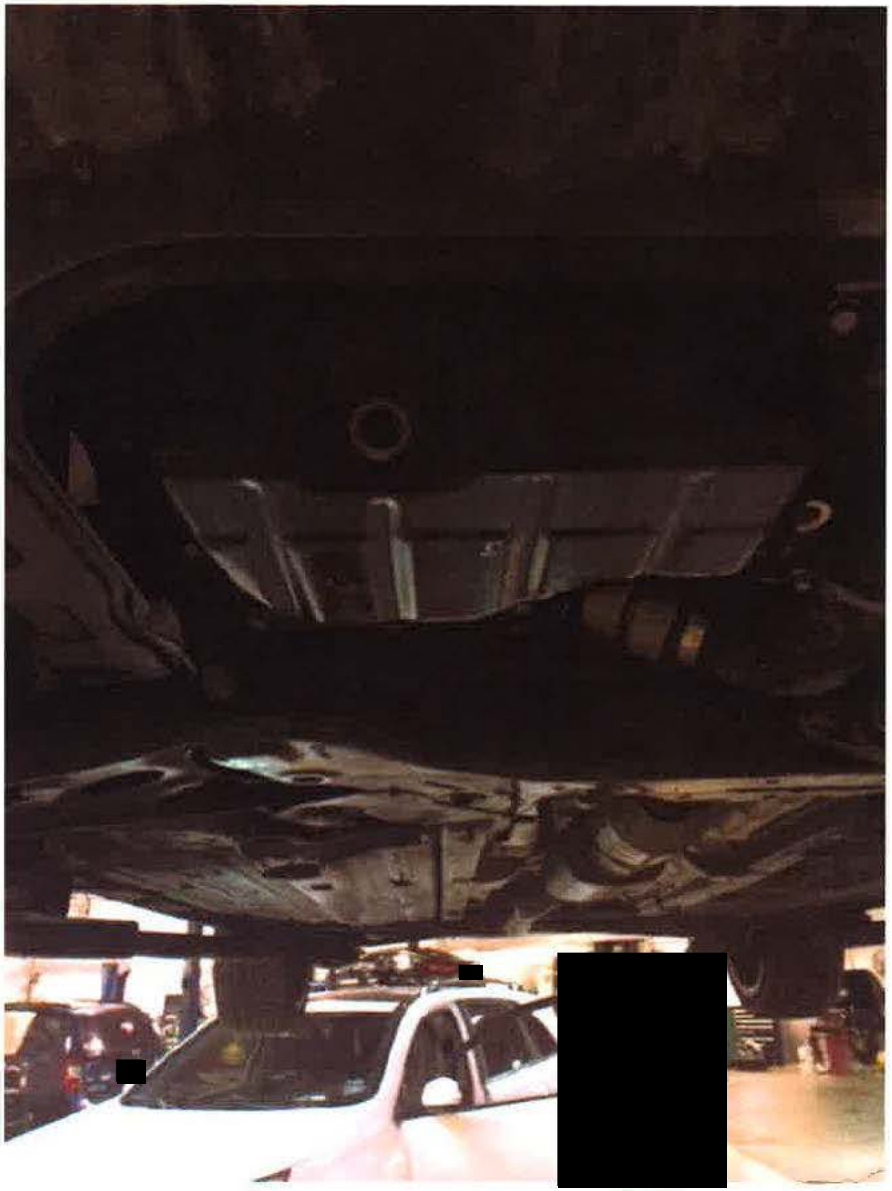
**********End Case Report [redacted] **********

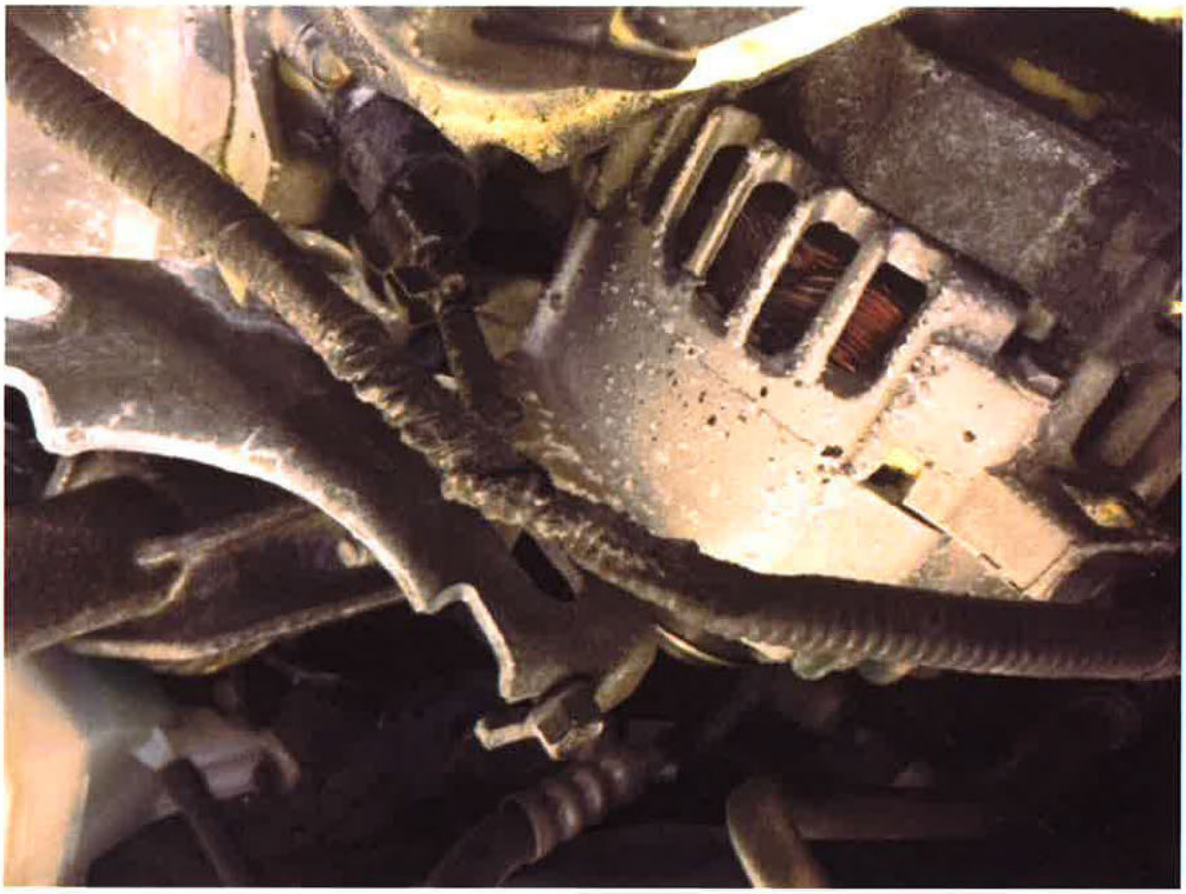
[redacted]











YOUNGBLOOD

NISSAN CHRYSLER KIA Jeep

3505 South Campbell Ave. - Springfield, MO 65807
(417) 882-3838 - Toll Free: 800-725-6021
Parts Direct: (417) 882-5727
www.youngbloodauto.com

PICKING TICKET

TERMS: Parts returned for credit must be accompanied by invoice and subject to 20% restocking charge.

DISCLAIMER OF WARRANTIES: All warranties on the products sold hereby are those made by the manufacturer. The seller, JOHN YOUNGBLOOD MOTORS, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and JOHN YOUNGBLOOD MOTORS, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale. A Service Charge of 1-1/2% per month (A.P.R. - 18%) will be made on all accounts 30 days past due. Title to the property herein described, and any additions or substitutions, shall remain in the seller's name until paid in full and the purchaser agrees to pay all expenses, charges, and costs, including collection costs and a reasonable attorney's fee, in the event it becomes necessary for seller to place this account for collection. Net. 10 days end of month.

YOUR PURCHASE ORDER	TERMS	INVOICE DATE	INVOICE NUMBER / PG.
Verbal	Payment Due Upon Rec	3/23/16	[redacted] 1

SOLD TO
[redacted]
ALTON, MO [redacted]

SHIP TO

SHIP VIA	SALESPERSON NAME	DRIVER'S INITIALS
Repair Order	Jesse Argo	

QTY.	PART NUMBER / DESCRIPTION	BIN	NET	AMOUNT
1/0	35305 2B000 : FUEL TUBE ASSY	8511	83.69	83.69
1/0	104W1 2BS00 : ENGINE ASSY-SUB	EP	5040.00	5040.00
1/0	20910 2BU00 : GASKET KIT-ENGINE OV	EP	286.13	286.13
	Part interchanges with part# 209102BU00			
1/0	28231 2B720 : TURBOCHARGER	EP	1596.04	1596.04
1/0	28310 2B700 : MANIFOLD ASSY-INTAKE	EP	316.32	316.32
1/0	91420 A7041 : WIRING ASSY-CONTROL	EP	1132.60	1132.60
	Labor 10.1 hours $ 1,010.00			
	(PARTS @ WARRANTY)			

ACCOUNT #	METHOD		
DATE PRINTED	3/23/16	TIME	17:36:06

PARTS	
FREIGHT	
C.O.D. CHARGE	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
TOTAL	

AMOUNT COLLECTED _____

FORM OF PAYMENT _____

YOUR SIGNATURE ACKNOWLEDGES RECEIPT OF PARTS.

X

© 2012 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group (800)645-1028

[redacted]

Kia Motors America
Labor Time Standard

Model: FORTE(YD)(2014~)
VIN:

Warranty Help Desk | Request For Review | Warranty Webinars | Search | WebLTS Help

Labor Op. Number: [redacted] Time: 8.2

Description: Engine Sub Assy, (Long Block), R&R (Gamma 1.6L)

Overlapping Labor: 11312, 21102, 21355, 21356, 21421, 21510, 22410, 23410, 25100

Includes:

Training Required: Yes - Click Here to Open

7.0 hours

Adds/Combos:

View	Labor Op	Description	Time
View	21102RK4	Add Turbo Charger (Gamma Engine)	0.8

Kia Motors America - Labor Time Standard

- 050 ACCESSORY GROUP
- 200 ENGINE GROUP
  - 200 ENGINE ASSEMBLY
    - 21102R1G Engine Sub Assy, (Long Block), R&R (Gamma 1.6L) 6.2
    - 21102R1N Engine Sub Assy R&R (Long Block) (Nu Engine) R&R Block 6.3
  - 211 CYLINDER BLOCK ASSY
  - 213A FRONT CASE
  - 213B TIMING BELT COVER
  - 215 OIL PAN
  - 218A ENGINE & TRANSMISSION MOUNTING
  - 221 CYLINDER HEAD
  - 222 VALVE SYSTEM
  - 224 ROCKER COVER & OIL STRAINER PIPE
  - 231 CRANKSHAFT & FLYWHEEL

Kia Motors America
Labor Time Standard

Model: FORTE(YD)(2014~)
VIN:

Request For Review | Warranty Waiver | Search | WarLTS Hist

Labor Op. Number: [redacted] Time: 2.8
Description: Wire Harness Assy (Engine) R&R
Overlapping Labor:
Includes:

3.1 hours

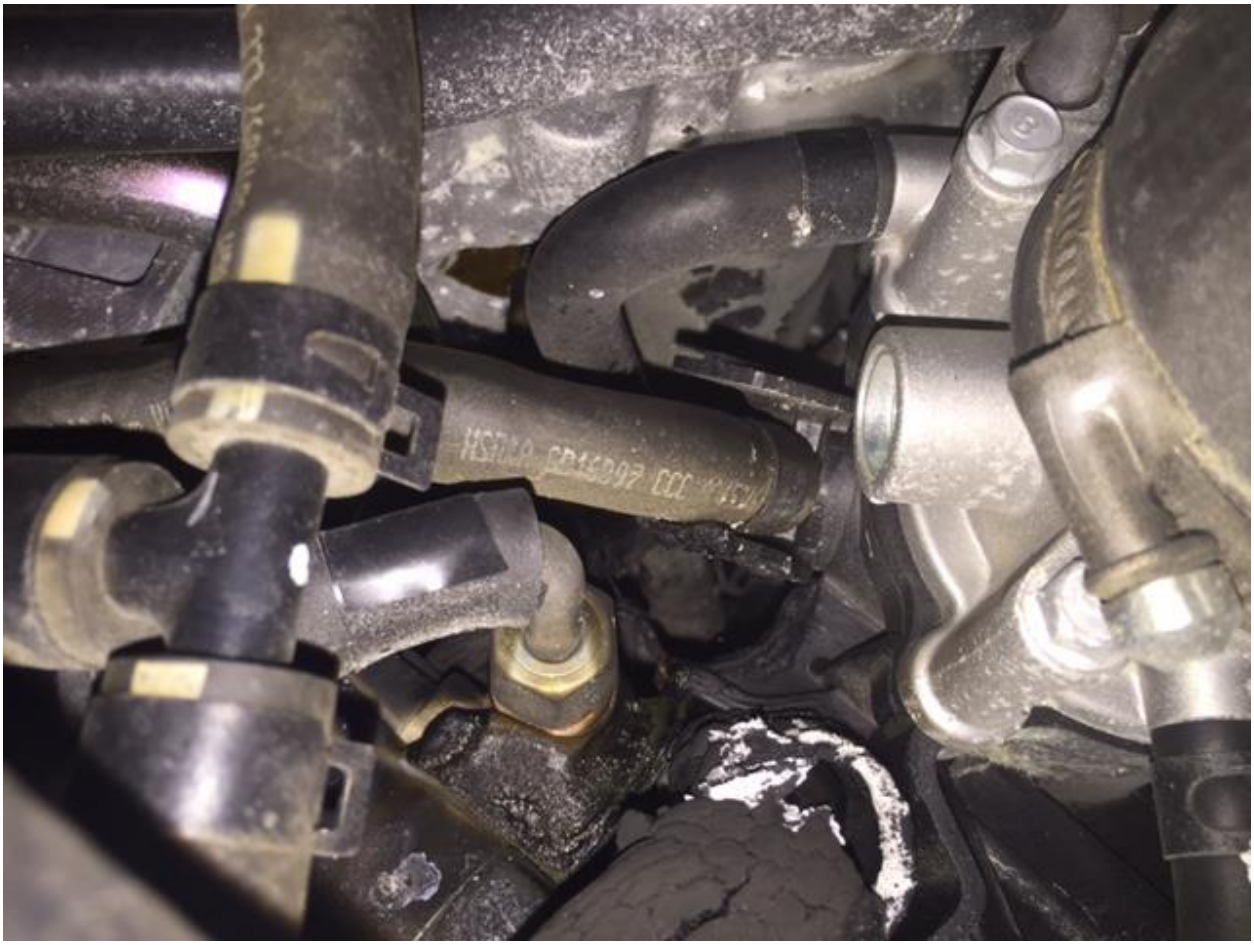
Training Required: Yes - Click Here to Open

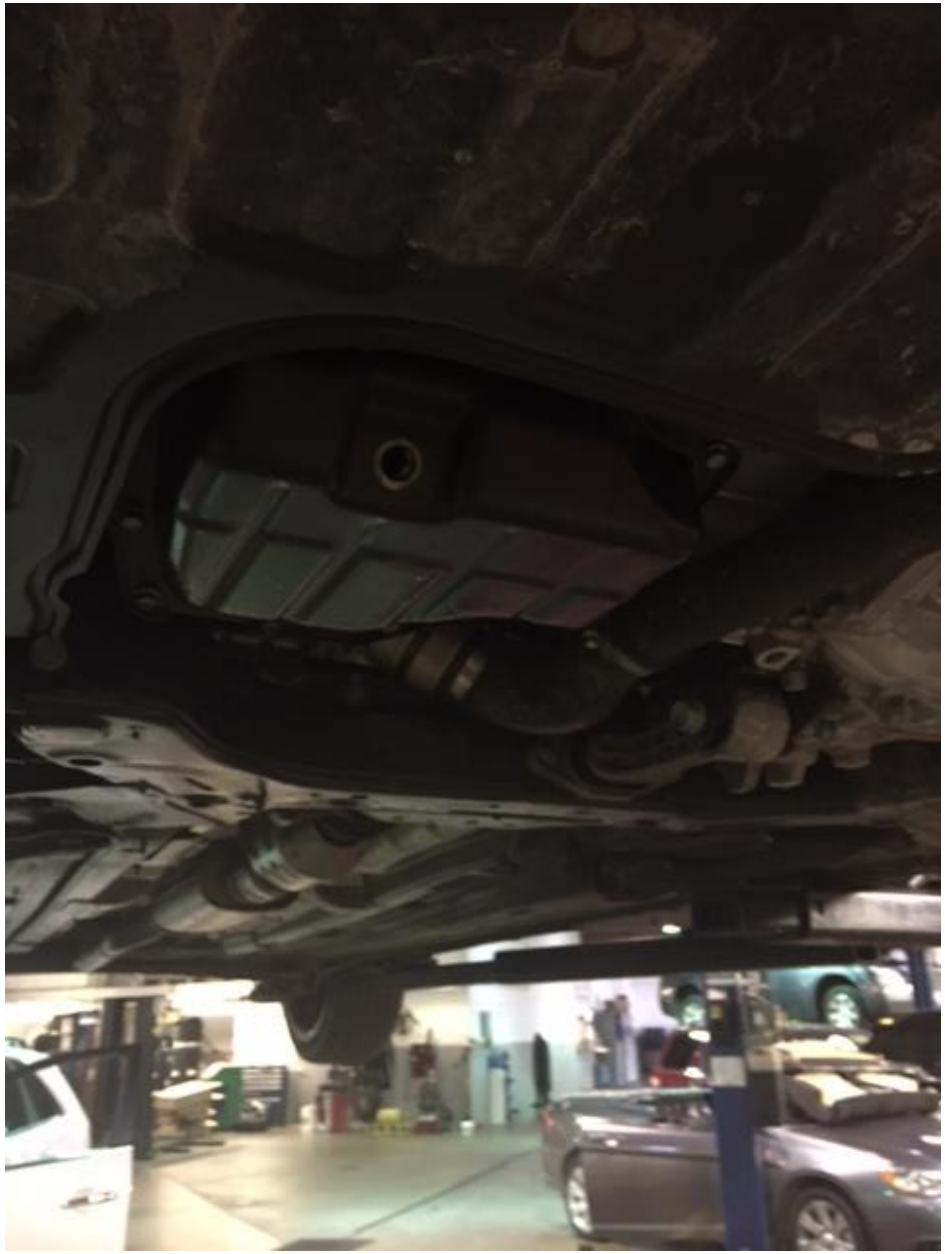
Adds/Combos:

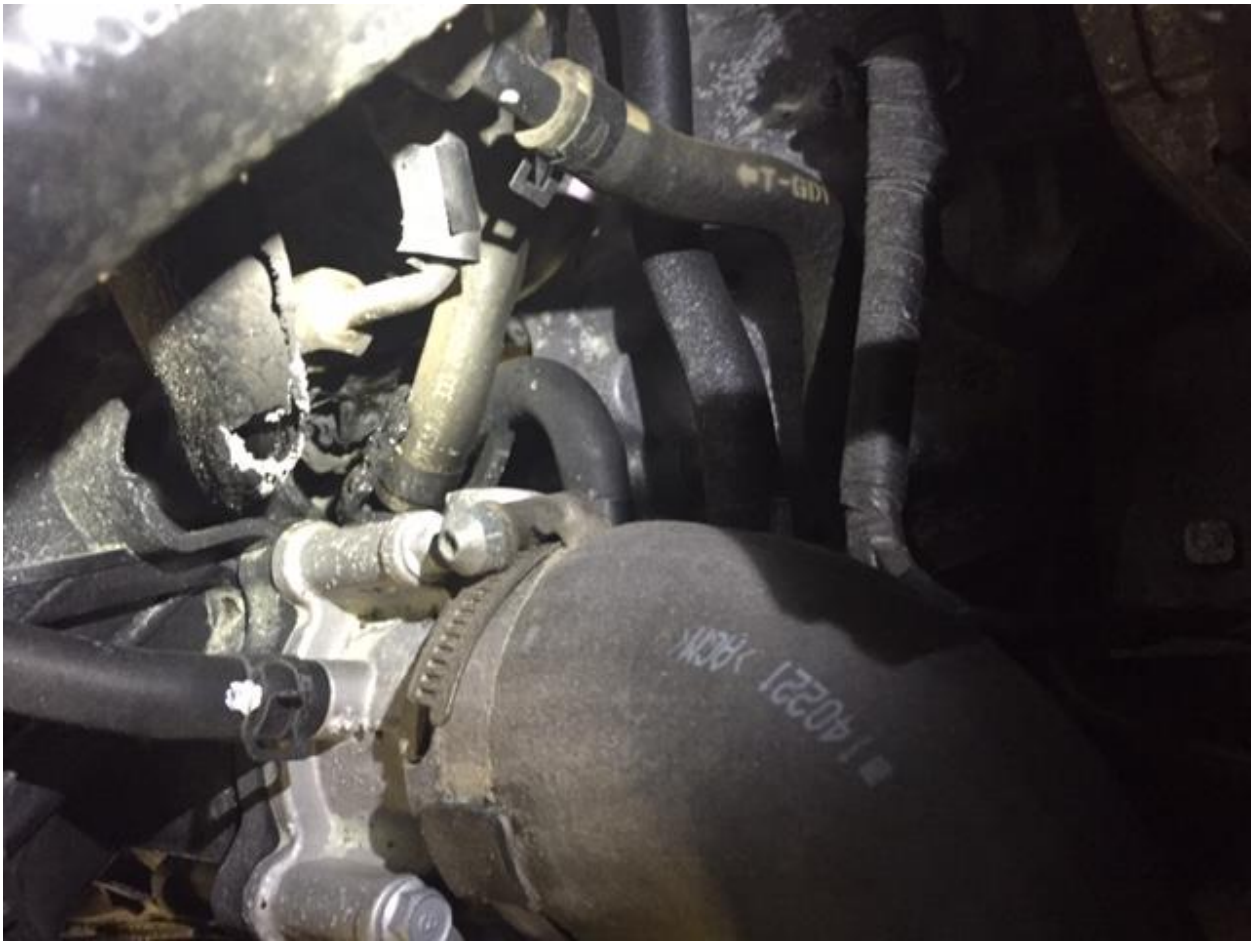
View	Labor Op	Description	Time
View	91201RQ0	GDS Operation-Wire Harness Assy (Engine)	0.3

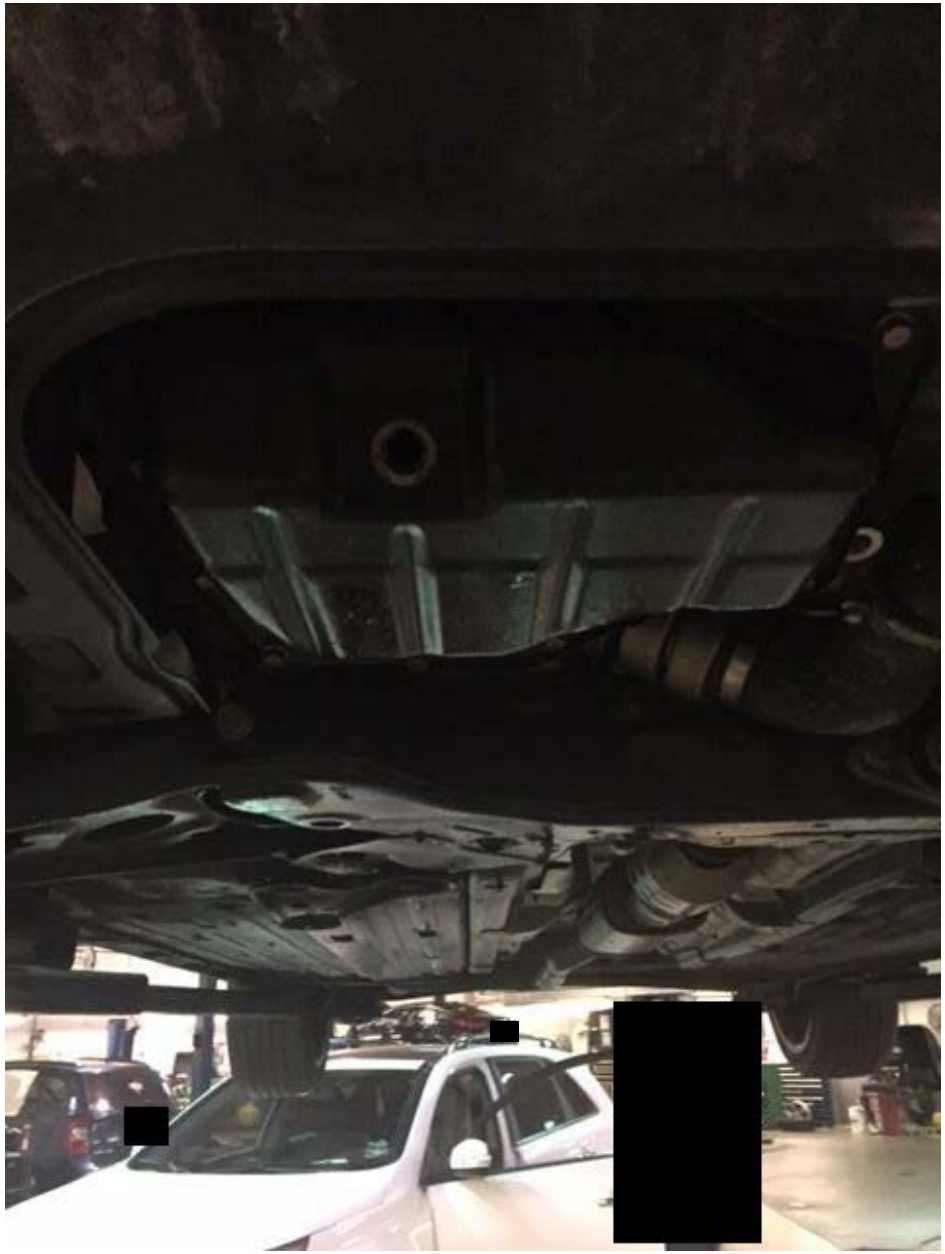
Kia Motors America - Labor Time Standard

- 050 ACCESSORY GROUP
- 200 ENGINE GROUP
  - 200 ENGINE ASSEMBLY
    - 21102R1G Engine Sub Assy, (Long Block), R&R (Gamma 1.6L) 6.2
    - 21102R1N Engine Sub Assy R&R (Long Block) (Nu Engine) R&R Block 6.3
  - 211 CYLINDER BLOCK ASSY
  - 213A FRONT CASE
  - 213B TIMING BELT COVER
  - 215 OIL PAN
  - 218A ENGINE & TRANSMISSION MOUNTING
  - 221 CYLINDER HEAD
  - 222 VALVE SYSTEM
  - 224 ROCKER COVER & OIL STRAINER PIPE
  - 231 CRANKSHAFT & FLYWHEEL











[redacted]
Alton, Mo. [redacted]
Phone Number [redacted]
Email : [redacted]

FAX TRANSMITTAL FORM

To: Gustavo Villela
Name:
CC:
Phone:
Fax: 949-468-4509

From: [redacted]
Date Sent: 3-24-16
Number of Pages: 2

MESSAGE: Regards to [redacted] Kia Forte

[redacted]