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

[redacted]



























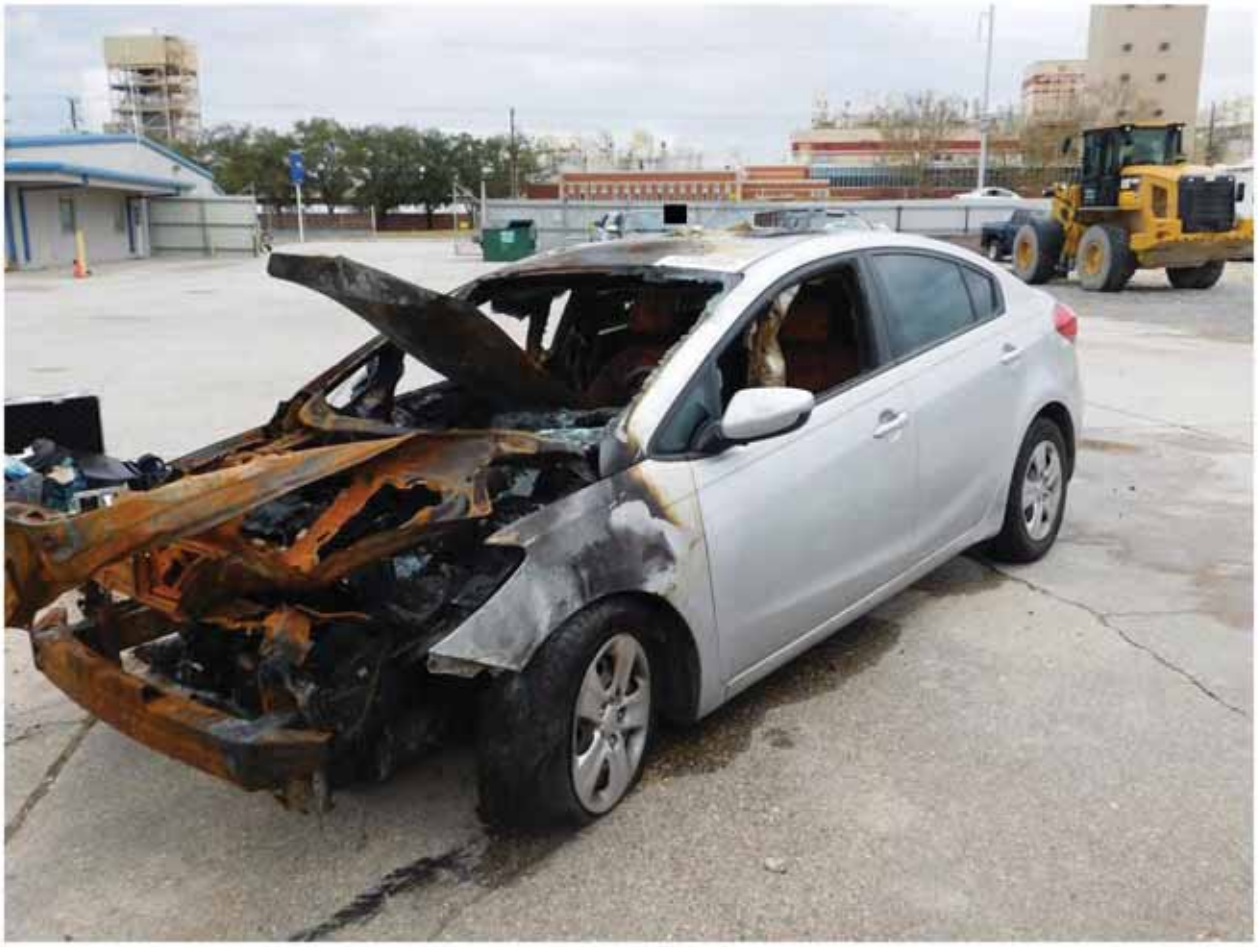



LOADING INFORMATION
SUR LES PNEUS ET LE CHARGEMENT
SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION
VOIR LE MANUEL DE L'USAGER POUR PLUS DE RENSEIGNEMENTS
Y76
MANUFACTURED IN KOREA BY
KIA MOTORS CORPORATION
01/16
GVWR 3880LB PAINT 4SS
GAWR FRONT 2161LB GAWR REAR 2006LB TRIM WK
THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL MOTOR VEHICLE SAFETY, BUMPER, AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE
V.I.N KNAFK4A6XG5 [redacted]
TYPE PASSENGER CAR
VIN

[redacted]



[redacted]






lyft



[redacted]



[redacted]























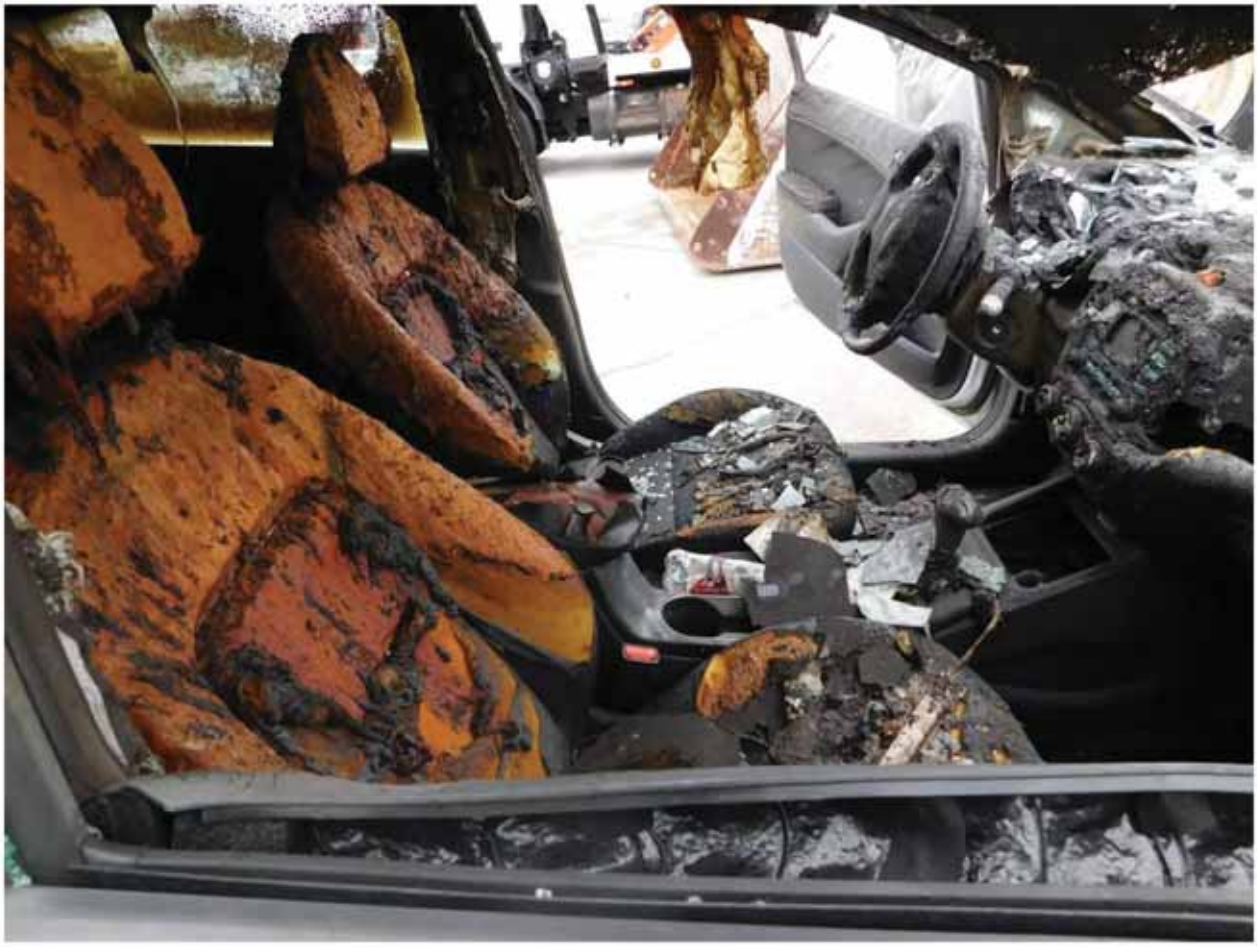


























[redacted]





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OFF
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[redacted]





























PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

FORTE

2010 FORTE_ACCIDENT SCRIPTS_ALLEGED DEFECT B_EXPANDED SCOPE

Accident Report

Case [redacted]

Report Details

1. Who Owns the Vehicle?

   1. [redacted] owned the veh but now Imperial Ford owns it as cst was traded out of veh <Provide Owner Name, Address, and Phone>

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

   1. The tech Peter Hoskel was driving the veh
   2. No passengers were in the veh

   <Provide Driver's Name, Address, and Phone>

3. Do You Own the Vehicle?

   Yes

4. What is the Age of the Driver?

   n/a <Driver's Age>

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

   1. 7/23/13 in the am <DATE> and <TIME>

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

   1. sunny clear <ROAD & WEATHER CONDITIONS>

7. What Speed was the Vehicle Traveling?

   1. Unsure <VEHICLE SPEED>

8. Were any Other Vehicles Involved in the Accident?

No

9. Were There Any Injuries?

No

10. Was Anyone Taken by Ambulance to The Hospital?

No

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

No

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

1. The tech was road testing the veh to check alignment due to cst complaint
2. When he came up to our building the veh was smoking under the hood
3. We got the fire extinguisher and put out the fire
<INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>

13. Were the Police Contacted?

No

16. Was the Insurance Company Contacted?

No

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

Towed

19. Where is the Vehicle Now?

1. Imperial Ford currently has the veh <VEHICLE LOCATION>

20. Have Any Repairs Been Completed?

No

21. Were Parties Wearing Seatbelts?

Yes

22. Did the Airbag(s) Deploy?

No

23. Was Airbag Light on prior to accident?

No

24. What action are you requesting of Kia?

1. I want to know if this is under a hidden recall or if Kia will fix it <RESOLUTION SOUGHT>

25. Have you reviewed the airbag section of the owners manual?
Yes - In order to consider your request, we will need you to provide us with copies of:
i. Copy of Police Report (if available)
ii. Pictures of vehicle (front, rear and side views)
Not Applicable

Accident Report

Case [redacted]

Report Details

1. Who Owns the Vehicle?

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

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

   [redacted] DRIVING. [redacted] WAS ON THE PASSENGER'S SEAT, AND [redacted] WHO WAS SITTING ON THE BACK SEAT. <Provide Driver's Name, Address, and Phone>

3. Do You Own the Vehicle?

   Yes

4. What is the Age of the Driver?

   [redacted] YEARS OLD. <Driver's Age>

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

   3/18/12, YESTERDAY EVENING. I CAN'T REMEMBER WHAT TIME IT WAS. <DATE> and <TIME>

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

   IT WAS DRY. NO RAIN. <ROAD & WEATHER CONDITIONS>

7. What Speed was the Vehicle Traveling?

   55 MPH. <VEHICLE SPEED>

8. Were any Other Vehicles Involved in the Accident?

   No

9. Were There Any Injuries?

No

10. Was Anyone Taken by Ambulance to The Hospital?

No

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

No

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

WE WERE DOWN THE ROAD DRIVING FROM GASTONIA TO HICKORY. WE SMELL RUBBER BURNING, AT FIRST I THOUGH IT WAS THE SMELL COMING FROM OUTSIDE. WE PULLED TO THE SIDE OF THE ROAD AND TURNED OFF THE VEHICLE. IT WAS FUNNY BECAUSE AS SOON AS WE TURN THE CAR BACK ON IT WOULD START SMELLING LIKE BURNING RUBBER. SO WE DECIDED TO CALL FOR RSA. THE CAR WAS TOWED TO THE KIA DLR IN HICKORY NC. THE CAR DIDN'T CAUGHT FIRE, BUT IT COULD HAD IF CONTINUED TO DRIVE THE CAR. WE JUST SAW SOME MELTED PIECES OF PLASTIC SITTING ON THE FLOOR BOARD OF THE VEHICLE. <INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>

13. Were the Police Contacted?

No

16. Was the Insurance Company Contacted?

No

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

Towed

19. Where is the Vehicle Now?

NC004 <VEHICLE LOCATION>

20. Have Any Repairs Been Completed?

No

21. Were Parties Wearing Seatbelts?

Yes

22. Did the Airbag(s) Deploy?

No

23. Was Airbag Light on prior to accident?

No

24. What action are you requesting of Kia?

I WANT TO GET THE CAR FIX. I PAID A LOT OF MONEY FOR THIS VEHICLE. <RESOLUTION SOUGHT>

25. Have you reviewed the airbag section of the owners manual?
Yes - In order to consider your request, we will need you to provide us with copies of:
i. Copy of Police Report (if available)
ii. Pictures of vehicle (front, rear and side views)
No

Accident Report

Case [redacted]

Report Details

1. Who Owns the Vehicle?

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

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

   Owner and 1 passenger <Provide Driver's Name, Address, and Phone>

3. Do You Own the Vehicle?

   Yes

4. What is the Age of the Driver?

   [redacted] <Driver's Age>

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

   4/21/16 8pm <DATE> and <TIME>

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

   weather was clear <ROAD & WEATHER CONDITIONS>

7. What Speed was the Vehicle Traveling?

   veh was not moving <VEHICLE SPEED>

8. Were any Other Vehicles Involved in the Accident?

   No

9. Were There Any Injuries?

   No

10. Was Anyone Taken by Ambulance to The Hospital?

    No

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

    No

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

    Was in the drive thru at Mcdonalds when some one driving by told me that the front of the veh was on fire on Craine Highway and Fair Haven <INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>

13. Were the Police Contacted?

    Yes

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

    just the fire department came out. <Officer Name, Department, Badge>

15. What is the Police Report Number?

    did not get one <POLICE REPORT NUMBER>

16. Was the Insurance Company Contacted?

    No

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

Driven

19. Where is the Vehicle Now?

At my home <VEHICLE LOCATION>

20. Have Any Repairs Been Completed?

No

21. Were Parties Wearing Seatbelts?

Yes

22. Did the Airbag(s) Deploy?

No

23. Was Airbag Light on prior to accident?

No

24. What action are you requesting of Kia?

If its some time of defect it needs to be fixed. at no cost to me. <RESOLUTION SOUGHT>

25. Have you reviewed the airbag section of the owners manual?
Yes - In order to consider your request, we will need you to provide us with copies of:
i. Copy of Police Report (if available)
ii. Pictures of vehicle (front, rear and side views)
Not Applicable

Accident Report

Case [redacted]

Report Details

1. Who Owns the Vehicle?

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

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

   No one <Provide Driver's Name, Address, and Phone>

3. Do You Own the Vehicle?

   Yes

4. What is the Age of the Driver?

   [redacted] <Driver's Age>

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

   07/10/14 Midnight <DATE> and <TIME>

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

   Parked in driverway- No lightning- Clear night <ROAD & WEATHER CONDITIONS>

7. What Speed was the Vehicle Traveling?

   Parked <VEHICLE SPEED>

8. Were any Other Vehicles Involved in the Accident?

   No

9. Were There Any Injuries?

   No

10. Was Anyone Taken by Ambulance to The Hospital?

    No

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

    No

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

    I heard an explosion from the inside of my house and looked outside and the car burst into flames <INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>

13. Were the Police Contacted?

    Yes

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

    na <Officer Name, Department, Badge>

15. What is the Police Report Number?

    na <POLICE REPORT NUMBER>

16. Was the Insurance Company Contacted?

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

17. Have You Settled With the Insurance Company?

No

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

Towed

19. Where is the Vehicle Now?

Vehicle still in driveway <VEHICLE LOCATION>

20. Have Any Repairs Been Completed?

No

21. Were Parties Wearing Seatbelts?

No

22. Did the Airbag(s) Deploy?

Yes

23. Was Airbag Light on prior to accident?

No

24. What action are you requesting of Kia?

I think its an electrical short. Im hoping something will be done for me. <RESOLUTION SOUGHT>

25. Have you reviewed the airbag section of the owners manual?
Yes - In order to consider your request, we will need you to provide us with copies of:
i. Copy of Police Report (if available)
ii. Pictures of vehicle (front, rear and side views)
Not Applicable

Accident Report

Case [redacted]

Report Details

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

FORTE

2010 FORTE_CA REPORTS_ALLEGED DEFECT B_EXPANDED SCOPE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2010 FORTE	Case Number	Mileage
2246 ALAMO NATI(	2246	KNAFU4A27A5[redacted]	[redacted]	7,425
Tempe , AZ, 85284	Prod. Date: 10/01/2009	Dealer: AZ019 Tempe KIA		

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Case History

*** PHONE LOG 02/05/2010 01:56 PM US Mountain Standard Time RSabin
CASE CREATED BY SVC ALERT
BOB @ AZ019 REPORTED A ENTERPRISE 2010 FORTE KNAFU4A27A5[redacted] , VEHICLE HAS 7425 MILES, VEHICLE DIED IN FLIGHT/NO START, CURRENTLY TRYING TO FIND OUT WHAT IS GOING ON AND WILL PROBABLY CALL TECH SUPPORT

*** PHONE LOG 02/08/2010 04:03 PM US Mountain Standard Time TDonnelly Action Type:Incoming call
DEALER STATES(SVC MGR-BILL-AZ019):
1. HAS THIS CUSTOMER CALLED KCC?
2. WE DID NOT GET CALL FROM SERVICE ALERT TEAM YET?
3. THANKS FOR INFO, THAT'S ALL I NEED.

WRITER STATES:
1. WHAT IS THE VIN?
2. SEE AN OPEN CASE THAT DEALER CREATED, SERVICE ALERT
3. THERE IS ALSO A TECHLINE CASE
4. NO CONTACT TO KCC FROM CUSTOMER.
5. KCC JUST OPENED CASE LATE FRIDAY
6. NOT MAKING OUTBOUND CALLS THIS DATE DUE TO MONDAY AND HIGH CALL VOLUMN DAY.

*** PHONE LOG 02/08/2010 04:50 PM US Mountain Standard Time LSims Action Type:Incoming call
[redacted] - Veh repair coordinator stated
1. I have a car down at AZ19
2. It has head gasket issues and I am being told that this is not covered
3. I wanted to speak to the Kia rep to tell me why it is not being covered
4. What actually has me upset now is that he calls after I am gone for the day
5. he leaves a message with no contact info and has not called back yet
6. I spoke to Bill Ratliff at AZ019- who called the DPSM and told him that I wanted a call
7. they said that it overheated and blew the head gasket
8. it is 100 miles shy of its first service but there is no evidence of coolant leaking
9. I cant inspect the veh because it is all tore apart
10. they didnt even get any authorization to tear it apart
11. I am looking for an answer as to why this is not being covered

wtr stated
1. Apologized
2. Wtr does see that there is an open case
3. RSabin will be handling the case- gave contact info
4. wtr will document callers request for contact from the DPSM

*** PHONE LOG 02/08/2010 05:54 PM US Mountain Standard Time LSims Action Type:Outgoing call
Wtr called Bill Ratliff and stated
1. Wtr received a call from [redacted] from Enterprise

Last name	First name	VIN of 2010 FORTE	Case Number	Mileage
2246 ALAMO NATIO	2246	KNAFU4A27A5[redacted]	[redacted]	7,425

Tempe , AZ, 85284 Prod. Date: 10/01/2009 Dealer: AZ019 Tempe KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

2. Wtr then saw that you called to see if anyone had called in
3. wtr just wanted to document the veh diagnosis and make you aware that someone did call in

Bill SM stated:
1. What kind of things was he saying about me
2. I just called his boss and lodged a formal complaint
3. He was in here saying all kinds of things about me and the Kia rep
4. He cant talked that way in front of my workers because they will come an tell me and they did
5. We had an auth to disassemble by tech based on the fact that it might be a warranty situation
6. We had no idea of the condition of the car at that time
7. We tried adding water to it and it wasnt holding
8. After we pulled top cover off we saw that there was something that looked melted
9. Water ran out between cyl head and engine block
10. we were thinking it was warranty
11. we then discovered that it was ran with no water and over heated
12. so that is not warranty defect so I called Tom Steinwinter and gave him the info on the car
13. he declined the repairs due to the fact that the veh was driven with no water until it burned the engine up
14. I dont have to auth to tear down the car if it is a warranty repair
15. and we didnt have any reason to think that it was not warranty
16. [redacted] is trying to make a big dealer out of the fact that we didnt get auth from him
17. The situation was escalating and I couldn't get ahold of Tom S
18. I called Scott Martin, Tom's boss because it was escalating so fast and I didnt want anything else to happen

Wtr stated:
1. Thank you for the info
2. wtr will update case notes
3. wtr just wanted to make sure it was documented in case the customer calls back in before the case manager can work the case

*** PHONE LOG 02/09/2010 08:53 AM US Mountain Standard Time RSabin Action Type:Incoming call
WRITER RECEIVED VM FROM ENT RAC REP [redacted]
1. I WAS CALLING ABOUT THIS CASE
2. PLEASE CALL ME BACK
3.[redacted]

*** PHONE LOG 02/09/2010 09:12 AM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED
1. WRT CALLED DPSM, TOM STEINWINTER.
2. WRT ASKED TOM ABOUT THE 2010 FORTE LOCATED AT AZ019.
3. TOM THEN STATED:
a) SOMEONE DROVE THE CAR W/ NO WATER IN IT.
b) IT OVERHEATED THE ENGINE.
c) THERE'S ABSOLUTELY NO SIGNS OF COOLANT IN THE ENGINE.
d) THE CAR NEEDS A NEW ENGINE.
e) I JUST SPOKE TO [redacted] ABOUT 10 MINUTES AGO.
f) I TOLD MR [redacted] THAT SOMEONE FROM KIA WILL BE LOOKING AT HIS VEHICLE SOME TIME THIS WEEK.

Last name	First name	VIN of 2010 FORTE	Case Number	Mileage
2246 ALAMO NATI(	2246	KNAFU4A27A5[redacted]	[redacted]	7,425
Tempe , AZ, 85284	Prod. Date: 10/01/2009	Dealer: AZ019 Tempe KIA		

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

g) I ALSO TOLD HIM THAT I WILL BE CALLING HIM BACK IF SOMETHING CHANGES.
h) YOU CAN CALL ME BACK ON THURSDAY AFTERNOON FOR AN UPDATE.
4. WRT THANKED TOM FOR LOOKING INTO IT.

*** EMAIL OUT ERuiz Action Type:External email
Send to:[tsteinwinter@kiausa.com]
You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Kia Consumer Affairs Dept. at 949.468.4619 AND delete this email.

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

Ext. 45605.

<<File Attachment:
\\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_[redacted]_ERuiz_02-09-2010090004.doc>>

*** PHONE LOG 02/09/2010 11:23 AM US Mountain Standard Time ERuiz Action Type:Outgoing call
CALLER STATED
1. WRT CALLED [redacted] BACK AT [redacted].
2. WRT EXPLAINED THE PURPOSE OF MY CALL AND ADVISED.
3. WRT IS CURRENTLY WORKING ON HIS CASE.
4. WRT UNDERSTANDS THAT THE KIA FIELD REP WILL HAVE SOMEONE FROM KIA LOOK AT HIS VEHICLE SOME TIME THIS WEEK.
5. MR [redacted] STATED:
a) YES, THAT'S WHAT HE TOLD ME.
b) I WAS A LITTLE UPSET ABOUT THE FACT THAT NO ONE EVER NOTIFIED ME THAT THE CAR WAS BEING TAKEN APART.
c) THE DLR DIDN'T EVEN DO A LEAK DOWN TEST.
d) THE VEHICLE SHOWS NO SIGNS OF COOLANT LEAKS NOR ANY DAMAGE CAUSED BY AN IMPACT THE ENGINE.
e) THE VEHICLE HAS NO LOSE HOSES OR ANYTHING ELSE THAT COULD HAD CAUSED THE COOLANT TO LEAK OUT OF
f) THIS IS PROBABLY THE REASON WHY THE VEHICLE ONLY DROVE FOR 7K MILES.
g) I AM SORRY FOR BEING SO PUSHY, BUT EVERY DAY THE CAR IS AT THE SHOP WE JUST CONTINUE TO LOSE MONEY.
6. WRT APOLOGIZED FOR THE INCONVENIENCE AND ADVISED:
7. I WILL BE SPEAKING TO THE KIA REP ON FRIDAY.
8. CST CAN CALL ME BACK AT 800 333-4542 EXT 45605 IN REFERENCE TO [redacted] IF THERE ARE ANY ADDITIONAL COMMENTS PERTAINING TO HIS VEHICLE.
9. CST THANKED WRT FOR LOOKING INTO IT.

*** PHONE LOG 02/12/2010 03:16 PM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED
1. WRT CALLED AZ019.
2. WRT SPOKE TO BILL IN SVC.
3. HE STATED:

Last name	First name	VIN of 2010 FORTE	Case Number	Mileage
2246 ALAMO NATI(	2246	KNAFU4A27A5[redacted]	[redacted]	7,425
Tempe , AZ, 85284	Prod. Date: 10/01/2009	Dealer: AZ019 Tempe KIA		

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

a) TOM LOOKED AT IT YESTERDAY
b) THE VEHICLE LOOKS LIKE IT WAS DELIVERY OVER HEATED
c) TOM TRIED TO GET A HOLD OF MR [redacted] YESTERDAY.
d) HE DIDN'T ANSWERED.
e) IT'S SO BAD THAT EVEN THE MANIFOLD MELTED.
f) IT SEEMS LIKE THE CAR WAS DRIVEN DELIVERY IN LOW GEAR.
g) THE HEAD GASKET IS NOT BLOWN
h) WE FOUND NO COOLANT ON THE CRANK CASE
i) THIS IS A CUT AN DRY CASE AND NOT COVERED UNDER WARRANTY.
4. WRT THANKED BILL FOR HIS ASSISTANCE.

*** PHONE LOG 02/16/2010 08:27 AM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED
1. WRT CALLED AZ019.
2. WRT SPOKE TO BILL IN SVC.
3. HE STATED:
a) THE CAR IS STILL HERE.
b) MR [redacted] CALLED ME AND SAID NOT TO DO ANYTHING UNTIL HE'S DONE TALKING TO TOM
c) TOM WAS HERE LAST THURSDAY.
d) AS FAR AS I UNDERSTAND, TOM TRIED TO CALL THE GUY AND HE WAS ALREADY GONE FOR THE DAY.
e) THIS IS ALL THAT I KNOW.
4. WRT THANKED BILL FOR THE INFO.

*** PHONE LOG 02/16/2010 08:38 AM US Mountain Standard Time ERuiz Action Type:Outgoing call
CALLER STATED
1. WRT CALLED [redacted] BACK AT [redacted].
2. WRT ASKED MR [redacted] IF HE HAS HAD A CHANCE TO SPEAK TO THE KIA REP.
3. [redacted] STATED:
a) NO, I HAVE NOT.
b) UP TO THIS POINT, I AM STILL WAITING TO HEAR BACK FROM HIM.
c) I WANT IF KIA HAS MADE A DECISION.
d) IS THE REPAIR GOING TO BE COVER UNDER WARRANTY OR NOT?
e) AND IF NOT, HOW DID THEY COME UP W/ THIS CONCLUSION?
f) HAVE THEY INSPECTED MY CAR YET?
g) AND IF SO -WHY WOULD THEY INSPECTED MY CAR W/OUT ME BEING THERE?
h) I GAVE THE DLR SPECIFIC INSTRUCTIONS NOT TO TOUCH MY CAR OR HAVE ANYONE LOOK AT IT IF I WASN'T THERE.
4. IT'S MY UNDERSTANDING THAT THE KIA REP ALREADY LOOKED AT THE VEHICLE.
5. WRT APOLOGIZED TO THE CST, BUT THE REPAIR WILL NOT BE COVER UNDER WARRANTY.
6. THE KIA REP, MR TOM STEINWINTER WILL BE ON THE BEST POSITION TO EXPLAIN HIS DECISION TO THE CST.
7. WRT OFFERED TO CALL TOM WHILE THE CST WAS STILL ON THE LINE.
8. WRT PUT THE CST ON HOLD WHILE CALLING TOM STEINWINTER.
9. TOM WAS NOT AVAILABLE. WRT LEFT A V/M AND ADIVISED - PLEASE, CALL WRT BACK, MR [redacted] WANTS TO TALK TO YOU.
10. WRT PUT THE CST BACK ON THE LINE.
11. MR [redacted] THEN STATED:
a) I WANT TO KNOW THE PERSON WHO TOM REPORTS TO AT THE CORPORATE LEVEL.

Last name	First name	VIN of 2010 FORTE	Case Number	Mileage
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Tempe , AZ, 85284	Prod. Date: 10/01/2009	Dealer: AZ019 Tempe KIA		

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

b) IF HE DOESN'T RESPOND TO THIS MESSAGE, I WANT MY CASE TO BE ESCALATE TO THAT PERSON.
c) I WOULD LIKE TO HAVE THE NAME OF THE PERSON UP IN CORPORATE WHO TOM REPORTS TO.
12. THE WRCAOM'S NAME IS PAUL ORTIZ
13. THE CASE WILL BE ESCALATE TO THE WRCA OFFICE WE DON'T GET AN RESPONSE FROM THE KIA REP W/IN THE NEXT 24 HRS.
14. CST THANKED WRT FOR THE ASSISTANCE.

*** NOTES 02/18/2010 07:56 AM US Mountain Standard Time ERuiz Action Type:Manager review
WRITER
1. CASE DISPATCH TO THE REGIONAL OFFICE.
a) ENTERPRISE REPRESENTATIVE, [redacted] IS NOT PLEASED ABOUT THE KIA REP'S DECISION.
b) THE REPAIR WILL NO BE COVER UNDER WARRANTY.
c) CST REQUESTED TO SPEAK TO SOMEONE AT CORPORATE ABOUT THIS SITUATION.
d) PLEASE REVIEW THE CASE NOTES AND CALL THE CST BACK.

*** PHONE LOG 03/02/2010 11:28 AM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust [redacted]
1. following up on 2010 forte, apologize for concerns
2. unit came in shop torn down w/out approval
3. tom dpsm denied warranty i wanted to speak w/ him
4. he told me he would not warranty it, i wanted to be present for 2nd inspection
5. they inspected again w/out telling me and didnt cover it under warranty
6. car is still apart at dlr i told them not to touch it
7. rcaa advised that dpsm declined due to veh being driven w/out water in it
8. there were no signs of impact on veh its not even due for its first oil change yet
9. i understand if they told me there was a hole in the engine b/c a rock hit it we deal w/ cars everyday
10. rcaa provided contact info and advised cust will call dpsm to see if he can put a call in
11. cust thanked rcaa

*** NOTES 03/02/2010 11:35 AM Pacific Daylight Time APeckson Action Type:Manager review
rcaa emailed dpsm
advised cust waiting for call back

*** PHONE LOG 03/04/2010 12:30 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted dpsm
1. dpsm advised he will call cust today

*** PHONE LOG 03/19/2010 02:28 PM Pacific Daylight Time APeckson Action Type:Incoming call
dpsm called in
advised he spoke to [redacted]

*** PHONE LOG 04/13/2010 09:11 AM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted service

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2010 FORTE	Case Number	Mileage
2246 ALAMO NATI(	2246	KNAFU4A27A5[redacted]	[redacted]	7,425
Tempe , AZ, 85284	Prod. Date: 10/01/2009	Dealer: AZ019 Tempe KIA		

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

monique transferred to serv mngr bill
1. rcaa following up on 2010 forte
2. dpsm advised he spoke w/ cust [redacted]
3. bill advised veh sitting at dlr
4. [redacted] had his boss look at it
5. they are going to either total it or repair it, waiting on what they want to do, but decision was no assistance fr. tom
6. rcaa thanked bill for assistance

*** CASE CLOSE 04/13/2010 09:12 AM Pacific Daylight Time APeckson
cust [redacted] either going to total veh or repair veh

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2010 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A20A5[redacted]	[redacted]	61,719

Hickory , NC, 28602 Prod. Date: 09/09/2009 Dealer: NC004 Paramount KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Case History

*** PHONE LOG 03/19/2012 05:21 AM US Mountain Standard Time ERuiz
CALLER
1. YESTERDAY WE WERE DRIVING THE CAR AND IT STARTED TO SMELL LIKE RUBBER BURNING.
2. WE WERE DRIVING FROM GASTONIA TO HICKORY
3. WE HAD TO PULLED TO THE SIDE OF THE ROAD BECAUSE IT STARTED TO SMELL AS IF IT WAS GOING TO CAUGHT ON FIRE.
4. WE HAD TO CALL FOR RSA TO GET THE CAR TOWED.
5. WE TOOK THE CAR TO THE KIA DLR IN HICKORY NC LAST NIGHT.
6. THERE WAS NOT ONE THERE TO GIVE THE KEYS TO.
7. I HAVE AN EXTENDED WARRANTY THAT'S SUPPOSED TO GIVE ME A CAR RENTAL.
8. SO FAR I HAVE NOT BEEN ABLE TO GET NO ASSISTANCE FROM THE DLR.

WRITER
1. I AM SORRY FOR THE INCONVENIENCE.
- WRT FILED AN ACCIDENT/FIRE FORM.
2. I WILL BE GLAD TO CALL THE SVC DEPT FOR AN UPDATE.
3. I WILL ALSO KEEP IN TOUCH W/ YOU.
4. CST CAN BE REACH AT [redacted].
5. THANK YOU.

*** PHONE LOG 03/19/2012 07:16 AM US Mountain Standard Time RChacon Action Type:Incoming call
[redacted] STATED:
1. I CALLED IN EARLIER REGARDING MY VEH WHICH CAUGHT FIRE
2. I WAS TOLD TO BRING IT TO THE DEALER TO SEE WHAT YOU CALL COULD DO
3. I BROUGHT THE VEH TO NC004 AND THEY ARE TELLING ME NOTHING IS WRONG WITH VEH
4. I HAVE BEEN WITHOUT A VEH FOR 2 DAYS AND MY EXT WARR CO COST GUARD IS SUPPOSED TO GIVE ME A RENTAL WHICH THEY HAVE NOT
5. THEY SAY THEY CANNOT FIND THAT I EVEN HAVE AN EXT WARR
6. I AM NOT HAPPY AND WILL NOT BUY OR RECOMMEND KIA TO ANYONE

WRITER STATED:
1. I APOLOGIZE FOR THE PROB
2. I DO SEE PREVIOUS CALL MADE
3. I WILL SEE IF YOUR CASE MGR IS AVAILABLE, PLEASE HOLD

RETURNED TO CUSTOMER AND STATED:
1. IT APPEARS FCM IS NOT AVAILABLE
2. I WILL DOCUMENT THIS INFO IN CASE
3. YOUR CASE MGR WILL FOLLOW UP WITH DEALER AND CONTACT YOU ONCE HE HAS INFO

CUSTOMER STATED:
1. THANK YOU

*** PHONE LOG 03/19/2012 08:26 AM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER
1. WRT CALLED NC004.
2. WRT SPOKE TO ERIKA IN SVC.
3. WRT ASKED ERIKA FOR AN UPDATE.
4. SHE STATED:

Last name	First name	VIN of 2010 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A20A5[redacted]	[redacted]	61,719

Hickory , NC, 28602 Prod. Date: 09/09/2009 Dealer: NC004 Paramount KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

a) HE JUST LEFT.
b) HE SMELLED SOMETHING BURNING WHILE HE WAS DRIVING.
c) THERE WAS NOTHING WRONG W/ THE VEHICLE.
d) THERE WAS A PIECE OF PLASTIC THAT HE PICKED UP FROM THE ROAD.
e) IT GOES STOCK UNDER THE ENGINE CAUSING IT TO MELT.
f) THE TECHNICIAN PUT THE CAR UP ON A RACK AND SHOWED IT TO THE CST.
g) HE WAS OK W/ THAT.
5. THANK YOU.

*** PHONE LOG 03/19/2012 10:05 AM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER
1. WRT CALLED MR [redacted] BACK AND ADVISED.
2. I AM CALLING IN REFERENCE TO YOUR KIA VEHICLE.
3. I SPOKE TO THE SVC DEPT AND I UNDERSTAND THEY DIDN'T FIND ANYTHING MECHANICALLY WRONG W/ YOUR VEHICLE.
4. IN FACT, THEY SAID YOUR CAR IS FINE AFTER REMOVING THE PLASTIC STUFF THAT WAS LODGED UNDER THE ENGINE.

CALLER
1. I WASN'T SATISFY W/ THEIR RESPONSE.
2. I KNEW THEY WERE GOING TO SAID THEY DIDN'T FIND ANYTHING WRONG W/ THE CAR.
3. EVERY TIME I TAKE IT IN THEY SAID THERE'S NOTHING WRONG.
4. I AM NOT HAPPY W/ THEIR SVC.

WRITER
1. I AM SORRY YOU FEEL THAT WAY.
2. I CAN'T CHANGE THE WAY YOU FEEL, HOWEVER YOU'RE WELCOME TO GET A SECOND OPINION IF YOU DON'T TRUST THE DLR'S INTEGRITY.
3. YOU CAN CALL ME BACK CONCERNING YOUR CASE IF YOU DECIDE TO TAKE THE CAR TO A KIA DLR FOR A SECOND OPINION.

CALLER
1. THAT'S OK. I KNOW IF I TAKE IT TO ANOTHER KIA DLR I WILL GET THE SAME ANSWER.
2. I AM NOT SATISFY W/ THE VEHICLE.

WRITER
1. PLEASE, CALL ME IF I CAN BE OF ANY FURTHER ASSISTANCE.

*** NOTES 03/19/2012 10:07 AM US Mountain Standard Time ERuiz Action Type:Manager review
WRITER
1. CASE DISPATCH TO NCA BECAUSE:
a) CST ALLEGED THE VEHICLE SMELLED LIKE BURNING RUBBER.
b) CST ALLEGED THE SMELL WOULD GO AWAY WHEN THEY TURNED OFF THE CAR.
c) SVC DEPT INSPECTED THE VEHICLE AND FOUND A PIECE OF PLASTIC LODGED UNDER THE ENGINE CAUSING A BURNING SMELL.
d) THE SVC DEPT RELEASED THE VEHICLE TO THE CST.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2010 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A20A5[redacted]	[redacted]	61,719

Hickory , NC, 28602 Prod. Date: 09/09/2009 Dealer: NC004 Paramount KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

e) CST ALLEGED HE'S NOT SATISFY W/ THE SVC DEPT'S DECISION AND MOREOVER W/ THE VEHICLE.
f) PLEASE, REVIEW THE CASE NOTES AND THE ACCIDENT/FIRE REPORT AND SEE IF ANY FURTHER ASSISTANCE MAY BE NEEDED.

*** PHONE LOG 03/21/2012 04:09 PM Pacific Daylight Time MHillegas Action Type:Incoming call
NCA REVIEWED CASE WITH KMA LEGAL DEPT. AND WAS ADVISED:
1. BASED ON REVIEW OF CASE NOTES, THERE WAS NO VEHICLE FIRE.
2. CUSTOMER ALLEGED HE SMELLED SOMETHING BURNING LIKE RUBBER WHEN VEHICLE WAS TURNED ON AND SMELL WOULD GO AWAY WHEN VEHICLE WAS TURNED OFF.
3. DEALER FOUND A PIECE OF PLASTIC LODGED UNDER ENGINE CAUSING A BURNING SMELL.
4. DEALER DID NOT FIND ANY MECHANICAL CONCERNS WITH VEHICLE.
5. VEHICLE WAS RELEASED BACK TO THE CUSTOMER.
6. NO FURTHER ACTION REQUIRED.

*** CASE CLOSE 03/21/2012 04:11 PM Pacific Daylight Time MHillegas

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2010 FORTE	Case Number	Mileage
FORD	IMPERIAL	KNAFU4A21A5[redacted]	[redacted]	56,986

Shrewsbury MA 01545 Prod. Date: 02/04/2010 Dealer: MA034 Wagner KIA of Shrewsbur

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

Case History

*** PHONE LOG 10/14/2013 10:17 AM US Mountain Standard Time RChacon Action Type:Incoming call
Svc mgr Dave Pasternak from Imperial Ford in MA stated:
1. I am the svc mgr with my dlr
2. We had sold a Kia to a cst
3. The cst had brought veh in for an alternator light coming on in veh and for an alignment
4. When my we checked veh we could not find anything wrong
5. When my tech went for a test drive in veh he pulled back into our dealership and the veh was on fire under the hood
6. He got the fire extinguisher and put it out
7. My tech used to work for Kia and Hyundai
8. We called MA034 back in July , spoke with the svc mgr Rich to advise and they told us to take veh in and they would take care of it
9. I am very unhappy with this dlr as they would not return phone calls and they were just horrible to deal with
10. We had the cst in a rental veh while it was supposed to be repaired
11. After a long time we were told by MA034 that the rep was out to look @ veh and told they would not cover the repairs
12. We now have the veh back and will prob just send it off to the auction
13. We ended up trading the cst who purchased veh from us out of the veh so it is our veh now
14. The svc mgr Rich said that the repairs were declined due to a rag that was left on the exhaust which I do not agree with
15. Not happy at the way the dlr treated us and want to know what Kia can do?

Writer stated:
1. I apologize for the prob
2. Updated contact info
3. All Kia dlrs are independently owned and operated not owned by KMA
4. We do care and monitor the way the dlrs conduct themselves
5. I will document a complaint against dlr
6. Took fire report
7. Have created a case and will send to appropriate dept for further review/ contact
8. Please allow approx 48 hrs for contact from KMA
9. Provided case #

Customer stated:
1. Thank you

*** NOTES 10/14/2013 01:50 PM US Mountain Standard Time RChacon Action Type:Manager review
Dispatch for:
1. Used car dealer alleges veh caught fire
2. Used car dlr requesting Kia fix veh
3. Cst contact

*** PHONE LOG 10/15/2013 01:04 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr:
1. Calling in reference to vehicle.
2. SVCM (Imperial Ford) stated vehicle caught fire when customer went in for service.

Customer:
1. Yes, I am upset with the way the dlr handled this.
2. Were you not informed with the way they treated this?

Last name	First name	VIN of 2010 FORTE	Case Number	Mileage
FORD	IMPERIAL	KNAFU4A21A5[redacted]	[redacted]	56,986

Shrewsbury MA 01545 Prod. Date: 02/04/2010 Dealer: MA034 Wagner KIA of Shrewsbur

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

Wtr:
1. Were they the dlr that previously serviced the vehicle?
2. Wtr needs all RO's on vehicle.

Customer:
1. Why do you need that?
2. Just askin'.

Wtr:
1. So is wtr.
2. Wtr needs to see all vehicle history.
3. Does customer have pictures or a copy of the fire report?

Customer:
1. No, I don't have any of that.
2. After it happened we got it towed.
3. They never did anything about it.
4. They just sat on this.
5. I had to put the customer in a new vehicle.
6. I doubt they have pictures.
7. I don't even see that they looked at the vehicle. Everything under the hood looked like it did when we put the hood down.

Wtr:
1. Ok, well wtr would like to be of assistance.
2. Wtr will speak to dlr MA034 to see what information they can provide.
3. Wtr will be in contact.

*** PHONE LOG 10/17/2013 08:42 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr spoke to SVCM Rich at MA034:
-Vehicle still at dlr.
-SVCM will send pictures.
-Vehicle never serviced at MA034

*** PHONE LOG 10/22/2013 07:40 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr spoke to SVCM Rich:
-Walked the lot and vehicle has since come and gone.
-They (Ford) had it picked up (towed).
-Don't have pictures.

*** PHONE LOG 10/22/2013 07:47 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr spoke to SVCA Sean:
-Will email pictures and whatever maintenance records are available.

*** NOTES 10/22/2013 07:47 AM Pacific Daylight Time JMojica Action Type:Manager review

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2010 FORTE	Case Number	Mileage
FORD	IMPERIAL	KNAFU4A21A5[redacted]	[redacted]	56,986

Shrewsbury MA 01545 Prod. Date: 02/04/2010 Dealer: MA034 Wagner KIA of Shrewsbur

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

Conversation that took place directly above was w/SVCA Sean at Imperial Ford.

*** PHONE LOG 10/28/2013 11:35 AM Pacific Daylight Time JMojica Action Type:Web Contact
Hello, I spoke with you a few mins ago on the phone. I just spoke with my manager, and the vehicle has been sent to the auction. The reason for us contacting you was just to file a complaint. The vehicle was there for at least two months, nothing was touched on the vehicle, no pictures were taken (which should be the responsibility of the dealer, not ours). What does it say about them that the service manager had no idea the vehicle had left over a week or two ago. We are going to take no further action at this time, and will not be using Wagner Kia in the future. Thank you.

Sean McCabe
Imperial Ford
Service Advisor | 508-473-2800

*** PHONE LOG 10/28/2013 11:36 AM Pacific Daylight Time JMojica Action Type:Web Contact
Sean,

Thank you for informing us of the situation. I would like to apologize on behalf of the dealer. In the future, if you do have any Kia concerns, please contact Kia directly at 1-800-333-4KIA so we can ensure quality assistance. Once again, I apologize.

Thank you,

*** CASE CLOSE 10/28/2013 11:36 AM Pacific Daylight Time JMojica
No further action required.

*** CASE CLOSE 12/26/2013 10:53 AM Pacific Daylight Time JMojica
TREAD REVIEW COMPLETE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2010 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A21A5[redacted]	[redacted]	57,282

Lawrence , MA 01841 Prod. Date: 02/04/2010 Dealer: MA014 Commonwealth KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Other

Case History

*** PHONE LOG 01/23/2014 01:20 PM US Mountain Standard Time LEDavis
800# VM By Eric MA014
Provided Customer/VIN

1. Second owner of vehicle
2. Vehicle was sold from auction or small dealer
3. Looks like vehicle had an exterior fire that was unknown to us under the hood
4. They are requesting warranty repairseven though the vehicle has exterior fire
5. We have taken pictures and sent to the DPSM
6. RO [redacted]

*** PHONE LOG 01/28/2014 09:10 AM US Mountain Standard Time NSerrano Action Type:Outgoing call
Writer called MA014: Spoke with SVCA Paul
1. Calling to follow up
2. What is the status on vehicle?
3. Thank you

Contact Name: same
Customer phone #: [redacted]
Customer address:
Year/Model/Mileage of Vehicle: same
RO# and Open Date: [redacted] 1/4/14
Days Down at initial Service Alert report: 24 days
Repair Issue: main engine wiring harness is burnt, All lights would go crazy and turn on and off
ETA for completion of repairs: customer declined repairs
Repeat Repair (Y/N), if so, how many?
- Brought it in once before but there is no RO for it and we CND concern
Techline Case: na
Rental Provided? If so, since when? no
DPSM contacted by dealer?na

SVCA Paul stated:
1. Customer said that they were going to pick up the car
2. Customer declined repairs
3. Thank you

Writer stated:
1. Calling to follow up
2. Advised KCA is made aware vehicle is in for service
3. Advised case will be sent to regional office
4. Please allow 2-3 business days for review and call back
5. Gave case# and KCA 1-800#
6. Thank you for your time

*** EMAIL OUT NSerrano Action Type:External email
Send to:[gairoldi@kiausa.com]
FCM Norika Serrano
1-800-333-4542 X 46059

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2010 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A21A5[redacted]	[redacted]	57,282

Lawrence , MA 01841 Prod. Date: 02/04/2010 Dealer: MA014 Commonwealth KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Other

Customer name:[redacted]
VIN:KNAFU4A21A5[redacted]
MY and Mileage: 2010 Forte 57282
Dealer Code:MA014
Selling Dealer (Y or N)n
Original Owner: (Y or N)n
Current Issue and Diagnosis: main engine wiring harness is burnt, All lights would go crazy and turn on and off
Repeat Concern (Y or N) y
Able to Duplicate (Y or N)y
Repair History of current concern with date and Mileage:
- Brought it in once before but there is no RO for it and we CND concern
-1/4/14 currecnt
Customer Request: na
Justification for goodwill assistance?na
Maintenance History (for goodwill request only):na

Vehicle has been down over 10 days. Dispatching to region per guidelines

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

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

<<File Attachment:
\\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_[redacted]NSerrano_01-28-2014091012.doc>>

*** NOTES 01/28/2014 09:22 AM US Mountain Standard Time NSerrano Action Type:Manager review
Dispatching to region
1. Vehicle has been down for 10 days
2. Dispatching to region per guidelines
3. DPSM notified

*** NOTES 01/30/2014 03:04 PM Eastern Daylight Time SAbed Action Type:Manager review
DPSM to RCAA:
1. DPSM stated please note the dealer service mgr and I have been talking about this car
2. DPSM stated the service mgr stated the cause is something got onto the exhaust and caused the burned wires
3. RCAA confirmed that therefore this is not a warrantable issue, and the customer is responsible for repairs
4. DPSM stated thats correct

*** PHONE LOG 01/30/2014 03:34 PM Eastern Daylight Time SAbed Action Type:Outgoing call
RCAA cd customer and LVM:
1. RCAA introduced self and expl'd that case was escalated to my attention
2. RCAA asked that customer cb and provd'd my cb# in order to discuss her case further

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2010 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A21A5[redacted]	[redacted]	57,282

Lawrence , MA 01841 Prod. Date: 02/04/2010 Dealer: MA014 Commonwealth KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Other

*** PHONE LOG 02/18/2014 09:51 AM Eastern Daylight Time SAbed Action Type:Outgoing call
RCAA tried to call customer at [redacted]: Message states the number you have reached has been disconnected or is no longer in service.

*** NOTES 02/18/2014 09:51 AM Eastern Daylight Time SAbed Action Type:Manager review
Closing case, customers vehicle was damaged due to outside influence not a warrantable repair.

*** CASE CLOSE 02/18/2014 09:52 AM Eastern Daylight Time SAbed
Closing case, customers vehicle was damaged due to outside influence not a warrantable repair.

*** CASE CLOSE 03/13/2014 10:28 AM Eastern Daylight Time SAbed
Reclosing case, had to change the Tread tab to reflect that there isn't a fire concern.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2010 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A22A5[redacted]	[redacted]	57,918

Ft. Lauderdale FL , 33317 Prod. Date: 10/08/2009 Dealer: FL025 Gunther KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Noise(Air Conditioner)

Case History

Dealer :Gunther Kia
Technician :John[redacted]
Service Manager :Daniel Valdes
Dealer Phone :9547971680
DPSM :Michelle Maiorello
Vehicle Model :FORTE SEDAN
Model Year :2010
Mileage :57918
Initial comments by Technician found in TL Case #[redacted] :

*** Performed by contact: John[redacted] *01062012090112
*** This is a Report for Quality Concern ***

Problem Description :
CUSTOMER STATES A/C RATTLING NOISE AT
TIMES.INSTALL SOP.

Diagnostics Performed :
last time vehicle was in we repalced blower motor on 6/26/14 the new motor seized & caught on fire (smoke came out of vents had to replace blower again thanks
Please contact dealer for additional information regarding customer handling & repair status and update customer accordingly.

*** NOTES 07/09/2014 12:45 PM US Mountain Standard Time EKaragodskaya Action Type:Dealer contact
Writer calls FL025 and states:
1. Calling to get more information on the vehicle
2. Advised of the open Service Alert case
3. Gave last 8 of the VIN
4. Left writers information /case number/ call back information
5. Requested call back.

*** NOTES 07/10/2014 05:36 AM US Mountain Standard Time EKaragodskaya Action Type:Dealer contact

Writer calls FL025 and states:
1. Calling to get information on this specific case
2. Gave information to look up customer's information
3. Asked for the information listed in the template

Jalani - Service Advisor
Customer Name:[redacted]
Original Owner (Y or N) Yes
Customer phone #[redacted]
Customer address[redacted] Pembroke Pines, FL [redacted]
VIN: KNAFU4A22A5[redacted]
MY and Mileage: 2010 Forte 57919
Dealer Code / Selling Dealer (Y or N) FL025 Yes
Able to Duplicate (Y or N) Yes
RO# and Open Date[redacted] 07/03

Current Repair Issue and Diagnosis: Making noise while turning- Replaced the MDPS

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2010 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A22A5[redacted]	[redacted]	57,918

Ft. Lauderdale FL , 33317 Prod. Date: 10/08/2009 Dealer: FL025 Gunther KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Noise(Air Conditioner)

Parts on order (Y/N), if so obtain part#, order#: No
Vehicle repaired & customer has possession Yes yes
Repeat Repair (Y/N), if so, how many times? No
Days Down at initial Service Alert report: 1
ETA for completion of repairs: Done and gone
Techline Case: [redacted]
Rental / Loaner Provided? If so, since when? No
Repair History of current concern with dates and mileage *** Date, miles, Cust Concern, Resolution
06/25- Ordered part that day
Customer Request
Justification of Goodwill
Dealer contacted their DPSM: No
If HEV vehicle, is dealer HEV certified

Writer states:
1. Thanked for the information.

*** PHONE LOG 07/16/2014 10:15 AM US Mountain Standard Time EKaragodskaya Action Type:Outgoing call
Writer calls customer and LVM:
1. Calling to follow up on the repairs of the vehicle
2. The dealership let KCAC know that the vehicle was repaired and picked up
3. Courtesy call to verify that the customer was satisfied with the repairs
4. Requested a call back for further assistance
5. Left case number and call back information.

*** CASE CLOSE 07/17/2014 08:28 AM US Mountain Standard Time JGardner

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2010 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A20A5[redacted]	[redacted]	26,000

Lakewood, NJ, 08701 Prod. Date: 12/30/2009 Dealer: NJ053 Jim Curley KIA

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

Case History

*** NOTES 07/11/2014 05:56 AM US Mountain Standard Time ERojas Action Type:Dealer contact
DISPATCHING FOR:
1. Product liability
2. Vehicle caught fire in driveway
3. KCAC protocol
4. Case handling
5. Follow up accordingly

*** PHONE LOG 07/11/2014 05:56 AM US Mountain Standard Time ERojas
Customer states:
1. Bought vehicle 10k miles on it
2. The vehicle was just sitting in my driveway
3. I was in the house
4. I heard an explosion from the inside of my house and looked outside and the car burst into flames

Writer states:
1. Apologized
2. Asked if everyone was ok

Customer states:
1. Yeah no one was ouside when it happened

Writer states:
1. Writer will need to run report

**********RAN ACCIDENT REPORT**********

Writer states:
1. Will send report to NCA
2. Someone will be contacting customer with 2 to 3 business days

Customer states:
1. Ok thank you

Writer states:
1. Gave case #
2. Thanked for calling Kia
- Trans to survey

*** PHONE LOG 07/14/2014 10:20 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr:
1. Calling in reference to vehicle.
2. Informed customer that case was escalated to NCA, wtr will be handling case.
3. In order to further review case, please send pictures and copy of the fire report.
4. Provided email address, fax # and c/b #.
5. What is the current status of the vehicle?

Customer:
1. ok, I have pictures on my phone that I can email to you.

Last name	First name	VIN of 2010 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A20A5[redacted]	[redacted]	26,000

Lakewood, NJ, 08701 Prod. Date: 12/30/2009 Dealer: NJ053 Jim Curley KIA

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

2. I will try to get the fire report from the fire department and fax it to you.
3. The car is going to be towed to the dlr, Jim Curley Kia.
4. I informed them about it and they want to look at it.
5. They said the vehicle is still under warranty but they would have to see if it was caused by a manufacturer's defect.

Wtr:
1. Ok, that makes sense.
2. KMA would also have to make that determination.
3. Has the ins. co. been notified?

Customer:
1. The fire inspector (through the fire department) said it looked like it was an electrical short near the door.
2. I think it was the passenger door.
3. I file a report with my ins. co. but they have not looked at it yet

Wtr:
1. Thanked customer for the info.
2. Requested docs.
3. Wtr will also communicate with dlr.
4. Thanked customer and disconnected.

*** PHONE LOG 07/14/2014 09:32 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr spoke to SM Pete:
1. SM stated vehicle will be at dlr today.
2. SM stated vehicle was purchased used on 4/18/2013 at 10,089.
3. SM stated customer's last service visit was 1/28/14 for SC098.
4. Wtr informed SM there is an open CA case, wtr will be communicating with dlr once vehicle is at the dlr.
5. Wtr thanked SM for info and disconnected.

*** PHONE LOG 07/16/2014 11:45 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
Wtr received pictures from customer via email:

Hello,
I tried sending the pictures of the Kia in 2 emails, but got them in return, the files were too big.
I have to send one picture at a time to you.
The police report is not finished yet, they said 5-10 days for that.
It is the Howell Township police office in NJ, report number [redacted]
Maybe you can request it directly, if not I will have them fax it to you.

[redacted] [redacted]

*** PHONE LOG 07/16/2014 11:46 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
Ms. [redacted]

I have received the pictures. I will be reviewing your case with my engineers and will contact you accordingly.

Thank you,

Last name	First name	VIN of 2010 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A20A5[redacted]	[redacted]	26,000

Lakewood, NJ, 08701 Prod. Date: 12/30/2009 Dealer: NJ053 Jim Curley KIA

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

*** PHONE LOG 07/17/2014 01:26 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr spoke to SM Pete:
1. SM stated vehicle is at dlr.
2. Wtr informed SM that wtr will be reviewing case with KMA Engineer and then contacting SM.

*** PHONE LOG 07/22/2014 10:09 AM US Mountain Standard Time BHernandez Action Type:Outgoing call
Customer states:
1. Calling regarding case
2. I have been trying to reach CSR J Mojica

Writer states:
1. Apologized
2. Advised would be able to transfer to VM of CSR J Mojica

Transferred to VM of CSR J Mojica

*** PHONE LOG 07/22/2014 03:59 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr:
1. Informed customer that wtr reviewed case with KMA Engineer.
2. Wtr is going to be requesting more pictures from dlr.

Customer:
1. Ok.
2. Also, I got the police report.
3. I picked it up today.
4. I will fax it to you tomorrow.

Wtr:
1. Ok, thanked customer and disconnected.

*** PHONE LOG 07/23/2014 02:05 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr spoke to SM Pete:
1. Wtr requested pictures of engine, pictures of the inside of the trunk and the underside of the trunk lid, and pictures of the interior (front and back seats/area).
2. SM stated those will be emailed to wtr first thing tomorrow morning.
3. SM stated Mr. Curley (dlr owner) met with inspector that looked at vehicle on behalf of the ins. co.
4. SM stated it looks like ins. and customer will be settling
5. Wtr thanked SM for info, wtr will f/u tomorrow if pictures aren't received.

*** PHONE LOG 07/25/2014 06:01 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
Wtr received pictures from SM Pete via email.

*** PHONE LOG 07/25/2014 06:11 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
Wtr received Police Report from customer via fax.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2010 FORTE KNAFU4A20A5[redacted]	[redacted]	26,000

Lakewood, NJ, 08701 Prod. Date: 12/30/2009 Dealer: NJ053 Jim Curley KIA

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

*** PHONE LOG 07/25/2014 07:14 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr:
1. Confirmed receipt of docs.
2. Informed customer that wtr will have case reviewed once engineers are available which should be next week.
3. Has the ins. co. inspected the vehicle?

Customer:
1. No, they have not inspected it yet.
2. They want to pursue the claim but I want to see what Kia is going to do.
3. If I settle with the ins. then my insurance rate will be very high.

Wtr:
1. Wtr can understand that.
2. However, should customer settle with ins. co. if they inspect the vehicle and feel it was due to a manufacturer's defect, they will contact KMA directly and request to be reimbursed.
3. Did customer have any after market products?

Customer:
1. No, we never did anything to the car.
2. It was rear ended last year but we had it repaired at a repair shop and they used all Kia parts.

Wtr:
1. Ok, thanked customer for the info.
2. Wtr will get back to customer next week once more info is available/
3. Thanked and disconnected.

*** PHONE LOG 08/07/2014 12:20 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr:
1. Apologized for not getting back to customer sooner.
2. Informed customer wtr was OOO and then out sick.
3. Anyway, wtr spoke to KMA Engineer who informed wtr that more info will be available tomorrow.

Customer:
1. Oh, yeah you sound sick.

Wtr:
1. Apologized.
2. Can wtr c/b tomorrow with more info?

Customer:
1. Yes, thats fine just give me a call.
2. I hope you feel better.

Wtr:
1. Thanked customer and disconnected.

*** PHONE LOG 08/12/2014 01:44 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr spoke to customer on 8/08/14:

Last name	First name	VIN of 2010 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A20A5[redacted]	[redacted]	26,000

Lakewood, NJ, 08701 Prod. Date: 12/30/2009 Dealer: NJ053 Jim Curley KIA

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

1. Wtr informed customer that KMA Engineer will be inspecting vehicle.
2. Wtr informed customer there is no date set yet, but once wtr has date available, wtr will communicate with customer.

*** PHONE LOG 08/12/2014 02:55 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr spoke to SM Peter:
1. Wtr informed SM that vehicle will be inspected by KMA Engineer.
2. Wtr will provide date once available.

*** PHONE LOG 08/26/2014 10:58 AM Pacific Daylight Time JMojica Action Type:Incoming call
Customer:
1. I was wondering if you had a date for the inspection yet?

Wtr:
1. No, unfortunately the date has not been set yet.
2. Wtr is meeting with Engineers soon and will f/u to see if the date is available yet.
3. Wtr will inform customer and dlr once date is set.

Customer:
1. Ok, thank you.

Wtr:
1. Thanked customer and disconnected.

*** PHONE LOG 09/04/2014 12:44 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr spoke to SM Peter:
1. Wtr informed SM of tentative inspection date of 9/19/14 at 8am.
2. SM stated vehicle can be flatbedded to pavement and put on jackstand for inspection.

*** PHONE LOG 09/15/2014 12:53 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr:
1. Calling in reference to vehicle.
2. Informed customer if inspection date of 9/19/14.
3. Once wtr receives results, wtr will contact customer.

Customer:
1. Ok, sounds good.
2. Thank you.

Wtr:
1. Thanked customer and disconnected.

*** PHONE LOG 09/18/2014 12:38 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr spoke to SM Pete:
1. SM stated vehicle was transported to 1399 River Ave.
Lakewood, NJ 08701.

Last name	First name	VIN of 2010 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A20A5[redacted]	[redacted]	26,000

Lakewood, NJ, 08701 Prod. Date: 12/30/2009 Dealer: NJ053 Jim Curley KIA

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

2. SM stated it is their Buick GMC location, and engineer will have to ask for Dan Blank.
3. SM stated vehicle will be ready for inspection by 8am tomorrow.
4. Wtr thanked and disconnected.

*** PHONE LOG 09/24/2014 03:29 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr:
1. Wtr would like to go over results of inspection.
2. Advised customer that there were three separate fires, one in the engine area and two in the rear.
3. Unfortunately, upon our inspection of the vehicle, we were unable to determine that this incident was a result of manufacturer's defect.
4. At this moment, KMA will be referring customer to ins. co.
5. Explained subro process to customer.

Customer:
1. Well, I am very unhappy about this.
2. I am going to lose my down payment and the payments I have been making.
3. What could be the cause of the fire?

Wtr:
1. There are many things, however KMA has not determined this to be a cause of a manufacturer's defect.
2. Advised customer to contact ins. co.
3. Advised customer dlr needs loaner back, and will be contacting customer.
4. Thanked customer and disconnected.

*** PHONE LOG 09/29/2014 02:43 PM Pacific Daylight Time JMojica Action Type:Incoming call
Customer left VM requesting c/b.

*** PHONE LOG 09/29/2014 02:44 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr spoke to SM Pete:
1. Wtr advised SM that KMA has completed investigation and has referred customer to ins. co.

*** PHONE LOG 09/29/2014 03:03 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr:
1. Wtr received VM and is calling back.

Customer:
1. Yes, the ins. co. is requesting a copy of the report.
2. You must have something.

Wtr:
1. Advised customer that there is no written report.

Customer:
1. Can you ask?
2. My ins. co. is asking for something from Kia.

Wtr:
1. Wtr can send letter.

Last name	First name	VIN of 2010 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A20A5[redacted]	[redacted]	26,000

Lakewood, NJ, 08701 Prod. Date: 12/30/2009 Dealer: NJ053 Jim Curley KIA

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

2. However, there is no written report but wtr will ask.
3. Verified email address [redacted]
4. Wtr thanked and disconnected.

*** NOTES 09/30/2014 02:51 PM Pacific Daylight Time JMojica Action Type:Dealer contact
TREAD REVIEW COMPLETE.

*** PHONE LOG 10/06/2014 11:13 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Christina M Ruff [mailto:CHRISTINA_M_RUFF@progressive.com]
Sent: Monday, October 06, 2014 9:56 AM
To: Mojica, Jeannie [KMA]
Subject: [redacted]

Good afternoon,

Was looking to see if you have a report on your findings from your inspection. We will be sending out our team.

Thank you,

Christina M. Ruff
Fire & Theft Representative
P 856-780-4699
F 856 608 7243
1200 Howard Blvd
Suite 110
Mt. Laurel NJ 08054
Mon - Fri 8:30am to 5:30pm

*** PHONE LOG 10/21/2014 08:39 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
Wtr emailed letter to customer:

From: Mojica, Jeannie [KMA]
Sent: Tuesday, October 21, 2014 9:34 AM
To: [redacted]
Subject: Kia Case #: [redacted]

Ms. [redacted]

Please see the letter attached.

Thank you,

*** PHONE LOG 10/28/2014 10:38 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
Wtr received email from customer:

From: [redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2010 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A20A5[redacted]	[redacted]	26,000

Lakewood, NJ, 08701 Prod. Date: 12/30/2009 Dealer: NJ053 Jim Curley KIA

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

Sent: Tuesday, October 21, 2014 9:59 AM
To: Mojica, Jeannie [KMA]
Subject: Re: Kia Case #: [redacted]

Hi Jeannie,
I know there were 3 fires, the investigator from the fire dept had explained that to me.
According to him, an electrical fire started in the engine, and followed the electrical system down through both sides of the car, which caused the rear fires.
The insurance company has also looked at the car, and they feel it was en electrical or mechanical malfunction.
They have already contacted you regarding this as well.
Thank you.
[redacted]

*** PHONE LOG 10/30/2014 10:03 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
Wtr replied to customer's email:

From: Mojica, Jeannie [KMA]
Sent: Thursday, October 30, 2014 10:58 AM
To: [redacted]
Subject: RE: Kia Case #: [redacted]

Ms. [redacted]

Unfortunately, our position still stands at this time. If your insurance company determines this was a result of a manufacturer's defect they will contact KMA directly.

Thank you,

*** CASE CLOSE 11/06/2014 01:58 PM Pacific Daylight Time JMojica
No further action required.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2010 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A26A5[redacted]	[redacted]	45,064

Pomona , CA, 91766 Prod. Date: 07/16/2010 Dealer: CA217 Allstar KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

*** PHONE LOG 06/04/2015 10:33 AM US Mountain Standard Time APenningt
customer states:
1. i went to CA217 and they have done all the services to my car up to this point
2. i took it into for a 46k miles checkup
3. last time at the 40k miles checkup they replaced the stop lamp switch
4. i got home and they burnt out and i replaced them with after market bulbs
5. now this has happened again they are saying that they cannot replace these under
6. they said it would cost $159 to replace the lens because it is melted

writer states:
1. apologized
2. advised that part is being cited out of warranty because it is believed that the after market light bulb was the outside source that cause the issue for the customer
3. advised that writer will file complaint with dealer for customer
4. advised that writer can research possible assistance if she would like but writer needs 2-3 business days

customer states:
1. thanked
2. i cannot wait that long i need this fixed
3. file the complaint

*** NOTES 06/09/2015 11:34 AM US Mountain Standard Time APenningt Action Type:Dealer contact
writer contacts CA217 and states:
1. calling to file complaint
2. advsied that customer was upset that dealer did not replace her headlight under warranty after completed SC098
3. customer states the bulb burnt the headlight assembly and had to get it repalced at another third party shop
4. advised that customer brought this in after the fact and was denied coverage because the dealer could not verify the concern since she had it repaired.

service advisor Ralph states
1. thanks for the call

Customer Name: [redacted]
Original Owner: Y
Customer phone #: Verified
Customer Address: Verified
VIN: KNAFU4A26A5[redacted]
MY and Mileage: 2010 Forte Sedan w/ 45,000
Dealer Code/Selling Dealer: CA217
Able to Duplicate: Y
RO# and Open Date: RO#[redacted] 2/28/2015
Current Repair Issue and Diagnosis: battery dead, SC098 ; dealer replaced battery and performed SC098; customer claims bulb burnt out on headlight after this repair and burnt the headlight unit to the condition it is in now and took to third party to repair; dealer unable to verify concern since not able to diagnose when issue originated
Parts on order (Y/N): Part#/Order# N
Vehicle repaired & customer has possession (Y/N): Y w/ customer
Repeat Repair (Y/N), if so, how many times: N
Days Down at initial Service Alert report: NA

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2010 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A26A5[redacted]	[redacted]	45,064

Pomona , CA, 91766 Prod. Date: 07/16/2010 Dealer: CA217 Allstar KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

ETA for completion of repairs: NA
Techline Case: NA
Rental / Loaner Provided/Date: N
Repair History of current concern with dates and mileage:
Customer Request: NA
Justification of Goodwill (must include maintenance history: NA
Dealer contacted their DPSM: N
If HEV vehicle, is dealer HEV certified: NA

Writer thanked

[!<For Internal Use Only
closing case pending customer callback >!]

*** CASE CLOSE 06/09/2015 11:35 AM US Mountain Standard Time APenningt

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2010 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A2XA5[redacted]	[redacted]	104,000

Prod. Date: 09/08/2009 Dealer:

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

Case History

*** NOTES 04/29/2016 12:24 PM US Mountain Standard Time KBrazzle Action Type:Dealer contact

[!<For Internal Use Only
SHoward- emailed case to KBrazzle >!]

*** PHONE LOG 04/29/2016 02:52 PM US Mountain Standard Time KBrazzle Action Type:Outgoing call
Notes added due to clarify error.
Cust states:
1. Want to know what is next step the veh caught fire yesterday while we where in a drive through.

Writer States:
1. Apologized for concern.
2. Ran accident scripting.
Will send to appropriate office for review.
3. Advised cust would be contacted in 2 business days from time they get the case.
Cust thanked writer.

*** NOTES 04/29/2016 02:54 PM US Mountain Standard Time KBrazzle Action Type:Dealer contact
Dispatching to NCA per.
1. Cust alleges veh caught fire while idling in drive thru.

*** PHONE LOG 05/03/2016 06:56 AM Pacific Daylight Time GVillela Action Type:Outgoing call
Wtr spoke to Ms. [redacted] on 5/2/16
1. Asked for [redacted]

Ms. [redacted] stated:
1. She isnt here
2. I was the one who made the case
3. I could tell you about it
4. My daughter was driving in a mcd parking lot
5. Some one told her her car was on fire
6. The fire dept came and put it out

Wtr stated:
1. Asked for fire report and pictures

MS. [redacted]
1. we didnt take pictures
2. There was no fire report
3. But Im sure my insurance has them

Wtr stated;
1. advised for insurance to send pictures
2. Wtr gave email

Ms. [redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2010 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A2XA5[redacted]	[redacted]	104,000
, ,		Prod. Date: 09/08/2009	Dealer:	

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

1. Thank you
2. I will give them a call

call ended

*** PHONE LOG 05/09/2016 12:26 PM Pacific Daylight Time GVillela Action Type:Outgoing call
Wtr LVM for [redacted]

*** PHONE LOG 05/16/2016 10:17 AM Pacific Daylight Time GVillela Action Type:Outgoing call
Wtr LVM for [redacted]

*** CASE CLOSE 05/27/2016 02:30 PM Pacific Daylight Time GVillela
CML sent to cust.; Pending further customer contact

*** PHONE LOG 06/29/2016 03:32 PM Pacific Daylight Time GVillela Action Type:Outgoing call
Tread review completed

*** CASE CLOSE 06/29/2016 03:32 PM Pacific Daylight Time GVillela

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

FORTE

2011 FORTE_ACCIDENT SCRIPTS_ALLEGED DEFECT B_EXPANDED SCOPE

Accident Report

Case [redacted]

Report Details

A-1) Who owns the vehicle?

[redacted]

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

[redacted]

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

[redacted]

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

0

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

0

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

Just some cloths in the trunk. nothing being towed.

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

08/13/2018 14:10:00

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

No

B-2) What time was 911 called?

8:10 AM

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

Clear and sunny. fair road wayss

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

No

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

I was driving on to the HWY I got a few feet on the HWY and noticed a smell then I seen smoke coming from the vent on the passenger side I pulled over got out of the car and look around the car the smoke got bad opened the passenger door smoke got really bad I walked away from the car and notice the fire started to come from the front windshield on the driver side I called the fire department and by the the time they got there 90% of the vehicle was in flames.

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

Engine was on pulled and took keys with me.

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

No prior work done to the vehicle no warning lights.

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

No aftermarket accessories

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

Atlanta GA HYW 20 East on the right side.

C-1) Which fire agency responded?

South Fulton Fire department

C-2) What is the fire report number?

Waiting for report from fire department.

D-1) Where is the vehicle now?

S & W tow , Atlanta GA 30315

D-2) Have any repairs been completed?

No

D-3) Was the insurance company contacted?

Yes

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

No

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

To know why the fire happened to have someone come out and look at it and if its something with the vehicle will Kia fix it.

Accident Report

Case [redacted]

Report Details

1. Do You Own the Vehicle?

   No

2. Who Owns the Vehicle?

   Legal Assistant Darcy (Law office of Jeffrey Sexton) states:
   1. [redacted] is owner of vehicle, information updated and on file. <Provide Owner Name, Address, and Phone>

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

   Legal Assistant Darcy (Law office of Jeffrey Sexton) states:
   1. Believe customer was driving vehicle, not sure if there were passengers. <Provide Driver's Name, Address, and Phone>

4. What is the Age of the Driver?

   Legal Assistant Darcy (Law office of Jeffrey Sexton) states:
   1. Drivers age is [redacted] years old. <Driver's Age>

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

   Legal Assistant Darcy (Law office of Jeffrey Sexton) states:
   1. Incident occurred 3/6/11 but do not have the time. <DATE> and <TIME>

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

   Legal Assistant Darcy (Law office of Jeffrey Sexton) states:
   1. Do not know what the road/weather conditions were. <ROAD & WEATHER CONDITIONS>

7. What Speed was the Vehicle Traveling?

   Legal Assistant Darcy (Law office of Jeffrey Sexton) states:
   1. Do not know what speed vehicle was traveling. <VEHICLE SPEED>

8. Were any Other Vehicles Involved in the Accident?

No

9. Were There Any Injuries?

No

10. Was Anyone Taken by Ambulance to The Hospital?

No

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

No

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

Legal Assistant Darcy (Law office of Jeffrey Sexton) states:
1. Do not have much information about details of incident.
2. Customer advised that the fire was coming in the cab of the vehicle.
3. Customer jumped out of the vehicle and called the police.
- believe it was Hialeah Police Department
- not sure what fire department responded
4. Customer did not mention where the fire appeared to be coming from. <INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>

13. Were the Police Contacted?

Yes

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

Legal Assistant Darcy (Law office of Jeffrey Sexton) states:
1. Do not have the details, was Hialeah Police Department.
2. Case# [redacted] and they wrote the address that the fire took place as WA at 33 FL.
3. Police department phone# 305-687-2500. <Officer Name, Department, Badge>

15. What is the Police Report Number?

Legal Assistant Darcy (Law office of Jeffrey Sexton) states:
1. Provided case# on previous question. <POLICE REPORT NUMBER>

16. Was the Insurance Company Contacted?

Legal Assistant Darcy (Law office of Jeffrey Sexton) states:
1. Insurance company is State Farm Insurance.
2. Address: 7401 Cypress Garden Blvd; Winter Haven, FL 33888
3. Phone# to adjuster Jean: 800-827-4023 ext. 86078
4. Claim# [redacted]
5. Policy# [redacted] Yes, <Name, Address, and Phone of Insurance Company, Policy #, and Claim #>

17. Have You Settled With the Insurance Company?

No

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

Towed

19. Where is the Vehicle Now?

Legal Assistant Darcy (Law office of Jeffrey Sexton) states:
1. Believe the vehicle is at junk yard for insurance company.
2. State Farm has possession of the vehicle.
3. Do not have the address for where vehicle is currently located. <VEHICLE LOCATION>

20. Have Any Repairs Been Completed?

No

21. Were Parties Wearing Seatbelts?

Yes

22. Did the Airbag(s) Deploy?

No

23. Was Airbag Light on prior to accident?

No

24. What action are you requesting of Kia?

Legal Assistant Darcy (Law office of Jeffrey Sexton) states:
1. Wanted to verify if Kia wanted us to preserve the vehicle for inspection.
2. Would also like to review reimbursement for:
- the 20% out of pocket for rental
- customer glasses, coat, garage door opener
- IPod and merchandise in the back of her vehicle to send to her son in Afghanistan
3. Insurance only paid off the vehicle
- also requesting assistance with the difference of vehicle cost due to this loss <RESOLUTION SOUGHT>

25. Have you reviewed the airbag section of the owners manual?
Yes - In order to consider your request, we will need you to provide us with copies of:
i. Copy of Police Report (if available)
ii. Pictures of vehicle (front, rear and side views)
Not Applicable

26.

No response selected.

Accident Report

Case [redacted]

Report Details

1. Who Owns the Vehicle?

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

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

   [redacted] was driving with no passengers <Provide Driver's Name, Address, and Phone>

3. Do You Own the Vehicle?

   Yes

4. What is the Age of the Driver?

   [redacted] years old <Driver's Age>

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

   7/1/2013 at approximately 9:30pm CT <DATE> and <TIME>

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

   Weather was cool, lower 70s. I was in a parking lot of a shopping center. <ROAD & WEATHER CONDITIONS>

7. What Speed was the Vehicle Traveling?

   less than 10mph <VEHICLE SPEED>

8. Were any Other Vehicles Involved in the Accident?

   No

9. Were There Any Injuries?

No

10. Was Anyone Taken by Ambulance to The Hospital?

No

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

No

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

I was driving veh slowly in the parking lot to pick up food. I could smell fuel very strongly in my car. I stopped and looked underneath the veh. I didn't see anything. I opened the trunk to see if there was any fuel in the trunk, nothing in there. I haven't had any issues with the veh. I got back in the veh and tried to start it but it sputtered and died. Then I tried to start veh again and it sputtered again and then I heard a loud pop and then a huge flame shot out from the passenger side of the hood towards the front. I was stunned and I grabbed my purse and got out because there were more flames coming out. I called 911 and they sent a fire truck. By the time they got there the whole front of the veh was burnt up. Fire truck put the fire out. Police and ambulance also came. <INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>

13. Were the Police Contacted?

Yes

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

I don't remember the name of the fireman I spoke with and the police officer I that came over to me simply advised me that I'd have to the veh towed in the morning. I was in shock so I'm not sure exactly what was said or if they filled out a police report. I can call and try to get any information you would need. <Officer Name, Department, Badge>

15. What is the Police Report Number?

I can try to get that number for you if there was one. <POLICE REPORT NUMBER>

16. Was the Insurance Company Contacted?

No

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

Towed

19. Where is the Vehicle Now?

The veh was taken to Troy, TN to a storage lot. I don't know the address there. We Recovery picked veh up and took it to their lot. <VEHICLE LOCATION>

20. Have Any Repairs Been Completed?

No

21. Were Parties Wearing Seatbelts?

Yes

22. Did the Airbag(s) Deploy?

No

23. Was Airbag Light on prior to accident?

No

24. What action are you requesting of Kia?

I would like my car replaced because it seems like a manufacturing defect. My veh only had 40k miles on it and we've never had an issue with it. I've looked on the internet and this isn't the 1st veh that's caught on fire like that. <RESOLUTION SOUGHT>

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

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

i. Copy of Police Report (if available)

ii. Pictures of vehicle (front, rear and side views)

Not Applicable

Accident Report

Case [redacted]

Report Details

1. Who Owns the Vehicle?

   [redacted] (drivers Father)
   [redacted]
   Milwalkee, WI [redacted] <Provide Owner Name, Address, and Phone>

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

   [redacted] - Daughter of owner of car

   1 passenger mother - [redacted]

   [redacted].
   Milwaukee, WI [redacted]
   [redacted] <Provide Driver's Name, Address, and Phone>

3. Do You Own the Vehicle?

   Yes

4. What is the Age of the Driver?

   the driver is [redacted] years old <Driver's Age>

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

   2/17/2015 @ 10:40 AM CST <DATE> and <TIME>

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

   The road condition were paved and no ice or moisture present, dry condition

   the weather was cloudy and windy and cold. No moisture was present <ROAD & WEATHER CONDITIONS>

7. What Speed was the Vehicle Traveling?

   the car was going about 5-10 MPH <VEHICLE SPEED>

8. Were any Other Vehicles Involved in the Accident?

No

9. Were There Any Injuries?

No

10. Was Anyone Taken by Ambulance to The Hospital?

No

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

No

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

we were heading to a doctors appointment and we were going to Chicago. we went to the hospital and were looking for a parking spot and could not find one and decided to do the Valet parking and we were driving toward the Valet and i started to smell a burning smell and my mother could not smell it because she was sick. i told her about the smell because it concerned me and she could not verify it because she was sick so we just kept going to the Valet. we pulled up and started to see black smoke come from the under hood and we stopped and turned off the car. My mom said to get out of the car and i was pregnant at the time and i saw flames coming from the hood so my mom got out and we got our possessions out then the officers at the hospital started to help out. the officers then contacted the Fire department and they came out and put the fire out. <INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>

13. Were the Police Contacted?

Yes

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

Officer Valentine
Star # 4746
Chicago Police Department <Officer Name, Department, Badge>

15. What is the Police Report Number?

    HY-154356 is the police report # <POLICE REPORT NUMBER>

16. Was the Insurance Company Contacted?

    Yes insurance company contacted - no information available at time of scripting Yes, <Name, Address, and Phone of Insurance Company, Policy #, and Claim #>

17. Have You Settled With the Insurance Company?

    No

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

    Towed

19. Where is the Vehicle Now?

    the vehicle is at a Tow Yard not in customer's possession - information not available at time of scripting <VEHICLE LOCATION>

20. Have Any Repairs Been Completed?

    No

21. Were Parties Wearing Seatbelts?

    Yes

22. Did the Airbag(s) Deploy?

    No

23. Was Airbag Light on prior to accident?

No

24. What action are you requesting of Kia?

we want to know if the car can be repaired under warranty and if not then to maybe be considered for assistance to get into a like for like car or a newer model. <RESOLUTION SOUGHT>

25. Have you reviewed the airbag section of the owners manual?
Yes - In order to consider your request, we will need you to provide us with copies of:
i. Copy of Police Report (if available)
ii. Pictures of vehicle (front, rear and side views)
Yes

Accident Report

Case [redacted]

Report Details

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

FORTE

2011 FORTE_CA REPORTS_ALLEGED DEFECT B_EXPANDED SCOPE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2011 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A25B5[redacted]	[redacted]	1
, ,		Prod. Date: 06/01/2011	Dealer:	

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

Case History

*** 08/16/2017 16:55:17 (GMT-08:00) Pacific Time (US & Canada) ***
Contact = [redacted] [redacted] Priority = Standard, Sub Status = Working

*** Letter - Letter Received created on 08/16/2017 16:55:55 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
NCA received letter from Progressive
1. vehicle is a total loss
2. feel involved in fire related to recall 16V070000

*** 08/16/2017 16:58:41 (GMT-08:00) Pacific Time (US & Canada) ***
Dispatched from WIPBin = Inbox/Need To Call to Queue National CA by Jeff Stroup
Reason:

*** 08/17/2017 07:59:44 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 08/17/2017 08:07:02 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin Default of Gustavo Villela by Jeff Stroup
Reason:

*** Phone - Call - Inbound created on 08/17/2017 08:31:38 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr LVM for Juan Sosa, with progressive

*** Phone - Call - Inbound commitment created on 08/17/2017 08:31:55 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/24/2017 and created by Gustavo Villela ***

*** 08/17/2017 08:34:17 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Default and Sub Status of Assigned

*** Phone - Call - Inbound commitment fulfilled on 08/23/2017 13:45:39 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/24/2017 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 08/23/2017 13:45:42 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr LVM for Juan Sosa

*** Phone - Call - Inbound commitment created on 08/23/2017 13:45:53 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/30/2017 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 08/30/2017 08:39:37 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/30/2017 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 08/30/2017 08:39:38 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Call me letter sent

*** 08/30/2017 08:40:01 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Letter Sent
[Resolution Summary]
Pending further contact

Last name	First name	VIN of 2011 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A25B5[redacted]	[redacted]	1
, ,		Prod. Date: 06/01/2011	Dealer:	

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

*** 09/29/2017 16:10:28 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened with Sub Status of Working

*** Phone - Call - Inbound created on 09/29/2017 16:10:32 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Tread review completed

*** 09/29/2017 16:10:42 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Letter Sent
[Resolution Summary]
Pending further contact

*** 10/17/2017 13:06:18 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened with Sub Status of Working

*** Letter - Letter Received created on 10/17/2017 13:07:31 (GMT-08:00) Pacific Time (US & Canada) and created by Brecon Crosby ***
NCA rec'd letter from Progressive. Letter states:
1. Please accept this letter as formal notice of out subro rights.
2. Out investigation indicates damages to our insured's vehicle was a direct result of a manufacturers defect.
3. Enclosed please find all supporting documentation.

Attaching & dispatching to NCA.

*** 10/17/2017 13:08:59 (GMT-08:00) Pacific Time (US & Canada) ***
Dispatched from WIPBin = Default to Queue National CA by Brecon Crosby
Reason:

*** 10/18/2017 08:03:43 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 10/18/2017 08:10:53 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin Default of Gustavo Villela by Jeff Stroup
Reason:

*** Phone - Call - Inbound commitment created on 10/18/2017 08:32:59 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/20/2017 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 12/04/2017 13:48:03 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/20/2017 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 12/04/2017 13:48:05 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr LVM for juan sosa

*** Phone - Call - Inbound commitment created on 12/04/2017 14:34:51 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/12/2017 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 01/07/2018 11:40:37 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/12/2017 closed by Gustavo Villela ***

*** 01/07/2018 11:40:47 (GMT-08:00) Pacific Time (US & Canada) ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2011 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A25B5[redacted]	[redacted]	1
, ,		Prod. Date: 06/01/2011	Dealer:	

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

Closed with Resolution Code : Concerns Recorded
[Resolution Summary]
Pending further contact

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2011 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A22B5[redacted]	[redacted]	200,000
, ,		Prod. Date: 09/28/2010	Dealer:	

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

Case History

*** 08/17/2018 13:44:56 (GMT-07:00) Mountain Time (US & Canada) ***
Contact = [redacted] [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 08/17/2018 13:45:50 (GMT-07:00) Mountain Time (US & Canada) and created by Octavia Murray ***
Customer States:
1. My car caught fire and I waned to have Kia look into this.
2. I want to see if can tell me why this happened and what they can do
3. There is something wrong with this car.

Writer States:
1. Apologized
2. I need to go over an accident report with you.
3. It will be reviewed further
4. If there is more information need Kia will f/u with you

Customer States:
1. Thank you

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

*** 08/17/2018 14:05:02 (GMT-07:00) Mountain Time (US & Canada) ***
Dispatched from WIPBin = Default to Queue National CA by Octavia Murray
Reason:

*** 08/20/2018 07:40:42 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 08/21/2018 08:25:17 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin Default of Gustavo Villela by Jeff Stroup
Reason:

*** Phone - Call - Inbound created on 08/22/2018 10:27:45 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr called Ms. [redacted]
1. Could not LVM, mailbox is full

*** Phone - Call - Inbound commitment created on 08/22/2018 10:28:40 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/29/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound created on 08/29/2018 09:08:04 (GMT-07:00) Arizona and created by Brenda Hernandez ***
Customer states:
1. I am checking on my case
2. I can now get a message at this point

Writer states:
1. Apologized
2. Advised would be able to transfer to case manager

Last name	First name	VIN of 2011 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A22B5[redacted]	[redacted]	200,000
, ,		Prod. Date: 09/28/2010	Dealer:	

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

Transferred to VM

*** Phone - Call - Inbound commitment fulfilled on 08/31/2018 10:26:01 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/29/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 08/31/2018 10:26:42 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr spoke with customer:
1. Advised cust to send in documents for review
2. Cust advised can email them over
3. Wtr thanked

call ended

*** Phone - Call - Inbound created on 09/04/2018 09:17:08 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr received documents from cust

*** Phone - Call - Inbound commitment created on 09/04/2018 09:17:51 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/04/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound created on 09/05/2018 10:00:24 and created by Christina Steir ***
Customer states:
1. I was calling to get update on my case
2. I sent in attachments and wanted to know if they were received

Writer stated:
1 .Apologized
2. It looks like we did receive the documents
3. I can update case and have case owner contact you when available

Customer states:
1. Thank you

*** Phone - No Callback created on 09/10/2018 06:08:30 and created by Germaine Alvarez ***
Customer states:
1. I was calling to get update on my case
2. I sent in attachments and wanted to know if they were received

Writer stated:
1 .Apologized
2. It looks like we did receive the documents
3. I can update case and have case owner contact you when available
4 i will notates case and send notice to you CM Supervisor as well so they can follow up when possible

Customer states:
1. I need to to get an supervisor EXT or number at this point i need to know whats going on

Wrt States
1 Apologized

Last name	First name	VIN of 2011 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A22B5[redacted]	[redacted]	200,000
, ,		Prod. Date: 09/28/2010	Dealer:	

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

2 Are you requesting to speak to a supervisor

Customer States
1 Yes

Transferred to Tomas Soto

*** Phone - No Callback created on 09/10/2018 06:14:54 (GMT-07:00) Arizona and created by Tomas Soto ***
Sup Call

Customer States:
1. Case opened 1 month ago
2. Fire started from inside
3. Case Manager called next day, but has not called back
4. I have called them and they do not return my calls
5. I need an update on my car

Writer States:
1. Apologized
2. Can reach out to Case Manager for update
3. KCAC cannot provide updates on fires

Customer States:
1. I want to speak to case manger Supervisor
2. My case manager wont call me back

Writer States:
1. Will email both case manager and his supervisor
2. Will request call back within 24 hours

Customer States
1. Thank you

*** Phone - Call - Inbound commitment fulfilled on 09/15/2018 16:23:16 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/04/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 09/15/2018 16:23:18 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr reviewed case with engineer:
1. Get permission and location for EFI

*** Phone - Call - Inbound commitment created on 09/15/2018 16:26:11 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/19/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 09/19/2018 11:20:43 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/19/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 09/19/2018 11:20:45 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr LVM for [redacted]

Last name	First name	VIN of 2011 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A22B5[redacted]	[redacted]	200,000
, ,		Prod. Date: 09/28/2010	Dealer:	

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

*** Phone - Call - Inbound commitment created on 09/19/2018 11:21:20 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/21/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment updated on 09/22/2018 13:29:24 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/25/2018 and updated by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 09/26/2018 10:14:53 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/25/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 09/26/2018 10:14:56 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr spoke with [redacted] [redacted]
1. wtr advised looking to inspect need permission and location
2. Cust advised vehicle at Sw towing service 2559 jONESBORO RD. SOUTHEAST ATLANTA
3. Customer granted permission
4. Wtr advised if fees are accumilating
5. Customer advised no fees accumulating but will confirm
6. Wtr advised would need to confirm before inspection can be set
7. Cust advised will call back with more info

call ended

*** Phone - Call - Inbound commitment created on 09/26/2018 10:32:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/01/2018 and created by Gustavo Villela ***

*** 10/15/2018 13:34:25 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Inbox/Need To Call and Sub Status of Working

*** Email - External Email Sent created on 10/18/2018 11:06:42 and created by Ashley Vasquez ***
Wtr emailed and stated:

Mrs. [redacted]

I wanted to let you know that Gustavo Villela is no longer with the company. We are aware of your situation and currently reviewing your case. Someone should be reaching out to you within the next few days. If you have any questions in the meantime, please let me know.

Thank you,

*** Email - External Email Received created on 10/18/2018 14:08:18 and created by Ashley Vasquez ***
Customer replied to email:

Great day,

Thank you for the update. I would like to get this handled as I have felt extremly ignored and mislead on false promises that im considering reaching out to my lawyer.

Warm wishes,

Wtr emailed back stating:
Mrs. [redacted]

Last name	First name	VIN of 2011 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A22B5[redacted]	[redacted]	200,000
, ,		Prod. Date: 09/28/2010	Dealer:	

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

I do apologize and thank you for your patience. A new representative is taking over and reviewing your case. They will be reaching out to you soon. Again, if you do not hear anything back soon, please give me a call or send me an email.

Thank you,

*** Phone - Call - Outbound created on 10/23/2018 08:21:12 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr spoke with S&W towing 404-622-8360
1. vehicle was picked up by insurance in Aug
2. all I know is it was picked up by IAA

*** Email - External Email Sent created on 10/23/2018 08:42:40 and created by Ashley Vasquez ***
Wtr emailed and stated:

Mrs. [redacted]

I just gave you a call and was unable to leave a voicemail. I am currently looking into your case. It looks like SW Towing previously had your car until it was moved by your insurance company. I would like to get in contact with your insurance so we can find out where it is and proceed with an inspection.

Can I have your insurance company's name, the contact information of the person you spoke with/handling your case, and the claim number?

Thank you,

*** Email - External Email Received created on 10/23/2018 11:04:22 and created by Ashley Vasquez ***
Hi Vazquez,

I am currently at work with no service.

I would be happy to provide you the information requested.

Insurance: GEICO
Claim Number: [redacted]
Claim Examiner: Jamekia Jones, 478.621.1530
Auto Damage Adjuster: Phillip Reynolds, 678.231.0022

Please advise if there is anything else you need.

Warm wishes,

*** Email - External Email Sent created on 10/23/2018 11:54:17 and created by Ashley Vasquez ***
Wtr emailed back and stated:

Last name	First name	VIN of 2011 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A22B5[redacted]	[redacted]	200,000
, ,		Prod. Date: 09/28/2010	Dealer:	

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

Mrs. [redacted]

This is confirmation that I have received the information you sent me. I will be in contact with your insurance and get back to you tomorrow.

Thank you,

*** Phone - Call - Outbound created on 10/25/2018 08:18:18 and created by Ashley Vasquez ***
Wtr spoke to Jamekia Jones (customers insurance adjuster):
1. I wanted an update on the customers case.
2. Has the car been inspected already?

Claim Examiner stated:
1. Car has been inspected already

Wtr stated:
1. Would it be ok if I got the information on the Cause and Origin report from the inspection?

Claim examiner stated:
1. We did not perform a cause and origin we just did a Geico Fire inspection.

Wtr stated:
1. Is it possible to get the information on that inspection over to us?

Claim Examiner stated:
1. No we cannot give out that information.
2. At this point we no longer have the car.
3. It is in a salvage yard.

Wtr stated:
1. ok
2. I will follow up with customer to get in contact with you on the information regarding the inspection that was done on your part.

Claim Examiner stated:
1. ok

*** Phone - Call - Outbound created on 11/01/2018 09:09:57 and created by Ashley Vasquez ***
Wtr left VM for adjuster Jamekia Jones

*** Phone - Call - Outbound commitment created on 11/01/2018 09:12:29 with Commitment Date 11/02/2018 and created by Ashley Vasquez ***

*** Phone - Call - Outbound created on 11/05/2018 09:41:46 and created by Ashley Vasquez ***
Wtr spoke with Geico Philip Reynolds:
1. Calling in regards to claim
2. Current status of vehicle?

Philip states:

Last name	First name	VIN of 2011 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A22B5[redacted]	[redacted]	200,000
, ,		Prod. Date: 09/28/2010	Dealer:	

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

1. I don't have that information but I have the info of where it last was
2. IAA Atlanta South #23127121
1930 Rex Rd, Lake City, GA 30260
404-366-2298

Directed to IAA Atlanta South
1. Wtr spoke with rep
2. Vehicle was sold in September 2018
3. Could not give further information

*** Email - External Email Sent created on 11/05/2018 15:52:28 and created by Ashley Vasquez ***
Wtr emailed customer stating:
Hello Mrs. [redacted]

I do have an update on your case. Please expect a call from me orrow at the number we have listed for you 678-852-9901.

Thank you,

*** 11/05/2018 16:37:30 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin Intro Calls of Ashley Vasquez by Jeff Stroup
Reason:

*** Phone - Call - Outbound created on 11/06/2018 11:10:02 and created by Ashley Vasquez ***
Wtr called customer twice, could not leave VM.

*** Phone - Call - Outbound created on 11/06/2018 14:12:54 and created by Ashley Vasquez ***
Wtr spoke with customer:
1. Calling in regards to case
2. I contacted insurance Jemekia stated that they did not perform a cause and origin inspection on the vehicle
3. Geice Fire Inspection was performed but that information is solely for Geico
4. She stated that they no longer had the vehicle
5. I verified at the last location where the vehicle was at IAA Atlanta South and rep told me the vehicle was sold in September with no specific date given as I am not the owner
6. Because we are unable to perform a c&o and find the cause of fire or origin,
7. What I can do for you is help if there were any out of pocket expenses if there were any

Customer states:
1. Well yes I understand
2. But I gave my case to Gus in a timely manner
3. It is not my fault that the vehicle is no longer there by the time you want to inspect it
4. I did have a lot of trouble with car rentals, ubers, borrowing other vehicle
5. I am not sure how I am going to send that all to you but I will go ahead and gather all that information in order to be reimbursed

Wtr states:
1. I do apologize
2. Again, we are not able to do an inspection
3. So please send me that information at your convenience and I will see what I can do to help you out

Customer states:

Last name	First name	VIN of 2011 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A22B5[redacted]	[redacted]	200,000
, ,		Prod. Date: 09/28/2010	Dealer:	

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

1. Thank you
2. I will send that over

*** 11/06/2018 15:25:15 ***
Case moved into WIPBin Intro Calls and Sub Status of Assigned

*** Phone - Call - Outbound commitment fulfilled on 11/07/2018 10:16:56 with Commitment Date 11/02/2018 closed by Ashley Vasquez ***

*** Email - External Email Received created on 11/20/2018 11:58:18 and created by Ashley Vazquez ***
Customer sent email with attachments stating:
Great day Ashley,

First, let me say thank you for handling my case as best as you could with the given situation. I am forever grateful for your courtesy and offer to cover the out of pocket expenses, please let your superior know that you are a great caseworker!

The fire occurred on August 13, 2018, and the rental was returned 8/27.

I was able to pull my WELLS FARGO and PayPal(uber) bank statements (unnecessary charges have been blacked out) and I've highlighted the charges.

Also, a 2011 Mac Book pro, was lost in the fire and stated on the Fire Report which is attached. I purchased a new one at $500.

The total expenses were $4,092.52 If you need anything else, please do not hesitate on contacting me.

Again, thank you.

Warm wishes,

[redacted]

*** Phone - Call - Outbound created on 12/04/2018 12:36:14 and created by Ashley Vazquez ***
Wtr spoke with customer:
1. Calling in regards to case
2. I wanted to touch base with you about the documents that you sent me to review
3. You mentioned that you had a $1,000 deductible for your insurance but I do not have the document over on my end
4. I also do not have the pay amount for the laptop that you purchased
5. If you could send that all over to me today I will go ahead and review that and get back you with the final number
6. I did also see that you purchased a used car for $3,300 and you included that requesting reimbursement
7. I do apologize but I will not be able to reimburse you for the used car
8. However, please send me the rest of the documents that I requested from you so that I can go ahead and review
Customer thanked
1. I will try to get you all documents today
Wtr thanked

*** Phone - Call - Inbound commitment created on 12/04/2018 12:41:55 with Commitment Date 12/05/2018 and

Last name	First name	VIN of 2011 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A22B5[redacted]	[redacted]	200,000
, ,		Prod. Date: 09/28/2010	Dealer:	

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

created by Ashley Vazquez ***

*** Phone - Call - Inbound commitment created on 12/04/2018 12:41:46 with Commitment Date 12/06/2018 and created by Ashley Vazquez ***

*** Phone - Call - Outbound created on 12/10/2018 17:36:50 and created by Ashley Vazquez ***
Wtr spoke with customer
1. Calling in regards to case
2. I will be able to assist you with GW by helping you with your $1,000 insurance deductible, $500 laptop that you lost in the fire and provided proof and price for, and $342.52 for the your transportation costs.
3. Total will be $1,842.52
Customer accepted offer
Wtr states will send out an offer letter for you to review and sign
Customer thanked

*** Phone - Call - Inbound created on 12/10/2018 17:46:06 and created by Ashley Vazquez ***
Wtr emailed customer
Good Evening [redacted]

I have attached the Settlement Agreement & General Release for you to review and sign. Please let me know if you have any questions.

Thank you,

*** Email - External Email Received created on 12/13/2018 08:12:32 and created by Ashley Vazquez ***
Customer emailed stating:
Hi Ashley,

Sorry for the delay.

Thank you for your amazing service and patience through this entire process! You have shown a great level of compassion and I appreciate the energy even put into this for me. I have reviewed and signed the release form as well. My current address is [redacted], Fairburn Ga. [redacted]

I wish you nothing but success and blessings.

Warm wishes,

*** 12/14/2018 16:24:02 ***
Case moved into WIPBin Pending Customer Docs and Sub Status of Assigned

*** 12/14/2018 17:50:01 ***
Goodwill #: 142778 Submitted

*** Phone - Call - Inbound commitment created on 12/14/2018 17:50:26 with Commitment Date 12/31/2018 and created by Ashley Vazquez ***

*** Phone - Call - Inbound commitment fulfilled on 12/19/2018 08:17:58 with Commitment Date 12/06/2018 closed

Last name	First name	VIN of 2011 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A22B5[redacted]	[redacted]	200,000
, ,		Prod. Date: 09/28/2010	Dealer:	

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

by Ashley Vazquez ***

*** Phone - Call - Inbound commitment fulfilled on 01/08/2019 17:24:40 with Commitment Date 12/31/2018 closed by Ashley Vazquez ***

*** 01/23/2019 13:37:40 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 142778 Submitted

*** 01/23/2019 17:10:18 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 142778 Final Approved

*** Note - Others created on 01/25/2019 09:49:38 and created by Ashley Vazquez ***
Goodwill Check Sent 1/25/19

*** Phone - Call - Inbound commitment fulfilled on 01/25/2019 09:50:14 with Commitment Date 10/01/2018 closed by Ashley Vazquez ***

*** 01/25/2019 09:50:17 ***
Closed by Ashley Vazquez with Resolution Code : Goodwill Issued
[Resolution Summary]
Goodwill Check Sent 1/25/19

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2011 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFT4A2XB5[redacted]	[redacted]	0
, ,		Prod. Date: 10/01/2010	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Fire
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Case History

*** PHONE LOG 03/15/2011 12:02 PM US Mountain Standard Time AJudson
Legal Assistant Darcy (Law office of Jeffrey Sexton) states:
1. Customer vehicle caught fire and calling to report it.
2. Was a total loss claim by state farm, do not know mileage.
3. Gave callback number as 407-293-1144.

Writer States:
1. Apologized for the problem.
2. Writer will document/file fire report for further review.
- fire report filed
3. In order to consider your request, we will need you to provide us with copies of:
i. Copy of Police Report (if available)
ii. Pictures of vehicle (front, rear and side views)
4. Please mail directly to:
- National Consumer Affairs
- Case #[redacted] PO Box 52410 Irvine CA 92619

*** NOTES 03/15/2011 12:03 PM US Mountain Standard Time AJudson Action Type:Manager review
DISPATCHED FOR:
1. REVIEW OF ALLEGED VEHICLE CATCHING FIRE.
2. REVIEW OF FIRE/ACCIDENT REPORT.
3. LAW OFFICE OF JEFFREY SAXTON CONTACT.
- LEGAL ASSISTANT DARCY IS CONTACT
- CONTACT# IS 407-293-1144

*** PHONE LOG 03/21/2011 08:29 AM US Mountain Standard Time RHall Action Type:Incoming call
Darcy from Law Office of Jeffery Saxton stated
1 Does Kia want the vehicle?
2 State Farm has paid out under policy under the lean holder
3 I will have the police report and pictures shortly
4 I want to know if Kia needs to inspect the vehicle

Wrt stated
1 apologized
2 The best person to talk to about that would be the case mgr Angel Romo
3 Provided #877, ext # for Angel

Darcy stated
1 I will call him directly

*** PHONE LOG 03/22/2011 10:09 AM Pacific Daylight Time ARomo Action Type:Incoming call
Received message yesterday from Darcy at law office(writer not in the office)
1. Calling on behalf of customer.
2. Wanted to know if KMA was going to inspect this vehicle.
3. Please give me a call back.
4. Not sure how long the insurance company will be holding vehicle.

Last name	First name	VIN of 2011 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFT4A2XB5[redacted]	[redacted]	0
, ,		Prod. Date: 10/01/2010	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Fire
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

*** PHONE LOG AND STATUS CHANGE 03/22/2011 10:15 AM Pacific Daylight Time ARomo Action Type:Outgoing call
Called Darcy back
Writer states:
1. Calling to touch base.
2. Returning, your call
3. We were sorry to hear about the incident.
4. We have not received any information from this customers insurance company
5. Generally, if they would like to make a claim of product liability
6. They subrogate to us and make the vehicle available for inspection.

Darcy:
1. This customer has retained our office for out of pocket expenses
2. Given that this vehicle is brand new, there is obviously a defect that caused this fire.

Writer:
1. There could be many determining factors that could have allegedly caused this fire.
2. If the insurance company does an inspection of the vehicle and feels like there is a product issue, they will forward a cause and origin report the specifies the alleged defect.
3. At this point they have not contacted us.
4. If in fact they are going to subrogate, they would have to keep the vehicle in tact for our review.
5. If you would like to send a letter or representation we will review it.

Darcy:
1. I see, we will review further and contact you further.

Writer:
1. Okay

*** CASE CLOSE 03/22/2011 10:16 AM Pacific Daylight Time ARomo
1. Closing case pending further contact from insurance company/attorneys office.

*** NOTES 03/31/2011 11:15 AM Pacific Daylight Time ARomo Action Type:Manager review
REVIEWED FOR TREAD

*** CASE CLOSE 03/31/2011 11:15 AM Pacific Daylight Time ARomo

*** NOTES 05/03/2011 09:27 AM Pacific Daylight Time KWarren Action Type:Correspondence rec.
NCA rec'd customer letter
1. Cust states enclosed is a copy of the police report and photos regarding my car fire.
2. Cust states I am seeking reimbursement from Kia for the following (see attached letter).

Dispatching to NCA for further handling.

*** PHONE LOG 05/06/2011 02:34 PM Pacific Daylight Time MWirz Action Type:Incoming call

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2011 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFT4A2XB5[redacted]	[redacted]	0
, ,		Prod. Date: 10/01/2010	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Fire
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

CALLED CUSTOMER, [redacted]
1. LEFT A DETAILED MESSAGE FOR A RETURN CALL

*** PHONE LOG 06/03/2011 08:24 AM Pacific Daylight Time ADellarocca Action Type:Incoming call
RCAA rcd call from customer
1. file shows you have attorney
2. letter will need to be sent stating this
3. I will ask that dept to call you
4. I believe it will be Margie

Customer
1. I have not rcd a call back
2. No, I do not have an attorney
3. What is you fax#
4. Who will be calling me back
5. Okay, thank you

*** PHONE LOG AND STATUS CHANGE 06/21/2011 08:43 AM Pacific Daylight Time ARomo Action Type:Outgoing call
Called customer(Spanish)
Writer states:
1. Calling from KMA
2. I am sorry we have not been able to touch base.
3. We were sorry to hear about the incident.
4. I wanted to touch base regarding the status of your vehicle.

Customer:
1. Hello thank you for calling
2. My insurance company paid off the vehicle but they did not give me back my trade or for items in the vehicle.
3. I am looking to be reimbursed for those things.

Writer:
1. If your insurance company paid off the vehicle, that might mean that the claim has been settled.
2. To date, they have not contacted our office regarding subrogating or have sent any information regarding a C & O
3. We would refer you over to them for further assistance with any items that were not paid out.
4. If they felt that this fire was a result of a defect in materials or workmanship, they would contact our office.

Customer:
1. That makes sense.
2. I will contact them directly.

Writer:
1. Please feel free to contact me if you get any additional information

*** CASE CLOSE 06/21/2011 08:44 AM Pacific Daylight Time ARomo
1. Closing case pending further customer contact.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2011 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A23B5[redacted]	[redacted]	36,322

Inver Grove H MN 55077 Prod. Date: 10/06/2010 Dealer: MN005 Luther KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Transmission Oil Leakage

Case History

*** PHONE LOG 08/01/2012 11:33 AM US Mountain Standard Time ATorres
800# VM by Adam MN005
Provided Customer/ VIN

1. Vehicle was brought in on 7/28/12
2. Customer states vehicle started bucking while driving down highway
3. The RPM's and speedometer needle started jumping
4. Smoke was coming from under the hood
5. We found two tranny cooler lines ruptured
6. Replaced the lines and added fluid
7. We also test drove vehicle
8. Transmission has failed internally- 3rd, 4th and 5th gears are no longer operating
9. Parts are out about a week
10. Customer number [redacted]

*** PHONE LOG 08/03/2012 02:49 PM US Mountain Standard Time SMcgraw Action Type:Outgoing call
Writer called MN005 and states
1. Calling to check status of vehicle

SVCA Karen
Year/model/mileage2011/ Forte sedan/36322
RO# and Open date:[redacted] 07/28/12
Days down at initial service Alert Report:4
Repair issue; Customer states the vehicle bucks when driving down the interstates/ ordered transmission
ETA for completion of repairs: 08/07/12
Repeat repairs (Y/N) if so how many? N
Techline case: N
Rental Provided? If so since when?Y 07/28/12
DPSM contacted by Dealer? Unknown

*** PHONE LOG 08/06/2012 10:11 AM US Mountain Standard Time SMcgraw Action Type:Outgoing call
Writer called customer and states
1. Calling to follow up with customer

Customer states
1. I have been in contact with the dealership
2. They said the transmission should be in tomorrow 08/09/12
3. They said it should be completed on Wednesday or Thursday

Writer states
1. Thank you
2. Will follow up with customer on 08/09/12
3. Will call the dealership on Wednesday for follow up

*** PHONE LOG 08/08/2012 11:14 AM US Mountain Standard Time SMcgraw Action Type:Outgoing call
Writer called MN005 and states
1. Calling to get status on vehicle

SVCA Greg states

Last name	First name	VIN of 2011 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A23B5[redacted]	[redacted]	36,322

Inver Grove H MN 55077 Prod. Date: 10/06/2010 Dealer: MN005 Luther KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Transmission Oil Leakage

1. Still waiting on a transmission
2. It was on backorder, and now a tentative receive date 08/09/12

*** PHONE LOG 08/10/2012 08:27 AM US Mountain Standard Time SMcgraw Action Type:Outgoing call
Writer called MN005 and states
1. Calling to get information on vehicle

SVCA Adam
1. It's on the hoist being serviced!!

Writer states
1. Will callback on Monday for more information

*** PHONE LOG 08/13/2012 08:41 AM US Mountain Standard Time SMcgraw Action Type:Outgoing call
Writer called MN005 and states
1. Calling to check status of vehicle

SVCA ADAM
1. Almost finished, installing as we speak
2. It should be done today

*** PHONE LOG 08/14/2012 10:18 AM US Mountain Standard Time SMcgraw Action Type:Outgoing call
Writer called MN005 and left on extended hold
1. Calling to check status of vehicle

*** PHONE LOG 08/14/2012 10:20 AM US Mountain Standard Time SMcgraw Action Type:Outgoing call
Writer called customer and states
1. Calling to follow up
2. Gave writer information
3. Request callback

*** PHONE LOG 08/15/2012 11:48 AM US Mountain Standard Time SMcgraw Action Type:Outgoing call
Writer called MN005 and states
1. Calling to check status of vehicle

SVCA Adam
1. Completed and gone
2. Customer has vehicle

*** PHONE LOG 08/16/2012 08:52 AM US Mountain Standard Time SMcgraw Action Type:Outgoing call
Writer called customer and states
1. Calling to follow up

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2011 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A23B5[redacted]	[redacted]	36,322

Inver Grove H MN 55077 Prod. Date: 10/06/2010 Dealer: MN005 Luther KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Transmission Oil Leakage

Writer
1. The vehicle just fine
2. It's running smoothly
3. I thank you for checking up on me

Writer states
1. Thank you for your patience

*** CASE CLOSE 08/16/2012 08:52 AM US Mountain Standard Time SMcgraw

*** CASE CLOSE 10/09/2012 09:51 AM US Mountain Standard Time LSims
Tread review complete- Fire/ LS

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2011 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU5A25B5[redacted]	[redacted]	75,000
, ,		Prod. Date: 10/01/2010	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Transmission Oil Leakage

Case History

*** PHONE LOG 06/17/2013 03:24 PM US Mountain Standard Time JLiera
Cust stated:
1. I was driving on the free way
2. I saw a bunch of smoke coming out of the vehicle
3. When I pulled over, a bunch of oil leaked out from under neath the car
4. I took it to a local dealer and they informed me that a transmission cooling lines need to be replaced
5. Is that somethjing that will be covered under warranty

Writer stated:
1. Apologized
2. Explained that in order to better assist him we need him to get the vehilce over to a kia dealership
3. After the vehilce is diagnosed we can take a look and see if the repair will be covered under warranty

Cust stated:
1. Ok thank you

*** CASE CLOSE 06/17/2013 03:24 PM US Mountain Standard Time JLiera

*** CASE CLOSE 07/09/2013 11:48 AM US Mountain Standard Time RHall
Fire Tread Completed RH

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2011 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFT4A21B5[redacted]	[redacted]	43,500

, , Prod. Date: 04/06/2011 Dealer:

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

Case History

*** PHONE LOG 07/02/2013 10:50 AM US Mountain Standard Time QJones
Mrs. [redacted] states:
1. I am calling because my veh caught on fire and burned completely up

wtr states:
1. Apologized
2. Took incident report
3. Adv wtr will forward case to NCA to be reviewed
4. Please allow 2 business days for NCA to follow up
5. Gave case #
6. If you get the police report and fireman's info before you hear back from NCA please call KCAC back so we can update

Mrs. [redacted] states:
1. This is our only car
2. Thank you

*** NOTES 07/02/2013 11:02 AM US Mountain Standard Time QJones Action Type:Manager review

[!<For Internal Use Only
wtr reviewed case with APM KK;sending to NCA for possible product liability;cust alleges veh caught on fire>!]

*** PHONE LOG 07/02/2013 02:34 PM Pacific Daylight Time JMoore Action Type:Outgoing call
Writer states:
1. Attempted to call Ms. [redacted]
2. Message states that VM is not set up and disconnects

*** PHONE LOG 07/03/2013 12:38 PM Pacific Daylight Time JMoore Action Type:Outgoing call
Writer states:
1. Attempted to call Ms. [redacted]
2. Message states that VM is not set up and disconnects

*** PHONE LOG 07/05/2013 12:14 PM Pacific Daylight Time JMoore Action Type:Outgoing call
Writer states:
1. Attempted to call Ms. [redacted]
2. Message states that VM is not set up and disconnects
3. Mailing Call Me Letter to customer
4. Closing case pending customer contact

*** CASE CLOSE 07/05/2013 12:30 PM Pacific Daylight Time JMoore
Closing case pending customer contact

*** PHONE LOG 07/08/2013 10:03 AM US Mountain Standard Time KJohnson Action Type:Incoming call
Customer:
1 - provided case no.

Last name	First name	VIN of 2011 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFT4A21B5[redacted]	[redacted]	43,500
, ,		Prod. Date: 04/06/2011	Dealer:	

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

2 - we really need transportation
3 - I'd like to talk to somebody today, if I could

Writer:
1 - Apologized
2 - notes show we had trouble reaching you; vm not set up
3 - verified phone numbers
4 - will send case back to appropriate dept. and someone will contact you in a couple of days
5 - will try to get Jeremy for you

Writer warm transferred customer to Jeremy Moore

*** NOTES 07/08/2013 10:04 AM US Mountain Standard Time KJohnson Action Type:Manager review
Writer re-dispatching to NCA (Jeremy Moore)
(a) for appropriate case handling
(b) customer called back on pl/fire complaint

*** PHONE LOG 07/08/2013 10:13 AM Pacific Daylight Time JMoore Action Type:Incoming call
Writer states:
1. Received escalated call from KCAC
2. Asked Mrs. [redacted] for photos and fire report
3. Provided email address

Mrs. [redacted] states:
1. Yes, I will email that over
2. My cell phone is [redacted] and my home phone is [redacted]

Writer states:
1. Fires are typically an insurance concern, but I am happy to review and see if any additional assistance can be provided
2. Once I receive this I will review it with my engineer and contact you again with more info

Mrs. [redacted] states:
1. This never should have happened and our insurance does not provide a rental car so we are without transportation
2. We have not filed an insurance claim

*** NOTES 07/08/2013 12:43 PM Pacific Daylight Time JMoore Action Type:Manager review
Writer states:
1. Received email from Mrs. [redacted]
I have sent 2 separate emails with pics of our car. If you can't view them please let me know. We expect Kia to provide us with transportation until something is worked out. Our car only had 40,000 miles on it with no problems ever and considering Kia's are suppose to have a 100,000 mile bumper to bumper warranty our car should be replaced. It is the only transportation we had & my husband has to get back and forth to work and we have kids that have dr & dentist appointments. We have been without a vehicle for a week now. That car should have never caught fire and burned like that, I am very thankful that my kids weren't in the car and that no one was injured. From what I have read there have been numerous complaints of Kia's catching fire and burning, this should not be happening. Kia needs to take responsibility and fix the problem.
2. Scanned and attached photos to case

Last name	First name	VIN of 2011 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFT4A21B5[redacted]	[redacted]	43,500
, ,		Prod. Date: 04/06/2011	Dealer:	

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

*** PHONE LOG 07/09/2013 08:26 AM Pacific Daylight Time JMoore Action Type:Outgoing call
Writer states:
1. Attempted to contact Mrs. [redacted] on both numbers
2. Cell phone has VM not set up
3. Home phone rings indefinitely

*** NOTES 07/09/2013 08:27 AM Pacific Daylight Time JMoore Action Type:Manager review
Writer states:
1. Emailed Mrs. [redacted] requested callback

*** PHONE LOG 07/09/2013 08:57 AM Pacific Daylight Time JMoore Action Type:Incoming call
Writer states:
1. Received call from Mrs. [redacted]
2. Informed that KMA would like to inspect vehicle
3. Advised that our inspection will not happen immediately and we strongly suggest customer file insurance claim in the meantime

Mrs. [redacted] states:
1. OK, I will contact them
2. The vehicle is at 512 Ward Rd. in Troy, TN
3. I think Kia should do something about this
4. If my insurance won't help then I will get a lawyer and go to the media
5. What good is my warranty if my car catches fire and no one does anything?
6. I am tired of being screwed over by big companies

Writer states:
1. Please feel free to contact me again with further info
2. Otherwise I will keep you posted about an inspection date

*** NOTES 07/15/2013 07:00 AM Pacific Daylight Time JMoore Action Type:Manager review
Writer states:
1. Received email from Mrs. [redacted]
I am still very upset over our Kia catching on fire and burning up like it did and the fact that you all don't seem to care enough to do something about it. It is very fortunate that no one was injured or killed & that could have easily happened. The gas fumes were so strong in my car & then it pretty much exploded under the hood. I believe if I manufactured a product and something like that happened I would be doing everything I could to find out why and fix the problem before someone got hurt. We purchased the Kia because we thought it would be a good car and if there were any problems it had the 100,000 mile warranty. We are still without transportation & we need a rental or replacement today. This should not have to be filed on our insurance which would cause our insurance rates to go up because this should have never happened. Kia should be liable. What good is your warranty if you don't honor it. We hadn't even had the car a year yet. I will be contacting a couple of lawyers this coming week to see what actions we need to take. There are over 800 complaints on Kias alone on the consumer affairs website not to mention complaints against Kia on numerous other websites. I'm going to contact every individual that I can that has had some type of problem with their Kia vehicle & weren't able to get anything done about it and talk to the lawyers about a class action lawsuit. It is my mission to make sure everyone is aware of what happened to my car & the fact that Kia does not seem to be concerned when lives could have been lost. The whole situation could have been a lot worse. It is ridiculous that you all are taking 2 - 3 weeks to come even look at the car, something should

Last name	First name	VIN of 2011 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFT4A21B5[redacted]	[redacted]	43,500
, ,		Prod. Date: 04/06/2011	Dealer:	

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

have already been done & we should have already had a replacement.

Sincerely,

Cammie [redacted]

*** NOTES 07/15/2013 07:08 AM Pacific Daylight Time JMoore Action Type:Manager review
Writer states:
1. Emailed Mrs. [redacted]
2. Reviewed that this is not a known concern and our review of provided documents did not reveal a manufacturing defect
3. Reviewed that fires are an insurance concern and not a provision of the warranty
4. Reviewed that writer would be in touch when KMA had inspection date scheduled

*** NOTES 07/23/2013 07:21 AM Pacific Daylight Time JMoore Action Type:Manager review

*** PHONE LOG 08/06/2013 09:46 AM Pacific Daylight Time JMoore Action Type:Outgoing call
Writer states:
1. Pending KMA inspection date

*** NOTES 08/06/2013 01:40 PM Pacific Daylight Time JMoore Action Type:Manager review
Writer states:
1. KMA engineer requests exact location of vehicle
2. Reassigning to SKim for further review

*** PHONE LOG 08/06/2013 02:20 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Writer called both numbers and unable to leave message, voicemail not setup and disconnect

*** PHONE LOG 08/12/2013 03:50 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called customer and someone picked up phone, then hungup. Could not leave VM.

*** PHONE LOG 08/14/2013 01:52 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called customer but unable to leave VM. States voicemail box has not been setup yet.

*** PHONE LOG 08/14/2013 01:53 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called alt phone. Phone rings, no answer. Unable to leave VM.

*** NOTES 08/14/2013 01:57 PM Pacific Daylight Time SamuelKim Action Type:E-mail sent
Emailed customer at [redacted]
1. Advised will be handling your case
2. Requested a callback or reply to email

Last name	First name	VIN of 2011 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFT4A21B5[redacted]	[redacted]	43,500
, ,		Prod. Date: 04/06/2011	Dealer:	

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

*** NOTES 08/20/2013 12:43 PM Pacific Daylight Time SGuindi Action Type:Manager review
NCA rec'd letter from the State of Tennessee's Division of Consumer Affairs. Letter states:
1. The Tennessee Division of Consumer Affairs has received the enclosed complaint from Ms. [redacted]
2. Description of Complaint: On 7/1/13 I drove the car to Taco Bell and when I pulled out of the parking lot I started smelling gas fumes really strong. I got back in the car and started it - it kind of sputtered and died. I sat there for a minute and then tried to start it again and when I did, I head an explosion and huge flames shot out from underneath the hood.
3. Desired Resolution: We just want Kia to replace it with one just like we had. We haven't even had the car a year yet.
4. Please respond in writing within 21 calendar days from the date of this letter.

Attaching letter to case and reassigning to SamuelKim for further handling.

*** PHONE LOG 08/21/2013 01:07 PM Pacific Daylight Time SamuelKim Action Type:Incoming call
1. Hi, this is [redacted] [redacted] trying to get in touch with you once again.
2. You had sent me an email regarding my KIA it caught on fire and burnt completely up, no fault of mine
3. Anyways, give me a clalback at [redacted]
4. I really appreciate it

*** PHONE LOG 08/22/2013 01:40 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called customer and someone picked up phone, then hungup. Could not leave VM.

*** PHONE LOG 08/22/2013 01:52 PM Pacific Daylight Time SamuelKim Action Type:Incoming call
Customer states:
1. Vehicle is at We Recovery
2. 512 Troy Road. Troy, TN 38260
3. Vehicle was towed to storage lot
4. Insurance company is not involved, they have not inspected the vehicle
5. The car is locked up in the storage unit
6. Thank You

Writer states:
1. I have been trying to contact you for the past couple of days
2. Is this the best number to reach you at?
3. Where is the vehicle currently being held at?
4. Let me run this by our Engineering Department and get back to you
5. Thank You

*** PHONE LOG 08/27/2013 11:12 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Writer states:
1. We want to do a physical inspection of this vehicle
2. Calling to obtain permission
3. Received a letter from the State of Tennessee in regards to this case
4. Not too sure what the protocol in this case would be
5. It doesn't say on the letterhead that we cannot contact the customer
6. On the otherhand, it seems like they are acting as the middleman between the customer and KIA

Last name	First name	VIN of 2011 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFT4A21B5[redacted]	[redacted]	43,500
, ,		Prod. Date: 04/06/2011	Dealer:	

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

7. In either case, I will respond to this letter and let them know we will be inspecting the vehicle
8. As soon as I find out an exact date, I will follow up with you then

Customer states:
1. I know the guy personally, I already let them know that KIA can inspect the vehicle
2. Somebody recommended that instead of getting a lawyer to go to Consumer Affairs
3. I didn't want to go ahead and hire a lawyer
4. I appreciate the call

*** NOTES 08/30/2013 11:11 AM Pacific Daylight Time SamuelKim Action Type:E-mail sent
Send email to the State of Tennessee, Division of Consumer Affairs, Kristen Aplin (Kristen.F.Aplin@tn.gov)
Dear Ms. Aplin,

This email is in response to the letter we received from the State of Tennessee, Division of Consumer Affairs dated August 13, 2013 regarding [redacted] [redacted] (File Number [redacted]) and her vehicle 2011 KIA Forte. Please be advised, we have been in contact with the customer and will be performing a physical inspection of this vehicle. Once a date has been determined, we will inform you of the progress. If you have any questions or concerns, please do not hesitate to contact me.

*** NOTES 09/03/2013 08:12 AM Pacific Daylight Time SamuelKim Action Type:E-mail rec.
Received email from State of Tennessee, Division of Consumer Affairs (Kristen.F.Aplin@tn.gov)
Thank you for the update.

*** NOTES 09/03/2013 10:16 AM Pacific Daylight Time SamuelKim Action Type:Manager review

[!<For Internal Use Only
Permission obtained to inspect vehicle. Advised KMA Engineering>!]

*** NOTES 09/05/2013 11:50 AM Pacific Daylight Time SamuelKim Action Type:Manager review
Pending KMA inspection date

*** PHONE LOG 09/09/2013 10:44 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called customer on cellphone [redacted] but unable to leave VM. States voicemail box has not been setup yet.

*** PHONE LOG 09/09/2013 10:46 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called customer on home phone [redacted]. Phone kept ringing. Unable to leave message.

*** PHONE LOG 09/10/2013 03:45 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called customer on cellphone [redacted] and left message
1. Calling to let you know we would like to perform an inspection of the vehicle on 9/25
2. Wanted to verify mailing address
3. Requested call back
4. Gave call back number

Last name	First name	VIN of 2011 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFT4A21B5[redacted]	[redacted]	43,500
, ,		Prod. Date: 04/06/2011	Dealer:	

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

*** PHONE LOG 09/10/2013 03:46 PM Pacific Daylight Time SamuelKim Action Type:Incoming call
Received call from [redacted]
1. Who are you trying to get a hold of?
2. You have the wrong number

*** PHONE LOG 09/11/2013 08:59 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called customer to verify inspection date and location of vehicle on home phone [redacted]. Phone kept ringing. Unable to leave message.

*** PHONE LOG 09/11/2013 09:05 AM Pacific Daylight Time SamuelKim Action Type:Web Contact
Called [redacted] and spoke with customer:
Writer states:
1. I've tried calling several times and I have been unable to leave a message
2. We would like to inspect this vehicle on 9/25 at 8:30AM
3. I looked up this address online and it appears to be a storage facility
4. Please let them know we will be inspecting this vehicle on 9/25 at 8:30AM
5. Thank you

Customer states:
1. The boy has a wrecker service and he does store vehicles there
2. 512 Ward Road, Troy TN
3. I know that this car is fenced in
4. Jason Eakes and his number is 270-627-1310
5. Thank you

*** NOTES 09/11/2013 09:07 AM Pacific Daylight Time SamuelKim Action Type:Manager review
Keeping case open pending KMA inspection.

*** PHONE LOG 09/24/2013 08:18 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called customer at [redacted], but unable to leave message. Phone disconnects.

*** PHONE LOG 09/24/2013 08:22 AM Pacific Daylight Time SamuelKim Action Type:Incoming call
Received call back from customer.
Customer states:
1. I'll contact him and make sure someone is there tomorrow to open the gate
2. What time did you say someone is going to be there tomorrow morning?
3. Let me see if I can get another contact number and I'll call you back

Writer states:
1. I was trying to get a hold of Mr. Eakes but no one answers
2. Is there another number?
3. I wanted to confirm our inspection for tomorrow morning at 8:30AM, Central
4. Thank you

*** PHONE LOG 09/30/2013 09:59 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called dlr AL015 and spoke with Brown in the Service Department. No history of service for this vehicle.

Last name	First name	VIN of 2011 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFT4A21B5[redacted]	[redacted]	43,500
, ,		Prod. Date: 04/06/2011	Dealer:	

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

*** PHONE LOG 09/30/2013 10:05 AM Pacific Daylight Time SamuelKim Action Type:Web Contact
Called dlr TN038 and spoke with Frank in the Service Department
Writer states:
1. Calling to see if there is any service or repair history on this vehicle
2. Could you print out a copy and send it to me
3. Gave dealer FAX number
4. Thank you

Dealer states:
1. We have one record of an oil change at about 12,000 miles
2. Will FAX it to you
3. Thanks

*** PHONE LOG 09/30/2013 10:12 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called dlr KY007 and spoke with Service Department. No record of vehicle ever being here.

*** NOTES 09/30/2013 10:19 AM Pacific Daylight Time SamuelKim Action Type:E-mail rec.
Received email from Kristen, State of Tennessee, Division of Consumer Affairs (kristen.f.aplin@tn.gov)
Samuel:
What was the results of the inspection? Can I have an update for this file? Something I can send to the consumer for review.

*** NOTES 10/02/2013 02:08 PM Pacific Daylight Time SamuelKim Action Type:E-mail sent
Sent email from Kristen, State of Tennessee, Division of Consumer Affairs (kristen.f.aplin@tn.gov)
Hi Kristen,

We are working on the results and I will have it to you no later than the end of this week. I apologize for the delay.

*** NOTES 10/04/2013 02:20 PM Pacific Daylight Time SamuelKim Action Type:E-mail sent
Sent email from Kristen, State of Tennessee, Division of Consumer Affairs (kristen.f.aplin@tn.gov)
Hi Kristen,

Again, I apologize for the delay, we are still in the next course of action. I will follow up with you next week. Please give me a call or send me an email if you have any questions. Thank you for your patience.

*** NOTES 10/07/2013 11:32 AM Pacific Daylight Time SamuelKim Action Type:E-mail rec.
Received email from Kristen Aplin, State of Tennessee, Division of Consumer Affairs (kristen.f.aplin@tn.gov)
I will await your update. Thanks

*** NOTES 10/15/2013 03:41 PM Pacific Daylight Time SamuelKim Action Type:E-mail rec.
Received email from Kristen Aplin, State of Tennessee, Division of Consumer Affairs (kristen.f.aplin@tn.gov)
Mr. Kim,
I never received an updated response. I need one ASAP.
Thank you,

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2011 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFT4A21B5[redacted]	[redacted]	43,500
, ,		Prod. Date: 04/06/2011	Dealer:	

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

*** NOTES 10/18/2013 08:16 AM Pacific Daylight Time SamuelKim Action Type:Correspondence sent
Sent Response Letter to Kristen Aplin, State of Tennessee, Divison of Consumer Affairs.

*** NOTES 10/22/2013 07:17 AM Pacific Daylight Time SamuelKim Action Type:E-mail rec.
Received email from Kristen Aplin, State of Tenessee, Division of Consumer Affairs (kristen.f.aplin@tn.gov)
Mr. Kim,
How did you send this response, I have not received it yet. Can you fax or email a copy of it to me please?

*** NOTES 10/22/2013 07:20 AM Pacific Daylight Time SamuelKim Action Type:E-mail sent
Sent email to Kristen Aplin, State of Tenessee, Division of Consumer Affairs (kristen.f.aplin@tn.gov)
Dear Ms. Aplin,

I sent it via USPS mail, but per your request, I've also attached a copy of it. Please let me know if I can help you with anything else.

*** NOTES 11/05/2013 01:41 PM Pacific Daylight Time SamuelKim Action Type:Manager review
KMA Engineering inspected vehicle.

*** CASE CLOSE 11/05/2013 01:42 PM Pacific Daylight Time SamuelKim

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2011 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A20B5[redacted]	[redacted]	58,335
, ,		Prod. Date: 09/29/2010	Dealer:	

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

Case History

*** PHONE LOG 03/24/2015 12:40 PM US Mountain Standard Time APenningt
customer Brother in law [redacted] states:
1. my sister in law was driving the car and they smelled smoke and the car ended up having some fire damage to it
2. we had the insurance company look at it and they are not going to cover the repairs to the car.
3. they have a police report about this whole thing as well
4. i was just wanting to know what the warranty on the car is to see if maybe that can get this fixed

writer states:
1. apologized
2. advised that writer would really want to speak with the owners of the car and especially with who was driving it to ask some scripted about the incident
3. advised that is very important this takes place
4. asked if either was available to speak with or if writer could get info to follow up w/ owners and driver
5. advised that owner info for the car needs to be changed as well
6. asked where the car is at?

[redacted] states:
1. the car is in Chicago in one of the insurance companies lots where they were inspecting it
2. i do not have them hear with me and maybe can get them to talk to you tomorrow at around 10am my time
3. could we call you back and get this handled then

writer states:
1. apologized
2. advised of case and writer info
3. advised will follow up between 8-8:30am writer's time because that is 10am customer times
4. what is best # to contact

[redacted] states:
1. [redacted]
2. thanked

*** PHONE LOG 03/25/2015 07:53 AM US Mountain Standard Time APenningt Action Type:Outgoing call
writer contacts [redacted] @[redacted] and states:
1. calling to follow up on call yesterday
2. asked if the driver and owner of the car at the time of the incident is available to speak with

[redacted] states:
1. yes, here she is

***writer introduced to driver of car at time of incident [redacted]

write states:
1. thanked
2. advised new caller of name
3. updated owner info
4. ran accident scripting
5. advised that KCA will need to dispatch this case to NCA for further working
6. advised that office usually follows up within 1-3 business days
7. advised to send pictures and copy of police report as soon as possible
8. gave case #

Last name	First name	VIN of 2011 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A20B5[redacted]	[redacted]	58,335
, ,	Prod. Date: 09/29/2010	Dealer:		

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

[redacted] states:
1. thanked

*** NOTES 03/25/2015 07:54 AM US Mountain Standard Time APenningt Action Type:Manager review
Dispatching case to NCA:
1. [redacted] 2011 Forte Sedan w/ 50,000 miles
2. customer alleges that engine bay caught fire while trying to get valet parking for the vehicle
3. please review and contact customer
[!<For Internal Use Only
car is not at Kia dealer and in tow yard; no repairs done; >!]

*** PHONE LOG 03/26/2015 09:05 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr spoke to [redacted]
1. Customer stated " I am at work, please call Mr. [redacted]

*** PHONE LOG 03/26/2015 10:12 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr:
1. Calling in reference to vehicle.
2. I understand you experienced a concern with the vehicle.
3. I am calling to f/u and request pictures.

Customer:
1. Yes, thank you for calling.
2. I only have 2 pictures.
3. What is the easiest way to get these to you?

Wtr:
1. Provided email address.

Customer:
1. Ok, thank you.
2. We would like to get this resolved asap.
3. I am not sure if the previous rep told you, but the ins. co. won't cover it.
4. My brother moved, he lives in IL but because he was Wisconsin plates the ins. co. is not sure.
5. Anyway, this happened about 3 weeks after we bought the car (I cosigned).
6. I spoke to an attorney, and he gave me great advice but I would like to see how it goes with Kia.

Wtr:
1. So, was the vehicle serviced between purchase and DOI?

Customer:
1. No, the dlr serviced it before we purchased it.

Wtr:
1. Ok, send me pictures and we will go from there.
2. Thanked and disconnected.

*** PHONE LOG 03/27/2015 02:44 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd

Last name	First name	VIN of 2011 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A20B5[redacted]	[redacted]	58,335
, ,		Prod. Date: 09/29/2010	Dealer:	

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

Wtr received email from Ms. [redacted]
Email included doc that had police report ref # on it:

From: [redacted]
Sent: Thursday, March 26, 2015 11:53 AM
To: Mojica, Jeannie [KMA]
Subject: Police Report

*** PHONE LOG 03/27/2015 02:45 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Friday, March 27, 2015 3:45 PM
To: [redacted]'
Subject: RE: Police Report

Ms. [redacted]

Do you have a copy of the actual police report? Also, I have not received pictures of the vehicle.

Thank you,

*** PHONE LOG 04/02/2015 01:48 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
Wtr received pictures:

From: [redacted]
Sent: Tuesday, March 31, 2015 5:52 AM
To: Mojica, Jeannie [KMA]
Subject: RE: Police Report

*** PHONE LOG 04/08/2015 02:21 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr left msg for Mr. [redacted] requesting c/b.

*** PHONE LOG 04/16/2015 09:44 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr left VM for customer [redacted] requesting c/b.

*** PHONE LOG 04/16/2015 12:35 PM Pacific Daylight Time JMojica Action Type:Incoming call
Spanish call

Customer:
1. Do you speak spanish?
2. I am sorry I missed your call.

Wtr:
1. Yes, I do.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2011 FORTE KNAFU4A20B5[redacted]	[redacted]	58,335
, ,		Prod. Date: 09/29/2010	Dealer:	

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

2. Its ok, thank you for the c/b.
3. I wanted to discuss this with you, I reviewed this with my engineers.
4. Anyway, I am not sure why your ins.co. is not covering it, but something like this is typically and ins. matter.
5. Unfortunately, at this time, KMA is not able to verify that the vehicle has been properly maintained so we are unable to provide you with further assistance.

Customer:
1. My brother has Milwaukee plates on the car so the ins. co. thinks he lives outside of Chicago, IL.
2. They are a small ins. co.
3. They said they wouldn't cover it because of that.
4. Anyway, the dlr cancelled my contract and took the car back.
5. They took care of this for me.
6. They said they were getting their lawyers involved for a claim against you (Kia).

Wtr:
1. Well, I am glad they pulled through for you.
2. I am sorry for what happened with the vehicle.
3. If they do, that would be between Kia and the dlr.
4. Thanked and disconnected.

*** CASE CLOSE 04/16/2015 12:36 PM Pacific Daylight Time JMojica
No further action required.

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

FORTE

2012 FORTE_ACCIDENT SCRIPTS_ALLEGED DEFECT B_EXPANDED SCOPE

Accident Report

Case [redacted]

Report Details

A-1) Who owns the vehicle?

[redacted]

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

[redacted]

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

[redacted]

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

0

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

0

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

No

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

09/10/2018 07:00:00

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

Only my vehicle, not sure what damage

B-2) What time was 911 called?

N/A

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

Roads were dry and weather clear

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

Some smoke inhalation to driver

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

Issue originally occurred at my job, was on Black Star Lane in La Palma, CA (not sure of address). Went out to start the vehicle and it cut off. Went to start it again and it came on, put it in drive and started smelling burning wires. Then I smelled the smoke and it started coming through air vents. Drove about 10ft, cut off the vehicle and called my sons friend who is a mechanic. He told me to start it again and that is when it caught on fire. Put the water hose onto the fire to put it out, then I called CA186 that morning. CA186 had my vehicle towed to them and they completed the inspection/repairs. They advised me that my starter malfuctioned and caused the fire. I had to pay for rental vehicle.

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

Engine On

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

No

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

No

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

Black Star Lane in La Palma, CA

C-1) Which fire agency responded?

Not contacted

C-2) What is the fire report number?

Not contacted

D-1) Where is the vehicle now?

Home Address on file

D-2) Have any repairs been completed?

Yes- Not Sure, believe they replaced starter and something

D-3) Was the insurance company contacted?

Yes

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

No

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

Dont feel I should have had to pay for service fees or rental vehicle. Only had to pay for deposit for the rental but had to pay CA186 for the service I probably should not have had to pay.

Accident Report

Case [redacted]

Report Details

1. Who Owns the Vehicle?

   No response selected.

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

   [redacted] <Provide Driver's Name, Address, and Phone>

3. Do You Own the Vehicle?

   Yes

4. What is the Age of the Driver?

   [redacted] <Driver's Age>

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

   9/24/14 around 6:35AM for the first incident
   10/01/14 around 6:45AM for the second incident <DATE> and <TIME>

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

   It was warm and dry conditions on the freeway for both incidents <ROAD & WEATHER CONDITIONS>

7. What Speed was the Vehicle Traveling?

   Vehicle was traveling 665MPH and then 10-25MPH and would not accelerate any higher <VEHICLE SPEED>

8. Were any Other Vehicles Involved in the Accident?

   No

9. Were There Any Injuries?

No

10. Was Anyone Taken by Ambulance to The Hospital?

No

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

No

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

<INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>

13. Were the Police Contacted?

No

16. Was the Insurance Company Contacted?

No

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

Driven

19. Where is the Vehicle Now?

At my work in Fullerton <VEHICLE LOCATION>

20. Have Any Repairs Been Completed?

No

21. Were Parties Wearing Seatbelts?

Yes

22. Did the Airbag(s) Deploy?

No

23. Was Airbag Light on prior to accident?

No

24. What action are you requesting of Kia?

I am requesting that my safety be president to Kia resolving the issue. The dealer said that they can not see the vehicle for a week and this is not fair. I do not know if this is a lemon vehicle but I do not want it to be a recall or to be involved in an accident. I am also worried because of the burning smell. <RESOLUTION SOUGHT>

25. Have you reviewed the airbag section of the owners manual?
Yes - In order to consider your request, we will need you to provide us with copies of:
    i. Copy of Police Report (if available)
    ii. Pictures of vehicle (front, rear and side views)
Not Applicable

Accident Report

Case [redacted]

Report Details

1. Who Owns the Vehicle?

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

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

   [redacted] Driving
   No passengers <Provide Driver's Name, Address, and Phone>

3. Do You Own the Vehicle?

   Yes

4. What is the Age of the Driver?

   [redacted] yrs old <Driver's Age>

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

   10/20/15, approx 3:30 pm <DATE> and <TIME>

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

   Normal conditions, clear, sunny, roads were good and dry. <ROAD & WEATHER CONDITIONS>

7. What Speed was the Vehicle Traveling?

   at a stop, not traveling <VEHICLE SPEED>

8. Were any Other Vehicles Involved in the Accident?

   No

9. Were There Any Injuries?

No

10. Was Anyone Taken by Ambulance to The Hospital?

No

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

No

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

After leaving work I came to a red light (I dont know the names of the streets) and I was going to make left hand turn into a gas station. Sitting at the red light for a couple minutes I noticed a bad smell like something burning. I stuck my head out of the window and I saw a large white cloud of smoke coming from the hood. I turned off the veh. I got out of the veh lifted the hood and there was a small flame coming from the wiring harness which I was able to pat out. After that I noticed there was a melted component on one side of the wiring harness and the other side was the resistor which was melted. I got back into the veh and pulled into the gas station. <INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>

13. Were the Police Contacted?

No

16. Was the Insurance Company Contacted?

No

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

Towed

19. Where is the Vehicle Now?

I have the veh <VEHICLE LOCATION>

20. Have Any Repairs Been Completed?

Yes, partial repair Yes, <DESCRIBE REPAIRS>

21. Were Parties Wearing Seatbelts?

Yes

22. Did the Airbag(s) Deploy?

No

23. Was Airbag Light on prior to accident?

No

24. What action are you requesting of Kia?

1. I am requesting for Kia to look into replacing the wiring harness because it is ovbiously defective
2. I want the fan assembly replaced
3. And I want to be reimbursed for the tow and the parts from the junk yard and for the repairs <RESOLUTION SOUGHT>

25. Have you reviewed the airbag section of the owners manual?
Yes - In order to consider your request, we will need you to provide us with copies of:
   i. Copy of Police Report (if available)
   ii. Pictures of vehicle (front, rear and side views)
Not Applicable

Accident Report

Case [redacted]

Report Details

1. Who owns the vehicle?

   <Provide driver's name, address & phone>

2. Who was driving the vehicle or who was the last person to drive the vehicle?

   [redacted] [redacted] (unsure of son's address or phone number but is in Paintsville KY)
   Fathers address is [redacted] Springfield KY [redacted] <Provide driver's name, address & phone number>

3. What is the age of the driver?

   [redacted] <Driver's age>

4. How many other passengers were in the vehicle?

   0 <Number of passengers>

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

   n/a <Passenger positions, names & ages>

6. Were there any objects in the luggage compartment, passenger compartment, being towed, or otherwise attached to the vehicle's exterior?

   No

7. What was the date & time of the incident?

   04/20/2017 at 3:00 am EST <Date & time>

8. What time was 911 called?

   yes at 3:00 am <Time>

9. Describe the road & weather conditions at the time of the incident.

   It was not raining but was dark. <Road & weather conditions>

10. Were there any injuries (describe injuries)?

    No

11. Describe the incident in detail including when & where the burning smell, smoke, and fire were first observed.

    Son was driving and saw flames from near right front headlight so pulled over. Son raised the hood and flames were everywhere and spread to the rest of the car. Within 10 minutes the entire veh was charred. <Description of incident>

12. Was the engine on, off or in accessory mode?

    Veh was driven about 10 minutes before this fire began. <Engine On> How long was the engine running before the incident occurred?

13. Were any warning lights on or recent service done prior to the incident?

    No

14. Have there ever been any aftermarket accessories installed on the vehicle?

    none known No

15. What is the closest address or cross streets, city, and state to where the incident happened?

    Interstate 64 and mile marker 90. Winchester, KY. <Location info>

16. Describe all structures and/or vehicles involved & any damage that occurred to each one. <Document vehicle information - make, model, model year>

    2012 Kia Forte, Fire damage from front to rear, total loss <Description>
    If any structure or other vehicle was involved, what was their distance & orientation with respect to the Kia vehicle?

17. Which fire agency responded?

    Probably Clark County but don't know <Name of fire department>

18. What is the fire report number?

    No fire report number but could be report from police dept but that won't be realy for another week <Fire report number>

19. Where is the vehicle now?

    Don't know for sure <Vehicle location>

20. Have any repairs been completed?

    No

21. Was the insurance company contacted?

    Son has all that information. Yes <name, address, phone number of insurance company, policy # and claim #>

22. Have you settled with the insurance company?

    No

23. What action are you requesting of Kia?

    Don't know. Just letting you know for statistic purposes. Not requesting anything. <Resolution sought>

    In order to consider your request, we will need you to provide us with copies of:
    (1) Fire report (if available)
    (2) Clear pictures of vehicle (front, rear, side views) and any damage

Accident Report

Case [redacted]

Report Details

1. Who Owns the Vehicle?

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

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

   [redacted] and 1 passenger [redacted]) <Provide Driver's Name, Address, and Phone>

3. Do You Own the Vehicle?

   No

4. What is the Age of the Driver?

   [redacted] <Driver's Age>

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

   09/27/12 6:25 PM <DATE> and <TIME>

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

   Clear, sundown, road was flat. <ROAD & WEATHER CONDITIONS>

7. What Speed was the Vehicle Traveling?

   25-30 MPH <VEHICLE SPEED>

8. Were any Other Vehicles Involved in the Accident?

   No

9. Were There Any Injuries?

No

10. Was Anyone Taken by Ambulance to The Hospital?

No

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

No

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

I was at stop light waiting for the light to turn green and made a right hand turn, approximately 50 feet or so after turning right, the vechicle started smoking. I pulled over right away, and before I got the vehicle stopped it died, couldn't get the key out. By the time I got around to the hood of the vehicle, the hood started bubbling, and I couldn't get the vehicle hood up. I got on the phone with 911 and walked away, then the vehicle went up in flames under the hood. Emergency vehicle was there in 3-4 minutes. Vehicle burned for 8-10 minutes, the fire department put out the flames. We called manager from Kia where we bought it from at Puyallup. He told me to have the vehicle towed to the dealer, which we did. I told him we don't have the money to have the vehicle towed to the dealer, manager stated "its ok, we will take care of the tow bill." We drove to the dealer, and the manager got all our information, told us he would call us tomorrow. About 45-60 minutes later manag

13. Were the Police Contacted?

Yes

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

They did not make a police report, due to the vehicle being on fire. Police stated KIA may call the city of Auburn police department for information. <Officer Name, Department, Badge>

15. What is the Police Report Number?

No <POLICE REPORT NUMBER>

16. Was the Insurance Company Contacted?

Progressive
Policy number [redacted]
Claim number [redacted] Yes, <Name, Address, and Phone of Insurance Company, Policy #, and Claim #>

17. Have You Settled With the Insurance Company?

No

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

Towed

19. Where is the Vehicle Now?

Noffkeys towing
1287 Valentine ave SE
Pacific WA <VEHICLE LOCATION>

20. Have Any Repairs Been Completed?

No

21. Were Parties Wearing Seatbelts?

Yes

22. Did the Airbag(s) Deploy?

No

23. Was Airbag Light on prior to accident?

No

24. What action are you requesting of Kia?

Tow/Impound fees
Request to investigate why vehicle caught on fire <RESOLUTION SOUGHT>

25. Have you reviewed the airbag section of the owners manual?
Yes - In order to consider your request, we will need you to provide us with copies of:
i. Copy of Police Report (if available)
ii. Pictures of vehicle (front, rear and side views)
Yes

Accident Report

Case [redacted]

Report Details

1. Who Owns the Vehicle?

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

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

   N/A <Provide Driver's Name, Address, and Phone>

3. Do You Own the Vehicle?

   Yes

4. What is the Age of the Driver?

   <Driver's Age>

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

   02/27 at dlr when veh came in <DATE> and <TIME>

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

   N/A <ROAD & WEATHER CONDITIONS>

7. What Speed was the Vehicle Traveling?

   N/A <VEHICLE SPEED>

8. Were any Other Vehicles Involved in the Accident?

   No

9. Were There Any Injuries?

No

10. Was Anyone Taken by Ambulance to The Hospital?

No

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

No

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

Took veh to dlr because electrical system not working in veh, dlr open hood and I smelled an electrical burn smell and saw smoke. <INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>

13. Were the Police Contacted?

No

16. Was the Insurance Company Contacted?

No

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

Driven

19. Where is the Vehicle Now?

AT DLR. <VEHICLE LOCATION>

20. Have Any Repairs Been Completed?

No

21. Were Parties Wearing Seatbelts?

No

22. Did the Airbag(s) Deploy?

No

23. Was Airbag Light on prior to accident?

No

24. What action are you requesting of Kia?

Dont want veh any longer. <RESOLUTION SOUGHT>

25. Have you reviewed the airbag section of the owners manual?
Yes - In order to consider your request, we will need you to provide us with copies of:
i. Copy of Police Report (if available)
ii. Pictures of vehicle (front, rear and side views)
Not Applicable

Accident Report

Case [redacted]

Report Details

1. Who Owns the Vehicle?

[redacted]-Wife States:
1. [redacted]
2. [redacted]
3. Colton, CA [redacted]
4. [redacted] <Provide Owner Name, Address, and Phone>

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

[redacted]-Wife States:
1. My husband's Mom was driving the vehicle.
2. [redacted]
3. [redacted], San Bernadino CA [redacted]
4. [redacted]
5. Our 3 children were in the vehicle.
6. [redacted]
7. [redacted], [redacted]
8. [redacted] Provide Driver's Name, Address, and Phone>

3. Do You Own the Vehicle?

Yes

4. What is the Age of the Driver?

[redacted]-Wife States:
1. I think she's [redacted] but I'm not sure. <Driver's Age>

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

[redacted]-Wife States:
1. 10/20/12
2. The time: 2100 <DATE> and <TIME>

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

[redacted]-Wife States:
1. We were on La Cadena
2. It was dark.
3. They were driving.
4. The vehicle started smoking.
5. They thought it was okay.
6. Smoke started to come out of the dashboard.
7. They stopped in a church parking lot.
8. Out of nowhere it started to fire.
9. It was a clear, dark night. <ROAD & WEATHER CONDITIONS>

7. What Speed was the Vehicle Traveling?

[redacted]-Wife States:
1. They were going about 30 Mph <VEHICLE SPEED>

8. Were any Other Vehicles Involved in the Accident?

No

9. Were There Any Injuries?

No

10. Was Anyone Taken by Ambulance to The Hospital?

No

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

No

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

[redacted]-Wife States:
1. We were going for a drive.
2. The vehicle started to smoke out of nowhere.
3. It smelled kinda burnt.
4. White smoke was going everywhere.
5. It was so fast and so scary for the kids.
6. I was really nervous.
7. The emergency brake was on
8. All I seen was smoke.
9. All of a sudden it was on fire.
10. The fire was coming from the front of the engine where you lift up the hood.
11. It was more towards the dash board. <INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>

13. Were the Police Contacted?

No

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

[redacted]-Wife States:
1. I didn't get the name of the officer.
2. When the fire department came everything was okay
3. Just the fire department came out because of the smoke.
4. No actual police were sent out.
5. It was Colton Fire department.
6. I didn't get their name.
7. When they got there the fire was out and everything was okay. <Officer Name, Department, Badge>

15. What is the Police Report Number?

[redacted]-Wife States:
1. There was no police so there was no police report number <POLICE REPORT NUMBER>

16. Was the Insurance Company Contacted?

No

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

Driven

19. Where is the Vehicle Now?

[redacted]-Wife States:
1. It's parked at his brother's house.
2. [redacted], CA
3. I don't really have the address for his brother's house <VEHICLE LOCATION>

20. Have Any Repairs Been Completed?

No

21. Were Parties Wearing Seatbelts?

Yes

22. Did the Airbag(s) Deploy?

No

23. Was Airbag Light on prior to accident?

No

24. What action are you requesting of Kia?

[redacted]-Wife States:
1. We're not requesting any action of Kia.
2. He's had electrical problems with the vehicle before.
3. We just want what happened and what to do with here.
4. This is going to be the third time going in because of electrical problem
5. Something must be wrong with the car. <RESOLUTION SOUGHT>

25. Have you reviewed the airbag section of the owners manual?
Yes - In order to consider your request, we will need you to provide us with copies of:
i. Copy of Police Report (if available)
ii. Pictures of vehicle (front, rear and side views)
Not Applicable

Accident Report

Case [redacted]

Report Details

1. Who Owns the Vehicle?

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

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

   [redacted]-driver
   2 animals in car <Provide Driver's Name, Address, and Phone>

3. Do You Own the Vehicle?

   Yes

4. What is the Age of the Driver?

   [redacted] years old <Driver's Age>

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

   12/16/2014 @ 9:00 am <DATE> and <TIME>

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

   clear day/4 lane road in traffic <ROAD & WEATHER CONDITIONS>

7. What Speed was the Vehicle Traveling?

   <VEHICLE SPEED>

8. Were any Other Vehicles Involved in the Accident?

   No

9. Were There Any Injuries?

No

10. Was Anyone Taken by Ambulance to The Hospital?

No

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

No

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

Driving on Galen street at Hunt going towards watertown center in Watertown, Ny. going about 15-20 miles per hour in rush hour traffic and smelt something burning which thought was an older truck in front of the kia. When truck proceeded ahead the smell was still present and so rolled down the window and smell still there. Turned into parking lot of direct tire and got out of the car saw smoke coming out of the car on passenger side so grabbed bag and cat in front seat and cat in back seat. Asked if the people in tire center had fire extinguisher and to call fire department. When I was yelling for help and when you turned around there were flames coming up from windshield area and hood. Someone from direct tire came out with extinguisher and sprayed car but the entire car engulfed in flames. Direct tire evacuated building because they thought car might explode. Took fire department about 15 minutes to put fire out. Entire car inside and out caught fire. <INCLUDE street names,

13. Were the Police Contacted?

Yes

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

Watertown police has incident number and fire department has a report as well. <Officer Name, Department, Badge>

15. What is the Police Report Number?

not available <POLICE REPORT NUMBER>

16. Was the Insurance Company Contacted?

Arbella Insurance
Not available Yes, <Name, Address, and Phone of Insurance Company, Policy #, and Claim #>

17. Have You Settled With the Insurance Company?

No

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

Towed

19. Where is the Vehicle Now?

Precision Towing
Not available <VEHICLE LOCATION>

20. Have Any Repairs Been Completed?

No

21. Were Parties Wearing Seatbelts?

Yes

22. Did the Airbag(s) Deploy?

Yes

23. Was Airbag Light on prior to accident?

No

24. What action are you requesting of Kia?

Customer States:
1. Well I am in shock that a 2 year old car would catch on fire
2. Car is only 2 years old and has only been serviced at dealer
3. Does not seem right to me that a car well maintained and cared for would catch on fire
4. Car is a total loss
5. All the windows blew out and were melted
6. All the contents in car are gone
7. Engine was melted
8. One of the reasons that we purchased car was due to warranty and because car is safe car
9. I don't know what would have happened if one of the kids had been driving car.
10. I am glad no one was buckled in back seat because car was engulfed in matter of minutes.
11. I am without car and what insurance company gives me is not going to take care of what I would have to pay for new car.
12. Spoke to svc mgr, Dan Viola at Lev kia
13. The fact that I am experienced driver I knew to get out of the car
14. I feel that kia should compensate me the difference in cost of car versus what insurance

25. Have you reviewed the airbag section of the owners manual?
Yes - In order to consider your request, we will need you to provide us with copies of:
i. Copy of Police Report (if available)
ii. Pictures of vehicle (front, rear and side views)
Yes

Accident Report

Case [redacted]

Report Details

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

FORTE

2012 FORTE_CA REPORTS_ALLEGED DEFECT B_EXPANDED SCOPE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A21C5[redacted]	[redacted]	58,532

Dallas , TX, 75237 Prod. Date: 11/22/2011 Dealer: TX056 Southwest KIA

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

Case History

Dealer : SOUTHWEST KIA
Technician : Charles Pendleton
Service Manager :
Dealer Phone :
DPSM : Matt Pfeifer
Vehicle Model : FORTE EX AUTO
Model Year : 2012
Mileage : 58532
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
CUSTOMER STATES THAT CAR WILL NOT START. CAR STARTED TO SMOKE WHILE CRANKING AND ALSO A BURNING SMELL. CUSTOMER HAS HAD STARTER REPLACED TWICE.

[Diagnostics Performed]
VERIFIED CONCERN FOUND THAT THE STARTER BURNT UP AND THE START HAS BEEN REPLACED 2 TIME FOR THE SAME CONCERN INSPECTED ENGINE RESISTANCE, SEEMS TO BE OK.

*** Assigned to WIPBin 9. Default of Sergio Dominguez on 06/21/2017 07:06:25 (PST)
*** 06/22/2017 15:10:22 (GMT-07:00) Arizona ***
Case moved into WIPBin 9. Default and Sub Status of Auto Assigned

*** Phone - Call - Inbound commitment created on 06/22/2017 15:22:57 (GMT-07:00) Arizona with Commitment Date 06/30/2017 and created by Sergio Dominguez ***

*** 07/21/2017 14:34:05 (GMT-07:00) Arizona ***
Dispatched from WIP Working to Queue by

*** 07/24/2017 08:21:46 (GMT-07:00) Arizona ***
Accepted from Queue Callcenter to WIPBin 3. Central by Diana Thacker

*** 07/24/2017 08:59:37 (GMT-07:00) Arizona ***
Dispatched from WIP 3. Central to Queue by Sergio Dominguez

*** 07/25/2017 06:09:56 (GMT-07:00) Arizona ***
Accepted from Queue ZZ Trevor Clay to WIPBin Trevor's Inbound by Trevor Clay

*** 07/27/2017 06:47:42 (GMT-07:00) Arizona ***
Dispatched from WIPBin = Trevor's Inbound to Queue KCAC SA/TL Southern by Trevor Clay
Reason:

*** 07/28/2017 07:32:22 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue KCAC SA/TL Southern to WIPBin TX by Jada Jones

*** Phone - Call - Inbound commitment fulfilled on 08/02/2017 07:38:21 (GMT-07:00) Arizona with Commitment Date 06/30/2017 closed by Sergio Dominguez ***

*** 08/03/2017 12:11:57 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIP TX to Queue by Trevor Clay

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A21C5[redacted]	[redacted]	58,532

Dallas , TX, 75237 Prod. Date: 11/22/2011 Dealer: TX056 Southwest KIA

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

*** 08/15/2017 06:20:18 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIP 0. Inbox to Queue by Jada Jones

*** 08/15/2017 07:20:40 ***
Accepted from Queue ZZ Morgan Doss to WIPBin Default by Morgan Doss

*** Phone - Call - Outbound created on 08/15/2017 08:21:57 and created by Morgan Doss ***
Writer called Dealer TX056 @ 972.283.9797
Spoke with: Daniel
►Customer Name: [redacted]
►Customer phone #: [redacted]
►Customer address: [redacted] Lane Desoto, TX [redacted]
►VIN: KNAFU4A21C5[redacted]
►MY and Mileage: 2012 Forte - 58,532
►Most recent RO# and Open Date: [redacted] - 06/17/17 - 07/12/17
►Days Down at initial Service Alert report (if applicable):
►Most recent Repair Issue and Diagnosis:
►Concern - Customer says- Cust states veh not starting
►Cause - Dealer says- Starter replaced for the 3rd time
►Correction - Dealer recommends-
►Able to Duplicate (Y or N): Y
►Repeat Repair (Y/N), if so, how many times?: Y - Starter has been replaced 2 times prior to this visit
►Repair History of current concern with dates and mileage: N/A
►ETA for completion of repairs (if applicable): COMPLETED
►Parts on order (Y/N), if so obtain part#, order#: COMPLETED
►Techline Case (if applicable): [redacted]
►Rental / Loaner Provided? If so, since when?: Y
►Dealer contacted DPSM (if needed): Y
►Vehicle repaired?: Y
►Customer has possession?: Y
►Dealer Code/Selling Dealer (Y or N): TX056 - Y
►Original Owner (Y or N): N

*** Phone - Call - Outbound created on 08/15/2017 08:22:21 and created by Morgan Doss ***
Writer called customer @ [redacted]

1. Mr. [redacted] wife answered

Customer stated:
1. You need to call back to speak with my husband

Writer states:
1. Provided 800 # and case number and advised for him to call us back whenever he is available.
2. Thanked

*** 08/15/2017 08:26:08 ***
Closed with Resolution Code : Repaired at Dlr
[Resolution Summary]

*** 08/16/2017 16:03:31 (GMT-07:00) Mountain Time (US & Canada) ***

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A21C5[redacted]	[redacted]	58,532

Dallas , TX, 75237 Prod. Date: 11/22/2011 Dealer: TX056 Southwest KIA

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

Reopened with Sub Status of Working

*** Phone - Call - Inbound created on 08/16/2017 16:03:34 (GMT-07:00) Mountain Time (US & Canada) and created by Thomas Hart ***
Cust states:
1 I am calling to follow up.

Writer states:
1 Looks like your veh has been to the dealer at least 3 times for the starter issue.
2 I will be escalating the case to get more resources involved.

Cust states:
1 Be sure to let them know that I had my engine replaced early on.
2 That may have something to do with the starter issue.
3 As well my volume up button on the steering wheel makes the volume go down.
4 I think it has to do with the last starter replacement.

Writer states:
1 I will let them know.
2 Thank you for calling Kia have a wonderful day.

*** Note - Others created on 08/16/2017 16:07:39 (GMT-07:00) Mountain Time (US & Canada) and created by Thomas Hart ***
CALL TO ACTION
1 Cust states the starter has been replaced 3 times at the Kia dealer.
2 TX056 replaced the starter for the 3rd time.
3 Dispatching because the veh has been to the dealer 3x for starter.
4 DPSM has been advised.
5 Please review and follow up accordingly.

Notes
1 Cust wants to make sure that you are aware that engine was replaced by dealer early on.
2 Also have issue with volume on steering as listed on case notes and he thinks it is due to most recent starter replacement.
3 Cust wants root of problem to be found that is causing the starters to fail to operate

*** 08/16/2017 16:19:11 (GMT-07:00) Mountain Time (US & Canada) ***
Dispatched from WIPBin = Default to Queue Southwest Region by Thomas Hart
Reason:

*** 08/17/2017 07:19:02 (GMT-07:00) Mountain Time (US & Canada) ***
Accepted from Queue Southwest Region to WIPBin Charles Default by Charles Chastain

*** Others - Others created on 08/17/2017 08:43:11 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***

<For Internal Use Only
ECR reviewed>

*** 08/17/2017 08:45:36 (GMT-07:00) Mountain Time (US & Canada) ***
Closed with Resolution Code : Concerns Recorded
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A27C5[redacted]	[redacted]	126,000

Cerritos , CA, 90703 Prod. Date: 01/19/2012 Dealer: CA243 KIA of Cerritos

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

Case History

*** 10/20/2018 11:15:38 (GMT-07:00) Arizona ***
Contact = [redacted] [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 10/15/2018 07:38:48 (GMT-07:00) Arizona and created by Albert Judson ***
Customer States:
1. A couple years ago I had issue with the vehicle caught fire after I started the vehicle.
2. Went to pull off and smelled smoke then turned vehicle off/on again then it just caught fire.
- fire was on the bottom part of my vehicle
- was advised that the starter malfunctioned and caught fire
3. I called CA186 after this all happened and they sent a tow truck to get my vehicle.
- took vehicle to CA186 about 2 years ago.

Writer States:
1. Apologized for the issue.
2. Advised customer that writer will complete fire report then forward to appropriate department for further review.
-- fire script completed
3. Gave customer case number.
4. Advised customer case will be forwarded to appropriate department for further review.
5. They will follow up with customer to review case further.

*** Note - Others created on 10/20/2018 11:16:46 (GMT-07:00) Arizona and created by Albert Judson ***
DISPATCHED FOR:
1. CUSTOMER CONTACT.
2. CUSTOMER ALLEGES VEHICLE FIRE.
3. REVIEW OF CASE FOR ASSISTANCE DETERMINATION.

*** 10/20/2018 11:17:36 (GMT-07:00) Arizona ***
Dispatched from WIPBin = 00: INBOX to Queue National CA by Albert Judson
Reason:

*** 10/22/2018 08:10:48 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 10/22/2018 08:22:52 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 24/24 of Samuel Kim by Jeff Stroup
Reason:

*** 10/23/2018 13:49:38 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 24/24 and Sub Status of Assigned

*** 10/29/2018 11:38:12 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 10/23 (Tuesday) and Sub Status of Assigned

*** Phone - Call - Outbound created on 10/29/2018 11:37:27 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called dealer CA243 and left message for Customer Relations Manager Theresa Collins
1. Requested ROs
2. Left call back number and fax number

*** Fax - Fax Received created on 11/02/2018 10:33:02 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received ROs from dealer CA243 via fax.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A27C5[redacted]	[redacted]	126,000

Cerritos , CA, 90703 Prod. Date: 01/19/2012 Dealer: CA243 KIA of Cerritos

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

*** 11/02/2018 10:34:56 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Pictures / Police Report and Sub Status of Assigned

*** 11/07/2018 12:42:45 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 10/26 (Friday) and Sub Status of Assigned

*** Phone - Call - Outbound created on 12/06/2018 13:49:18 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called dealer CA313 (formerly CA186) and spoke with Lydia in the Service Department
Writer states:
1. Calling to see if the vehicle was ever serviced there?
2. Thank you

Dealer states:
1. I looked into history to see if we had any information and nothing come out

*** Phone - Call - Outbound created on 12/06/2018 13:51:02 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called customer but phone kept ringing. Writer unable to leave message.

*** 12/06/2018 13:55:21 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Samuel Kim with Resolution Code : Concerns Recorded
[Resolution Summary]
Closing case pending further customer contact.

*** 01/09/2019 07:22:37 (GMT-07:00) Arizona ***
Reopened by Thomas Morales with Sub Status of Working

*** 01/09/2019 07:23:33 (GMT-07:00) Arizona ***
Closed by Thomas Morales with Resolution Code : Concerns Recorded
[Resolution Summary]
Closing case pending further customer contact.

*** 01/10/2019 21:12:37 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened by Samuel Kim with Sub Status of Working

*** Note - Others created on 01/10/2019 21:12:42 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
TREAD review complete

*** 01/10/2019 21:14:18 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Samuel Kim with Resolution Code : Concerns Recorded
[Resolution Summary]
Closing case pending further customer contact.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU5A20C5[redacted]	[redacted]	2,181

Fargo , ND, 58103 Prod. Date: 06/28/2011 Dealer: ND003 KIA of Fargo

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Techline Escalation
Kia Case Type Lvl3: Other
Kia Case Type Lvl4:

Case History

Techline case ([redacted] created on 2011-09-29 21:44:04 by Kia of Fargo.
Please contact dealership and customer to see if any further assistance can be provided and that the concerns have been addressed.Thank You.

--For Reference--
TL Case created by (Dealer Technician) : Caleb Noennig
TL Case creator phone : 7012819165
TL Case creator email : noen0001@metnet.edu
Below are the notes from the TL case describing the concern:

*** Performed by contact: Caleb Noennig, 7012819165
*** This is a Request for Assistance ***

Problem Description :
Car came in for alarm sounding due to battery being too low on voltage to start vehicle. Tested charging and starting system. And found alternator to be putting out 20 amps at idle and 30 amps with loads. Replaced alternator and now charges at 40 amps at idle but voltage not going up. Noted that underhood fusebox is melted on power side of alternator fuse. Cleaned up fuse and put back in vehicle. Charges properly. When vehicle came in smelled of electrical fire.

Diagnostics Performed :
Replaced alternator. ordered underhood fusebox and alternator fuse.

*** PHONE LOG 10/06/2011 10:01 AM US Mountain Standard Time JKim Action Type:Outgoing call
Writer called ND003 and states:
1. Called to follow up

Victor/SVCA states:
1. Alternator over charged and burnt fuse and wire harness
2. We replaced main fuse box and all the wires that was burnt
3. It's done and gone

*** PHONE LOG 10/06/2011 10:04 AM US Mountain Standard Time JKim Action Type:Outgoing call
Writer called customer and states:
1. Called to follow up
2. Requested to call back for any assistance in the future
3. Gave 800 #

Mrs. [redacted]/wife states:
1. Everything has been taken care of
2. We have vehicle back
3. Thank you

*** CASE CLOSE 10/06/2011 10:08 AM US Mountain Standard Time JKim

*** CASE CLOSE 10/10/2011 07:32 AM US Mountain Standard Time JKim

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A20C5[redacted]	[redacted]	393

Daphne , AL, 36526 Prod. Date: 11/16/2011 Dealer: AL032 Team Gunther KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Airbag Warning Light

Case History

Techline case ([redacted] created on 2012-02-09 20:56:06 by Team Gunther Kia.
Please contact dealership and customer to see if any further assistance can be provided and that the concerns have been addressed.Thank You.

--For Reference--
TL Case created by (Dealer Technician) : Robert Humphries
TL Case creator phone : 2516212277
TL Case creator email : robert.humphries@cox.net
Below are the notes from the TL case describing the concern:

*** Performed by contact: Robert Humphries, 2516212277
*** This is a Request for Assistance ***

Problem Description :
INTERMITTENT RADIO, CLOCK/TEMP DISPLAY IN-OP. SYMPTOM ONLY OCCURRS AFTER CAR SITS 2 HOURS OR MORE. DOES NOT LOSE RADIO OR CLOCK MEMORY.

Diagnostics Performed :
WAS ABLE TO VERIFY WITH CUST AFTER LETTING VEHICLE SIT AT DEALERSHIP. SHIPPING FUSE INSTALL OK. INSPECT WIRING CONNECTIONS, NO PROBLEM FOUND. START CAR AND COMPONENTS DISPLAY STAYS BLANK. CYCLE KEY A COUPLE TIMES THEN DISPLAY FUNCTION RETURNS.

*** PHONE LOG 02/15/2012 08:28 AM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called Team Gunther Kia and spoke to Toni advisor---
Toni states:
1. customer is back today, we are testing further on clock per techline
2 we have to put a volt meter on fuse when clock acts up.
wrt states
1 ok thanks will call later to see if you found the repair. thank you

*** NOTES 02/17/2012 01:42 PM clarify Action Type: Manager review
*** Performed by contact: Robert Humphries, 2516212277
monitored vehicle in shop 2/15-2/17 with volt meter connected, unable to duplicate symptom. returned vehicle to customer 2/17 3:30pm.
Additional Comments:monitored vehicle in shop 2/15-2/17 with volt meter connected, unable to duplicate symptom. returned vehicle to customer 2/17 3:30pm.

*** PHONE LOG 02/22/2012 12:01 PM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called Team Gunther Kia and spoke to Tony
Tony states
1 the veh was her for two days, we could not dup the concern.
2 cust said when you crack up the car the radio clock does not appear
3 we released veh to customer and we told cust when that happens to drive veh down here so we can check it when it happens to her again.
wrt states
1 ok thank you

*** PHONE LOG 02/22/2012 12:38 PM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called Ms [redacted] and stated:

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A20C5[redacted]	[redacted]	393

Daphne , AL, 36526 Prod. Date: 11/16/2011 Dealer: AL032 Team Gunther KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Airbag Warning Light

1 this is KMA, notified veh went to dlr for clock not working
2 dlr said they could not dup the concern.
cust states
1. well first time took veh to dlr they test anything they thought could cause the radio and clock to turn off and not work
2 but once you turn off veh and start it again the radio/clock works.
3 it might happen every 5 days
4 the dlr could not find anything wrong it happened again took veh to dlr.
5 the dlr kept veh for three days and the problem never happened for them. so they gave us the veh.
6 dlr said when it happens again to bring it in, we did and Tony went in veh and turned it off and when she turned it back on again the lights were on.
wrt states
1 sorry for concern, dlr needs something to go on.
2 they need to dup the concern to find the repair solution, if they have veh and test components and everything passes they need to hook up tools on veh when the problem occurs
3 sorry that Tony turn off the veh, i called her and she did not mentioned that. Let me call her.

wrt called dlr and spoke to Tony again.
Tony states
1 when husband came in today, he said my radio is not working again, he did not say who he was, i always deal with Mrs [redacted] so i didnt know how Mr [redacted] looked like.
2 so i turn off the veh thought i heard something, but when i turned it back on, it worked.
3 he did tell me as I turned it off, you not suppose to turn it off, I then realized who he was but by then it was too late.
wrt statse
1 ok understand now, ok thank you.

wrt states to customer
1 reiterated to Mrs [redacted] what happen with her husband and [redacted] today.

Mrs [redacted] states
1 dont like taking veh back and forth to dlr.
2 this is like the third time in
wrt states
1 sorry, call us when you take veh back to dlr and we can oversee the next repair with dlr.
2 we need veh to react so dlr can pinpoint the concern.
cust states
1 ok will do that, call ended.

*** PHONE LOG 02/22/2012 12:50 PM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called Scott dpsm and stated
1 exp cust concern w/ vehicle.
2 cust took veh to dlr twice, third time cust brought veh in with the radio off/ and clock, but Toni did not know it was Mr [redacted] showing her the radio not working and she turned off the radio so when she started veh the radio was working again.
3 cust is not happy
Scott states
1 wll call the dlr, Toni should have know about this veh when it came in, ok, will call dlr
2 will need dlr to make a service alert with veh coming in
3 will have to have cust bring it in again when its not working again. ok thanks for call

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A20C5[redacted]	[redacted]	393

Daphne , AL, 36526 Prod. Date: 11/16/2011 Dealer: AL032 Team Gunther KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Airbag Warning Light

*** PHONE LOG 02/22/2012 12:52 PM US Mountain Standard Time TShamburger Action Type:Outgoing call wrt called customer

*** PHONE LOG 02/23/2012 03:24 PM US Mountain Standard Time DFerrick Action Type:Web Contact
**** NOTES FROM DUPLICATE CASE [redacted] ****

Techline case ([redacted] created on 2012-02-22 20:09:06 by Team Gunther Kia.
Please contact dealership and customer to see if any further assistance can be provided and that the concerns have been addressed.Thank You.

--For Reference--
TL Case created by (Dealer Technician) : Robert Humphries
TL Case creator phone : 2516212277
TL Case creator email : robert.humphries@cox.net
Below are the notes from the TL case describing the concern:

*** Performed by contact: Robert Humphries, 2516212277
*** This is a Request for Assistance ***

Problem Description :
INTERMITTENT CLOCK AND RADIO DISPLAY IN-OP. HAD VEHICLE AT DEALERSHIP 3 DAYS LAST WEEK, UNABLE TO DUPLICATE SYMPTOM (REF PREVIOUS TECHLINE #[redacted] TODAY CUST ADDED INFO THAT WHEN SYMPTOM OCCURS THE POWER WINDOWS ARE ALSO IN-OP. CYCLE KEY AND THEN FUNCTIONS PROPERLY.

Diagnostics Performed :
INSPECT VISIBLE CONNECTIONS, CHECKED SHIPPING FUSE, NO PROBLEM FOUND.

*** PHONE LOG 02/23/2012 03:27 PM US Mountain Standard Time DFerrick Action Type:Web Contact
800# VM BY BOB HUMPHREYS AL032
PROVIDED CUSTOMER NAME/VIN
1. I DO NOT HAVE AN OPEN RO
2. WE HAVE AN INTERMITTENT CONCERN THAT THE RADIO DISPLAY/CLOCK DOESN'T LIGHT UP ON START UP
3. THE CAR WAS KEPT AT THE DEALER 3 DAYS LAST WEEK
4. WE WERE UNABLE TO DUPLICATE CONCERN
5. WE HAVE A NEW TECHLINE CASE [redacted]
6. THE WINDOWS ARE ALSO NOT FUNCTIONING PROPERLY
7. WE DID NOT HAVE THIS INFORMATION LAST WEEK
8. CUSTOMER CONTACT: [redacted]

*** NOTES 02/24/2012 03:18 PM clarify Action Type: Manager review
*** Performed by contact: Robert Humphries, 2516212277
Cust dropped vehicle off at dealership 2/24AM. Unable to duplicate symptom. Installed star washers on engine compartment junction box studs per Techline assistance. Retuned vehicle to customer 2/24PM.
Additional Comments:Cust dropped vehicle off at dealership 2/24AM. Unable to duplicate symptom. Installed star

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A20C5[redacted]	[redacted]	393

Daphne , AL, 36526 Prod. Date: 11/16/2011 Dealer: AL032 Team Gunther KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Airbag Warning Light

washers on engine compartment junction box studs per Techline assistance. Retuned vehicle to customer 2/24PM.

*** NOTES 02/27/2012 09:10 AM clarify Action Type: Manager review
*** Performed by contact: Robert Humphries, 2516212277
customer arrived in service lane with symptom present and noise from engine compartment. ign key not returning all the way to run position, radio and clock display in-op and noise from starter staying engaged.
Additional Comments:customer arrived in service lane with symptom present and noise from engine compartment. ign key not returning all the way to run position, radio and clock display in-op and noise from starter staying engaged.

*** NOTES 02/27/2012 12:55 PM clarify Action Type: Manager review
*** Performed by contact: Robert Humphries, 2516212277
Ordered ignition switch and starter "E" order. Advised cust sustitute transportation/rental assistance available, can arrange for basic rental car charge to be billed to dealership, cust responsible for any additional charges (damage, insurance, fuel).
Additional Comments:Ordered ignition switch and starter "E" order. Advised cust sustitute transportation/rental assistance available, can arrange for basic rental car charge to be billed to dealership, cust responsible for any additional charges (damage, insurance, fuel).

*** PHONE LOG 02/28/2012 08:11 AM US Mountain Standard Time TShamburger Action Type:Web Contact
customer Mr[redacted] called
1 dont want this vehicle.
2 everytime i take veh to dlr they cant find the problem.
3 the lights dont come on , but when dlr has it veh working fine, the door / window didnt work but dlr got veh and it worked.
4 well took veh into dlr yesterday and dlr open hood and it smelled like a electrical burn smell and there was a look smoke
5 dlr had to order starter and parts for veh, we dont want veh,
6 dlr tried to get us into another car but the pymt is 75.00 more.
7.cust states: no fire, just electrical burn smell and seen some smoke when dlr open the hood

wrt states
1 sorry but dlr needs something to go on, when there is problem so they can find the repair solution, but they cant find the repair solution if veh is working and they cant see a problem, its not evident.
2 but now that they do see a repair this might take care of the concern, mfr here to repair veh.
3 only buyback program is through your states laws, see WCIM for procedures.
4 sorry for situation,
5 will foward your case to our regional office, will escalate your case to them, they will call you back in two bus days
6 was there a fire under your veh's hood?
cust states
1 ok thank you, call ended.

*** NOTES 02/28/2012 08:24 AM US Mountain Standard Time TShamburger Action Type:Manager review
FOWARD TO REGION FOR HANDLING AND ASST DETERMINATION *********
1 VEH NEW WITH LOW MILES, IQS CASE
2 CUST NO LONGER WANTS VEH.
3 CUST CONCERN IS RADIO AND CLOCK DONT LITE UP AT TIMES WHEN YOU START VEH, UN DUP BY DLR.

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A20C5[redacted]	[redacted]	393

Daphne , AL, 36526 Prod. Date: 11/16/2011 Dealer: AL032 Team Gunther KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Airbag Warning Light

4 CUST BROGHT VEH IN 2X AND TECHLINE SAID TO CHANGE OUT THE ENGINE COMPARTMENT JUNCTION BOX STUDS, THEY DID THIS REPAIR 24 OF FEB.
5 VEH CAME BACK INTO DLR 02/27 WITH ELECTRICAL FAILURE, DLR HAD TO ORDER A STARTER AND IGNITION SWITCH ON E ORDER.
CUST NO LONGER WANTS VEH AND ASK DLR TO TRADE HIM OUT OF VEH, CUST MAD THAT IT WILL COST HIM 75.00 MORE ON A NEW CAR PYMT.
6 VEH STILL AT DLR WAITING ON PART TO COME IN.
7 PLEASE CALL CUSTOMER TO ASST HIM WITH ISSUE. CASE IS A SERV ALERT CASE. VEH IN 3X FOR CONCERN.

*** PHONE LOG 02/28/2012 11:47 AM Eastern Daylight Time JWright Action Type:Web Contact
SRCAA requested all service docs from Bob (SM-AL032) and copied DPSM.

*** NOTES 02/28/2012 09:08 AM clarify Action Type: Manager review
*** Performed by contact: Robert Humphries, 2516212277
received "E" order ignition switch and starter today 2/28, new ignition switch received damaged. attaching photo. re-ordered part "E".
Additional Comments:received "E" order ignition switch and starter today 2/28, new ignition switch received damaged. attaching photo. re-ordered part "E".

*** PHONE LOG 02/28/2012 10:12 AM US Mountain Standard Time DFerrick Action Type:Web Contact
800# VM BY ROBERT HUMPHREYS AL032
PROVIDED CUSTOMER NAME/VIN
1. RO OPEN DATE 2/27/11
2. REPEAT CONCERN OF RADIO/CLOCK DISPLAY INTERMITTENTLY NOT DISPLAYING
3. NOISE FROM THE ENGINE COMPARTMENT
4. TECH COMPLETED A PRIMARY INSPECTION IN THE SERVICE LANE
5. THE STARTER WAS NOT RETURNING BACK TO RUN POSITION RESULTING IN LOSS OF ACCESSORIES
6. THE STARTER APPEARS TO BE BURNT UP
7. CUSTOMER DOES NOT WANT TO KEEP THIS CAR
8. MILEAGE: 599
9. CUSTOMER CONTACT: [redacted]

*** PHONE LOG 02/29/2012 10:41 AM US Mountain Standard Time MHaynes Action Type:Incoming call
The caller, [redacted] states:
1. Car is up there since Monday
2. They can't figure out what is wrong
3. I need another car
4. If I trade this in, another would cost most
5. I traded in a 3 year old Sorento with 1500 miles
6. They gave me a little Forte to get better MPG
7. In five weeks, it goes back every week.
8. I need a replacement car today so I can go to work.
9. I want to speak to the CEO of Kia.

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A20C5[redacted]	[redacted]	393

Daphne , AL, 36526 Prod. Date: 11/16/2011 Dealer: AL032 Team Gunther KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Airbag Warning Light

The writer states:
1. Apologizes issues.
2. Confirms info.
3. I show this case has been escalated to the regional office with your request for a replacement vehicle.
4. That office takes a day to review the case and then contacts back the next day.
5. You will be called to discuss this further before the end of the day on 3/1.

The caller states:
1. No, now, I need a car now.
2. You make them call me today.

The writer states:
1. I can put down a request for you to be called back today.
2. However, they need time to review this to address further.
3. If they cannot call you back today, they will tomorrow.

The caller states:
1. Can I ask you something?

Call disconnects.

*** PHONE LOG 02/29/2012 10:45 AM US Mountain Standard Time MHaynes Action Type:Outgoing call
The writer contacts [redacted]

[redacted] states:
1. The cell phone dropped the call.
2. The sales man at the dealer was very rude.
3. I think his name was Gary.
4. I told him we needed a car that worked.
5. He said our payments would go up $75 a month.
6. He was very rude and I had to walk away.

The writer states:
1. Apologizes issues.
2. Even though Kia does not own or operate the dealers, we take this feedback seriously.
3. I will document these concerns.
4. You will be contacted back to address replacement request further once review is done.

The writer is connected with [redacted]

The writer states:
1. Reiterates course of action.

[redacted] states:
1. Sounds good.
2. Thank you.
[!<For Internal Use Only
Customer is escalated and is requesting callback 2/29/12 to address replacement request.>!]

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A20C5[redacted]	[redacted]	393

Daphne , AL, 36526 Prod. Date: 11/16/2011 Dealer: AL032 Team Gunther KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Airbag Warning Light

*** PHONE LOG 02/29/2012 05:50 PM Eastern Daylight Time JWright Action Type:Outgoing call
SRCAA called customer ([redacted]
SRCAA states:
1. SRCAA calling to discuss the customer concerns.
2. SRCAA apologized for the customer concerns.
3. SRCAA has reviewed customer file and was advised by dealership that vehicle should be repaired this afternoon].
4. SRCAA will follow up with customer once repairs completed and review GW possibilities.
5. SRCAA thanked customer for his time.

[redacted] states:
1. The vehicle has been into the dealership multiple times for this issue.
2. Pulled into the dealership and hood was smoking.
3. Wife would like another vehicle.
4. OK, that will be fine.

*** PHONE LOG 02/29/2012 04:23 PM US Mountain Standard Time NVizzo Action Type:Web Contact
Customer Mr. [redacted] stated
1 received a call that said that they veh would be ready by 5pm.
2 they are not answering the phone when I call.
3 want get the veh back.
Mr [redacted] put Mrs [redacted] on the phone.
Mrs. [redacted] stated
1 The veh has been in the shop five DAMN times!
2 The windows do not go up and down.
3 The interior and exterior lights do not work.
4 We want a car that works.
5 Team Gunther will not give us a car that works!
6 They are saying that I have to trade the car in!!
7 Do not want to trade the veh in!!
8 YOU PEOPLE said that you woudl call me by 5 pm today!!

Wtr stated
1 Sorry for the trouble.
2 Gave contact info for RCAA JWright.

*** NOTES 03/01/2012 07:36 AM clarify Action Type: Manager review
*** Performed by contact: Robert Humphries, 2516212277
Cust contacted 5:50PM 2/29, advised repairs completed. Provided courtesy wash and delivered vehicle to cust residence 9AM 3/1.
Additional Comments:Cust contacted 5:50PM 2/29, advised repairs completed. Provided courtesy wash and delivered vehicle to cust residence 9AM 3/1.

*** PHONE LOG 03/06/2012 09:09 AM US Mountain Standard Time JJenkins Action Type:Incoming call
CUSTOMER STATES:
1 I HAVE A 2012 FORTE
2 WENT TO DLR FOR REPAIR; LIGHTS WOULDN'T COME ON AT NIGHT
3 DLR COULDN'T RESOLVE PROBLEM AFTER 5 TIMES

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A20C5[redacted]	[redacted]	393

Daphne , AL, 36526 Prod. Date: 11/16/2011 Dealer: AL032 Team Gunther KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Airbag Warning Light

4 SVC MGR WAS VERY RUDE
5 REITERATED COMPLAINT FROM ORIG CALL IN
CALL DISCONNECTED; BAD CONNECTION

*** PHONE LOG 03/06/2012 09:13 AM US Mountain Standard Time JJenkins Action Type:Outgoing call
WRITER CALLED CUSTOMER AND FOUND CASE FILE;
1 CALLING TO FOLLOW UP ON COMPLAINT CUSTOMER WANTED TO FILE AGAINST DLR
2 ADVISED OF PREVIOUS CALL IN AND CASE AT REGION; JIMMY WRIGHT IS WORKING CASE

CUSTOMER STATES:
1 I HAVE NO IDEA WHAT YOU ARE TALKING ABOUT
2 I DON'T KNOW WHO YOU ARE TALKING ABOUT
3 REITERATED COMPLAINT
4 HAD ISSUES WITH THE POWER MIRRORS TOO
5 REALLY DON'T LIKE THAT DLR
6 WENT AND BOUGHT A FORD NOW; NO LONGER HAVE THE KIA DLR

WRITER STATES:
1 APOLOGIZED
2 WILL NOTIFY CASE MGR OF COMPLAINT; HE MAY WANT TO FOLLOW UP WITH CUSTOMER
3 WE WERE WORKING WITH CUSTOMER TO HELP RESOLVE CONCERN

CUSTOMER STATES:
1 DONT NEED HELP NOW, THANK YOU

*** PHONE LOG 03/07/2012 01:56 PM Eastern Daylight Time JWright Action Type:Web Contact
SRCAA called customer ([redacted] at [redacted]:
1. Phone stated the mailbox is full.
2. Cannot take any further messages.

SRCAA called Jim (SM-TX079) who stated:
1. The number you called to reach the customer is all I have.
2. SRCAA thanked Jim for the information provided.

*** PHONE LOG 03/07/2012 02:19 PM Eastern Daylight Time JWright Action Type:Outgoing call
SRCAA called customer (Ms. [redacted]
SRCAA states:
1. SRCAA calling to address customer vehicle repair.
2. Was the vehicle repaired to customer satisfaction?
3. SRCAA had reviewed notes which stated customer traded in the Forte for a Ford vehicle.
4. SRCAA apologized to customer for their Kia experience.
5. SRCAA appreciated customer time and hope customer will try Kia again in the future.

Ms [redacted] states:
1. We have had the vehicle into the dealership multiple times for this issue.
2. Dealership never duplicated the issue until the third time.
3. Got tired of taking the vehicle back and for to the dealership (10 miles).
4. Traded the vehicle out for a Ford because the dealership would not trade us out of it without going up $45 on

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2012 FORTE KNAFU4A20C5[redacted]	[redacted]	393

Daphne , AL, 36526 Prod. Date: 11/16/2011 Dealer: AL032 Team Gunther KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Airbag Warning Light

payment.
5. I really appreciate you giving us a call back.
6. Thank you.

*** CASE CLOSE 03/07/2012 02:22 PM Eastern Daylight Time JWright
Case closed pending further customer contact.

*** Notes Added 03/28/2012 03:03:57 AM sa
Apology letter and $50 gift card sent to customer 2/28/2012 due to problems early in ownership.

*** CASE CLOSE 04/11/2012 11:53 AM US Mountain Standard Time JHirshfield
Tread airbag review -- JH

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU5A21C5[redacted]	[redacted]	100

Shelby , NC, 28152 Prod. Date: 02/06/2012 Dealer: NC038 Rogers KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

Case History

*** PHONE LOG 04/10/2012 10:18 AM US Mountain Standard Time BSherrick
800# VM NC 038 LISA [redacted]
PROVIDED CUSTOMER NAME/ VIN
1. Ro o pen date 4/7/12
2. No start issue
3. Found a thermal event concentrated at the starter area
4. No parts available that we need so will be open for more than 5 days
5. Customer CB: [redacted]

*** PHONE LOG 04/19/2012 12:01 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED LISA @ NC038

Dealership Contact Name: LISA @ NC038
Year/Model/Mileage of Vehicle: 12 FORTE 100
RO Open Date: 4/7/12
Days Down at initial Service Alert Report: 6
Repair Issue: NO START
ETA for completion of repairs: DONE 4/13/12
Repeat Pair (Y/N) if so, how many? NO
Techline Case? If so, #? [redacted]
Rental provided? If so, since when? YES LOANER
DPSM contacted by dealer? YES APPROVED REPAIRS
Service Campaign? NO

WRITER REVIEWED CASE WITH LISA @ NC038

1 WE REPLACED THE STARTER AND WIRING HARNESS
2 VEHICLE WAS READY ON 4/13
3 HOWEVER WE OWED THE CUSTOMER A SUNROOF
4 THAT WAS INSTALLED AND WE RELEASED IT TODAY
5 CUSTOMER CALL BACK [redacted]

[!<For Internal Use Only
VEHICLE HAD A FIRE AT THE STARTER, HOWEVER CUSTOMER UNAWARE THAT FIRE OCCURED WAS ADVISED THAT IT WAS A SHORT AT THE STARTER
>!]

*** PHONE LOG 04/19/2012 12:04 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED MICHELLE HILLEGAS @ NCA(VM)

1 CALLING TO DISCUSS CASE
2 WANTED TO FIND OUT HOW YOU FEEL WE SHOULD PROCEED
3 VEHICLE HAD A THERMAL EVENT AT THE STARTER
4 DPSM APPROVED REPAIRS AND CUSTOMER HAS VEHICLE BACK AS OF TODAY
5 PLEASE REVIEW AND DETERMINE HOW WE SHOULD PROCEED
6 LET ME KNOW YOUR THOUGHTS

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU5A21C5[redacted]	[redacted]	100

Shelby , NC, 28152 Prod. Date: 02/06/2012 Dealer: NC038 Rogers KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

*** EMAIL OUT TLarson Action Type:External email
Send to:[MHILLEGAS@KIAUSA.COM]
MICHELE,

HERE IS THE CASE THAT I LEFT YOU A VM ON. PLEASE LET ME KNOW YOUR THOUGHTS. THANKS FOR YOUR ASSISTANCE.

TODD EXT 46728

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

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

[redacted]\Case_[redacted]TLarson_04-19-2012125826.doc>>

*** PHONE LOG 04/19/2012 12:08 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED DPSM BOB STRICKLEN

1 CALLING TO FOLLOW UP ON THIS CASE AT NC038
2 WANTED TO FIND OUT YOUR END OF THIS
3 DID YOU APPROVE THE REPAIRS ?

DPSM BOB STRICKLEN

1 YES IM AWARE OF THIS
2 I INSPECTED THE VEHICLE
3 DAMAGE WAS MINOR
4 I APPOVED THE REPAIRS
5 CUSTOMER WAS NOT UNHAPPY
6 THOUGHT IT WAS THE BEST COURSE OF ACTION

WRITER ADVISED

1 OK THANK YOU

*** PHONE LOG 04/19/2012 02:19 PM US Mountain Standard Time TLarson Action Type:Incoming call
WRITER RECEIVED VM FROM MICHELLE @ NCA

1 CALLING YOU BACK
2 I REVIEWED THIS CASE WITH MARGIE
3 AND I REVIEWED THE TECHLINE CASE ALONG WITH THE CLARIFY CASE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU5A21C5[redacted]	[redacted]	100

Shelby , NC, 28152 Prod. Date: 02/06/2012 Dealer: NC038 Rogers KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

4 VEHICLE IS REPAIRED
5 HANDLE LIKE NORMAL
6 CLOSE CASE

*** PHONE LOG 04/19/2012 02:20 PM US Mountain Standard Time TLarson Action Type:Web Contact

[!<For Internal Use Only
FOLLOW UP WITH CUSTOMER >!]

*** PHONE LOG 04/20/2012 02:01 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED CUSTOMER @[redacted](VM)

1 CALLING TO FOLLOW UP
2 WANTED TO VERIFY THAT YOU HAD THE VEHICLE BACK AND ITS FIXED AND WORKING PROPERLY
3 PLEASE CALL US BACK AND LET US KNOW HOW ITS OPERATING
4 PROVIDED CALL BACK INFO AND CASE NUMBER

*** CASE CLOSE 04/20/2012 02:01 PM US Mountain Standard Time TLarson

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU5A24C5[redacted]	[redacted]	212

Carson , CA, 90745 Prod. Date: 02/20/2012 Dealer: CA186 Car Pros KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Other

Case History

Dealer :Car Pros Kia
Technician :Gerardo Santiago
Service Manager :Steve Phillips
Dealer Phone :3108169800
DPSM :Joe Hegmann
Vehicle Model :FORTE SEDAN
Model Year :2012
Mileage :212
Initial comments by Technician found in TL Case #[redacted] :

*** Performed by contact: Gerardo Santiago, 3108169800
*** This is a Request for Assistance ***

Problem Description :
customer reports that the vehicle is slowing down to fast and smells like brakes are burning and there is alot of dust,feels like driving with brake pedal on

Diagnostics Performed :
visually inspected brakes ,lines,,fluid, test drove can not duplicate

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

*** PHONE LOG 05/02/2012 11:24 AM US Mountain Standard Time RSabin Action Type:Incoming call
SVC ALERT VM LEFT BY JUDY @ CA186
212 MILES
4/30 RO OPEN
2X IN FOR CONCERN
WE ARE UNABLE TO DUP ISSUE

*** PHONE LOG 05/02/2012 02:35 PM US Mountain Standard Time RChacon Action Type:Outgoing call
Writer called CA186, spoke with svc adv Yehudi who stated:

Contact name: [redacted]
Customer phone #: [redacted]
Customer Address: Same as in Clarify
Year/ Model/ Mileage of veh: 2012 Forte, 212 miles
RO # and date open: RO #[redacted] Opened 5/1/12
Days down @ initial svc alert report: 1
Repair issue: Cust states brakes seem to grab while driving, and smoke came out of the front area
ETA for completion of repairs: Should have it done tomorrow if we get the ordered parts
Repeat repair/ How many?: Yes 2 x's
Techline Case: Yes
Rental provided/ If so when?: Yes
DPSM contacted by dealer: Yes

1. We have a master cyl on order for veh which we will replace
2. Will also be replacing the front pads and rotors
3. We should get the parts in tomorrow and if so repairs should be complete tomorrow

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU5A24C5[redacted]	[redacted]	212

Carson , CA, 90745 Prod. Date: 02/20/2012 Dealer: CA186 Car Pros KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Other

Writer stated:
1. Thanks for the info

*** PHONE LOG 05/02/2012 02:37 PM US Mountain Standard Time RChacon Action Type:Outgoing call
Writer called customer, lvm stating:
1. Understand your veh is in for svc
2. If you have any questions or concerns please call back
3. Left contact info and case #

*** PHONE LOG 05/03/2012 11:54 AM US Mountain Standard Time RChacon Action Type:Outgoing call
Writer called CA186, spoke with svc adv Yehudi who stated:
1. The parts did arrive today and almost done with repair
2. The tech will drive it home today to make sure there are no other prob's
3. We did get the cust's okay to do this
4. If all goes well will release veh back to customer tomorrow

Writer stated:
1. Thanks for the info

*** PHONE LOG 05/04/2012 08:43 AM US Mountain Standard Time RChacon Action Type:Outgoing call
Writer called CA186, spoke with svc adv Martha who stated:
1. Unable to assist, I am with 2 guest
2. Svc adv Yehudi is not available but will have her call you back

Writer stated:
1. Please have svc adv Yehudi c/b with update
2. Provided contact info and case #

*** PHONE LOG 05/07/2012 06:40 AM US Mountain Standard Time RChacon Action Type:Incoming call
Svc adv Yehudi from CA186 lvm 5/4/11 stating:
1. The veh is repaired and ready for pick up

*** PHONE LOG 05/07/2012 12:00 PM US Mountain Standard Time RChacon Action Type:Outgoing call
Writer called customer, lvm stating:
1. Calling to follow up with you regarding veh repairs
2. If you have any questions or concerns please call back
3. Left contact info and case #

*** EMAIL OUT RChacon Action Type:External email
Send to:[JHegmann@kiausa.com]
Hello Joe,
This is an fyi. Sending case to region per svc alert guidelines. 2012 Forte 212 miles, been to dealer 2 x's for brake prob, Any questions call back. Writer RChacon 1-800-333-4542 x 45295
Thank you,

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU5A24C5[redacted]	[redacted]	212

Carson , CA, 90745 Prod. Date: 02/20/2012 Dealer: CA186 Car Pros KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Other

Randy

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

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<<File Attachment:
[redacted]\Case_[redacted]RChacon_05-07-2012125452.doc>>

*** NOTES 05/07/2012 12:04 PM US Mountain Standard Time RChacon Action Type:Manager review
Dispatch for:
1. 2012 Forte, 212 miles
2. Veh has been to dealer 2 x's for same concern
3. Customer contact for assist determination

*** NOTES 05/10/2012 04:46 PM Pacific Daylight Time CValenti Action Type:Manager review
Clarify reflects 5/9 F/U - DO reflects 5/10 F/U - Reason for no 24/24

*** PHONE LOG 05/10/2012 04:49 PM Pacific Daylight Time CValenti Action Type:Outgoing call
rcaa called customer
1. Rcaa introduced self to customer
2. Rcaa apologized for repairs, inquired into veh status and dlr exp
3. Customer states dlr took care of everything, they were great
4. No issues with the vehicle at all
5. Rcaa thanked customer, requested a cb to KMA if any issues come up
6. Customer understood, thanked rcaa

*** CASE CLOSE 05/10/2012 04:49 PM Pacific Daylight Time CValenti
veh repaired, cst happy

*** PHONE LOG 07/27/2012 12:05 PM US Mountain Standard Time LSims Action Type:Web Contact
Techline case ([redacted] created on 2012-04-30 16:27:39 by Car Pros Kia.
Please contact dealership and customer to see if any further assistance can be provided and that the concerns have been addressed.Thank You.

--For Reference--
TL Case created by (Dealer Technician) : Gerardo Santiago
TL Case creator phone : 3108169800
TL Case creator email : arlenesantiago@att.net
Below are the notes from the TL case describing the concern:

*** Performed by contact: Gerardo Santiago, 3108169800
*** This is a Request for Assistance ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU5A24C5[redacted]	[redacted]	212

Carson , CA, 90745 Prod. Date: 02/20/2012 Dealer: CA186 Car Pros KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Other

Problem Description :
customer reports that the vehicle is slowing down to fast and smells like brakes are burning and there is alot of dust,feels like driving with brake pedal on

Diagnostics Performed :
visually inspected brakes ,lines,,fluid, test drove can not duplicate

*** PHONE LOG 05/04/2012 11:16 AM US Mountain Standard Time JasonJo Action Type:Outgoing call
Wtr spoke with Steve SA at CA186

Contact Name: Same as above
Customer phone #: Same as above
Customer address: Same as above
Year/Model/Mileage of Vehicle: 2012 Forte / 117 miles
RO# and Open Date: [redacted] / 4-21-2012
Days Down at initial Service Alert report: 3 days
Repair Issue: ESC light was on / Internal failure for the brake switch
ETA for completion of repairs: 4-24-2012
Repeat Repair (Y/N), if so, how many?
Techline Case: [redacted]
Has the DPSM been contacted? No

*** PHONE LOG 05/04/2012 11:23 AM US Mountain Standard Time JasonJo Action Type:Outgoing call
Wtr spoke with Mr. [redacted]
1. Calling to follow up on veh repair

Cust stated
1. I will be picking it up today
2. Before CA186 diagnosed the issue, I had to pay for a rental veh for 2 days because the issue was not duplicated yet
3. Can I get reimbursement for my two days of rental?

Wtr stated
1. Advised Cust to ask the SM at CA186 for assistance with the rental veh
2. Provided contact info for Cust if additional assistance is needed

Cust stated
1. Thank you for your help

*** CASE CLOSE 05/04/2012 11:24 AM US Mountain Standard Time JasonJo
[!<For Internal Use Only
dup case tread review/ RS>!]

*** CASE CLOSE 07/27/2012 12:08 PM US Mountain Standard Time LSims

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A26C5[redacted]	[redacted]	8,000

Puyallup , WA, 98372 Prod. Date: 06/22/2011 Dealer: WA008 KIA of Puyallup

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

Case History

*** NOTES 09/28/2012 07:50 AM US Mountain Standard Time SMcgraw Action Type:Manager review
DISPATCHING FOR
1. Vehicle caught on fire
2. Vehicle is at impound yard accruing fees
3. Assist determination
4. Customer callback please

*** PHONE LOG 09/28/2012 07:50 AM US Mountain Standard Time SMcgraw
Customer states [redacted]
1. Yesterday night vehicle started on fire
2. Vehicle is at an impound yard
3. I don't know it was running just fine

Writer then interrupted customer to fill out accident report.

Writer states
1. Apologize
2. Advised customer writer will escalate case to National
3. Advised customer National will contact customer in 2 working days
4. Thank you for calling Kia

*** PHONE LOG 09/28/2012 10:57 AM US Mountain Standard Time GRomero Action Type:Incoming call
Frank Perkovich, from Progressive: ALT: 253-815-6244 -- CLAIM# [redacted]
1. I know where the vehicle is at.
2. It's incurring storage charges.
3. I wanted to know what the status update to where you case would be at

Writer states:
1. Advised writer is showing the report was taken as of today
2. Advised the case has been sent to another department
3. Advised that department usually takes 2 working days to review.

Frank Perkovich, from Progressive:
1. What we'll do, is I'll move it
2. It's incurring charges where it's at now
3. We'll move it to one of our storage free lots.
4. I'll call back then and let you know where it's been moved to.

Writer states;
1. Advised writer would have the case documented.
2. Advised to call back for further assistance

*** PHONE LOG 10/03/2012 12:50 PM US Mountain Standard Time ARuss Action Type:Incoming call
Frank from Progressive states:
1. Gave case #
2. My CB # is 253-815-6244

Writer states:

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A26C5[redacted]	[redacted]	8,000

Puyallup , WA, 98372 Prod. Date: 06/22/2011 Dealer: WA008 KIA of Puyallup

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

1. Advised writer will see if appropriate contact available
2. If not available caller will be directed to VM and case documented

Caller states:
1. What is her name?
2. Can I have a direct ph#?

Writer states:
1. Advised MHllegas
2. Advised at this time writer is unsure of # given for rep
3. Case will be documented and customer contacted accordingly

Caller states:
1. Ok thanks

**Writer transferred caller to CSR MHillegas' VM

*** PHONE LOG 10/05/2012 01:58 PM Pacific Daylight Time MHillegas Action Type:Incoming call
Wtr received a VM from Frank Perkovitch @ Progressive on 10-3-12 stating:
1. I am with the Fire Investigative Unit.
2. I am calling in regard to your case no. [redacted]
3. Our claim number is [redacted]
4. Please give me a call back at (253) 815-6244.

*** PHONE LOG 10/05/2012 02:07 PM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr called Frank Perkovitch @ Progressive stating:
1. Name, company, case number and claim number.
2. We will need to review the photos of all the damage to the vehicle and a copy of the fire report in order to begin our investigation of the matter.
3. We would also like to obtain the current location of the vehicle for our records.
4. Wtr requested a call back at (877) 220-3189 x7848 or (949) 468-4618 to discuss this matter further.

*** PHONE LOG 10/05/2012 03:35 PM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr spoke with customer, [redacted] and stated:
1. Name, company and case number.
2. We've received your case in our office for further review regarding the incident involving your 2012 Kia Forte.
3. We were sorry to hear about the incident, however, glad to hear that no one was injured as a result of it.
4. Wtr advised customer that typically these types of events are handled by the insurance company.
5. However, because of the age and mileage of the vehicle we would like to conduct our own investigation of the matter as well.
6. In order to being our investigation we will need to review photos of all the damage to the vehicle and a copy of the fire report with
7. We have been in contact with the insurance company and have requested photos and fire report from them.
8. We have also requested the current location of the vehicle.
9. Did you have any aftermarket parts or accessories installed on the vehicle?
10. Did you have any maintenance, service or repairs done to the vehicle?
11. Wtr reviewed details of the incident with the customer.
12. Gave wtr's name, phone number and email address to the customer.

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A26C5[redacted]	[redacted]	8,000

Puyallup , WA, 98372 Prod. Date: 06/22/2011 Dealer: WA008 KIA of Puyallup

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

Customer stated:
1. I was travelling about 30-35 mph and had just make a right hand turn when I noticed smoke coming out of the A/C vents.
2. Then smoke started coming from under the hood at the cracks of both fenders.
3. Smoke started seeping through at the windshield area.
4. I had pulled over and put the vehicle in park then the engine just died and I couldn't get the key out of the ignition.
5. A passerby tried to put out the fire with a fire extinguisher, however, the flames were too big so he couldn't get close enough to put out the fire.
6. There is a big black spot on the hood in front of the driver's side by the wiper.
7. I did have some aftermarket parts installed on the vehicle.
8. I had an aftermarket exhaust installed by Herbs Muffler and Exhaust.
9. They had removed the resonator and put in an exhaust tip towards the rear of the vehicle.
10. The aftermarket exhaust is underneath in the middle of the car and towards the back.
11. I've also had aftermarket wheels and tires put on by Les Schwab Tire Center and they also put on an aftermarket lowering kit for the suspension.
12. That's it for aftermarkets.
13. I've done two oil changes myself every 3,000 miles.
14. I purchased the oil and oil filter at Carquest auto parts store.
15. I used 5W20 synthetic oil.
16. Insurance company has deemed vehicle a total loss.
17. I have some photos that I can email to you.

Wtr stated:
1. Once we receive the photos and fire report, wtr will review your case with one of our corporate engineers to try and determine the cause of the fire.
2. Wtr will give you a call back after our initial review has been completed.

Customer stated:
1. Thank you for calling.

*** NOTES 10/11/2012 03:15 PM US Mountain Standard Time LStreenz Action Type:Manager review
Dup case [redacted]

*** NOTES 10/10/2012 04:47 PM clarify Action Type: Manager review
*** Performed by contact: [redacted]
I would really like to know why my brand new forte went up in flames while I was driving it and why on EARTH nobody has bothered to call my insurance adjuster OR myself back. The only call I have gotten was some lady that tried to imply that the fire was MY fault because I had aftermarket tires and wheels on my car. Cars don't just go up in flames while going 30 miles an hour. You guys have explaining to do and SOMEONE needs to contact me before I start looking into using outside sources to get your attention. I could have lost my life, my boyfriend could have lost his. I could have had my best friend's child in the car, or it could have happened in traffic where I couldn't get out of the road and then it would be an unthinkable diaster. I have never had anything bad to say about your company until I have seen the LACK OF the way you're handling things. No one would even pay the tow bill for getting my car off the road after KIA OF PUYALLUP TOLD ME to have it towed to them and they WOULD HANDLE IT. I have a list of things that were in my car that were either burned or ruined by smoke damage that amounts to almost $500, I have had to come up with $3,000 out of NOWHERE before the holidays to put down on another vehicle, and none of you seem to care. I had $900 dollars saved up for a purebred kitten that I couldn't even get because of this situation. So much for the outstanding service I got BEFORE I gave you my money. I have never EVER gone to a manager to complain about service during a meal or anything of the sort. I am a very understanding and compassionate person, but I have gone through a LOT in the last 3 weeks and it makes me FURIOUS to think I

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A26C5[redacted]	[redacted]	8,000

Puyallup , WA, 98372 Prod. Date: 06/22/2011 Dealer: WA008 KIA of Puyallup

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

can't even get a phone call regarding my case. You will not sweep this under the rug. Two lives were in danger, and you have cost me a LOT of money and tears.

*** PHONE LOG 10/12/2012 01:28 PM Pacific Daylight Time MHillegas Action Type:Incoming call
Wtr received a VM from Frank Perkovitch @ Progressive stating:
1. I am returning your call in regard to your case no. [redacted]
2. You can reach me back at (253) 815-6244.

*** PHONE LOG 10/12/2012 01:35 PM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr called Frank Perkovitch @ Progressive (253) 815-6244 and left a detailed VM stating:
1. Name, company and case number.
2. Wtr gave insureds' names, claim number and vehicle info.
3. Wtr previously left you a VM requesting photos and fire report.
4. Please email photos and fire report to mhillegas@kiausa.com.
5. We need to review the photos and fire report in order to being our investigation of the matter and make a decision on whether or not KMA will be inspecting the vehicle.
6. Wtr requested a call back at (949) 468-4618.

*** PHONE LOG 10/12/2012 02:01 PM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr called [redacted] [redacted] at number provided in email dated 10-10-12 (253) 486-4990 and left a detailed VM requesting a call back.

*** PHONE LOG 10/12/2012 03:36 PM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr called customer, [redacted] [redacted] at [redacted].
1. Outgoing greeting reflected phone number belonged to [redacted] Vending Machines.

*** NOTES 10/12/2012 04:47 PM Pacific Daylight Time MHillegas Action Type:Manager review
Tread reviewed.

*** PHONE LOG 10/12/2012 05:01 PM Pacific Daylight Time MHillegas Action Type:Incoming call
Wtr spoke with DPSM Gino Leon and stated:
1. Wtr discussed details of case with DPSM.
2. DPSM to forward photos of vehicle to wtr.

DPSM stated:
1. Customer has posted pictures on the Forte Forum.
2. I will email the photos to you.

Wtr stated:
1. Thank you.

*** PHONE LOG 11/19/2012 08:54 AM Pacific Daylight Time MHillegas Action Type:Incoming call
Wtr reentering notes not previously logged in due to Clarify issues.
Wtr spoke with customer, [redacted] [redacted] on Oct. 12, 2012 who stated:

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A26C5[redacted]	[redacted]	8,000

Puyallup , WA 98372 Prod. Date: 06/22/2011 Dealer: WA008 KIA of Puyallup

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

1. I am returning your call.

Wtr stated:
1. Thank you for returning wtr's call.
2. We've received the email that you sent to us dated 10/10/12.
3. First of all, wtr would like to say, on behalf of Kia Motors America, how sorry we were to hear about the incident that occurred with your 2012 Kia Forte.
4. However, glad to hear that no one was injured and you and your boyfriend are both okay.
5. Wtr would like to clear up any miscommunication or misunderstanding that may have arisen from wtr's conversation with customer's boyfriend, [redacted] on 10/5/12.
6. Wtr advised Mr. [redacted] that fire are typically an insurance company matter, however, due to the age and mileage of the vehicle KMA would like to conduct an investigation of this matter along with the insurance company.
7. Wtr requested photos and fire report for review in order to begin our investigation.
8. Wtr has not received the information requested as of yet.
9. Once we receive the photos and fire report, your case will be reviewed by one of our corporate engineers to determine whether or not Kia will be inspecting the vehicle and/or if cause of fire can be determined.
10. Wtr inquired about aftermarkets installed on the vehicle and maintenance history of vehicle which is standard information that we require on all of our cases.
11. At no time did wtr insinuate that the fire was caused by aftermarkets.
12. Wtr apologizes if there was any miscommunication on wtr's part.
13. Wtr attempted to contact Frank Perkovitch at Progressive on 10/5/12, however, he was not available, therefore, wtr left a detailed VM and is awaiting a return call.

Customer stated:
1. My boyfriend was supposed to have sent photos to you.
2. I can resend the photos to you from my email address.
3. I am in the process of settling with the insurance company, however, I haven't received any paperwork yet.
4. I have gap insurance so the loan will get paid off.
5. I only have a 30 day rental from Progressive so I went out and bought a used vehicle for $23k at 18%.
6. I had to borrow money from my parents ($2,000) and boyfriend ($2,000).
7. I'm behind on my property taxes because of this.
8. I lost two jackets, tires and wheels.
9. I paid $1,800 for the aftermarket tires and wheels and still owe $1,000 ($175/mo).
10. Settlement amount with Progressive is $17,900 less $1,000 deductible.
11. I lost personal items in the vehicle; I will send you a list with dollar amounts.
12. Thank you for contacting me.

Wtr stated:
1. Gave wtr's email address to customer.

*** PHONE LOG 11/19/2012 09:00 AM Pacific Daylight Time MHillegas Action Type:Incoming call
Wtr received two emails from customer, [redacted] on 10/12/12 stating:
From: [redacted]
Sent: Friday, October 12, 2012 4:04 PM
To: Hillegas, Michele [KMA]
Subject: Re: Kia Forte Pictures

On Fri, Sep 28, 2012 at 12:41 PM, [redacted] wrote:
Here are the pictures. I will have to send two emails because the files are too large and your email keeps rejecting me. Two of them are jackets I had in the back seat. They're destroyed. Along with my CDs, a $60 bottle of tanning

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A26C5[redacted]	[redacted]	8,000
Puyallup , WA 98372	Prod. Date: 06/22/2011		Dealer: WA008 KIA of Puyallup	

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

lotion, a pair of heels, an iPhone charger, and a cowboy hat I took with me because I didn't think they'd be damaged but they smell like burnt plastic so I can't use them anymore.... I'm not going to go after anyone for pain and suffering or that kind of thing. I'm just not like that... I would hope that the value of the items I had in the car at the time could be accounted for though.... I'm not sure how that works.

--
[redacted]

--
[redacted]

From: [redacted]
Sent: Friday, October 12, 2012 4:04 PM
To: Hillegas, Michele [KMA]
Subject: Re: More Forte Pictures...

On Fri, Sep 28, 2012 at 12:52 PM, [redacted] wrote:
Hopefully these all work. You can see interior, the airbags, the meltdown in the center of the dash, and even the bread we went to the store for, sitting there in my seat.

--
[redacted]

--
[redacted]

*** PHONE LOG 11/19/2012 09:09 AM Pacific Daylight Time MHillegas Action Type:Incoming call
Wtr received an email with photos attached from Frank Perkovich, Progressive Insurance stating:
From: Frank J Perkovich [mailto:Frank_J_Perkovich@Progressive.com]
Sent: Friday, October 12, 2012 3:22 PM
To: Hillegas, Michele [KMA]
Subject: Emailing: {921d15c3-d889-42b0-945e-22f3452d2b9b}.jpeg, {560d8062-4d56-44cf-b2e4-7e0df91254e6}.jpeg, {878bff9c-ad97-4061-a08a-f6b2a3cfe806}.jpeg, {9fa23bb9-c9c8-4e08-bc7b-90324cc70c8c}.jpeg, {83b248f6-32ba-44c7-bdc9-2f0634d80087}.jpeg

Your Claim # [redacted]
Progressive Claim # [redacted]

Progressive insd: [redacted]

Frank J Perkovich

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A26C5[redacted]	[redacted]	8,000

Puyallup , WA, 98372 Prod. Date: 06/22/2011 Dealer: WA008 KIA of Puyallup

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

Progressive Insurance Co.
32001 32nd Ave. South Ste 430
Federal Way, WA 98001

Telephone: 253-815-6244
Facsimile: 253-275-3448

*** PHONE LOG 11/19/2012 09:15 AM Pacific Daylight Time MHillegas Action Type:Incoming call
Wtr received an email with photos attached from DPSM on 10/12/12 stating:
From: Leon, Gino [KMA]
Sent: Friday, October 12, 2012 3:50 PM
To: Hillegas, Michele [KMA]
Subject: RE: Forte -thermal Incident - [redacted] - [redacted]

Michele,

Here are the photos of the vehicle.

Thanks

Gino Leon Sr.
Western Region
Kia Field Tech Representative
?? ??? ??? ????
Cell Phone 253-318-9216

*** PHONE LOG 11/19/2012 09:26 AM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr reentering notes not previously logged in due to Clarify issues.
Wtr spoke with customer, [redacted] [redacted] on 10/17/12 and stated:
1. Wtr received two email from you, however, the photos were not attached to the emails.

Customer stated:
1. I will resend them to you.
2. I will also send you the Total Loss Report from Progressive via fax.
3. I signed the paperwork from the insurance company yesterday.
4. The paperwork that I signed was a release of vehicle and odometer statement.
5. I can send you pictures of the two jackets that were damaged by the fire.
6. I would like to get reimbursed for the aftermarkets I had installed on the vehicle.
7. Progressive only added $665 to the value of the car.
8. I work at a collision center and got a good deal on the aftermarkets.

Wtr stated:
1. Wtr gave NCA's fax number to customer.
2. Wtr will look out for the photos and fax.
3. Thank you for sending us the information we requested in order for us to further investigate this matter and evaluate your claim.

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A26C5[redacted]	[redacted]	8,000

Puyallup , WA 98372 Prod. Date: 06/22/2011 Dealer: WA008 KIA of Puyallup

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

*** PHONE LOG 11/19/2012 09:30 AM Pacific Daylight Time MHillegas Action Type:Incoming call
Wtr received four emails and photos from customer, [redacted] on 10/17/12 stating:
From: [redacted]
Sent: Wednesday, October 17, 2012 2:39 PM
To: Hillegas, Michele [KMA]
Subject: 2012 Forte Fire 1/3

I am going to split the pictures into 3 separate emails. Hopefully it won't be too big.

From: [redacted]
Sent: Wednesday, October 17, 2012 2:45 PM
To: Hillegas, Michele [KMA]
Subject: 2012 Forte Fire 3/3

Here is the last of them. The last two are my coats that I had in the back seat... I will send another email with the stuff I have on my porch, and a list of estimated values... I will also send you my total loss report in the morning.

From: [redacted]
Sent: Wednesday, October 17, 2012 4:03 PM
To: Hillegas, Michele [KMA]
Subject: Personal Items and Les Schwab Invoice

Sending you screen shots of google shopping results for the exact items I lost in my car fire. I couldn't find my exact coats, so I pulled up comparable ones. My les schwab invoice proving the price of my wheels, tires, and lowering ki is attached as well.

-Cowboy Hat $20
-Faux Leather Coat $60
-Guess Sunglasses $60
-Hair Flower $6
-Iphone Charger $20
-Pea Coat $120
-Perfume $50
-Sheets $50
-Sheep Skin Slippers $50
-Snake Print Heels $50
-Tanning Goggles $5
-Tanning Lotion (not pictured-can't find mine) $35
-CD Case and CDs (Not pictured-inside my car still) $20 for Case and about $12 per CD (about 40 of them, I'm guessing)

Les Schwab Invoice
-Wheels $800/set
-Tires $551/set
-Lowering Kit $245
-TPMS Straps $45/set

I am sure you can see why I am upset to lose all of this stuff and not be reimbursed for it... On top of having to come up with $5,000 to put on a car that was only $2,000 more than I paid for my Forte... And the fact that I now have a 18% interest rate on the loan because I still look like a first time buyer, since I only had the loan for 9

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A26C5[redacted]	[redacted]	8,000

Puyallup , WA, 98372 Prod. Date: 06/22/2011 Dealer: WA008 KIA of Puyallup

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

months...

Thank you for all of your help. Let me know if you need anything else. I will get the total loss report to you tomorrow

[redacted]
(2012 Kia Forte Fire)

*** PHONE LOG 11/19/2012 09:31 AM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr sent an email to customer, [redacted] on 10-17-12 stating:
From: Hillegas, Michele [KMA]
Sent: Wednesday, October 17, 2012 4:05 PM
To: [redacted]
Subject: RE: 2012 Forte Fire 3/3

Hi [redacted]

I received all three of your emails with the photos attached. Thank you for resending them to me.

Thanks,

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

*** PHONE LOG 11/19/2012 09:34 AM Pacific Daylight Time MHillegas Action Type:Incoming call
NCA received a copy of Progressive's Total Loss Report on 10-18-12.
1. Wtr to scan document into case.

*** PHONE LOG 11/19/2012 09:36 AM Pacific Daylight Time MHillegas Action Type:Incoming call
NCA REVIEWED CASE WITH KMA LEGAL DEPT. AND WAS ADVISED:
1. KMA WILL NOT BE INSPECTING VEHICLE AT THIS TIME DUE TO THE EXTENT OF THE FIRE DAMAGE.
2. KMA TO RE-EVALUATE CLAIM PENDING RECEIPT AND REVIEW OF SUBROGATION CLAIM AND C&O REPORT FROM INSURANCE CO.

*** PHONE LOG 11/19/2012 10:54 AM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr spoke Frank Perkovich, Progressive Insurance Co. and stated:
1. Wtr is calling in regard to your insured, [redacted] Claim No. [redacted]
2. Wtr advised Progressive Rep that due to the extent of the fire damage KMA will not be sending an engineer to inspect the vehicle at this time.
3. Our investigation of this matter is pending your fire expert's C&O report and/or subrogation claim.
4. Wtr is calling to check status of your investigation and C&O report.

Progressive Rep stated:

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A26C5[redacted]	[redacted]	8,000

Puyallup , WA, 98372 Prod. Date: 06/22/2011 Dealer: WA008 KIA of Puyallup

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

1. We received a verbal from our fire investigator last Thursday and are awaiting receipt of the written report.
2. Our fire investigator's findings are that the area of origin of the fire is at the aftermarket headlamps that were installed by the customers and the cause of the fire is either the aftermaket headlamps or the poor and/or incorrect installation of the headlamps by the customers.
3. Customers advised me that the dealership did not install any aftermarkets or modifications to the vehicle prior to taking delivery of it and they did not install any aftermarkets or modifications after purchasing and taking delivery of the vehicle.
4. Customers also advised me that they purchased aftermarket headlamps off the shelf and installed them themselves.
5. They had forgotten that they had installed the aftermarket headlamps until I mentioned to them that the fire investigator found aftermarket headlamps on their vehicle.
6. Customers do not know what company manufactured the headlamps and do not have any paperwork from when they purchased them.
7. The aftermarket headlamps are high intensity headlamps that have blue lights and have transformers that sit behind them.
8. We checked for Kia recalls on this vehicle and found none.
9. We are trying to obtain the name of the manufacturer of the headlamps so we can check for recalls on them.
10. Based on the verbal C&O report from our fire investigator, it appears that KMA and the Kia dealership are not responsible for this fire.
11. Progressive's position on this claim is that the responsible party for this fire is either the manufacturer of the aftermarket headlamps or the installer of the headlamps which in this case are the customers.
12. We will not be pursing a subrogation claim with KMA at this point in time.
13. Should we obtain new information pertaining to this claim which changes our position, we will contact you.
14. Your case can be closed at this point in time.

Wtr stated:
1. Wtr to contact customers with an update on their case.
2. Wtr to close case pending further contact from the insurance co.

*** PHONE LOG 11/19/2012 11:28 AM Pacific Daylight Time MHillegas Action Type:Incoming call
Wtr was advised by PVazzano that customer had filed a BBB complaint.
1. Wtr reviewed details of case with PVazzano and advised him that the customer has settled with the insurance company and purchased another vehicle.
2. Response was sent to BBB previously by PVazzano and BBB case has been closed.
3. Wtr advised PVazzano that we've received an update from the insurance company today that the origin and cause of the fire was due to aftermarket headlamps and/or installation of aftermarket headlamps by the customers.
4. KMA nor the Kia dealership are responsible for this fire.
5. Wtr will be closing case.

*** PHONE LOG 11/19/2012 11:31 AM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr called customer, [redacted] and left a detailed VM stating:
1. Name, company and case number.
2. Wtr is calling to give you an update on your case.
3. We've reviewed all of the information submitted to us which pertains to your case.
4. Based on the extent of the fire damage, KMA will not be inspecting the vehicle at this time.
5. We've received new information from the insurance company today regarding their fire investigator's findings from the inspection performed on the vehicle.
6. Wtr would like to pass along this information to you.
7. Wtr requested a call back at (877) 220-3189 x7848.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A26C5[redacted]	[redacted]	8,000

Puyallup , WA, 98372 Prod. Date: 06/22/2011 Dealer: WA008 KIA of Puyallup

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

*** CASE CLOSE 11/19/2012 11:34 AM Pacific Daylight Time MHillegas
1. Pending further customer and/or insurance company contact.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFT4A2XC5[redacted]	[redacted]	12,000

San Bernardin CA, 92408 Prod. Date: 08/17/2011 Dealer: CA242 Allstar KIA

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

Case History

*** PHONE LOG 10/30/2012 08:36 AM US Mountain Standard Time GRomero
[redacted] Wife States:
1. The vehicle caught fire last night in the front.

Writer states:
1. Apologized for the problem.
2. Advised writer would take accident reports.

Customer states:
1. There are apparently Check Engine lights and tire lights on now

Writer states:
1. Apologized for the problem.
2. Advised writer would be forwarding case to another office.
3. Advised they would be in contact in two working days.
4. Gave case number
5. Advised to call back for further assistance

*** NOTES 10/30/2012 09:27 AM US Mountain Standard Time UValencia Action Type:Manager review
ok to send to NCA

*** NOTES 10/30/2012 09:34 AM US Mountain Standard Time GRomero Action Type:Manager review
Escalating to NCA:
1. Possible product liability
2. Customer claims vehicle started on fire.
3. Assist Determination
4. Contact customer

*** PHONE LOG 10/31/2012 03:07 PM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr spoke with customer, [redacted] (wife) and stated:
1. Name, company and case number.
2. We've received your case in our office for further review regarding the incident that occurred with your Kia vehicle.
3. We were sorry to hear about the incident, however, glad to hear that no one was injured as a result of it.
4. Wtr would like to review the details of the incident and obtain some additional information from you.
5. Wtr reviewed details of the incident with the customer.
6. Have you contacted the insurance company?
7. Wtr inquired about prior electrical concerns with the vehicle?
8. Wtr did some research on your vehicle in our warranty system and through Carfax.
9. We do not have any record of any repairs done to your vehicle and there are no service campaigns issued on your vehicle.
10. Did you have any aftermarket parts or accessories such as remote start or alarm installed on your vehicle?
11. Wtr advised customer that accident and fires are typically insurance company concerns, however, due to the age and low mileage of your vehicle, Kia would like to investigate this matter as well.
12. In order for us to being our investigation of this matter we will need to review the photos of all the damage to the vehicle as well as a copy of the fire and/or police report with one of our corporate engineers who specializes in these types of events.
13. Gave wtr's name, phone number and email address to the customer.

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFT4A2XC5[redacted]	[redacted]	12,000

San Bernardin CA, 92408 Prod. Date: 08/17/2011 Dealer: CA242 Allstar KIA

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

14. Once we have an opportunity to review the information requested we will be better able to determine next steps

Customer stated:
1. We saw flames and smoke.
2. The vehicle started smoking from the top of the dashboard inside the passenger compartment.
3. Smoke was not coming through the vents.
4. After we pulled off to the side of the road on La Cadena which is a busy street we put the emergency lights or flashers on.
5. Then the vehicle caught on fire.
6. There was smoke coming from everywhere in the engine compartment.
7. There was fire or flames on the engine.
8. My husband and uncle put water on the flames and unplugged something, maybe the battery.
9. By the time the fire department arrived the fire had already been put out and vehicle was okay.
10. Fire Dept. did not write a report.
11. The police did not come to the scene.
12. We drove the vehicle about a mile or two to my husband's brother's house and that's where the vehicle is currently.
13. My husband wanted to contact Kia first.
14. After contacting Kia my husband contacted the insurance company and they advised him that Kia should investigate this matter first since vehicle is only a year old.
15. Insurance company said that if Kia doesn't take responsibility for this matter then they will probably take care of it.
16. The day after my husband purchased the vehicle the clutch wasn't working so he took it back to the dealer.
17. Dealer said they forgot to plug in a were from clutch to the engine.
18. Then 6 months later there were wires that were sparking.
19. Dealer may have replaced the wires.
20. We did not have any aftermarkets installed on the vehicle.

Wtr stated:
1. Carfax is reporting that an aftermarket alarm was installed and then later removed from the vehicle.
2. It appears this was done prior to you purchasing the vehicle.
3. If Kia proceeds with inspecting the vehicle then we will need to tow the vehicle to All Star Kia.
4. Once we have an opportunity to review the photos, wtr will give you a call back with Kia's next steps.

Customer stated:
1. I will email the photos to you.
2. Thank you for calling.

*** PHONE LOG 11/06/2012 11:57 AM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr called customer, [redacted] [redacted] Wife and left a detailed VM requesting a call back.

*** PHONE LOG 11/06/2012 12:09 PM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr spoke with SA Chris at CA242 and stated:
1. Wtr is calling in regard to customer, [redacted] [redacted]
2. Customer's 2012 Forte experienced a thermal event and KMA is investgating the matter.
3. Wtr reviewed service history with SA.
4. Customer's wife alleges that husband had two prior electrical conerns with the vehicle.
5. Customer allegedly brought the vehicle back the day after it was purchased because the clutch wsn't working.
6. Customer alleges that dealer forgot to plug in a wire from clutch to engine.
7. Customer alleges that six months after purchasing vehicle wires were sparking and dealer may have replaced

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2012 FORTE KNAFT4A2XC5[redacted]	[redacted]	12,000

San Bernardin CA, 92408 Prod. Date: 08/17/2011 Dealer: CA242 Allstar KIA

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

the wires.

SA stated:
1. We have two service records for this vehicle.
2. Both were oil change services.
3. First oil change was performed in July 2012 at 14,000 miles and second oil change was performed in Sept. 2012 at 19,000 miles.
4. Other than that we have no record of any other service or repairs done to vehicle.

Wtr stated:
1. Thanks for the information.

*** PHONE LOG 11/16/2012 03:28 PM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr called customer, [redacted] and left a message for a return call.

*** PHONE LOG 11/21/2012 11:14 AM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr called customer, [redacted] and left a detailed VM requesting photos and maintenance records.

*** PHONE LOG 11/27/2012 06:48 PM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr called customer, [redacted] and left a detailed VM stating:
1. Name, company and case number.
2. Wtr requested photos and maintenance records from customer.
3. Wtr requested a call back at (877) 220-3189 x7848.

*** CASE CLOSE 11/27/2012 06:49 PM Pacific Daylight Time MHillegas
1. Pending receipt of photos and maintenance records.
2. Pending further customer contact.

*** CASE CLOSE 01/04/2013 05:08 PM Pacific Daylight Time MHillegas
Tread review complete.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A23C5[redacted]	[redacted]	13,727

San Bernardin CA, 92408 Prod. Date: 07/21/2011 Dealer: CA242 Allstar KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Other

Case History

Dealer :Allstar Kia
Technician :Shaun Runnells
Service Manager :Ralph McGuire
Dealer Phone :9097634740
DPSM :Joe Hegmann
Vehicle Model :FORTE SEDAN
Model Year :2012
Mileage :13727
Initial comments by Technician found in TL Case #[redacted] :

*** Performed by contact: Shaun Runnells, 9097634740
*** This is a Request for Assistance ***

Problem Description :
CUSTOMER STATES BATTERY WONT HOLD CHARGE.

Diagnostics Performed :
FIRST TIME VEHICLE CAME IN WE REPLACED A BATTERY DUE TO LOW CCA. WHEN ATTEPTED TO RECHARGE AND TEST BATTERY ON GR-8 THE BATTERY STARTED TO SMOKE AND GOT REALLY HOT. REPLACED BATTERY. NOW VEHICLE IS BACK WITH DEAD BATTERY. CHECK PARACIDIC DRAW AND FOUND THAT THE VOLTAGE WOULD JUMP FROM 0.02V - 1V CONTINUIOUSLY. REMOVED SHUNT FUSE AND THE VOLTAGE WENT TO ZERO. REMOVED PLUGS FROM BACK OF THE RADIO AND THE VOLTAGE STAYED AT ZERO. CUSTOMER CONFIRMED LATER THAT THE RADIO HAS BEEN ACTING UP AND HAD WEIRD DISPLAY AT TIMES.

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

*** PHONE LOG 12/28/2012 05:21 PM US Mountain Standard Time GRomero Action Type:Outgoing call
Writer calls CA242 --

Dane, SVCA:
Contact Name: [redacted]
Customer phone #: [redacted]
Customer address: Verified
Year/Model/Mileage of Vehicle: 2012 Forte 13727
RO# and Open Date: [redacted] - 12/24/12
Days Down at initial Service Alert report: 2 days
Repair Issue: Vehicle wouldn't start - Dead battery - Audio unit was shorting out and was drawing off and on - Replaced Audio unit -
ETA for completion of repairs: -Completed-
Repeat Repair (Y/N), if so, how many? Y-1
-12/5/12- 13407- Battery was melting - Replaced battery -
-2/8/12- 6400 -B CD player not working - Replaced audio -
Techline Case: [redacted]
Rental Provided? If so, since when? N
DPSM contacted by dealer? Y

*** PHONE LOG 01/03/2013 04:49 PM US Mountain Standard Time GRomero Action Type:Outgoing call
Writer calls customer and left VM:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A23C5[redacted]	[redacted]	13,727

San Bernardin CA, 92408 Prod. Date: 07/21/2011 Dealer: CA242 Allstar KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Other

1. gave writer information
2. Advised following up on repairs.
3. Gave case number
4. Requested call back

*** CASE CLOSE 01/03/2013 04:49 PM US Mountain Standard Time GRomero

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU5A20C5[redacted]	[redacted]	0

Columbus , GA, 31909 Prod. Date: 07/13/2011 Dealer: GA033 KIA Autosport

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

Case History

*** PHONE LOG 02/25/2013 05:23 PM Pacific Daylight Time ThomasT
Writer states:
1. Received an email from the SRCAM with a subrogation letter from Esurance that was originally sent to GA033
2. The letter stated a fire occurred in the vehicle on 1/24/13 and Esurance would like to set up a joint inspection
3. Due to the fact that they are claiming a thermal event I advised SRCAM that I would create a case and handle accordingly
4. Attached the letter to the case
5. I will contact Monica Moore at Esurance Insurance company to confirm receipt of her letter and request supporting documents to properly review the case

*** PHONE LOG 02/25/2013 05:27 PM Pacific Daylight Time ThomasT Action Type:Outgoing call
Writer states:
1. Called and left a detailed message for Monica at Esurance
2. I'm calling to confirm receipt of your letter dated 2/20/13
3. I would like to assist you with your claim and would like to request any pictures and the police/fire report so I can properly do so
4. When you receive this message please feel free to contact me directly
5. Provided my contact information and the case number

*** PHONE LOG 02/28/2013 01:20 PM Pacific Daylight Time JMoore Action Type:Outgoing call
Writer states:
1. Called and left a detailed message for Monica at Esurance
2. I would like to assist you with your claim and would like to request any pictures and the police/fire report so I can properly do so
3. Requested callback

*** PHONE LOG 03/01/2013 08:33 AM Pacific Daylight Time JMoore Action Type:Incoming call
Writer states:
1. Received message from Monica

Monica states:
1. I apologize we keep missing each other
2. Please call again
3. If you get my voicemail, let me know what you need from us

*** NOTES 03/01/2013 08:41 AM Pacific Daylight Time JMoore Action Type:Manager review
Writer states:
1. Emailed Monica:
Hello Ms. Phillips-Moore,

I’m so sorry I missed your recent call. I thought it might be easier to lay out what information we’re seeking in writing.

We’re seeking any and all supporting documents you might be willing to share on this subrogation. Most importantly, we would like to receive photos of the vehicle and also a copy of the fire report taken at the scene. If you have a narrative of the incident or a preliminary investigator report that sheds more light on the cause for your

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU5A20C5[redacted]	[redacted]	0

Columbus , GA, 31909 Prod. Date: 07/13/2011 Dealer: GA033 KIA Autosport

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

subrogation, we would of course request those documents as well.

These documents can either be emailed to me at jmoore@kiausa.com <mailto:jmoore@kiausa.com> or physically mailed to me at Consumer Affairs, Kia Motors America, PO Box 52410, Irvine, CA 92619. Please reference the case number ([redacted] in either case.

If you have any questions or concerns, please do not hesitate to give me a call or respond to this email.

Thank you,

Jeremy Moore
949-468-1190

*** PHONE LOG 03/01/2013 08:43 AM Pacific Daylight Time JMoore Action Type:Outgoing call
Writer states:
1. Called and spoke with Monica
2. Referenced the email

Monica states:
1. OK, I will email this all over now
2. Give me a couple of minutes

*** NOTES 03/01/2013 09:26 AM Pacific Daylight Time JMoore Action Type:Manager review
Writer states:
1. Received fire report from Monica
2. Attached to case

*** NOTES 03/01/2013 10:44 AM Pacific Daylight Time JMoore Action Type:Manager review
Writer states:
1. Received photos of vehicle
2. Attached to case

*** PHONE LOG 03/11/2013 10:34 AM Pacific Daylight Time ThomasT Action Type:Outgoing call
Writer states:
1. Called and left a detailed message for Monica Moore at Esurance
2. I wanted to follow up and ask a few questions regarding this matter
3. I have received the pictures and police report that you provided
4. I wanted to clarify if this vehicle was involved in an accident or not
5. I have an accident reported the same date as the date of loss you reported
6. When you receive this message please contact me directly
7. Provided my contact information and the case number

*** PHONE LOG 03/15/2013 10:01 AM Pacific Daylight Time JMoore Action Type:Outgoing call
Writer states:
1. Called and left message for Monica Phillips-Moore

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU5A20C5[redacted]	[redacted]	0

Columbus , GA, 31909 Prod. Date: 07/13/2011 Dealer: GA033 KIA Autosport

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

2. Requested more info on vehicle
3. Requested callback

*** PHONE LOG 03/21/2013 02:33 PM Pacific Daylight Time ThomasT Action Type:Outgoing call
Writer states:
1. Called and spoke with Monica at Esurance
2. I wanted to get some additional information regarding your claim
3. Was this vehicle involved in an accident

Monica at Esurance states:
1. This was a vehicle fire there was not accident
2. We found out some rodents had chewed some of the wires which we feel may be responsible to the fire
3. At this point we just wanted to see if you wanted to be present at the inspection
5. Otherwise we will move forward with the inspection and if any manufacturing concerns are found we will contact you at that point

Writer states:
1. That will be fine
2. We do not wish to inspect the vehicle at this point
3. Once the inspection has been completed if you feel there are any manufacturing concerns feel free to contact me and I will further assist you from that point

Monica at Esurance states:
1. That sounds good
2. Thank you for your help

Writer states:
1. Your welcome
2. No further actions
3. Closing case

*** CASE CLOSE 03/21/2013 02:34 PM Pacific Daylight Time ThomasT
No further actions

*** NOTES 04/05/2013 02:49 PM Pacific Daylight Time ThomasT Action Type:Manager review
Fire TREAD completed

*** CASE CLOSE 04/05/2013 02:49 PM Pacific Daylight Time ThomasT
Fire TREAD completed

*** NOTES 05/20/2013 07:00 PM Pacific Daylight Time MCameron Action Type:Manager review
TREAD review.

*** CASE CLOSE 05/20/2013 07:01 PM Pacific Daylight Time MCameron

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU5A20C5[redacted]	[redacted]	0

Columbus , GA, 31909 Prod. Date: 07/13/2011 Dealer: GA033 KIA Autosport

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

*** PHONE LOG 06/20/2013 09:55 AM US Mountain Standard Time AIbrahim Action Type:Incoming call
Customer States:
1. The dealer will not give the info my insurance wants to settle with us
2. I need the following items:
-Copy of Loan Agreement
-Copy of Gap Addendum
-Factory Invoice
-Cancellable Warranty Refund

Writer States:
1. Apologized
2. Advised writer will be happy to call the dealer so that they get the info for you

WRITER PUT CUSTOMER ON HOLD AND CALLED DEALER GA033 F&I MANAGER:
1. Spoke to Royce Townsend @706-341-4444- Kia AutoSport - New Car Store

Roy States:
1. Those documents should be with the customers's packet but let me talk to her
CONFERENCED CUSTOMER WITH THE F&I Manager

*** CASE CLOSE 06/20/2013 09:56 AM US Mountain Standard Time AIbrahim

*** PHONE LOG 07/09/2013 01:31 PM US Mountain Standard Time LuciaPaz Action Type:Incoming call
Ms [redacted] stated
1. My car caught fire on January 24, 2013
2. The insurance company paid of $14,000
3. The Gap insurance sent a check to the finance company
4. It was not enough and now they want me to pay $4000 out of pocket
5. I should not have to pay for something that was not my fault
6. It was Kia AutoSport for not giving me a different veh to drive
7. They needed to replace the wiring and had to order it
8. I asked if the veh was safe to drive and they said it was
9. The fire was caused by faulty wiring
10. I want Kia to pay off the balance
11. What ever Gap insurance did not pay
12. I have not been able to get another veh until this is settled

Wrt stated
1. Apologized
2. Updated cust info
3. What is cust requesting from Kia
4. Will be getting more resources involved
5. An analyst should be in contact with cust within 2 - 3 business days

Ms [redacted] stated
1. Ok, thank you

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU5A20C5[redacted]	[redacted]	0

Columbus , GA, 31909 Prod. Date: 07/13/2011 Dealer: GA033 KIA Autosport

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

*** NOTES 07/09/2013 01:33 PM US Mountain Standard Time LuciaPaz Action Type:Manager review
Writer
1. Case dispatch to the NCA because:
a) Case was previously at NCA
b) Cst wants KMA to pay off the remainder of the loan
c) Please review and call cst back w/ a resolution

*** PHONE LOG 07/09/2013 02:36 PM Pacific Daylight Time JMoore Action Type:Outgoing call
Writer states:
1. Called and spoke with Ms. [redacted]
2. Calling to follow up on reimbursement request

Ms. [redacted] states:
1. In December of 2012 I went to Kia AutoSport
2. I do not remember the shop manager's name, but he showed me the wires had been chewed like by a squirrel or something
3. He said he needed to order a part and said the vehicle was safe to drive
4. He never called me back and I called him four or five times
5. Then we had the fire

Writer states:
1. Do you have the documents from your dealer visit?

Ms. [redacted] states:
1. Yes, I have all the info from what was done on the car
2. I will fax it over to you

*** NOTES 07/15/2013 07:10 AM Pacific Daylight Time JMoore Action Type:Manager review
Writer states:
1. Received ROs from customer
2. Scanned and attached to case

*** PHONE LOG 07/15/2013 07:13 AM Pacific Daylight Time JMoore Action Type:Outgoing call
Writer states:
1. Called dealer and requested SM
2. Informed SM is out today

*** PHONE LOG 07/16/2013 08:28 AM US Mountain Standard Time JSinclair Action Type:Incoming call
Customer states:
1. Can I speak to JMoore
Wtr gave contact info for JMoore
Thanked and call ended

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU5A20C5[redacted]	[redacted]	0

Columbus , GA, 31909 Prod. Date: 07/13/2011 Dealer: GA033 KIA Autosport

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

*** NOTES 07/16/2013 10:18 AM Pacific Daylight Time JMoore Action Type:Manager review
Writer states:
1. Reviewed case with NCA
2. Determined that we do not have enough information to link information from RO with part that potentially caused fire
3. Concluded that because customer has settled with insurance company KMA considers the matter closed
4. Any additional information about the incident the customer has would need to be provided to insurance company
5. Writer will follow up with customer

*** PHONE LOG 07/16/2013 10:26 AM Pacific Daylight Time JMoore Action Type:Outgoing call
Writer states:
1. Called and left message for Ms. [redacted]
2. Informed that writer had reviewed case and had update
3. Requested callback

*** PHONE LOG 07/19/2013 09:48 AM Pacific Daylight Time JMoore Action Type:Incoming call
Writer states:
1. Received call from Ms. [redacted]
2. Reviewed decision that there was not enough info on RO to make case for dealer liability
3. Referred back to insurance with additional info

Ms. [redacted] states:
1. OK, thanks

Writer states:
1. No further actions
2. Closing case

*** CASE CLOSE 07/19/2013 09:50 AM Pacific Daylight Time JMoore
No further actions

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A26C5[redacted]	[redacted]	46,379

Montgomery AL, 36117 Prod. Date: 10/17/2011 Dealer: AL023 Brewbaker KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

Case History

Dealer :Brewbaker Kia
Technician :Shane Matherson
Service Manager :Henry Lucas
Dealer Phone :3342714111
DPSM :Harrison Baik
Vehicle Model :FORTE SEDAN
Model Year :2012
Mileage :46379
Initial comments by Technician found in TL Case #[redacted] :

*** Performed by contact: Shane Matherson, 3342714111
*** This is a Request for Assistance ***

Problem Description :
Customers vehicle was towed in 3-14-13,43516 mi. compliant was could smell burning smell,stopped vehicle,would not restart.Found starter was inop and smelled burnt.replaced starter.Now compliant is starter stays engaged and can smell burning smell...

Diagnostics Performed :
performed starter test,pass.starter does not smell burnt,nor does anything else.unable to duplicate starter staying engaged
Please contact dealer for additional information regarding customer handling & repair status and update customer accordingly.

*** PHONE LOG 04/15/2013 07:06 AM US Mountain Standard Time DFerrick Action Type:Web Contact
Notes from duplicate case
*** PHONE LOG 04/12/2013 03:10 PM US Mountain Standard Time BHernandez
800# VM Scott
Provided Cst/VIN
1. RO open 4-12-13
2. Customer states starter seems to stay engaged, hear grinding noise, smell burning
3. Repeat repair

*** NOTES 04/17/2013 10:58 AM US Mountain Standard Time GRomero Action Type:Manager review
****Service Alert*****
800# VM - Scott - AL023
Provided VIN/Customer information

1. Ro Open: 4/17/13
2. Cust says vehicle making noise from starter
3. Radio/Clock display out
4. Repeat repair
5. Unable to duplicate customer's concern.
6. Provided customer number: [redacted]

****

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A26C5[redacted]	[redacted]	46,379

Montgomery AL, 36117 Prod. Date: 10/17/2011 Dealer: AL023 Brewbaker KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

*** PHONE LOG 04/17/2013 12:22 PM US Mountain Standard Time JKim Action Type:Outgoing call
Writer AL023 and states:
1. Called to follow up

Brandon/SVCA states:
Contact Name: Same as above
Customer phone #: Same as above
Customer address: Same as above
Year/Model/Mileage of Vehicle:2012/Forte/46379
RO# and Open Date: #[redacted] 4/12/13
Days Down at initial Service Alert report: 4 days, over the weekend
Repair Issue: Customer states make grinding noise and smell something burning. We drove 97 miles over the weekend but CND. Customer came back today (RO#[redacted] for noise concern. We ordered starter.
ETA for completion of repairs: Vehicle is in dealership now. Expecting part to arrive on Friday. It will be same day repair
Repeat Repair (Y/N), if so, how many? N
Techline Case: [redacted]
Rental Provided? If so, since when? Y, loaner
DPSM contacted by dealer?

*** PHONE LOG 04/19/2013 06:52 AM US Mountain Standard Time ERuiz Action Type:Incoming call
Caller
1. I contacted the BBB
2. We had less than a year
3. The vehicle has been in svc 6 times for electrical problems
4. I am sick of this!.
5. I even asked them if I could trade for another vehicle.
6. The first time there was a problem w/ the USB drive.
7. Then the A/C started making a noise.
8. The car complete died on me so I took it back to the dlr.
9. The wires for the starter were burning, so they fixed it.
10. I had problems w/ the vehicle so I took it back to the dlr because I continued to have issues w/ my car.
11. They looked under the hood and noticed a burning smell.
12. The wires were melted again.
13. I drive w/ my [redacted] year old and if anything happen to me and my child.
14. I know you all contacted John on Tuesday, but I took it back on Wednesday morning.

Writer
1. I am sorry for the inconvenience.
2. We have an open case, [redacted]
3. A FCM is currently working on your case.
4. Meanwhile you can review the WCIM for more info
5. We will soon be escalating your case to the Regional office.
6. What's your email and cel phone number.

Caller
1. My cel is [redacted]
2. My email is [redacted]
3. Thank you.

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A26C5[redacted]	[redacted]	46,379

Montgomery AL, 36117 Prod. Date: 10/17/2011 Dealer: AL023 Brewbaker KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

*** PHONE LOG 04/19/2013 10:34 AM US Mountain Standard Time JKim Action Type:Web Contact
Writer called AL023 and states:
1. Called to check if part came in

Scott/SVC states:
1. Part hasn't came in yet

*** EMAIL OUT JKim Action Type:External email
Send to:[hbaik@kiausa.com]
Mr. Baik,

Customer, [redacted] has 2012 Forte with 46379 miles (VIN: KNAFU4A26C5[redacted]). Customer brought vehicle to AL023 for burning smell and noise from starter. AL023 CND before but customer came back and now they ordered starter, waiting for part to arrive. Customer is upset and contacted BBB. I am forwarding this case to regional office for further review and handling. FYI. Thank you.

Jess/ext.46033

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

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

<<File Attachment:
[redacted]\Case_[redacted]JKim_04-19-2013114336.doc>>

*** NOTES 04/19/2013 11:23 AM US Mountain Standard Time JKim Action Type:Manager review
Dispatch case to regional office due to:
1. Customer complains vehicle smells something burning, making grinding noise
2. Customer complains of other minor issues that she had
3. Vehicle is now back @ AL023
4. AL023 ordered starter
5. Customer is in loaner vehicle
6. Customer contacted BBB
7. Referred to WCIM
8. Please review and contact customer

*** PHONE LOG 04/22/2013 01:09 PM Eastern Daylight Time OSprague Action Type:Outgoing call
Writer left message for customer at [redacted]:
1. Case forwarded to regional office
2. Case being assigned to analyst, Janice Howard
3. Analyst will contact you within 24 business hours
4. Please call if you need assistance prior to her calling you back (provided contact info)

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A26C5[redacted]	[redacted]	46,379

Montgomery AL, 36117 Prod. Date: 10/17/2011 Dealer: AL023 Brewbaker KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

Case assigned to analyst JHoward for customer contact

*** PHONE LOG 04/23/2013 04:19 PM Eastern Daylight Time OSprague Action Type:Incoming call
Writer requested sales and service docs from AL023

*** PHONE LOG 04/23/2013 01:37 PM US Mountain Standard Time JJenkins Action Type:Incoming call
Customer Mrs. [redacted] wife) states:
1 Gave case number
2 Told I should call back
3 Need to know what is going on with my case

Writer states:
1 Apologized will see if case mgr is avail; typically they do try to respond within 2-3 business days from when case is sent to region
2 Not currently avail offered vm--YES
Writer transferred cust to RCAA JHoward vm

*** PHONE LOG 04/24/2013 04:50 AM US Mountain Standard Time ERuiz Action Type:Incoming call
Caller
1. I have a case number.
2. Can you transfer me to Janice Howard.

Writer
1. I will be glad to do that.
2. You also call Janice by dialing 800 225-3193
3. Thank you.
- Cst was trans'd to Rcaa's ext

*** PHONE LOG 04/24/2013 01:16 PM Eastern Daylight Time JHoward Action Type:Web Contact
**********Writer note:**********
1. Due to Crystal reporting system inoperative yesterday, this contact committed date is ocnsidered an oversight.

*** PHONE LOG 04/24/2013 01:46 PM Eastern Daylight Time JHoward Action Type:Outgoing call
Writer note:
1. Phoned customer at [redacted] and apologized that I could not reach her yesterday due to technical difficulties.
2. She advised me that she started having problems w/veh. 20 February 2013.
3. Customer states she hears a grinding noise when the engine is running and then her radio and clock do not work.
4. 1st x at dlr. CND/ 20 Feb. 2013.
5. 2nd x at dlr. they replaced the starter/14 March 2013.
6. 3rd x at dlr. CND/12 April 2013.
7. Customer contact is Scott.
8. Customer states she has reported this to the BBB and she is getting an attorney.
9. Advised it would be my wish that she allow me to work w/DPSM to ensure dlr. resolve this matter once and for

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A26C5[redacted]	[redacted]	46,379

Montgomery AL, 36117 Prod. Date: 10/17/2011 Dealer: AL023 Brewbaker KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

all.
10. Request customer's continued patience and advised I will be contacting the dlr. and will f/up w/her in this matter in the very near future and get her level of satisfaction with the repairs.

*** PHONE LOG 04/24/2013 02:12 PM Eastern Daylight Time JHoward Action Type:Outgoing call
Writer note:
1. Phoned dlr. at 334 346 2502 and spoke to serv. mgr. Tara Dunning (serv. mgr.) at dlr.
2. She advised veh. at dlr. since 17 April 2013.
3. They initially CND her concern (grinding noise when engine on and clock and radio not functioning).
4. The original starter has been staying engaged and by the time the car got to the dlr. it was burned up.
5. They have been dealing w/TL and ordered another starter per their request and while waiting on the part contacted Jeff Nelson/FTR for advise.
6. She advised she did not feel comfortable just replacing the starter (that came in Tuesday 23 April) when knowingly something was causing it to remain engaged and affecting the radio and clock.
7. FTR advised them to perform some checks/test and they are test driving the car at this time to get it to duplicate the starter engagement.
8. She advised they have responded to the BBB due to customer's has notification of her concern.
9. Advised they may need for the FTR to come out to their dlr. and I advised will let the DPSM know about this case as he should be involved 1st and determine if FTR is needed.
10. Advised TL case has been closed since mid April and she will ensure they re-opened and place their notes from FTR in the case.
11. Thanked her for the information and advised she has forwarded r.o.(s) to O. Sprague.

*** PHONE LOG 04/24/2013 02:18 PM Eastern Daylight Time JHoward Action Type:Outgoing call
Writer note:
1. Sent e-mail to DPSM and advised as follows of this case:
2. Just want to make you aware of this case below (starter remained engaged and burned up).
3. Customer has notified the BBB.
4. Advised just talked to serv. mgr. Tara and she advised they are discussing this matter with the FTR and have not gotten you involved and closed their TL case.

*** PHONE LOG 04/24/2013 02:20 PM Eastern Daylight Time JHoward Action Type:Outgoing call
Pending f/up w/dlr. and any updates from DPSM regarding this customer's repairs, review of recap and return call to customer for her level of satisfaction and possible G./W as cust. has filed w/BBB.

*** NOTES 04/25/2013 08:55 AM US Mountain Standard Time JLiera Action Type:Manager review

Duplicate Case Notes

Dealer :Brewbaker Kia
Technician :Shane Matherson
Service Manager :Henry Lucas
Dealer Phone :3342714111
DPSM :Harrison Baik
Vehicle Model :FORTE SEDAN
Model Year :2012

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A26C5[redacted]	[redacted]	46,379

Montgomery AL, 36117 Prod. Date: 10/17/2011 Dealer: AL023 Brewbaker KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

Mileage :46645
Initial comments by Technician found in TL Case #[redacted] :

*** Performed by contact: Shane Matherson, 3342714111
*** This is a Request for Assistance ***

Problem Description :
CASE [redacted] was closed.Still need to find ouy why starter stays engaged at times.

Diagnostics Performed :
Starter has been replaced twice.removed steering cover and checked ign. switch connector.Checked underhood fusebox connections,Cannot get starter to stay engaged now.

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

*** PHONE LOG 04/25/2013 01:43 PM Eastern Daylight Time JHoward Action Type:Outgoing call
Writer note:
1. Reviewed last entry made to day in TL case# [redacted] as listed:
2. *** PHONE LOG 04/25/2013 08:23 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Shane, your ground side is border line, remove Neg battery ground cable bolt, and engine ground cable bolts and clean shine up the metal before reinstalling bolt. Clean up battery terminals and posts. Thanks
3. Dlr. still performing checks and test drives.

Pendig any updates from Tl case, dlr. and or DPSM.

*** PHONE LOG 04/26/2013 02:39 PM Eastern Daylight Time JHoward Action Type:Outgoing call
Writer note:
1. TL case notes for today included dlr. tech. advising: Cleaned battery connections,added star washers to battery and engine grounds and now when checking grounds have 0.3v when cranking.
2. TL advice: Shane, I believe that is all you can do for now without duplication. I know they had multiple failures but starter motor internal failures are the most common cause of this complaint.

Pending f/up w/dlr. next week as to status of repairs and when concluded f/up w/cust. for her level of satisfaction.

*** PHONE LOG 05/01/2013 05:47 PM Eastern Daylight Time JHoward Action Type:Outgoing call
*** PHONE LOG 05/01/2013 05:46 PM Eastern Daylight Time JHoward Action Type:Outgoing call
Writer note:
1. Dlr. closed at this time, will f/up.

Pending f/up w/dlr.

*** PHONE LOG 05/09/2013 01:36 PM Eastern Daylight Time JHoward Action Type:Outgoing call
Writer note:
1. Phoned dlr. 334 271 4111 and spoke to Brandon and he advised vehicle is repaired and has left the dlr.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A26C5[redacted]	[redacted]	46,379

Montgomery AL, 36117 Prod. Date: 10/17/2011 Dealer: AL023 Brewbaker KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

*** CASE CLOSE 05/09/2013 01:37 PM Eastern Daylight Time JHoward
Closing case as vehicle has been repaired.

*** CASE CLOSE 07/09/2013 10:20 AM Pacific Daylight Time SGuindi

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A22C5[redacted]	[redacted]	53,600

Chicago , IL , 60643 Prod. Date: 11/10/2011 Dealer: IL040 Evergreen KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

Case History

- For Reference -
Dispatch Date : 07/24/2014 12:48:01 PM
Services Received : Tow /Wont Start
No. of Times : 2
Caller Name : [redacted]
Caller Phone : [redacted]
Tow Provider : ROCKET TOWING INC

Vehicle has experienced multiple tows/jumps within a 90 day period.

If the vehicle has been towed, it has been towed to Evergreen Kia. Prior to contacting the customer for any assistance, please contact the dealer to determine the cause and the status of the vehicle.

If the vehicle has been jump started multiple times, please contact the customer to determine if there are any concerns with the vehicle and provide any assistance.

*** NOTES 08/05/2014 01:40 PM US Mountain Standard Time TDonnelly Action Type:Dealer contact
Writer States:
1. Spoke to advisor, Brian (IL040)
2. Calling to get info on rsa tow case
3. Asked the following questions:
Customer Name: [redacted]
Original Owner: yes
Customer Phone#: [redacted]
Customer Address: on file
VIN: KNAFU4A22C5[redacted]
MY & Mileage: 2012 Forte/53600 miles
Dealer Code/Selling dealer: (IL040)/no
RO# & Open Date: n/a
Days Down: n/a
Current Repair Issue and Diagnosis: no start-battery replaced
Able to Duplicate: yes
Part on Order (Y/N): no
Part#, Order#: n/a
Vehicle Repaired & Customer has possession: yes/yes
ETA for completion of Repairs: repaired
Repeat Repair (Y/N): n/a
How many times: n/a
Repeat Repair History: n/a
TL Case: n/a
Rental/Loaner Provided/If So When: n/a
Customer Request: n/a
Justification of GW: n/a
DPSM Contacted: no
4. Thanked dealer for info.

*** PHONE LOG 08/05/2014 04:01 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
Writer States:
1. Left vm message for customer stating was calling because kma was made aware car was taken into

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A22C5[redacted]	[redacted]	53,600

Chicago , IL , 60643 Prod. Date: 11/10/2011 Dealer: IL040 Evergreen KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

dealer (IL040) for concerns with no start
2. On behalf of kia do apologize for concerns
3. Do understand dealer has repaired vehicle
4. If for any reason concerns are not resolved and further assistance is needed please call back
5. Advised 800#, reference number.

*** CASE CLOSE 08/05/2014 04:02 PM US Mountain Standard Time TDonnelly

*** NOTES 09/10/2014 10:37 AM US Mountain Standard Time MCarpenter Action Type:Dealer contact
***duplicated case notes [redacted]
- For Reference -
Dispatch Date : 08/25/2014 09:12:41 AM
Services Received : Tow /Start Stall
No. of Times : 3
Caller Name : [redacted]
Caller Phone : [redacted]
Tow Provider : ZACATECAS AUTO TRANSPORT INC

Vehicle has experienced multiple tows/jumps within a 90 day period.

If the vehicle has been towed, it has been towed to Evergreen Kia. Prior to contacting the customer for any assistance, please contact the dealer to determine the cause and the status of the vehicle.

If the vehicle has been jump started multiple times, please contact the customer to determine if there are any concerns with the vehicle and provide any assistance.

*** NOTES 08/29/2014 12:48 PM US Mountain Standard Time JUTrotta Action Type:Dealer contact
Writer called IL040 John SM

Customer Name : [redacted]
Original Owner:
Customer phone #[redacted]
Customer Address:
VIN: KNAFU4A22C5[redacted]
MY and Mileage: 2012 Forte 55,127
Dealer Code/Selling Dealer:
Able to Duplicate:
RO# and Open Date: RO[redacted] 8/25/14
Current Repair Issue and Diagnosis: customer states vehicle will not start, dash powers up, replaced starter motor
Parts on order (Y/N): Part#, Order#: na
Vehicle repaired & customer has possession (Y/N): yes yes
Repeat Repair (Y/N), if so, how many times: yes
Repair History of current concern with dates and mileage: RO[redacted] 6/18/14 51598, customer states vehicle will not start replaced starter motor//
Days Down at initial Service Alert report: in and out same day
ETA for completion of repairs: done
Techline Case: na

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A22C5[redacted]	[redacted]	53,600

Chicago , IL , 60643 Prod. Date: 11/10/2011 Dealer: IL040 Evergreen KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

Rental / Loaner Provided/Date: na
Customer Request: na
Justification of Goodwill (must include maintenance history: na
Dealer contacted their DPSM: no
If HEV vehicle, is dealer HEV certified: na

*** PHONE LOG 08/29/2014 03:26 PM US Mountain Standard Time JUTrotta Action Type:Outgoing call
Writer Called customer and LVM:
1. Calling to follow up on recent service visit
2. Any questions or concerns please call back
3. Left writer info and case Id

*** CASE CLOSE 08/29/2014 03:28 PM US Mountain Standard Time JUTrotta

*** NOTES 09/10/2014 10:42 AM US Mountain Standard Time MCarpenter Action Type:Dealer contact
*****duplicate case notes [redacted]
- For Reference -
Dispatch Date : 09/05/2014 01:32:53 PM
Services Received : Tow /Vehicle Inoperable
No. of Times : 4
Caller Name : [redacted]
Caller Phone : [redacted]
Tow Provider : RIGHT WAY TOWING INC

Vehicle has experienced multiple tows/jumps within a 90 day period.

If the vehicle has been towed, it has been towed to Evergreen Kia. Prior to contacting the customer for any assistance, please contact the dealer to determine the cause and the status of the vehicle.

If the vehicle has been jump started multiple times, please contact the customer to determine if there are any concerns with the vehicle and provide any assistance.

*** PRIORITY CHANGE 09/08/2014 02:56:53 PM MCarpenter

*** NOTES 09/09/2014 10:45 AM US Mountain Standard Time MCarpenter Action Type:Dealer contact
writer called DLR IL040 spoke with Mario

Customer Name: [redacted]
Original Owner: yes
Customer phone #: [redacted]
Customer Address: Verified
VIN: KNAFU4A22C5[redacted]
MY and Mileage: Forte sedan 2012 mileage 55,782
Dealer Code/Selling Dealer: IL040/IL061
Able to Duplicate: yes
RO# and Open Date: RO# [redacted] 9/5/14

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A22C5[redacted]	[redacted]	53,600

Chicago , IL , 60643 Prod. Date: 11/10/2011 Dealer: IL040 Evergreen KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

Current Repair Issue and Diagnosis:
- multiple jumps
- tech has been checking out the electrical system

Parts on order (Y/N): Part#/Order# no
Vehicle repaired & customer has possession (Y/N): no/no
Repeat Repair (Y/N), if so, how many times: yes
Days Down at initial Service Alert report: 4 days
ETA for completion of repairs: unknown
Tech line Case: no
Rental / Loaner Provided/Date: no
Repair History of current concern with dates and mileage:
Customer Request: NA
Justification of Goodwill (must include maintenance history: NA
Dealer contacted their DPSM: no
If HEV vehicle, is dealer HEV certified: NA

Writer thanked

*** NOTES 09/10/2014 09:29 AM US Mountain Standard Time MFlynn Action Type:Dealer contact
800# VM from Mario
Gave Cst/VIN

1. RO# [redacted] Open 9/6/14
2. Dlr states veh is in for a repeat repair

*** NOTES 09/10/2014 09:41 AM US Mountain Standard Time MCarpenter Action Type:Dealer contact
*****duplicate case notes from [redacted]
*** PHONE LOG 09/08/2014 07:22 AM US Mountain Standard Time SHoward
[redacted] [redacted] states:
1. We have been having problems with starter
2. We have had towed to the dealer
3. They

Writer states:
1. Updated info
2. No open SC
3. Apologized, where is the vehicle currently

Customer states:
1. At IL040 the starter is out again
2. We just had one replaced 8/25
3. Is this going to an every growing cycle
4. We are a security company
5. We tell them there must be a short
6. They couldn't find what is wrong

Writer states:

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A22C5[redacted]	[redacted]	53,600

Chicago , IL , 60643 Prod. Date: 11/10/2011 Dealer: IL040 Evergreen KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

1. Apologized, writer is not technically trained
2. We need to allow the dealer to diagnose the vehicle
Thanked call ended

*** NOTES 09/09/2014 02:05 PM US Mountain Standard Time SHoward Action Type:Dealer contact
Writer called IL040 Service left VM
Writer states:
1. Calling to get the diagnosis and history for the customer's vehicle
2. Requested a call back
3. Left 800 case number and writer's info last 8 of VIN

*** NOTES 09/10/2014 10:50 AM US Mountain Standard Time MCarpenter Action Type:Manager review
writer sent e-mail to DPSM JPhillips - sending to Region - has been to IL040 three times for no start

*** NOTES 09/10/2014 10:55 AM US Mountain Standard Time MCarpenter Action Type:Dealer contact
Writer called customer LVM
1. Calling to follow up
2. Advised customer case is being sent to region will be contacted within the next 2 business days
3. Gave KCA 1-800 and Case number if any questions or concerns before callback

*** NOTES 09/10/2014 10:56 AM US Mountain Standard Time MCarpenter Action Type:Dealer contact
Dispatching to Region
1. vehicle was been into IL040 three times for same problem
2. customer phone # [redacted] - [redacted]
3. please review case and contact customer

*** NOTES 09/11/2014 12:52 PM US Mountain Standard Time SBuchanan Action Type:Internal
DUPLICATE CASE NOTES

Dealer :Evergreen Kia
Technician :Kevin Jaramillo
Service Manager :John Coan
Dealer Phone :7737794281
DPSM :Jeff Phillips
Vehicle Model :FORTE SEDAN
Model Year :2012
Mileage :55782
Initial comments by Technician found in TL Case #[redacted] :

*** Performed by contact: Kevin Jaramillo, 7737794281
*** This is a Request for Assistance ***

Problem Description :
tow in no crank no start

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A22C5[redacted]	[redacted]	53,600

Chicago , IL , 60643 Prod. Date: 11/10/2011 Dealer: IL040 Evergreen KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

Diagnostics Performed :
checked for 12 volt constant at starter was good checked for 12 volt switched at starter solenoid was good removed starter found plastic on solenoid melted where wiring goes into starter motor. this will be the 4th starter put on this vehicle first time i am seeing it not sure what was done or wrong before but this is what i found

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

END OF NOTES

*** PHONE LOG 09/12/2014 09:16 AM Central Daylight Time SSpreeman Action Type:Outgoing call
CALLED CUST, SPOKE TO [redacted] [redacted] THIS DATE

1.rcaa - apology for starter concern, understands was due to a wiring concern that has been corrected. Gave rcaa ph # and cust case # and invited cust to call rcaa if concern should happen again for rcaa involvement.
2.cust - thank you for the information.

END CALL

*** CASE CLOSE 09/12/2014 09:18 AM Central Daylight Time SSpreeman
Concern documented, no good will, no hard file.

*** PHONE LOG 09/15/2014 02:56 PM Central Daylight Time SSpreeman Action Type:Incoming call
RECEIVED VM MSG FROM CUST THIS DATE

1.cust - please call Mr. [redacted] gave ph and case #s, veh was towed in for not starting.

END CALL

*** PHONE LOG 09/15/2014 03:00 PM Central Daylight Time SSpreeman Action Type:Outgoing call
CALLED CUST, SPOKE TO MR.[redacted] THIS DATE

1.rcaa - apology for no start concern.
2.cust - Picked veh up on Friday, they just replaced the fourth starter, had to call to get veh towed back into the dealer to day because veh won't start. This veh is used for security at Midway Airport and it has to work. Has one just like it at O'Hare Airport and it doesn't give no trouble at all.
3.rcaa - another starter? This is amazing. Will call dealer and see what is going on. Thanks for calling me and letting me know.

END CALL

*** PHONE LOG 09/15/2014 03:11 PM Central Daylight Time SSpreeman Action Type:Outgoing call
CALLED DEALER, SPOKE TO SVC MGR JOHN THIS DATE

1.rcaa - is calling about cust veh
2.svc mgr - it seems like somebody keeps starting and starting the engine nd burning up the starter. They use this

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A22C5[redacted]	[redacted]	53,600

Chicago , IL , 60643 Prod. Date: 11/10/2011 Dealer: IL040 Evergreen KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

thing for security and must start the engine 100 times a night.Have gone as far as tracing the wiring and it all looks good.
3.rcaa - if that was the case you would have put in more than 50 starters in this veh and the ring gear would be worn out. Get T/L involved in this, there has to be an answer.
4.svc mgr - will get T/L back involved with this, will call rcaa tomorrow with an up date.

END CALL

*** NOTES 09/16/2014 12:32 PM US Mountain Standard Time MFlynn Action Type:Dealer contact
800# VM from Mario IL040
Gave Cst/VIN

1. RO# Open 9/15/14

*** NOTES 09/16/2014 12:32 PM US Mountain Standard Time JHirshfield Action Type:Dealer contact
dup case [redacted]
- For Reference -
Dispatch Date : 09/15/2014 01:36:05 PM
Services Received : Tow /Start Stall
No. of Times : 5
Caller Name : [redacted]
Caller Phone : [redacted]
Tow Provider : ZACATECAS AUTO TRANSPORT INC

Vehicle has experienced multiple tows/jumps within a 90 day period.

If the vehicle has been towed, it has been towed to Evergreen Kia. Prior to contacting the customer for any assistance, please contact the dealer to determine the cause and the status of the vehicle.

If the vehicle has been jump started multiple times, please contact the customer to determine if there are any concerns with the vehicle and provide any assistance.

*** PHONE LOG 09/17/2014 04:22 PM Central Daylight Time SSpreeman Action Type:Outgoing call
CALLED CUST, SPOKE TO MR.[redacted] THIS DATE

1.rcaa - is calling to update cust on veh repair. The last time we spoke rcaa said would call dealer and request the dlr get T/L involved which they did. T/L has the tech at the dealer doing tests to see why the starters have been failing. Will know more in the next couple of days.
2.cust - thanks for getting back to cust with an update.

END CALL

*** PHONE LOG 09/24/2014 02:57 PM Central Daylight Time SSpreeman Action Type:Outgoing call
CALLED DEALER, SPOKE TO SVC MGR JOHN THIS DATE

1.rcaa - what is the latest news on cust starter concern?

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A22C5[redacted]	[redacted]	53,600

Chicago , IL , 60643 Prod. Date: 11/10/2011 Dealer: IL040 Evergreen KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

2.svc mgr - just got off the phone with DPSM and after talking with him is going to go with the T/L recommendation of replacing the torque convertor due to the ring gear teeth being worn and possibly causing the starter gear to stay hung up in the ring gear and burning up the starters. So I just ordered a new torque converter.
3.rcaa - OK, thanks for the update.

END CALL

*** PHONE LOG 09/24/2014 03:01 PM Central Daylight Time SSpreeman Action Type:Outgoing call
CALLED CUST, LVM FOR MR.[redacted] THIS DATE

1.rcaa - is calling to update cust, dlr has ordered a replacement torque converter to correct the concern. When parts arrive will install and contact cust. nGave ph # if questions.

END CALL

*** PHONE LOG 10/01/2014 08:07 AM Central Daylight Time SSpreeman Action Type:Outgoing call
CALLED DEALER, SPOKE TO SVC ADV MARIO THIS DATE

1.rcaa - is calling about repair status of cust veh.
2.svc adv - removed the transmission for DPSM inspection, found flywheel teeth damaged, replaced the torque convertor/flywheel assembly and the starter. Cust picked up completed veh yesterday.
3.rcaa - thanks for the update.

END CALL

*** PHONE LOG 10/09/2014 03:04 PM Central Daylight Time SSpreeman Action Type:Outgoing call
CALLED CUST, SPOKE TO MR.[redacted] THIS DATE

1.rcaa - is calling to check cust satisfaction with starter repairs
2.cust - that veh is back in the shop again.
3.rcaa - for a no start concern?
4.cust - is not sure
5.rcaa - apology for continuing concern with veh, will contact dlr and see what assistance is needed.

END CALL

*** PHONE LOG 10/09/2014 03:08 PM Central Daylight Time SSpreeman Action Type:Outgoing call
CALLED DEALER, SPOKE TO SVC ADV BRIAN THIS DATE

1.rcaa - is calling about cust veh
2.svc adv - veh was towed in for a no start concern and is being diagnosed right now.
3.rcaa - ok, will call back tomorrow and follow up.

END CALL

*** NOTES 10/10/2014 06:32 AM US Mountain Standard Time TMcDuffie Action Type:Dealer contact

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A22C5[redacted]	[redacted]	53,600

Chicago , IL , 60643 Prod. Date: 11/10/2011 Dealer: IL040 Evergreen KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

RO# Open 9 OCT 14
1. Cst concern lights on dash on but will not start

*** NOTES 10/10/2014 11:50 AM US Mountain Standard Time MFlynn Action Type:Dealer contact
***Dup Case notes from [redacted]
- For Reference -
Dispatch Date : 10/09/2014 10:40:09 AM
Services Received : Tow /Wont Start
No. of Times : 5
Caller Name : [redacted]
Caller Phone : [redacted]
Tow Provider : ZACATECAS AUTO TRANSPORT INC

Vehicle has experienced multiple tows/jumps within a 90 day period.

If the vehicle has been towed, it has been towed to Evergreen Kia. Prior to contacting the customer for any assistance, please contact the dealer to determine the cause and the status of the vehicle.

If the vehicle has been jump started multiple times, please contact the customer to determine if there are any concerns with the vehicle and provide any assistance.

*** PHONE LOG 10/14/2014 12:42 PM Central Daylight Time SSpreeman Action Type:Outgoing call
CALLED DEALER, SPOKE TO SVC MGR BOB THIS DATE

1.rcaa - is calling about cust veh repair status.
2.svc mgr - has not had a chance to get a diagnosis done on it yet. Has some personnel out today and the roof is leaking badly over 1/2 of the shop (is raining at this time). Had had the DPSM involved in this and T/L too. Has replaced starters, ign switch, even the torque converter/flywheel and is still having the same concern. Is very frustrating. Will call rcaa when there is a diagnosis.
3.rcaa - ok, sounds like svc mgr is busy, will wait for the call.

END CALL

*** PHONE LOG 10/15/2014 04:04 PM Central Daylight Time SSpreeman Action Type:Outgoing call
CALLED DEALER, SVC MGR AND SVC DEPT NOT AVAILABLE AT THIS TIME

1.no msg left.

END CALL

*** PHONE LOG 10/16/2014 01:20 PM Central Daylight Time SSpreeman Action Type:Outgoing call
CALLED DEALER, SPOKE TO SVC MGR JOHN THIS DATE

1.rcaa - calling for an update on cust veh
2.svc mgr - has another burned out starter, still no diagnosis, has T/L involved and has been in contact with the owner of the company (cust).
3.rcaa - would like to involve an FTR on this, would that be ok?

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A22C5[redacted]	[redacted]	53,600

Chicago , IL , 60643 Prod. Date: 11/10/2011 Dealer: IL040 Evergreen KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

4.svc mgr - would love that!
5.rcaa - will put out the FTR request.

END CALL

*** PHONE LOG 10/16/2014 03:05 PM Central Daylight Time SSpreeman Action Type:Ltr/email/fax sent
EMAILED FTR REQUEST THIS DATE

Please advise of your earliest phone or onsite evaluation of this vehicle.

Customer's Name: [redacted]

VIN: KNAFU4A22C5[redacted]

Mileage: 53,600

Dealer Code / Name / Phone #: IL040

Dealer Contact: TECH KEVIN JARAMILLO, SVC ADV DRIAN OR MARIO

Vehicle main concern: VEH HAS BURNED UP MULTIPLE STARTERS, CAN'T DIAGNOSE CAUSE

Techline Case: T/L [redacted] CLARIFY CASE #[redacted]

Status / Vehicle Down: Vehicle down (Y/N). Y Number of days down: CURRENTLY 4 DAYS

Service Alert?: NO

Notes / Details: Can send case history after case acceptance.

Aftermarket Accessories (If Known)? NONE

Thank you for your assistance.

*** PHONE LOG 10/23/2014 02:24 PM Central Daylight Time SSpreeman Action Type:Outgoing call
CALLED DEALER, SPOKE TO SVC MGR JOHN THIS DATE

1.rcaa - is calling about cust veh repair status
2.svc mgr - the ign switch came in yesterday, installed yesterday. Testing yesterday and today found no starting problem, will test tomorrow and if ok will return veh to cust.
3.rcaa - great, when is the last time cust was called by dlr?
4.svc mgr - svc adv called last Monday-I think.
5.rcaa - will contact cust and update

END CALL

*** PHONE LOG 10/23/2014 02:40 PM Central Daylight Time SSpreeman Action Type:Outgoing call
CALLED CUST, SPOKE TO MR.[redacted] THIS DATE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A22C5[redacted]	[redacted]	53,600

Chicago , IL , 60643 Prod. Date: 11/10/2011 Dealer: IL040 Evergreen KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

1.rcaa - is calling about cust veh repair status. Has cust been contacted by the dlr recently?
2.cust no, has not.
3.rcaa - apology for that. Rcaa contacted an FTR and the FTR was at the dlr late last week to diagnose cust veh. The starter was burned up again (you're kidding) and rcaa believes the FTR found the cause of the starters failing. Starter wiring connections were all checked and were found to be good. The ignition switch though was found to be sticking-not returning to the run position and this was most likely the cause of the starters getting burned up. The new ignition switch was received and installed yesterday. Testing yesterday and today has proven the repair a success so far. Another day of testing tomorrow and if all is good the veh will be ready to go back to the cust.
4.cust - well thank you, really appreciates the effort made to get this veh repaired, will be looking forward to a call from the dealer if all is well tomorrow.

*** PHONE LOG 10/31/2014 10:23 AM Central Daylight Time SSpreeman Action Type:Outgoing call
CALLED CUST, LEFT MSG WITH RECEPTIONIST FOR MR.[redacted] THIS DATE

1.rcaa - is calling for Mr. [redacted]
2.recep - Mr.[redacted] is on the phone, may I take a msg?
3.rcaa - yes, gave ph # and is calling to check cust satisfaction with repair of no start veh.
4.recep - will give him the msg.

END CALL

*** PHONE LOG 10/31/2014 10:43 AM Central Daylight Time SSpreeman Action Type:Incoming call
CUST RETURNED RCAA CALL THIS DATE

1.cust - is returning call
2.rcaa - wants to know if starting concern has been repaired to cust satisfaction
3.cust - yes, yes, yes, has not been a problem since the last repair. Wants to thank rcaa for the assistance, would probably never been fixed without rcaa help. Thank you very much.
3.rcaa - is very happy to hear customer is satisfied and thanks for the compliment.

END CALL

*** CASE CLOSE 10/31/2014 10:45 AM Central Daylight Time SSpreeman
Concern documented, verified satisfaction, compliment acknowledged, no goodwill, no hard file.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A26C5[redacted]	[redacted]	27,224

Pomona , CA, 91766 Prod. Date: 11/16/2011 Dealer: CA217 Allstar KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Braking Power

Case History

*** NOTES 09/24/2014 01:11 PM US Mountain Standard Time BHilderbrand Action Type:Dealer contact
Writer Sent e-mail to DPSM Janet Lawyer requesting assistance for rental vehicle
Dispatching to NCA for:
1. Customer states was nearly in accident due to vehicle brake issue
2. Dispatching for product liability review and follow up
3. Customer is requesting rental car assistance also

*** PHONE LOG 09/24/2014 01:17 PM US Mountain Standard Time BHilderbrand
Customer Wife ([redacted] States:
1. I had an issue with the car this morning
2. I was nearly involved in an accident
3. When I brake it feels like it is not responding
4. Then going down the freeway I could only go 45 MPH
5. They say that they need my car for a couple of days
6. I am stuck here at the dealership and I need a vehicle
7. I feel like I should be able to use a loaner car
8. The dealership said to call you

Writer asked to speak to SVCA William and States:
1. Asked if the dealership had loaner cars or rentals

SVCA William States:
1. No but there is an enterprise right down the road that we work with

Writer States:
1. Advised I would contact the DPSM for assistance

*** NOTES 09/25/2014 03:16 PM Pacific Daylight Time SamuelKim Action Type:Internal
Case being assigned back to call center
1. Rejecting case for the following reasons
2. KCAC did not due diligence in investigating the customer's concern
3. Customer's request is for a loaner/rental while they are inspecting her brakes
4. Almost got into an accident is NOT an accident
5. If applicable, dispatched without accident report
6. Please handle

*** PHONE LOG 09/26/2014 11:10 AM US Mountain Standard Time BHilderbrand Action Type:Outgoing call
Writer called customer and LM:
1. Informed customer at this time we needed to gather information for an accident report
2. Advised concerns were based on statement customer made of almost in an accident
3. Gave case number and requested callback

*** PHONE LOG 09/29/2014 11:20 AM US Mountain Standard Time BHilderbrand Action Type:Outgoing call
Writer called customer and LM:
1. Informed customer at this time we needed to gather information for an accident report
2. Advised concerns were based on statement customer made of almost in an accident

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A26C5[redacted]	[redacted]	27,224

Pomona , CA, 91766 Prod. Date: 11/16/2011 Dealer: CA217 Allstar KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Braking Power

3. Gave case number and requested callback

*** CASE CLOSE 09/30/2014 06:03 AM US Mountain Standard Time BHilderbrand

*** PHONE LOG 10/01/2014 08:36 AM US Mountain Standard Time BHilderbrand Action Type:Outgoing call
1. My car smelt of burning and I nearly got hit
2. This is the second time in 2 weeks
3. I was driving 60 MPH and it went into limp mode
4. I was nearly hit
5. There is obviously a problem with the vehicle
6. The dealership said I was a bit dramatic
7. I just told them if this happens again and I get in an accident then I am out of luck
8. This is the second time and do not feel safe driving this vehicle
9. I am going to contact NHTSA in regards to the safety issue
10. I do not know how I am responsible for a rental car if I have to take the vehicle in for a safety concern
11. My sister is an attorney who is advising me the vehicle might be a lemon car

Writer States:
1. Apologized
2. Advised I would document the case and forward to NCA
3. Advised customer would hear from NCA within 48 business hours

Customer States:
1. Thank you Brandon
2. Agreed to survey

*** NOTES 10/01/2014 08:39 AM US Mountain Standard Time BHilderbrand Action Type:Dealer contact
Dispatching to NCA for:
1. Customer states was nearly in accident due to vehicle brake issue
2. Dispatching for product liability review and follow up
3. Customer is requesting rental car assistance also
4. Customer alleges vehicle might be a lemon
5. Customer is concerned for her safety

*** PHONE LOG 10/02/2014 07:46 AM US Mountain Standard Time JHirshfield Action Type:Incoming call
caller stated
1 her problem is getting progressively worse
2. again driving on the freeway, it went into limp mode and would only go 20-30 mph
3. also had a little smoke from engine-smelled like something electrical was the cause
4. she doesn't know what to do...CA217 told her they can't look at the car until next week

wtr
1. if it is undriveable, then it needs to be taken to dealership
2 her case mgr is Jeannie Mojica
3. she is in the best position to assist her
4. she will see the case notes and be in contact
4. it has been barely 24 hours from when case was transferred

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A26C5[redacted]	[redacted]	27,224

Pomona , CA, 91766 Prod. Date: 11/16/2011 Dealer: CA217 Allstar KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Braking Power

cust
1. she understands --she does not know what to do is why she called us
2 and to report that the problem seems to getting worse
wtr
1 Jeannie will see the notes in her case and I will also send her an email as well

*** PHONE LOG 10/02/2014 12:16 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr attempted to contact customer:
1. No answer.
2. No VM.

*** PHONE LOG 10/03/2014 08:13 AM US Mountain Standard Time TThacker Action Type:Outgoing call
Cust states:
1. I keep having problems with my car and it keeps getting worse
2. I was driving 65mph and electronic stability icon turned
3. I finally have an appt at CA217
4. Driving this veh now seems like a safety issue for me and dealer is refusing to provide rental or loaner
5. I own 2 Kias and bought them at the same dealership within 2 months of each other and this is ridiculous that dealer just doesn't care

Writer states:
1. Apologized
2. Advised cust will document concerns
3. Advised JMojica tried to reach cust no answer, no VM
4. Verified cust phone

Cust states:
1. [redacted]

Writer states:
1. Will try to contact JMojica

Cust states:
1. Ok

Places cust on hold, calls JMojica, no answer left VM
Switches back to cust and states:
1. Advised JMojica did not answer, left VM

Cust states:
1. Ok thank you

*** PHONE LOG 10/03/2014 04:01 PM Pacific Daylight Time JMojica Action Type:Incoming call
Customer (Ms. [redacted] left VM:
1. I think you tried to contact me.
2. Please try my cell.
3. I have an on going issue with my car that is only 2 years old.
4. I made an appointment with Kia of Pomona.

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A26C5[redacted]	[redacted]	27,224

Pomona , CA, 91766 Prod. Date: 11/16/2011 Dealer: CA217 Allstar KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Braking Power

5. They couldn't find anything wrong with it but I will be taking it in again.
6. I have a witness for the burning smell and the car going into limp mode.
7. I don't think this is safe to drive.
8. I need to get this resolved.
9. I made a formal complaint with NHTSA.
10. I am not going to drive it anymore.
11. Thanks.

*** PHONE LOG 10/06/2014 03:03 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
Wtr spoke to SM Jason:
1. SM stated that per TL, brake switch was replaced to address code.
2. SM stated no other concerns were duplicate.
3. Wtr will review case with KMA Engineer and see if anything other steps are advised.

*** PHONE LOG 10/06/2014 03:13 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr:
1. Calling in reference to vehicle.
2. Wtr understands customer experienced concern with vehicle.

Customer:
1. Yes, I am at the dlr now and they are replacing the brake switch.
2. I have had to spend the whole day at the dlr because they don't have loaners.
3. This is the second day I have had to take off work and spend the day at the dlr.
4. The dlr has been updating me all day though.

Wtr:
1. Wtr does see dlr has been communicating with TL.
2. Wtr will be following up with dlr to make sure vehicle is diagnosed and customer's concerns are addressed.

Customer:
1. Ok, well thank you for reaching out to me.
2. I hope this takes care of everything.

Wtr:
1. Thanked and disconnected.

*** PHONE LOG 10/13/2014 12:16 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr spoke to SD Ralph:
1. SD emailed over RO.

*** PHONE LOG 10/13/2014 12:27 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr:
1. Calling to f/u with repairs.
2. Explained that dlr replaced switch to address code, but concern not duplicated.

Customer:
1. Yes, so far everything is ok.

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A26C5[redacted]	[redacted]	27,224

Pomona , CA, 91766 Prod. Date: 11/16/2011 Dealer: CA217 Allstar KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Braking Power

2. I have only had it back for about a week though.

Wtr:
1. Ok, please c/b if anything changes.
2. Provided c/b #.
3. Thanked and disconnected.

*** CASE CLOSE 10/13/2014 12:28 PM Pacific Daylight Time JMojica
No further action required.

*** PHONE LOG 11/07/2014 02:02 PM Pacific Daylight Time JMojica Action Type:Incoming call
Ms. [redacted] left VM:
1. This happened again.
2. This is a dangerous car.
3. Please c/b.
4. I want to know what the legalities are.
5. This will be the fourth time this happens.
6. It makes me nervous.

*** PHONE LOG 11/10/2014 10:32 AM Pacific Daylight Time JMojica Action Type:Incoming call
Customer left VM:
1. I am calling again about the ongoing issue.
2. Please c/b on my cell.
3. I want to know what my choices are on getting this corrected.

*** PHONE LOG 11/10/2014 11:45 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr:
1. Calling in reference to vehicle.
2. Wtr received VMs.
3. Wtr understands customer experienced concern with vehicle.

Customer:
1. Yes, it went into limp mode again.
2. I was driving on the highway and that's when it happened.
3. I was accelerating and the car just decreased in speed again.
4. It is weird when it happened because I could actually see that the brake pedal depressed.
5. Then is just surges and increases in speed again.
6. I don't understand why it happens.

Wtr:
1. How often does concern occur?

Customer:
1. It used to happen once a month, then it started happening once a week and then everyday.
2. It has been about a month since it had happened after they replaced the brake switch.
3. I am thinking after this is will happen once a week, then every day like before.

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A26C5[redacted]	[redacted]	27,224

Pomona , CA, 91766 Prod. Date: 11/16/2011 Dealer: CA217 Allstar KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Braking Power

Wtr:
1. Advised customer that vehicle will have to go to the dlr.

Customer:
1. I just can't be without a car.
2. I need to go to work and the dlr won't even drop me off or offer anything.

Wtr:
1. Wtr can set up rental while vehicle is at the dlr.
2. Wtr will contact dlr to let them know.
3. KMA rental policy is $30/day, gas and ins. are CP.

Customer:
1. Ok, that would be very helpful.
2. Thank you.

Wtr:
1. Ok, no problem.
2. Wtr will call dlr and call customer back after communicating with dlr.
3. Thanked and disconnected.

*** PHONE LOG 11/12/2014 02:25 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr spoke to SM:
1. Wtr informed SM that vehicle will need to go back to dlr for diagnosis.
2. Wtr authorized rental coverage through KMA.
3. SM requested email confirmation.

*** PHONE LOG 11/12/2014 02:25 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
Wtr sent email:
From: Mojica, Jeannie [KMA]
Sent: Wednesday, November 12, 2014 2:25 PM
To: rmcguire@allstarkia.net
Subject: [redacted] - KNAFU4A26C5[redacted]

Ralph,

Per our conversation, please provide Ms. [redacted] with a rental vehicle upon her visit. Keep in mind, KMA policy covers up to $30/day and gas and insurance are CP.

Thank you,

*** PHONE LOG 11/12/2014 02:48 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr:
1. Informed customer that everything is set with dlr.
2. Customer just needs to contact dlr to schedule appointment.
3. Please c/b to let wtr when appointment is scheduled.

Customer:

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A26C5[redacted]	[redacted]	27,224

Pomona , CA, 91766 Prod. Date: 11/16/2011 Dealer: CA217 Allstar KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Braking Power

1. Ok, thank you so much for the help.
2. I will give the dlr a buzz.

*** PHONE LOG 11/12/2014 03:08 PM Pacific Daylight Time JMojica Action Type:Incoming call
Customer c/b and informed wtr of appointment on 11/13/14 at 8am.

*** PHONE LOG 11/13/2014 08:37 AM Pacific Daylight Time JMojica Action Type:Incoming call
Ms. [redacted] left VM:
1. The dlr c/b and said they can't take me in tomorrow.
2. We rescheduled for Monday 11/17/14.

*** PHONE LOG 11/17/2014 03:53 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr spoke to SM Ralph:
1. SM stated vehicle came in this morning, customer was provided w/rental.
2. SM stated customer was not able to describe when concern occurrs.
3. SM stated vehicle was road tested with customer, and then tech, tech scanned for DTCs and NPF/CND concern.
4. SM stated customer will be visitng dlr again tomorrow morning to road test again.
5. Wtr will f/u with dlr tomorrow.

*** PHONE LOG 11/18/2014 04:30 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr attempted to contact SM Ralph:
1. Wtr was informed SM is at San Bernardino location today.
2. Wtr will try again tomorrow.

*** PHONE LOG 11/19/2014 01:42 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
Wtr receieved email from SM:

From: Ralph McGuire [mailto:rmcguire@allstarkia.net]
Sent: Wednesday, November 19, 2014 1:26 PM
To: Mojica, Jeannie [KMA]
Cc: Lawyer, Janet [KMA]
Subject: RE: [redacted] - KNAFU4A26C5[redacted]

Hello Jeannie,
We have tested this vehicle and drove it several time and twice with the customer and Have not been able to duplicate concern.
I will contact he this afternoon
Please Advise
Thank You

Ralph A McGuire
Service Director
ALLSTAR Kia
909-664-2200 - Pomona
909-763-4740 - San Bernardino
253-377-0777 - Cell

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A26C5[redacted]	[redacted]	27,224

Pomona , CA, 91766 Prod. Date: 11/16/2011 Dealer: CA217 Allstar KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Braking Power

*** PHONE LOG 11/19/2014 02:26 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr spoke to SM Ralph:
1. SM stated vehicle had been road tested and inspected, NPF/CND.
2. Wtr advised SM that vehicle can be released to customer, wtr will look into what else can be done.

*** PHONE LOG 11/24/2014 10:56 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
Wtr sent email to SM Richard:

From: Mojica, Jeannie [KMA]
Sent: Monday, November 24, 2014 10:56 AM
To: 'Ralph McGuire'
Cc: Lawyer, Janet [KMA]; Okimura, Steven [KMA]
Subject: Kia Case #: [redacted] / [redacted]

Ralph,

I received authorization to send out a flight recorder for Ms. [redacted] 2012 Forte (KNAFU4A26C5[redacted]). Attached is a consent form that you will need to fill out and sign. Once you send us the completed copy, we will send out the flight recorder to the shipping address listed. Then, when the customer picks up the flight recorder, she will have to sign the consent form as well.

Thank you,

*** PHONE LOG 11/24/2014 11:00 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr left VM for customer requesting c/b.

*** PHONE LOG 11/26/2014 12:47 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Ralph McGuire [mailto:rmcguire@allstarkia.net]
Sent: Monday, November 24, 2014 12:05 PM
To: Mojica, Jeannie [KMA]
Subject: RE: Kia Case #: [redacted] / [redacted]

This is the signed authorization - Please let me know when you call her and maybe we can assist in some way.
Thank You

Ralph A McGuire
Service Director
ALLSTAR Kia
909-664-2200 - Pomona
909-763-4740 - San Bernardino
253-377-0777 - Cell

*** PHONE LOG 11/26/2014 12:59 PM Pacific Daylight Time JMojica Action Type:Outgoing call

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A26C5[redacted]	[redacted]	27,224

Pomona , CA, 91766 Prod. Date: 11/16/2011 Dealer: CA217 Allstar KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Braking Power

Customer left VM requesting c/b. (2x)

*** PHONE LOG 11/26/2014 12:59 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr left VM for customer requesting c/b.

*** PHONE LOG 11/26/2014 01:19 PM Pacific Daylight Time JMojica Action Type:Incoming call
Wtr:
1. Thanked customer for c/b.
2. Wtr has gotten authorization for flight recorder.
3. Explained how fligh recorder works.

Customer:
1. Well, to be completely honest, I am past that.
2. I was talking to my friend, and I want to ask Kia to buy back my car under LL.
3. This happened twice this week already.
4. I don't want this car anymore.
5. I get where Kia stands because they can't find codes and stuff, but I just am not happy with this car.

Wtr:
1. Wtr can understand where customer is coming from.
2. However, Kia is not offering to repurchase the vehicle.
3. Kia is offering the flight recorder so Kia can more info to work with and address the concern under terms of warranty.

Customer:
1. Ok, well I will be out of town for a week.
2. I will think about it and call you when I am back.

Wtr:
1. Fair enough, thanked and disconnected.

*** PHONE LOG 11/26/2014 01:20 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Wednesday, November 26, 2014 1:20 PM
To: 'Ralph McGuire'
Subject: RE: Kia Case #: [redacted] / [redacted]

Ralph,

I have offered Ms. [redacted] the flight recorder. She is going to think about it and get back to me once she is back in town next week. I will let you know once she has made her decision.

Thank you,

*** PHONE LOG 12/03/2014 03:00 PM Pacific Daylight Time JMojica Action Type:Incoming call
SM sent email to wtr:

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A26C5[redacted]	[redacted]	27,224

Pomona , CA, 91766 Prod. Date: 11/16/2011 Dealer: CA217 Allstar KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Braking Power

From: Ralph McGuire [mailto:rmcguire@allstarkia.net]
Sent: Tuesday, December 02, 2014 12:57 PM
To: Mojica, Jeannie [KMA]
Cc: Lawyer, Janet [KMA]
Subject: RE: Kia Case #: [redacted] / [redacted]

Hi Jeannie,
I am just following up on some issues, and we have not heard anything from Ms. [redacted] have you ?
I also have the invoice from her last visit and would like to get it closed. (see attached)
Please Advise
Thank You

Ralph A McGuire
Service Director
ALLSTAR Kia
909-664-2200 - Pomona
909-763-4740 - San Bernardino
253-377-0777 - Cell

*** PHONE LOG 12/03/2014 03:05 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
Wtr replied to SM's email:

From: Mojica, Jeannie [KMA]
Sent: Wednesday, December 03, 2014 3:04 PM
To: 'Ralph McGuire'
Cc: Lawyer, Janet [KMA]
Subject: RE: Kia Case #: [redacted] / [redacted]

Ralph,

I have not heard back from her yet. I will call her Friday if I don't hear back from her by then.

I will submit the invoice for reimbursement. The reimbursement will show on your parts statement.

Thank you,

*** PHONE LOG 12/08/2014 10:36 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr left VM for Ms. [redacted]
1. Calling to f/u on previous conversation.
2. Has customer re-considered flight recorder option?
3. Requested c/b.
4. Thanked and disconnected.

*** PHONE LOG 12/08/2014 10:38 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
Wtr sent email to SD Ralph:

From: Mojica, Jeannie [KMA]

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A26C5[redacted]	[redacted]	27,224

Pomona , CA, 91766 Prod. Date: 11/16/2011 Dealer: CA217 Allstar KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Braking Power

Sent: Monday, December 08, 2014 10:38 AM
To: 'Ralph McGuire'
Cc: Lawyer, Janet [KMA]
Subject: RE: Kia Case #: [redacted] / [redacted]

Hi, Ralph!

I just left Ms. [redacted] a VM. If you want to reach out to her that's fine. Let me know if you speak to her.

Thank you,

*** PHONE LOG 12/10/2014 02:34 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
Wtr received email from SM Ralph:

From: Ralph McGuire [mailto:rmcguire@allstarkia.net]
Sent: Tuesday, December 09, 2014 9:24 AM
To: Mojica, Jeannie [KMA]
Subject: RE: Kia Case #: [redacted] / [redacted]

I have now left messages at both numbers we have for her.
Will let you know when I get a return call
Thanks for your help

Ralph A McGuire
Service Director
ALLSTAR Kia
909-664-2200 - Pomona
909-763-4740 - San Bernardino
253-377-0777 (cell)

*** PHONE LOG 12/10/2014 02:34 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
Wtr replied to email:

From: Mojica, Jeannie [KMA]
Sent: Wednesday, December 10, 2014 2:35 PM
To: 'Ralph McGuire'
Subject: RE: Kia Case #: [redacted] / [redacted]

Ralph,

Thank you. I have not heard back yet, but I will let you know if/when I do.

*** PHONE LOG 12/15/2014 03:59 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
Wtr received email from SM Ralph:

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A26C5[redacted]	[redacted]	27,224

Pomona , CA, 91766 Prod. Date: 11/16/2011 Dealer: CA217 Allstar KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Braking Power

From: Ralph McGuire [mailto:rmcguire@allstarkia.net]
Sent: Wednesday, December 10, 2014 4:31 PM
To: Mojica, Jeannie [KMA]; Lawyer, Janet [KMA]
Subject: [redacted] Kia Case #: [redacted] / [redacted]

Hi Jeannie,
This may explain why she has not contacted us.
Kia Case #: [redacted] / [redacted]
Please Advise
Thank You

Ralph A McGuire
Service Director
ALLSTAR Kia
909-664-2200 - Pomona
909-763-4740 - San Bernardino
253-377-0777 (cell)

*** PHONE LOG 12/15/2014 04:05 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
Wtr sent email:

From: Mojica, Jeannie [KMA]
Sent: Monday, December 15, 2014 4:05 PM
To: 'Ralph McGuire'; Lawyer, Janet [KMA]
Subject: RE: [redacted] Kia Case #: [redacted] / [redacted]

Ralph,

Thanks for the heads up. I will figure out how to handle this.

Thank you,

*** NOTES 12/17/2014 03:32 PM Pacific Daylight Time JMojica Action Type:Dealer contact
Wtr received email from SM Ralph:

From: Ralph McGuire [mailto:rmcguire@allstarkia.net]
Sent: Monday, December 15, 2014 4:10 PM
To: Mojica, Jeannie [KMA]; Lawyer, Janet [KMA]
Subject: RE: [redacted] Kia Case #: [redacted] / [redacted]

Hi Jeannie,
You are more than welcome - if you can, Please let me know if the issue has happened or did she take it somewhere else ??
Also Mr. Choi our owner has requested KMA legal give us something in writing that we are fully indemnified in this matter…
Thank You for your help

Ralph A McGuire

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A26C5[redacted]	[redacted]	27,224

Pomona , CA, 91766 Prod. Date: 11/16/2011 Dealer: CA217 Allstar KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Braking Power

Service Director
ALLSTAR Kia
909-664-2200 - Pomona
909-763-4740 - San Bernardino
253-377-0777 - Cell

*** NOTES 12/17/2014 03:42 PM Pacific Daylight Time JMojica Action Type:Dealer contact
Wtr referred SM to KSPP Sect. 16.

*** PHONE LOG 01/06/2015 10:18 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Legal handling case.

*** PHONE LOG 01/06/2015 10:34 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr submitted GW request: 94193
Dlr to be reimbursed $137.40 on parts statement.

*** NOTES 01/20/2015 02:21 PM Pacific Daylight Time ADellarocca Action Type:Dealer contact
Dlr rcd credit of $137.40

*** CASE CLOSE 01/20/2015 02:21 PM Pacific Daylight Time ADellarocca
Dlr rcd credit of $137.40

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU5A20C5[redacted]	[redacted]	15,000

Framingham MA, 01701 Prod. Date: 12/20/2011 Dealer: MA042 Lev KIA of Framingham

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

Case History

*** PHONE LOG 12/17/2014 11:10 AM US Mountain Standard Time TDonnelly Action Type:Incoming call
Customer States:
1. Yesterday I was driving and I smelled burning smell
2. Thought it was older truck in front of me
3. Truck turned and was not in front of me any longer and smell still there
4. I pulled into parking lot and then saw smoke coming inside car on passenger side
5. Got bag and 2 pets out of car and yelled for help
6. Car burnt completely to the ground
7. Car was engulfed in flames in matter of a minute
8. Want to know if kia has had other cars do same thing or recalls
9. My insurance company is involved but I think I need compensation from kia because there is nothing that can be salvaged on car and what insurance company gives me is going to be less than what is owed
10. Do not feel I should have to pay this car is only serviced at dealer (MA042) since purchase.

Writer States:
1. Confirmed owner info
2. Apology for situation
3. Will need to take report.
4. Report taken
5. Advised that in order for kia to investigate further will need customer to send complete photo's of vehicle and or police/fire report to kma nca.
6. Advised address and reference number
7. Advised that case will be sent to another office for further follow up
8. This office will be in contact with customer in 2-3 business days.

Customer States:
1. Thanked writer for info
2. Will wait for further follow up

*** NOTES 12/17/2014 11:40 AM US Mountain Standard Time TDonnelly Action Type:Manager review
Writer States:
1. Dispatching to nca for alleged product liability
2. Customer alleges when driving in stop and go traffic she smelled burning
3. Stated when she pulled into parking lot to check car she saw smoke coming from passenger side vent so she took her bag and pets out of car and yelled for help and in less that 2 minutes car was completely engulfed in flames and is now a total loss
4. Writer has advised that if requesting further investigation from kia to send photo's of vehicle and police report to nca
5. Customer has been advised of reference number.

*** PHONE LOG 12/18/2014 03:38 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called and spoke with [redacted]
Writer states:
1. Calling in regards to your 2012 KIA Forte
2. Apologized for the situation
3. I will be handling your case from this point forward
4. Are you currently in a loaner or a rental?

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU5A20C5[redacted]	[redacted]	15,000

Framingham MA, 01701 Prod. Date: 12/20/2011 Dealer: MA042 Lev KIA of Framingham

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

Customer states:
1. So you heard about my not so good KIA experience
2. No I'm not, I didn't have rental coverage on my insurance

Writer states:
1. I will get in contact with a KIA dealership and place you in a loaner or a rental
2. Can you describe what happened that day

Customer states:
1. I was on my way to the vet, I was driving, I had just come off the highway and was on fairly major town road
2. It's a 4 lane road, 2 lanes going in each direction
3. It was bumper to bumper, slow
4. I smelled something that was hot, but there was an older pickup truck in front of me and I thought it was that
5. So I was following him through 2 sets of light and he made it through the next light, but I stopped because the light turned red and I still smelled the smell
6. So I opened the window and I didn't smell anything, but I thought I should pull over
7. So I pulled over and parallel parked to the street I was on, left the car running
8. Got out of the car, looked at the front of the car and I did indeed see some smoke coming out from the passenger side right next to the windshield
9. There is a tire dealership called Direct Tire on 126 Galen Street in Watertown
10. I yelled for help, my car's on fire
11. They had to evacuate their waiting room, it was maybe about 20 or 30 feet from my car
12. I jumped in the car and I shut it off, grabbed my cat and purse in the front seat, ran around and got my other cat
13. I went into the tire dealership and told them to call 9-1-1
14. I was able to take a picture
15. It was maybe a minute since when I stepped out of the car
16. Lots and lots of brown smoke, flames coming from under the hood, the car was engulfed in flames
17. By the time the fire department got there, the entire car was ablaze, it was maybe 4 minutes since I had pulled over

Writer states:
1. Are you okay?

Customer states:
1. I am okay, really shooken up
2. Thank God it was me driving and not my [redacted] year old daughter
3. I actually don't always drive that car, it's my daughter's car
4. I drive a stick, but I hurt my knee the night before
5. And my daughter takes the train everyday, so the car was only driven on the weekends

Writer states:
1. Did you ever have any problems with the vehicle before?
2. Do you recall seeing any light on in the dash?
3. Did you have anything turned on?
4. Where did you have the vehicle serviced at?
5. Have you settled with your insurance company?

Customer states:
1. No problems, the engine was running fine
2. No lights
3. The radio was on, I had the heater on

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU5A20C5[redacted]	[redacted]	15,000

Framingham MA 01701 Prod. Date: 12/20/2011 Dealer: MA042 Lev KIA of Framingham

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

4. It's only been into Lev KIA for the servicing except for the snow tires
5. No not at all, they were going to send out an adjustor today
6. I'm guessing someone from KIA is wanting to take a look at this
7. Thank You

Writer states:
1. Requested photos and a police or fire report
2. Gave customer email address and call back number
3. Once received, I will get it reviewed and give you a call back
4. Thank You

*** NOTES 12/18/2014 03:39 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Called dealer MA042, service department is closed for the day.

*** PHONE LOG 12/18/2014 05:03 PM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax rec'd
Received photos from customer (guardianangelscatrescue@gmail.com)

*** PHONE LOG 12/18/2014 05:08 PM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax sent
Sent customer email (guardianangelscatrescue@gmail.com)
Dear Ms. [redacted]

I wanted to let you know I received your photos. I will get in contact with Lev Kia of Framingham first thing tomorrow morning and arrange a loaner or a rental for you. In the meantime, if you have any additional questions or concerns, you are more than welcome to contact me.

*** NOTES 12/18/2014 05:38 PM Pacific Daylight Time SamuelKim Action Type:Internal
Sent email to DPSM KDomingues requesting assistance.

*** NOTES 12/19/2014 09:07 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Called dealer MA042 and spoke with Fixed Operations Director Danny Viola
Writer states:
1. Calling to request a rental or a loaner vehicle for the customer
2. Thank You

Dealer states:
1. I already spoke to her yesterday
2. I won't have available until this afternoon
3. I have all her information, I'll give her a call

*** NOTES 12/19/2014 09:10 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Sent email to Fixed Operations Director Danny Viola at dealer MA042 (danny.viola@koautogroup.com) and CC'd DPSM KDomingues
Hi Danny,

Thank You for all your help with this. Please keep me updated on the rental/loaner situation. Also I forgot to mention, could you fax or email me a reprint of all the ROs on this customer's vehicle.

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU5A20C5[redacted]	[redacted]	15,000

Framingham MA, 01701 Prod. Date: 12/20/2011 Dealer: MA042 Lev KIA of Framingham

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

*** NOTES 12/19/2014 09:29 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Received email from Fixed Operations Director Danny Viola at dealer MA042 (danny.viola@koautogroup.com)
will do, will fax you copies on monday

*** NOTES 12/19/2014 09:34 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Called dealer MA042 and spoke with Will in the Service Department
Writer states:
1. Requested service history

Dealer states:
1. Last visit was on June 4, 2014 for an oil change and replacing an auxiliary jack
2. Customer was in here May 2013, July 2013, December 2013 and June 2014 for an oil change

*** NOTES 12/19/2014 02:31 PM Pacific Daylight Time SamuelKim Action Type:Internal
Received email from DPSM KDomingues
Customer will be in this afternoon for a vehicle to use and SM Dan Viola will send you copies of the repair orders

*** NOTES 12/19/2014 02:31 PM Pacific Daylight Time SamuelKim Action Type:Internal
Reviewed case with KMA Engineers. Pending further response.

*** PHONE LOG 12/22/2014 09:09 AM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax rec'd
Received email from customer (guardianangelscatrescue@gmail.com)
Please find a scanned copy of the Fire Report from the Watertown Fire Department. If you need any more pictures please let me know. In addition, the car is going to be towed to a salvage yard on Monday in Uxbridge, MA.

Thank you for your help.
Kim

*** NOTES 12/22/2014 02:07 PM Pacific Daylight Time SamuelKim Action Type:Internal
Reviewed case with KMA Engineers and CAFOM
1. Offer customer SOC

*** NOTES 12/22/2014 02:09 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Sent email to Fixed Operations Director Danny Viola at dealer MA042 (danny.viola@koautogroup.com) and CC'd DPSM KDomingues
Good Afternoon Dan,

I haven't received the ROs yet. Could you please advise.

*** PHONE LOG 12/22/2014 04:50 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called and spoke with [redacted]
Writer states:
1. Calling to follow up with you on your 2012 KIA Forte

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU5A20C5[redacted]	[redacted]	15,000

Framingham MA, 01701 Prod. Date: 12/20/2011 Dealer: MA042 Lev KIA of Framingham

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

2. KIA would like to offer you a comparable, replacement vehicle
3. KIA wishes to accomplish this through a Substitution of Collateral
4. I will send you the paperwork via email to get the process started
5. Requested copy of Sales Contract and title
6. If your insurance company has any questions, you are more than welcome to have them contact us
7. You're welcome

Customer states:
1. When we first got the car, we took out a loan because KIA gave us such a good deal
2. But we immediately paid it off, we're not making any car payments
3. What about my claim with my insurance company?
4. Thank You

*** PHONE LOG 12/22/2014 05:08 PM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax sent
Sent customer Offer Letter (guardianangelscatrescue@gmail.com)
Dear Mrs. [redacted]

Per our conversation, please read and sign the attached Offer Letter and return it back to me along with a copy of your Sales Contract, loan information (if applicable) and copy of your title. If you have any additional questions or concerns, please do not hesitate to contact me.

*** NOTES 12/23/2014 09:14 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Received email from Fixed Operations Director Danny Viola at dealer MA042 (danny.viola@koautogroup.com) was not in the office yesterday, will get them to you today

*** NOTES 12/23/2014 09:16 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Called dealer MA042 and spoke with Fixed Operations Director Danny Viola
Dealer states:
1. We are in the process of changing our systems and I don't have access to your email
2. At 9,000 miles, she had a straight up oil change
3. 13,000 miles, straight up oil change, customer declined 15K service
4. 18,000 and 23,000 miles, straight up oil change
5. I'll fax that over to you

Writer states:
1. Gave dealer fax number
2. Thank You

*** NOTES 12/23/2014 06:01 PM Pacific Daylight Time SamuelKim Action Type:Internal
Tread review complete.

*** PHONE LOG 01/02/2015 01:28 PM Pacific Daylight Time JeffStroup Action Type:Outgoing call
wtr left voicemail for customer to call back.

*** PHONE LOG 01/07/2015 02:24 PM Pacific Daylight Time SamuelKim Action Type:Incoming call
Received call from [redacted] [redacted]

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU5A20C5[redacted]	[redacted]	15,000

Framingham MA, 01701 Prod. Date: 12/20/2011 Dealer: MA042 Lev KIA of Framingham

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

Customer states:
1. I spoke to Jeff about 2 days ago
2. We've driven both the Forte and the small crossover SUV 14 Sportage
3. I feel at this point more safer going with the Sportage
4. There is one on the lot which is pretty much a bare bones one, it's silver one
5. The person I've been working with is Ken Russian
6. Okay, thank you

Writer states:
1. Let me get some more information and I'll give you a call back within 1 to 2 business days

*** NOTES 01/07/2015 02:30 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Called dealer MA042 and spoke with Ken Russian
Writer states:
1. Requested copy of vehicle invoice
2. Gave dealer call back number and fax number

Dealer states:
1. I will get that out to you

*** NOTES 01/08/2015 03:37 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Writer was CC'd on email sent to Sales Manager John Bulso at daeler MA042 (john.bulso@koautogroup.com)
Good afternoon Mr. Bulso, attached is the Tradeout authorization for [redacted] Please sign and email back to us so we can start the SOC process

Thanks for your help on this one

*** PHONE LOG 01/08/2015 03:38 PM Pacific Daylight Time SamuelKim Action Type:Incoming call
Received call from [redacted]
Customer states:
1. Calling to see where we're at with the vehicle
2. Thank You

Writer states:
1. We are waiting on the paperwork to be authorized by the dealership
2. I will give you a call once everything has been signed and authorized

*** NOTES 01/09/2015 10:19 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Sent email to Sales Manager John Bulso at daeler MA042 (john.bulso@koautogroup.com)
Good Afternoon John,

Thank you for all your help with this. I've attached the necessary paperwork to be signed by the customer (Title needs to be signed over to KIA Motors America, Inc.). If you have any questions, please feel free to contact me. Loaner/rental needs to be returned.

*** PHONE LOG 01/09/2015 10:19 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called and spoke with [redacted]

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2012 FORTE KNAFU5A20C5[redacted]	[redacted]	15,000

Framingham MA 01701 Prod. Date: 12/20/2011 Dealer: MA042 Lev KIA of Framingham

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

Writer states:
1. Dealership should be in contact with you shortly
2. Where is the current location of the vehicle?
3. If you have any additional questions, please feel free to contact me

Customer states:
1. Our insurance company had it towed to a place called the Salvage Center (508)278-5115
2. Stock number is [redacted]
3. Thank You

*** NOTES 01/09/2015 02:31 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Received email from Sales Manager John Bulso at dealer MA042 (john.bulso@koautogroup.com)
Hello Sam,

Kim came in this afternoon and signed the release and the required documents to take delivery of the Sportage. She also
Gave us the title to the 2012 Forte. She was given the idea that she could take delivery today. We informed her nicely that
We were waiting on documents from Kia Corporate in order to complete the transaction. Please let me know as soon as
Possible when we will receive a check and the tax exemption documents so I can get Mrs. [redacted] into her replacement
Vehicle.

Do you need the release and title in your possession before releasing payment? I can guarantee delivery of both to you.
Whatever can be done to speed this transaction would be appreciated.

Thank You

John Bulso
Lev Kia of Framingham
MA042

*** NOTES 01/13/2015 12:08 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Received message from Fixed Operations Director Danny Viola at dealer MA042
1. This is Dan Viola from Lev Kia in Framingham, Mass calling
2. If you would please give me a call at (508)626-1559 or on my cell (508)317-8887
3. This is in regards to [redacted] [redacted] with the rental car
4. I'm processing the paperwork for payment on the rental
5. Again (508)626-1559, my cell (508)317-8887
6. I'd like to get this resolved as soon as possible
7. Thank You

*** NOTES 01/13/2015 12:11 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Called dealer MA042 and spoke with Fixed Operations Director Danny Viola
Writer states:
1. Requested copy of rental invoice
2. Gave dealer fax number

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU5A20C5[redacted]	[redacted]	15,000

Framingham MA 01701 Prod. Date: 12/20/2011 Dealer: MA042 Lev KIA of Framingham

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

Dealer states:
1. I'll fax it over to you

*** NOTES 01/13/2015 02:43 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Received rental invoice from dealer MA042 via fax.

*** PHONE LOG 01/20/2015 02:28 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called customer and left message:
1. Calling to follow up with you on your new vehicle
2. If you have any questions, please give me a call back
3. Gave call back number

*** CASE CLOSE 01/20/2015 02:28 PM Pacific Daylight Time SamuelKim

*** NOTES 03/17/2015 04:24 PM Pacific Daylight Time SGuindi Action Type:NCA Corresp. rec'd
NCA rec'd signed settlement agreement and general release from customer. Attaching to case and dispatching to NCA.

*** CASE CLOSE 03/18/2015 08:08 AM Pacific Daylight Time SamuelKim

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A27C5[redacted]	[redacted]	0

Braintree , MA, 02184 Prod. Date: 04/17/2012 Dealer: MA006 Quirk KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Other

Case History

*** PHONE LOG 01/29/2015 12:19 PM Pacific Daylight Time JMojica
TL escalation:

*** NOTES 01/29/2015 06:47 AM clarify Action Type: Dealer contact
*** Performed by contact: Jon Boivin, *01062012084534
*** This is a Request for Assistance ***

Problem Description :
Customer states there is a burning smell and smoke coming from engine compartment. I did not see any smoke, but I do smell a burning smell. Seems to be coming from cooling fan resistor.

Diagnostics Performed :
.

*** PHONE LOG 01/29/2015 07:46 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Jon, please have your manager notify your DPSM, park the vehicle and wait for someone from Kia Consumer Affairs to contact your dealership regarding this vehicle. Thank you

*** NOTES 01/29/2015 08:35 AM clarify Action Type: Dealer contact
*** Performed by contact: Jon Boivin, *01062012084534
Result of Advice 1:Customer in a rental, Per service manager please escalate this case to consumer affairs.

*** NOTES 01/29/2015 08:35 AM clarify Action Type: Dealer contact
*** Performed by contact: Jon Boivin, *01062012084534
Result of Advice 1:Customer in a rental, Per service manager please escalate this case to consumer affairs.

Additional Comments:Result of Advice 1:Customer in a rental, Per service manager please escalate this case to consumer affairs.

*** NOTES 01/29/2015 08:35 AM clarify Action Type: Dealer contact
*** Performed by contact: Jon Boivin, *01062012084534
Result of Advice 1:Customer in a rental, Per service manager please escalate this case to consumer affairs.

Additional Comments:Result of Advice 1:Customer in a rental, Per service manager please escalate this case to consumer affairs.

Additional Comments:Result of Advice 1:Customer in a rental, Per service manager please escalate this case to consumer affairs.

*** PHONE LOG 01/29/2015 09:50 AM Pacific Daylight Time SOkimura Action Type:Outgoing call
Advice 1: Jon, the case has already been forwarded to Consumer Affairs

*** PHONE LOG 01/29/2015 12:23 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr attempted to contact SM:
1. Wtr was advised SM is not available at the moment and SAs are all with customers.

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A27C5[redacted]	[redacted]	0

Braintree , MA, 02184 Prod. Date: 04/17/2012 Dealer: MA006 Quirk KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Other

2. Wtr will c/b at a later time.

*** PHONE LOG 01/30/2015 02:04 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr spoke to tech and SM:
-Authorized that tech verify if cooling fan is operating properly.
-Requested pictures of cooling fan.

*** PHONE LOG 01/30/2015 02:09 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr left VM for customer
1. Calling in reference to vehicle.
2. Wtr is in communication with dlr and engineers.
3. Please c/b if there are any questions.
4. Provided c/b # and case # for reference.

*** PHONE LOG 01/30/2015 02:09 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
Wtr received pictures from SM via email.

*** PHONE LOG 02/03/2015 09:34 AM Pacific Daylight Time JMojica Action Type:Incoming call
Customer left VM:
1. The dealer said they had sent a part that got recalled.
2. They want to charge me for the rental but I don't think I should be responsible for that.
3. Anyway, if you could please c/b.

*** PHONE LOG 02/04/2015 11:17 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr spoke to SM Richard:
1. Wtr advised SM to address repairs under warranty.
2. SM requested email authorizing repairs.
3. Wtr will send email.
4. Wtr requested parts.

*** PHONE LOG 02/04/2015 11:20 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
Wtr sent email to SM:

From: Mojica, Jeannie [KMA]
Sent: Wednesday, February 04, 2015 11:14 AM
To: 'rpearson'
Subject: RE: Burning smell 12 forte

Richard,

Please go ahead and address this under warranty. We recommend replacing the cooling fan resistor, and please inspect the part that connects to the resistor and replace it if it appears damaged.

Also, we will need the parts that are replaced to be sent to :

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A27C5[redacted]	[redacted]	0

Braintree , MA, 02184 Prod. Date: 04/17/2012 Dealer: MA006 Quirk KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Other

NCA/Jeannie Mojica
111 Peters Canyon Dr.
Irvine, CA 92606

Let me know if you have any questions.

*** PHONE LOG 02/04/2015 11:21 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr left VM for customer requesting c/b.

*** PHONE LOG 02/09/2015 01:16 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr attempted to contact SM:
1. No answer.
2. No VM.

*** PHONE LOG 02/11/2015 01:51 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr received part.

*** PHONE LOG 02/11/2015 02:02 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr spoke to SM Richard:
1. SM stated repairs were completed and customer is back in vehicle.
2. Wtr informed SM that part was received.
3. SM emailing over RO.

*** PHONE LOG 02/11/2015 02:03 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Richard Pearson [mailto:rpearson@quirkcars.com]
Sent: Wednesday, February 11, 2015 2:03 PM
To: Mojica, Jeannie [KMA]; Domingues, Ken [KMA]
Subject: Re: [redacted] 12 Forte-KNAFU4A27C5[redacted]

Hello,
Here is the ro you requested for [redacted] [redacted]

Thank You
Richard Pearson
Quirk KIA Service Manager
Work 781-917-1293
Cell 781-844-1944

*** CASE CLOSE 02/11/2015 02:05 PM Pacific Daylight Time JMojica
No further action required.

*** CASE CLOSE 03/27/2015 03:32 PM Pacific Daylight Time JMojica
TREAD REVIEW COMPLETE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A20C5[redacted]	[redacted]	58,018

Odessa , TX, 79761 Prod. Date: 06/08/2011 Dealer: TX028 Kelly Grimsley KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

*** PHONE LOG 08/11/2015 04:27 PM US Mountain Standard Time SMunoz
Customer called and states:
1. Headlight burnt out
2. Dlr stated that socket melted and not covered under warranty
3. Wanted to verify that with you

Writer states:
1. Apologized
2. Advised socket would generally fall under 5/60
3. Will follow up with dlr for more information on customer's concern
4. Will contact customer within 24-48 business hours
5. Asked if customer has further questions or concerns

Customer states;
1. No, thank you

*** NOTES 08/14/2015 01:17 PM US Mountain Standard Time SMunoz Action Type:Dealer contact
Dealer Contact Name: Steven
Customer Name: [redacted]
Original Owner (Y or N): Y
Customer phone#: Same as above
Customer address: Same as above
VIN: KNAFU4A20C5[redacted]
MY and Mileage: 2012 Forte 53124
Dealer Code / Selling Dealer (Y or N): TX028 / TX028
Able to Duplicate (Y or N): N/A
RO# and Open Date: [redacted] 08/04/2015 - 08/04/2015
Current Repair Issue and Diagnosis:
- Customer came in holding socket, was at a 3rd party shop, socket melted
- Cust came in and brought her own bulbs and everything else
- Checked with warranty clerk and verified concern not warrantable
Parts on order (Y/N): (If yes, make sure to get Order# and Part#) N
Vehicle repaired & customer has possession: N/A
Repeat Repair (Y/N): N
Days Down at initial Service Alert report: 1
ETA for completion of repairs: N/A
Techline Case: N
Rental / Loaner Provided / Date: N/A
Repair History of current concern with dates and mileage: N/A
Customer Request: N
Justification of Goodwill: (must include maintenance history) N/A
Dealer contacted their DPSM (Y or N): N

*** PHONE LOG 08/14/2015 03:29 PM US Mountain Standard Time SMunoz Action Type:Outgoing call
Writer called customer at [redacted] and states:
1. Following up in regards to customer's concern

Customer states:
1. Well, it was just unplugged by the mechanic
2. He just removed it and gave it to me to take to the dlr

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A20C5[redacted]	[redacted]	58,018

Odessa , TX, 79761 Prod. Date: 06/08/2011 Dealer: TX028 Kelly Grimsley KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

3. It shouldn't have melted
4. It had never been replaced

Writer states:
1. Apologized

Customer interrupted:
1. Reiterated concern

Writer states:
1. Apologized
2. Advised writer will follow up with dlr for further information on customer's concern
3. Once gathered, writer will submit a one-time GW assistance request from DPSM
4. DPSM generally has 24-48 business hours to provide writer with a decision about whether or not he'll be assisting cust
- Cannot guarantee provision of assistance
5. Writer will follow up with customer within 2-3 business days
6. Provided case and contact information
7. Asked if customer has further questions or concerns

*** NOTES 08/19/2015 02:34 PM US Mountain Standard Time SMunoz Action Type:Dealer contact
Writer called TX028 and LVM:
1. Following up in regards to customer's concern
2. Provided case and contact information
3. Asked if customer has further quesitons or concerns

*** NOTES 08/19/2015 02:35 PM US Mountain Standard Time SMunoz Action Type:Dealer contact
Writer called TX028 and LVM:
1. Following up in regards to customer's concern
2. Provided case and contact information
3. Requested a call back asap

*** NOTES 08/20/2015 10:48 AM US Mountain Standard Time SMunoz Action Type:Dealer contact
Writer called TX028 and spoke to Wilbur in parts:
1. Following up in regards to customer's concern
2. Wanted to submit a one-time GW assistance request to DPSM
3. Provided RO #

Wilber states:
1. Cust may need either one of these
2. Would have to bring it in
3. 92440-1M100, 92440-1M020

*** NOTES 08/20/2015 11:06 AM US Mountain Standard Time SMunoz Action Type:Dealer contact
Writer called TX028 and spoke to Heath:
1. Wanted to see if there was an estimate drawn for this cust

Heath states:

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2012 FORTE KNAFU4A20C5[redacted]	[redacted]	58,018

Odessa , TX, 79761 Prod. Date: 06/08/2011 Dealer: TX028 Kelly Grimsley KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

1. Hadn't given one to the cust because we know lights were covered
2. That and cust was at a 3rd party shop and we initially thought that they were splicing into wires
3. Let me get you that estimate, though

Writer states:
1. Thanked

Writer was on hold approximately 5 minutes, got disconnected

*** PHONE LOG 08/20/2015 11:08 AM US Mountain Standard Time JMcphee Action Type:Incoming call
Spouse [redacted] calling in:
1. I think I missed a call from my TCS for update
2. I have burnt out headlight that is not covered under warranty
3. I was calling to find out about any updates

Wrt states:
1. APologized
2. I do show your case opened and being worked by TCS
3. Did you want me to try to connect you and leave VM if not available?
4. Or I can try to assist you.

Cust states:
1. Please what you can find out and assist me

Wrt states:
1. Looks like the dealer is requesting to have veh brought in to determine what model part would be needed to be replaced
2. TCS is working to find out if this can be covered but still waiting for update for decision if can or can not be covered

Cust states:
1. OK thank you for that info
2. I will taking to dlr any ways tomorrow for inspection
3. They can look to see what part may be needed then

Wrt states:
1. Anything else I can assist with today?

Cust states:
1. no

Wrt states:
1. thank you for calling Kia

*** PHONE LOG 08/21/2015 12:17 PM US Mountain Standard Time WBurks Action Type:Incoming call
cust stated:
1. The car was at the dealer TX28 today
2. They were unable to look at the wire harness they are too busy
3. The next apt they can get me is Oct 5th
4. Can I go elsewhere

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A20C5[redacted]	[redacted]	58,018

Odessa , TX, 79761 Prod. Date: 06/08/2011 Dealer: TX028 Kelly Grimsley KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

cust explained issue

5. Can I speak to Steve TCS pls

writer transferred to TCS VM

*** PHONE LOG 08/21/2015 03:33 PM US Mountain Standard Time SMunoz Action Type:Outgoing call
Customer called and states:
1. Following up in regards to concern
2. Getting veh inspected today, however, they're not going to be diagnosing the light issue
3. I'll be making another appt sometime this week and I'll call when I bring it in

Writer states:
1. Sounds good
2. Offered case #

Customer states:
1. I have it
2. Thank you!

*** CASE CLOSE 08/21/2015 04:56 PM US Mountain Standard Time SMunoz

*** PHONE LOG 11/16/2015 03:42 PM US Mountain Standard Time JiSmith Action Type:Outgoing call
Customer ([redacted] states:
1. The veh is still having electrical issues
2. The veh has now blown 3 bulbs in two months via the passenger front turn signal
3. I am going to take the veh to the Kelly Grimsley Kia service dept on Dec 1st
4. I will call back if applicable

Writer states:
1. Apologize for inconvenience
2. Updated Customer information
3. No open SC
4.

Cust states:
1. Ok

Writer states:
1. Thank You

*** CASE CLOSE 11/16/2015 03:42 PM US Mountain Standard Time JiSmith

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A20C5[redacted]	[redacted]	58,018

Odessa , TX, 79761 Prod. Date: 06/08/2011 Dealer: TX028 Kelly Grimsley KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

*** PHONE LOG 12/01/2015 05:42 PM US Mountain Standard Time SBrandt Action Type:Incoming call
Customer
1. I want to get some help and get this resolved
2. I got my veh diagnosed but apparently they didnt do a good job
3. Also I have low tire indicator light thing on
4. I am going back tomorrow for it

Writer
1. Advised writer will call dlr for vehicle information and request assistance
2. Follow up in 2-3 business days
3. Informed of 5/60 BLW

Customer
1. Ok thank you

*** NOTES 12/02/2015 01:55 PM US Mountain Standard Time SBrandt Action Type:Dealer contact
Dealer Contact Name: Heath
Customer Name: [redacted]
Original Owner (Y or N): Y
Customer phone#: [redacted]
VIN: KNAFU4A20C5[redacted]
MY and Mileage: 2012 Forte, 57812 miles
Dealer Code / Selling Dealer (Y or N): TX028
Able to Duplicate (Y or N):
RO# and Open Date: 12/1/2015 [redacted]
Current Repair Issue and Diagnosis:
-Turn signal bulb was replaced, customer's pay
-Tire pressure was low, filled with air
Parts on order (Y/N): N
Vehicle repaired & customer has possession: Y
Repeat Repair (Y/N): N, Customer came in for the same concern but never replaced a bulb. She goes to non-Kia for service
Days Down at initial Service Alert report:
ETA for completion of repairs:
Techline Case: N
Rental / Loaner Provided / Date:
Repair History of current concern with dates and mileage:
Customer Request:
Justification of Goodwill:
Dealer contacted their DPSM (Y or N): N

*** PHONE LOG 12/02/2015 01:57 PM US Mountain Standard Time SBrandt Action Type:Incoming call
Writer
1. Calling to follow up

Customer
1. I didnt make it over there today
2. I need to set up another appointment
3. Both lights came back on - tire and light bulb

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A20C5[redacted]	[redacted]	58,018

Odessa , TX, 79761 Prod. Date: 06/08/2011 Dealer: TX028 Kelly Grimsley KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Writer
1. Advised to take vehicle to Kia for diagnosis
2. Please call KMA for further assistance

*** CASE CLOSE 12/02/2015 01:57 PM US Mountain Standard Time SBrandt
-Pending diagnosis

*** PHONE LOG 12/08/2015 08:14 AM US Mountain Standard Time VLopez Action Type:Outgoing call
Cust states:
1. I wanted to inform you that I am on my way to the dealership at this time.
2. I was working w/ Ivy in regards to concerns w/ my vehicle.
3. When I took my vehicle in the dealership replaced the bulb.
4. Later that same day the bulb blew again.
5. My vehicle was in the shop for an hour.
6. They said it was not pulling enough to blew the light.
7. My low tire indicator bulb came back on after it was off when they put air in my tire from previous visit.
8. I dont feel that I should have to pay for the bulb.

Writer state:
1. Apologized.
2. Advised to allow the dealership to diagnose the vehicle today during visit.
3. Advised i will follow up with the dealership tomorrow.
4. Advised once i get more info from dealership i will be in contact w/ her on thursday.

Cust states:
1. Thank you for your help.

*** PHONE LOG 12/10/2015 11:38 AM US Mountain Standard Time VLopez Action Type:Outgoing call
Writer called TX028 @ 432-333-0441 spoke w/ Heath states:
1. Advised i am calling to get repair info.
Dealer Contact Name: Heath (Service Manager) @ TX028
Customer Name: [redacted]
Original Owner (Y or N): no
Customer phone#: [redacted]
Customer address: [redacted] Odessa, TX [redacted]
VIN: KNAFU4A20C5[redacted]
MY and Mileage: 2012 Forte 58020
Dealer Code / Selling Dealer (Y or N): TX028 / NO
Able to Duplicate (Y or N):
RO# and Open Date: [redacted] / 12/8/15
Current Repair Issue and Diagnosis: excessive resistance in the in the ground to the right front headlamp. we performed a wiring repair to the engine harness and replaced the bulb and fixed it.
Parts on order (Y/N): no
Vehicle repaired & customer has possession: yes/yes

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A20C5[redacted]	[redacted]	58,018

Odessa , TX, 79761 Prod. Date: 06/08/2011 Dealer: TX028 Kelly Grimsley KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Repeat Repair (Y/N): Yes to replace just the bulb 1st time.
Days Down at initial Service Alert report: n/a
ETA for completion of repairs: n/a
Techline Case: n/a
Rental / Loaner Provided / Date: n/a
Repair History of current concern with dates and mileage: n/a
Customer Request: n/a
Justification of Goodwill: n/a
Dealer contacted their DPSM (Y or N): n/a
If HEV vehicle, is dealer HEV certified:

Heath states:
1. Customer came in to have bulb replaced
2. We did fix vehicle and customer has vehicle back.

Writer states:
1. Thank you for your assistance.

*** PHONE LOG 12/17/2015 08:30 AM US Mountain Standard Time VLopez Action Type:Outgoing call
Writer called [redacted] states:
1. I am following up regarding your concerns w/ the vehicle.
2. Advised I did recieve info that vehicle was back w/ the customer.

Cust states:
1. The light issue was fixed completely for the turn signal.
2. The low tire indicator is still coming on.
3. The dealership advised me to take my vehicle back to the location I purchased my tires at.
4. I got a life time warranty on my tires.
5. The dealership advised me they could have caused an issue w/ the sensor and would have to repair it on their end since i got the life time warranty.

Writer states:
1. I am glad to hear your concerns have been addressed.
2. If you still have any questions or concerns regarding the vehicle please give us a call back.
3. Advise customer still has 5/60 BLW & 10/100 PTW.

Cust states:
1. At this time we dont have any other concerns w/ the vehicle.
2. We appreciate you giving us this info.

Writer states:
1. Thanked for being Kia customer.
2. Advised if any further questions to give us a call back.

*** CASE CLOSE 12/17/2015 08:30 AM US Mountain Standard Time VLopez

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A22C5[redacted]	[redacted]	30,000
, ,		Prod. Date: 02/22/2012	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Other

Case History

*** PHONE LOG 10/20/2015 12:02 PM Pacific Daylight Time CLoftus
NCA rec'd subrogation notice from customer's insurance, Farmers Insurance. Letter states:
1. Accept this notice of potential claim to KMA from Farmers Insurance as subrogated to the recovery rights of its insured, [redacted]
2. Damages arising out of the fire that occurred on 10/13/15.
3. Preliminary investigation revealed the fire originiated in the engine compartment of the 2012 Kia.
4. KMA is invited to send reps to the fire scene and vehicle examiniation to protect its interests.
5. The examiniation will proceed if we do not hear from you.

Attaching to case and dispatching to NCA.

*** PHONE LOG 10/21/2015 08:56 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr:
1. Calling in reference to subrogation received.
2. I need to request docs from you.
3. I need pictures and any other supporting docs available.

Barrett w/ Cozen O'Conner:
1. I don't have any pictures and no reports are available right now.
2. The scene will be held for 1 more week.
3. We need to know when to expect Kia out there.

Wtr:
1. What are you stating happened?
2. We are normally scheduled about 2 weeks out at best.
3. Regardless, I can't send someone out there without gathering docs and info available.

Customer:
1. The car caught on fire and caused damage to the house.
2. There is over $200,000 worth of damage.
3. I will request pictures and send them over to you.

Wtr:
1. Ok, provided email address.
2. Send pictures over and we will go from there.
3. Thanked and disconnected.

*** PRIORITY CHANGE 10/21/2015 09:04:50 AM JMojica

*** PHONE LOG 10/22/2015 06:26 AM Pacific Daylight Time JMojica Action Type:Incoming call
Barret left VM:
1. I am not able to send these pictures to you.
2. I am not sure why they are not going through.
3. Please c/b or email me at bkiernan@cozen.com

*** PHONE LOG 10/23/2015 04:11 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A22C5[redacted]	[redacted]	30,000
, ,		Prod. Date: 02/22/2012	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Other

From: Mojica, Jeannie [KMA]
Sent: Friday, October 23, 2015 4:11 PM
To: 'bkiernan@cozen.com'
Subject: Kia Case #: [redacted]

Barrett,

I would suggest splitting up the attachments into a few different emails or compressing the file. Otherwise, you can try mailing them, but I would prefer email since they would reach me fastest.

Thank you,

*** PHONE LOG 10/23/2015 03:24 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr:
1. I just sent you an email.
2. I just wanted to call to see if maybe you are able to send 2 or 3 pictures right now while we figure out how to get the rest of them over?

Barrett:
1. Ok, I will try.

Wtr:
1. Thanked and disconnected.

*** PHONE LOG 10/23/2015 03:26 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Kiernan, Barrett [mailto:BKiernan@cozen.com]
Sent: Friday, October 23, 2015 4:25 PM
To: Mojica, Jeannie [KMA]
Subject: RE: Kia Case #: [redacted]

Jeannie,

Did these get through?

Our expert sent the photos as one attachment instead of separate photos.

Paul Barrett Kiernan, Jr. Member | Cozen O'Connor 501 West Broadway, Suite 1610 | San Diego, CA 92101 P: 619-685-1710 F: 866-617-1509 Email <mailto:bkiernan@cozen.com> | Bio <http://www.cozen.com/people/bios/kiernan-barrett> | Map <http://maps.apple.com/?q=501%20West%20Broadway%0D%0ASuite%201610%2CSan%20Diego%20CA> | cozen.com <http://www.cozen.com>

*** PHONE LOG 10/23/2015 03:27 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Mojica, Jeannie [KMA]
Sent: Friday, October 23, 2015 4:27 PM
To: 'Kiernan, Barrett'
Subject: RE: Kia Case #: [redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2012 FORTE KNAFU4A22C5[redacted]	[redacted]	30,000
, ,		Prod. Date: 02/22/2012	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Other

Barrett,

Yes! They made it! Thank you. I will get back to you asap.

*** CASE CLOSE 10/26/2015 02:09 PM Pacific Daylight Time JMojica
No further action required.

*** CASE CLOSE 01/15/2016 08:08 AM Pacific Daylight Time JMojica
TREAD review complete.

*** CASE CLOSE 02/15/2016 05:35 PM Pacific Daylight Time SGuindi
TREAD review completed.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A21C5[redacted]	[redacted]	116,000

, , Prod. Date: 08/24/2011 Dealer:

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

Case History

*** PHONE LOG 10/26/2015 06:24 AM US Mountain Standard Time AVargas
Customer:
1. I saw a recall online
2. It was for the wiring harness to the radiator fan resistor
3. It went bad started smoking really bad under the hood

Writer:
1. Apologized
2. I do not see any open SC or recall on your vehicle
3. They are vin number specific
4. I can have a total case specialist contact you within 24/48 hours

Writer:
1. Ok
2. The sooner the better
3. The exact thing they explained in the recall is exactly what happened to my car

Writer:
1. Apologized
2. Someone will be contacting you in regards to this within 24/48 hours
3. Thank you for calling Kia

*** PHONE LOG 10/26/2015 11:43 AM US Mountain Standard Time ASoto Action Type:Outgoing call
Writer called cust and states
1. Calling regarding your concern

Cust states:
1. This is the 2nd time this has happened
2. The repair was done approx Nov. 10, 2014
3. The body shop got all the parts from a Kia dlr
4. The resistor melted and caused damage to the wiring harness
5. The resister was replaced last year
6. It caught fire
7. At that time it was 116k on the veh
8. It actually did get towed to Disney Car Care Center
   - they quoted me 2k for the repair
9. I got part of a wiring harness from a junk yard and now my veh is running

Writer states:
1. Apologized
2. Verified cust info
3. Did accident scripting
4. Writer will send your case to the appropriate office for further assistance
5. Please give them approx 2 -3 business days for contact

*** NOTES 10/26/2015 11:44 AM US Mountain Standard Time ASoto Action Type:Dealer contact
add to notes:
writer states:
1. There are no open SC's on veh

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A21C5[redacted]	[redacted]	116,000

, , Prod. Date: 08/24/2011 Dealer:

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

*** PRIORITY CHANGE 10/26/2015 11:46:48 AM ASoto

*** NOTES 10/26/2015 11:49 AM US Mountain Standard Time ASoto Action Type:Dealer contact
DISPATCHING;
1. CUST ALLEGES WIRING HARNESS AND RESISTOR CAUGHT ON FIRE
2. CUST SEEKING REPAIRS AND REIMBURSEMENT FOR TOW AND PARTIAL REPAIRS DONE TO VEH
3. ASSIST DETERMINATION

*** NOTES 10/26/2015 01:43 PM US Mountain Standard Time ASoto Action Type:Dealer contact

[!<For Internal Use Only
send to nca per SC>!]

*** PHONE LOG 10/28/2015 03:08 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called and spoke with [redacted]
Writer states:
1. Calling in regards to your 2012 Forte

Customer states:
1. Leaving work, this was Tuesday 10/21 which was exactly 7 days ago
2. I was stopped at a red light on Buena Vista Drive, I was idling
3. I was 300 or 400 feet from the gas station
4. The car started smoking really, really bad from underneath my hood
5. At first I didn't know, I just smelled something
6. Then I saw a lot of smoke, I put the car in park and shut the car off
7. Turned on my hazards and opened the hood
8. There was a small fire on the wiring harness that goes from the resistor to the engine wiring harness
9. It was very small so I patted that out
10. All of those components were melted
11. I drove the car to a nearby gas station (Speedway Gas Station) and I ended up having to get it towed to a shop
12. I brought it to the shop, the shop told me it was going to be 2K to replace
13. My car was 80 something miles away from home
14. I called around and I ended up finding the fan assembly with the resistor on it and the engine harness plug
15. I bought it, I paid a guy to put it in for me
16. I pretty much put in a junkyard part that I put in the car
17. The only problem is I didn't replace the whole engine wiring harness
18. The problem is the call center person said it was not involved in a recall
19. I was involved in a front end collision accident on November 3, 2014
20. The repairs were Virgil's Auto Body Repair in Orange City, FL, Kia parts were used to replace

Writer states:
1. Were you injured?
2. What are you requesting from Kia?

Customer states:
1. No sir
2. I would like to see if I can get reimbursed for the tow, the part and the labor
3. A grand total of $300 and $350 dollars

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A21C5[redacted]	[redacted]	116,000
, ,	Prod. Date: 08/24/2011	Dealer:		

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

4. I want Kia to replace the entire wiring harness
5. I understand my specific VIN is not attached to that recall, I understand all that
6. But I am fully adamant that part was a defective part
7. I also bought my wife a Kia from the same auto dealer
8. I was just upset by what happened

Writer states:
1. I cannot make any promises
2. Requested body work estimate from November, receipts and photos
3. Gave customer email address, fax number and call back number
4. Once received, I will get it reviewed and follow up with you

Customer states:
1. I appreciate you looking into this

*** PHONE LOG 11/04/2015 02:29 PM Pacific Daylight Time SamuelKim Action Type:Incoming call
Received message from customer:
1. This is [redacted]
2. I'm just calling to confirm that all of my information about my claim was received by you
3. As far as picture of my part and copy of my receipts and copy of my auto repair from the accident
4. Please get in touch with me as soon as you can at [redacted]
5. Thank you very much, bye, bye

*** PHONE LOG 11/04/2015 02:31 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called customer and left message:
1. Writer has not received anything
2. Requested call back
3. Gave call back number

*** PHONE LOG 11/04/2015 02:35 PM Pacific Daylight Time SamuelKim Action Type:Incoming call
Received call from [redacted]
Customer states:
1. I sent the email last night
2. My email is [redacted]
3. Thanks

Writer states:
1. Apologized, but I did not receive any emails
2. I can send you an email first
3. I will send you a confirmation email once you reply

*** PHONE LOG 11/04/2015 02:35 PM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax sent
Sent customer email [redacted]

*** PHONE LOG 11/05/2015 03:37 PM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax rec'd
Received email from customer [redacted]
As per our telephone conversation, on October 30, 2015, attached please find the requested documents:

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A21C5[redacted]	[redacted]	116,000

, , Prod. Date: 08/24/2011 Dealer:

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

Pictures of old part
Copy of all receipts,
Copy of auto repair from accident

Please contact me directly if you have any other requests or questions regarding this matter.
Thank you for your attention to this matter.

[redacted]

[redacted]

*** PHONE LOG 11/05/2015 03:37 PM Pacific Daylight Time SamuelKim Action Type:Incoming call
Received message from customer:
1. This is [redacted]
2. I was calling to confirm that the emails that I sent to today were received by you
3. If you can, give me a call at your earliest convenience [redacted]
4. Thank you, bye, bye

*** PHONE LOG 11/05/2015 03:44 PM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax sent
Sent customer email [redacted]
Dear Mr. [redacted]

For some reason I am only able to open 2 attachments ([redacted] 2012kiaforte.pdf and [redacted] 2012kiaforte2.pdf). the rest of the files have an invalid link or was not properly saved and attached. Could you double check and try sending it to me again. When I click on the file, it takes me to a log in screen for mail.brighthouse.com

*** PHONE LOG 11/09/2015 05:49 PM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax rec'd
Received photos from customer [redacted]

*** PHONE LOG 11/10/2015 05:15 PM Pacific Daylight Time SamuelKim Action Type:Incoming call
Received message from customer:
1. This is [redacted]
2. I was the one who was in the problem with the Kia
3. Anyway I was wondering if you got the fax that my wife had sent for you
4. If you can, call me back at this number to confirm and just to let me know that you got it
5. Thanks, bye

*** NOTES 11/11/2015 10:09 AM Pacific Daylight Time SamuelKim Action Type:Internal
Reviewed case with KMA Engineers:
1. Vehicle was involved in accident on 11/2014
2. Replaced parts are not OEM
3. Refer customer to insurance

*** PHONE LOG 11/11/2015 10:15 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A21C5[redacted]	[redacted]	116,000

, , Prod. Date: 08/24/2011 Dealer:

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

Called and spoke with [redacted]
Writer states:
1. Calling to follow up with you on your 2012 Kia Forte
2. The radiator assembly, fan assembly, condenser that was replaced by the Body Shop is aftermarket
3. Referred customer to insurance

Customer states:
1. Okay

*** CASE CLOSE 11/11/2015 10:16 AM Pacific Daylight Time SamuelKim

*** NOTES 01/11/2016 09:42 AM Pacific Daylight Time SamuelKim Action Type:Internal
TREAD review complete

*** CASE CLOSE 01/11/2016 09:43 AM Pacific Daylight Time SamuelKim

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	knafu4a24c5[redacted]	[redacted]	45,000

, , Prod. Date: 12/23/2011 Dealer:

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

Case History

*** PHONE LOG 04/21/2017 08:56 AM Eastern Daylight Time TIcenhour
[redacted]

Cust states:
1. knafu4a24c5[redacted]
2. Just letting you know this information.
3. Bought veh 2 months ago with 40k miles
4. Owner said veh was perfect and nothing was wrong with it.
5. While son driving 04/20/17 there were flames under hood.
6. Do you have any problems with this?
7. Flames from right front headlight area.
8. Pulled over and raised the hood and flames everywhere.
9. Veh totally burned from front to rear.

Wrt states
1. Apologized / no SC
2. Run fire script.
3. What is cust requesting of Kia?

Cust states
1. Nothing, just wanted you to know.

Wrt states
1. Advised will dispatch to NCA and cust will receive call from NCA in 2-3 business days.

Cust states
1. Thank you

Wrt states
1. Thank you

*** NOTES 04/21/2017 08:59 AM Eastern Daylight Time TIcenhour Action Type:Manager review
Forward to NCA
1 Cust alleges veh caught fire.
2 Cust is unsure where veh was towed at this time.
3 Cust is not requesting anything.
4 Please contact customer with resolution.

*** NOTES 04/21/2017 06:06 AM US Mountain Daylight Time SCoder Action Type:Manager review
SCoder reviewed case
Dispatch appropriately

*** PHONE LOG 04/24/2017 08:24 AM Pacific Daylight Time GVillela Action Type:Outgoing call
Wtr spoke with [redacted] on 4/21/17:
1. Wtr asked for questions
2. [redacted] stated just wanted to know if youve seen something like this
3. Wtr advised no
4. Wtr advised vehicle history shows no maintennce for about 30,000 miles
5. [redacted] stated he would look into that

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
[redacted]	[redacted]	knafu4a24c5[redacted]	[redacted]	45,000

, , Prod. Date: 12/23/2011 Dealer:

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

6. [redacted] thanked
7. Wtr advised if there was anything else he was inquiring about
8. [redacted] stated " no, thank you"

call ended

*** CASE CLOSE 04/24/2017 08:25 AM Pacific Daylight Time GVillela
No further contact required

*** 06/30/2017 16:40:22 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened with Sub Status of Working

*** Phone - Call - Inbound created on 06/30/2017 16:40:25 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Tread review completed

*** 06/30/2017 16:40:40 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : CA-Information Given
[Resolution Summary]

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

FORTE

201 FORTE_ACCIDENT SCRIPTS_ALLEGED DEFECT B_EXPANDED SCOPE

Accident Report

Case [redacted]

Report Details

A-1) Who owns the vehicle?

[redacted]

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

[redacted]

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

[redacted]

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

0

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

na

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

no

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

08/02/2018 23:00:00

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

My vehicle and one spot on asphalt

B-2) What time was 911 called?

Yes

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

Dry

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

No

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

Just pulled in to hotel parking lot, vehicle was parked approx 10 min and bystanders informed me my vehicle was on file

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

Off

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

No

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

No

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

Days in Breezewood PA.

C-1) Which fire agency responded?

Breezewood PA Fire Dept

C-2) What is the fire report number?

Dont have

D-1) Where is the vehicle now?

Painters Garage 1046 Lighthouse Rd, Breezewood PA 15533

D-2) Have any repairs been completed?

No

D-3) Was the insurance company contacted?

Yes

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

Yes

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

Want assistance getting into new vehicle

Accident Report

Case [redacted]

Report Details

1. Who Owns the Vehicle?

[redacted]
Apopka FL [redacted] <Provide Owner Name, Address, and Phone>

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

NO ONE WAS DRIVING THE VEHICLE, VEHICLE WAS SITTING IN THE DRIVEWAY WHEN FIRE OCCURRED

[redacted]
Apopka FL [redacted] <Provide Driver's Name, Address, and Phone>

3. Do You Own the Vehicle?

Yes

4. What is the Age of the Driver?

NO DRIVER <Driver's Age>

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

07/27/16 @ ABOUT 630 PM <DATE> and <TIME>

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

NO WEATHER CHANGES, REGULAR CLEAR EVENING <ROAD & WEATHER CONDITIONS>

7. What Speed was the Vehicle Traveling?

NONE, VEHICLE WAS PARKED <VEHICLE SPEED>

8. Were any Other Vehicles Involved in the Accident?

No

9. Were There Any Injuries?

No

10. Was Anyone Taken by Ambulance to The Hospital?

No

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

No

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

The customer states his son picked the vehicle up from FL083 after a wiring repair and a battery replacement because the vehicle didnt start. The customer took the vehicle to the home address and the vehicle was parked in the drive way. My son got in the house, and my son was in the house maybe 5 minutes and the neighbor knocked on the door and told me that the vehicle was on fire. My son and wife came outside and my neighbor brought his fire extinguisher and we put out the flames, it came from the bottom of the car in the front. There was alot of smoke and alot of flames. We didnt try to turn it on or anything, we just called the dealer and told them to come tow the vehicle. The tow truck came and tried to start it, and the car start on fire again, we used the water hose to put out the fire, and the tow truck company disconnected the battery. And then the vehicle was towed to the dealer. <INCLUDE street names, location, all vehicles involved, what part of the vehicles were dam

13. Were the Police Contacted?

No

16. Was the Insurance Company Contacted?

Yes i called them the next day.
State Farm.
Yes, <Name, Address, and Phone of Insurance Company, Policy #, and Claim #>

17. Have You Settled With the Insurance Company?

Yes

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

Towed

19. Where is the Vehicle Now?

Orlando Kia West
9605 SW 102nd place
Ocala FL <VEHICLE LOCATION>

20. Have Any Repairs Been Completed?

No

21. Were Parties Wearing Seatbelts?

No

22. Did the Airbag(s) Deploy?

No

23. Was Airbag Light on prior to accident?

No

24. What action are you requesting of Kia?

No i didnt call Kia
Tony told me i had to call the insurance company so i did. <RESOLUTION SOUGHT>

25. Have you reviewed the airbag section of the owners manual?
Yes - In order to consider your request, we will need you to provide us with copies of:
i. Copy of Police Report (if available)
ii. Pictures of vehicle (front, rear and side views)
Not Applicable

Accident Report

Case [redacted]

Report Details

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

FORTE

2012 FORTE_CA REPORTS_ALLEGED DEFECT B_EXPANDED SCOPE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2013 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A22D5[redacted]	[redacted]	43,000
, ,		Prod. Date: 08/20/2012	Dealer:	

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

Case History

*** 08/14/2018 14:32:20 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 08/14/2018 14:48:34 and created by Tammi Donnelly ***

cust states
1 car caught on fire in parking lot.
2 vehicle is totaled
3 Can I get assistance on this

wrt states
1 Apologized
2 Need additional info
3 Preferred method of contact

cust states
1 email
2 vehicle at painters garage 1046 Lighthouse Rd, Breezewood PA 15533, PH# 8147353131

wrt states
1 Ran fire scripts
2 Submitting to NCA
3 Please allow 2-3 business days

cust states
1 Thank you

*** Note - Others created on 08/14/2018 14:49:37 and created by Tammi Donnelly ***

CUSTOMER “ALLEGES” Fire
Forward to NCA
1 Customer alleges the vehicle caught on fire
2 Vehicle is currently down at Painters Garage
3 Customer is requesting assistance getting into a new vehicle
4 Please review and follow up accordingly

*** 08/14/2018 14:51:53 ***
Dispatched from WIPBin = Inbox to Queue National CA by Tammi Donnelly
Reason:

*** 08/15/2018 07:41:09 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 08/15/2018 08:01:41 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 1. Intro Calls of Ryan Ristow by Jeff Stroup
Reason:

*** Others - Others commitment created on 08/16/2018 13:59:08 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/17/2018 and created by Ryan Ristow ***

*** 08/16/2018 13:59:31 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1. Intro Calls and Sub Status of Assigned

Last name	First name	VIN of 2013 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A22D5[redacted]	[redacted]	43,000
, ,		Prod. Date: 08/20/2012	Dealer:	

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

*** Others - Others commitment fulfilled on 08/17/2018 11:19:55 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/17/2018 closed by Ryan Ristow ***
Contact customer to get insurance contact.

*** Phone - Call - Inbound created on 08/17/2018 12:34:35 and created by Kayla Uhl ***
Customer states:
1. Calling to check on my claim from last week

Writer states:
1. Apologize
2. Advise CM has schedules to call today

Customer states:
1. Okay thank you
2. He can call me at [redacted]

*** Phone - Call - Inbound created on 08/20/2018 10:07:09 (GMT-05:00) Eastern Time (US & Canada) and created by Dennis Whitman ***
Cust States:
1. I'm supposed to be calling someone name Ryan
2. What was the next step in my case?

Wtr States:
1. Apologized
2. Per notes Case manager is requesting Insurance contact
3. They are currently researching your case and will need to completed that research before KCAC can offer a resolution
4. TCS will update your case and request a callback regarding your case
5. Thanked

Cust States:
1. My Insurance Adjuster is Chris @ 814-623-2889 - All State Insurance
2. Right now I'm sitting here without a vehicle and the car was garage kept
3. When we saw the flames they were coming from up under the hood and up where the wipers are
4. The grill was basically acting as a chimney and one of the whole sides of the car is just ruined
5. Right now I want to get some help, I need advice on how to proceed
6. At the moment I need a car and want to get some answers - I read online about a component in these kinds of vehicles that's had similar reports of fire

Wtr States:
1. Apologized
2. Fires can be caused by a number of complex issues and require thorough investigation as to determine a cause
3. If a an issue is found to be consistent with a defect in the design of a KIA vehicle KMA will work with the custome towards a resolution
4. Thanked

Cust States:
1. Thank you
2. If you can have Ryan call me ASAP I would appreciate it

Last name	First name	VIN of 2013 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A22D5[redacted]	[redacted]	43,000
, ,		Prod. Date: 08/20/2012	Dealer:	

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

*** Phone - Call - Inbound created on 08/20/2018 10:21:40 (GMT-05:00) Eastern Time (US & Canada) and created by Dennis Whitman ***

<For Internal Use Only
Insurance Inspector Contact# - 800-255-7828 (All State Insuance Inspector) Claim# [redacted]

*** Phone - Call - Inbound created on 08/17/2018 11:19:57 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
N/A

*** Phone - Call - Outbound created on 08/20/2018 08:46:45 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt contacted the customer:
1. I understand there was a vehicle fire.
2. It appears that you have already settled with your insurance.
3. When you settle with the insurance, it goes into their hands for possible subrogation.

The customer replied:
1. I am still out money.
2. I cannot get a new car.

Wrt replied:
1. I can see what the insurance intends to do, if you would like.
2. We typically offer similar to the insurance.
3. We use KBB to determine the value of the vehicle.

The customer replied;
1. That's fine, do whatever you want.
2. I am also going to report this to NHTSA.
3. I hope to save a life.

Wrt replied:
1. Do you want me to call you with the info I get from the insurance?

The customer replied:
1. Do whatever you want.
2. Thanks for the call.

*** Phone - Call - Outbound created on 08/20/2018 08:54:17 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt left a VM for the insurance.

*** Phone - Call - Inbound commitment created on 08/20/2018 08:54:56 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/24/2018 and created by Ryan Ristow ***

*** Web - Note created on 08/21/2018 16:22:57 (GMT-08:00) Pacific Time (US & Canada) and created by Esther Kong ***
NCA received the follow VOQ from NHTSA below:

TL THE CONTACT OWNED A 2013 KIA FORTE. WHILE THE VEHICLE WAS IDLING, THE CONTACT WAS ALERTED THAT THE VEHICLE WAS ON FIRE. THE VEHICLE BECAME ENGULFED IN FLAMES. THE FIRE DEPARTMENT WAS CONTACTED AND EXTINGUISHED THE FIRE. THE VEHICLE WAS TOWED TO A

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2013 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A22D5[redacted]	[redacted]	43,000
, ,		Prod. Date: 08/20/2012	Dealer:	

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

SALVAGE YARD AND DEEMED DESTROYED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE, BUT NO ASSISTANCE WAS OFFERED BECAUSE THE MATTER WAS RESOLVED WITH THE INSURANCE COMPANY. THERE WERE NO INJURIES. THE CAUSE OF THE FAILURE WAS NOT DIAGNOSED. THE FAILURE MILEAGE WAS 43,000.

*** Phone - Call - Outbound commitment updated on 08/27/2018 13:32:35 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/24/2018 and updated by Ryan Ristow ***
Wrt left a VM for Rich Underwood at 301-601-8850

*** Phone - Call - Inbound commitment updated on 08/27/2018 13:32:44 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/29/2018 and updated by Ryan Ristow ***

*** Phone - Call - Outbound created on 08/29/2018 11:02:01 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt left a VM for the insurance.

*** Phone - Call - Inbound commitment fulfilled on 08/29/2018 11:02:37 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/29/2018 closed by Ryan Ristow ***

*** 08/29/2018 11:02:58 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Ryan Ristow with Resolution Code : Concerns Recorded
[Resolution Summary]
Case closed pending further contact from the insurance.

*** 10/02/2018 16:29:12 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened by Ryan Ristow with Sub Status of Working

*** Others - Others created on 10/02/2018 16:29:15 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Tread review completed.

*** 10/02/2018 16:29:41 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Ryan Ristow with Resolution Code : Concerns Recorded
[Resolution Summary]
Case closed pending further contact from the insurance.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2013 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A26D5[redacted]	[redacted]	454

Riverside , CA, 92504 Prod. Date: 07/13/2012 Dealer: CA211 Riverside KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Overheat

Case History

*** NOTES 09/19/2012 01:59 PM clarify Action Type: Manager review
*** Performed by contact: [redacted]
On September 8, 2012 I purchased a new 2013 KIA FORTE EX
from KIA Depot in Santa Ana. On September 15 as I was driving on the freeway I noticed the overheating light turn on and off. Since this is a brand new car I thought this can't be right..... how can a new car be giving me car trouble?! To make matters worse a horrible smell was coming from the A/C vents and to top it off the A/C stopped working! All this is happening as I'm driving from Corona CA to Victorville which is only a 1 hour drive. I pulled over and called Kia and I explained the situation. They told me that it shouldn't be doing that and that I could keep driving but I should bring in the car to a service center when I got a chance. I kept driving so that I could get to my friends wedding but now the overheating red light stayed on permanently. The good thing was that I was only 5 minutes away from my destination but when I arrived I could hear noises of pressurized liquids moving inside the radiator and a bit of smoke! I was embarrassed with my friends that had just congratulated me on a new car and about how I had gone on to say that what sold me on this car was the warranty that meant you guys made quality cars and yet here I am having car trouble after driving 40 minutes on the freeway. Of course my wife rubs it in and says I should have bought a Honda. Before I drove back home at night I opened up the hood and saw that there was anti-freeze liquid sprayed around the radiator, fan and engine. I made sure there was water in the radiator, closed the hood and drove home and of course it did the same thing and overheated. In the morning I drove the car to KIA in Riverside. They called me back and told me that the fan was not working and thats the reason why the car was overheating and why the A/C was not working. I was told they would repair it but not until Thursday because they didn't have the part now keep in mind that I dropped of the car Monday at 9 am. So now I have to wait 3 days to get my car back and now I'm very worried that other parts of the car might have gotten damaged when the car was overheating. I have purchased 2 other new cars in my lifetime but this experience by far has been the worst. Its not right that I just signed a debt of $20,000 for a new car and in the first week I'm having car trouble and now I don't even have a car. Please explain to me how or why this happened and if this has happened to other consumers.

Thank you for your time,
[redacted]

*** PHONE LOG 09/24/2012 11:55 AM US Mountain Standard Time SMcgraw Action Type:Outgoing call
Writer called customer and left VM
1. Calling to follow up
2. Gave KCA 1-800 number
3. Request callback if further assistance is needed

*** CASE CLOSE 09/24/2012 11:56 AM US Mountain Standard Time SMcgraw

*** CASE CLOSE 10/09/2012 09:56 AM US Mountain Standard Time LSims
Tread review complete- Fire/ LS

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2013 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A27D5[redacted]	[redacted]	1,096

Santa Ana , CA, 92701 Prod. Date: 07/05/2012 Dealer: CA204 The KIA Depot

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Overheat

Case History

*** PHONE LOG 12/13/2012 02:36 PM US Mountain Standard Time JKim
Customer was warm transferred from Amber/RSA>>>

Customer states:
1. I was driving
2. This is brand new car I bought
3. Didn't do anything wrong
4. But engine was over heated and smoke started to come out from vehicle
5. I had to call fire department
6. No actual fire going on
7. I called RSA
8. I was told by RSA that towing, diagnostic and loaner will be covered
9. When I got to CA204, they said there is no loaner for them to give me one
10. Can you help me with it?
11. I'm just few miles away from my work
12. I would love to get there
13. This will be unplanned time which I didn't expect it to be happened
14. Ok

Writer states:
1. Apologized
2. Updated info/no open SC
3. Advised Kia does not have rental policy under warranty
4. RSA could have advise wrong info to customer, apologized
5. Writer can check with DPSM and see if possible rental can be assisted
6. Asked to be on hold

WRITER CALLED CA204 WHILE CUSTOMER ON HOLD>>>

Johnny/SVCA states:
1. We just got info from tech
2. We also contacted TL
3. Vehicle came in for over heating issue
4. TL asked us to take a good photo of it and see if there is any leakage or something going on
5. We still have to do that
6. Was going to contact DPSM once we are done with diagnostic since we had no idea what was going on
7. Can do that
8. Thank you

Writer states:
1. Called to follow up
2. Asked if dealer contacted DPSM
3. Advised customer is requesting of rental
4. Asked to contact DPSM as well for possible rental assistance

WRITER THANKED AND OFF LINE, CALLED JHEGMANN/DPSM>>>

Writer LVM @ DPSM:
1. Calling for customer who's requesting rental
2. Gave case # and writer's info
3. Will send copy of case note
4. Requested to call back

Last name	First name	VIN of 2013 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A27D5[redacted]	[redacted]	1,096

Santa Ana , CA, 92701 Prod. Date: 07/05/2012 Dealer: CA204 The KIA Depot

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Overheat

WRITER OFF HOLD>>>>

Writer states:
1. Apologized and thanked for holding
2. Unfortunately writer was not able to get hold of DPSM, who can make a decision
3. Usually DPSM gets 24 hours to review and response
4. Writer will follow up one hear back from decision- can't guarantee
5. Gave case #
6. Unfortunately writer will be out of office shortly
7. Advised customer can give case # for any FCM for update and assistance as well

Customer states:
1. So dealer is going to talk to DPSM too?
2. I hope I can hear back from you soon
3. Ok, thank you

*** EMAIL OUT JKim Action Type:External email
Send to:[jhegmann@kiausa.com]
Mr. Hegmann,

Customer, [redacted] has 2013 Forte with 1000 miles (VIN: KNAFU4A27D5[redacted]). Customer's vehicle was over heating and towed to CA204. Customer is requesting of rental. Please contact dealership and let KCA know your decision by calling us since I will be out of the office now until Monday. Thank you.

Jess/ext.46033

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

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

<<File Attachment:
[redacted]\Case_[redacted]JKim_12-13-2012150228.doc>>

*** PHONE LOG 12/13/2012 03:09 PM US Mountain Standard Time JKim Action Type:Web Contact
Customer's req. call back #[redacted]

*** PHONE LOG 12/13/2012 03:39 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
Writer States:
1. Spoke to dpsm, Joe Hegmann
2. Calling to advise that techline notes indicate no compression in all cylinders
3. Notes also indicate dealer to contact dpsm to get authorization for long block

Last name	First name	VIN of 2013 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A27D5[redacted]	[redacted]	1,096

Santa Ana , CA, 92701 Prod. Date: 07/05/2012 Dealer: CA204 The KIA Depot

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Overheat

4. Will contact svc mgr, Steve and ask him to confirm no prior accident and to get customer into car and to contact dpsm he will give pwa for long block.

Dpsm Joe Hegmann States:
1. I did not get message and have no missed calls?
2. What does the techline case say?
3. So contact dealer svc mgr, Steve and advise him to make sure everything is ok, no prior damage to vehicle
4. If all is fine that way then I will give pwa for long block and dealer needs to go ahead and put customer into a car.
5. Tell Steve to contact me for the pwa.

*** PHONE LOG 12/13/2012 03:47 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
Writer States:
1. Placed call to dealer (CA204) to speak to svc mgr, Steve Simmons who was not answering page
2. Spoke to advisor, Johnny and explained that dpsm, Joe Hegmann inquiring if any damage to vehicle which could cause
overheat?
3. Dpsm advised to contact dpsm for pwa for long block and to put customer into car to drive while dealer repairs.

Dealer States:
1. I can try to page Steve he is not in office
2. Asked writer to hold.
3. He is not answering page, not sure where he is?
4. Will try again
5. He is not answering, can I help?
6. There has been no damage to this car of any kind, brand new
7. Will advise Svc mgr, Steve what dpsm has stated about long block and to put customer in car
8. Thanked writer for info.

*** NOTES 12/17/2012 12:54 PM US Mountain Standard Time LStreenz Action Type:Manager review
Dup case notes [redacted]

Techline case ([redacted] created on 2012-12-13 19:09:32 by The Kia Depot.
Please contact dealership and customer to see if any further assistance can be provided and that the concerns have been addressed.Thank You.

--For Reference--
TL Case created by (Dealer Technician) : Leo Ortega
TL Case creator phone : *12022010123015
TL Case creator email : cguiliana@ttruck.com
Below are the notes from the TL case describing the concern:

*** Performed by contact: Leo Ortega, *12022010123015
*** This is a Request for Assistance ***

Problem Description :
car has zero compression in all cylinders and no coolant in cooling system singns of coolant leak around water pump area.

Last name	First name	VIN of 2013 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A27D5[redacted]	[redacted]	1,096

Santa Ana , CA, 92701 Prod. Date: 07/05/2012 Dealer: CA204 The KIA Depot

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Overheat

Diagnostics Performed :
zero compression in all cylinders coolant in all cylinders. unable to presurize cooling system. no coolant in oil but oil smells very burt

*** PHONE LOG 12/17/2012 10:05 AM US Mountain Standard Time LStreenz Action Type:Web Contact
Wtr called Raul @ CA204

1 The engine is on order
2 Part ordered 12/14
3 No ETA for the part
4 No further updates
5 Verified cust cnotact [redacted]

Wtr Advised

1 Ok Thank You

*** PHONE LOG 12/17/2012 01:21 PM US Mountain Standard Time JKim Action Type:Outgoing call
Writer called CA204 and states:
1. Called to follow up

Raul/SVCA states:
1. I know we ordered engine and no ETA
2. Unfortunately no ETA
3. You will have to talk to Johnny/SVCA

*** PHONE LOG 12/17/2012 02:32 PM US Mountain Standard Time JKim Action Type:Outgoing call
Writer called customer but recording said call cannot be completed as dialed (x2)

*** PHONE LOG 12/17/2012 02:34 PM US Mountain Standard Time JKim Action Type:Outgoing call
Writer called customer @ [redacted] and LVM:
1. Called to follow up
2. Requested to call back for any question
3. Will continue to follow up on repair
4. Gave case # and writer's info

*** PHONE LOG 12/18/2012 03:52 PM US Mountain Standard Time DLyons Action Type:Incoming call
Cust states:
1. I was returning a call to Jess

Writer advised:
1. Will check to determine if Jess is available for customer, if cusotmer will hold.

Writer placed customer on hold, called JKim received vm, walked over to JKim
1. Cust was returning call

Last name	First name	VIN of 2013 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A27D5[redacted]	[redacted]	1,096

Santa Ana , CA, 92701 Prod. Date: 07/05/2012 Dealer: CA204 The KIA Depot

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Overheat

JKim states:
1. Checking to make sure customer is in rental at this time

Writer will relay request to customer;
Writer returned to customer:
1. JKim was following up with customer to determine if rental was obtained.

Cust states:
1. Yes, I have an enterprise rental
2. But would like a return call form JKim
3. Wanted to know if a refund on the vehicle or a new vehicle can be requested
4. The car that I had was a month old and had complete engine failure
5. Not sure what else may have been effected

Writer advised:
1. The obligation to customer from KMA is to repair the vehicle for customer
2. Referred to WCIM

Cust states:
1, That is in the car

Writer advised:
1. REferred to KMA website to view WCIM and that customer will need to involved 3rd party for cusotmer state laws
2. Advised that this office will be sure that this is noted
3. Will request that your case manager return call to customer
4. And if necessary will involve further personnel to review customer's request.

Cust stats:
1. Thank you, I would like to hear from JKim

*** PHONE LOG 12/19/2012 12:18 PM US Mountain Standard Time JKim Action Type:Outgoing call
Writer called customer @ [redacted] and LVM:
1. Called to follow up
2. Apologized
3. Writer will send case to regional office for further review and handling
4. Customer will be contacted within 2 business days- Friday
5. Gave case #
6. Referred to WCIM
7. If customer can't review WCIM, can go to www.kiatechinfo.com to review

*** EMAIL OUT JKim Action Type:External email
Send to:[jhegmann@kiausa.com]
Mr. Hegmann,

Customer, [redacted] has 2013 Forte with 1k miles (VIN: KNAFU4A27D5[redacted]). Vehicle was brought over to CA204 for over heating issue and you have authorized rental. Customer does not want the vehicle back and requesting money back or replace to new vehicle. I am forwarding this case to regional office for further review and handling. FYI. Thank you.

Last name	First name	VIN of 2013 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A27D5[redacted]	[redacted]	1,096

Santa Ana , CA, 92701 Prod. Date: 07/05/2012 Dealer: CA204 The KIA Depot

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Overheat

Jess/ext.46033

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<<File Attachment:
[redacted]\Case_[redacted]JKim_12-19-2012121820.doc>>

*** NOTES 12/19/2012 12:42 PM US Mountain Standard Time JKim Action Type:Manager review
Dispatch case to regional office due to:
1. Customer brought vehicle to CA204 for over heating
2. IQS customer
3. Customer is in rental
4. Customer requests Kia to refund money or replace vehicle
5. Referred to WCIM
6. Please review and handle further

*** PHONE LOG 12/20/2012 11:01 AM US Mountain Standard Time JKim Action Type:Web Contact
Customer called and LVM:
1. Thanked for calling
2. Will look forward to hear back from you

*** PHONE LOG 12/20/2012 03:21 PM US Mountain Standard Time MCorrales Action Type:Incoming call
[redacted] states
1. I went to kiatechinfo.com
2. I can not register
3. I have been trying since yesterday
4. I will look for the email and go from there
5. I want to add to the case this CA204 called and said they will replace the radiator
6. thank you

WTR states
1. apologized
2. advised WTR will forward the concern regarding the website
3. all information is forwarded to the region and you will be contacted
4. thank you for your patience

*** PHONE LOG 12/21/2012 09:58 AM Pacific Daylight Time CValenti Action Type:Outgoing call
Rcaa called customer and left a vm req a cb

Last name	First name	VIN of 2013 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A27D5[redacted]	[redacted]	1,096

Santa Ana , CA, 92701 Prod. Date: 07/05/2012 Dealer: CA204 The KIA Depot

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Overheat

*** NOTES 12/21/2012 09:58 AM Pacific Daylight Time CValenti Action Type:Manager review

[!<For Internal Use Only
Advised of shut down in voicemail >!]

*** PHONE LOG 12/21/2012 01:44 PM Pacific Daylight Time CValenti Action Type:Incoming call
Customer called rcaa
1. Rcaa introduced self
2. Reviewed case, apologized
3. Customer advised of concerns with vehicle, scared for her safety and does not want to drive the vehicle
4. Customer confirmed vehicle is currently at CA204
5. Rcaa apologized again, advised rcaa will ensure dealer verifies the repair and ensures it's operating as designed prior to release. Understand customers concern
6. Rcaa advised as of now, repurchase/ replacement is not a resolution that will be offered. However rcaa will review for GW. Advised if vehicle cannot be fixed or continues to have unresolved problems rcaa will replace the vehicle
7. Rcaa requested a copy of the vehicle sales contract
8. Customer thanked rcaa, customer will scan and email, thanked rcaa for the call

*** NOTES 12/21/2012 01:44 PM Pacific Daylight Time CValenti Action Type:E-mail sent
emailed customer contact info

*** NOTES 01/08/2013 09:36 AM Pacific Daylight Time CValenti Action Type:E-mail rec.
Hi Christopher,

Thanks for your e-mail. I've attached a copy of my sales contract in a ZIP file. I've enclosed PDFs of my entire contract for my 2013 KIA Forte EX, purchased on November 24, 2012.

Please let me know if you need additional info.

Thanks,
[redacted]

*** NOTES 01/08/2013 09:36 AM Pacific Daylight Time CValenti Action Type:Manager review
Emailed cst
1. Advised case still in review

*** NOTES 01/08/2013 09:37 AM Pacific Daylight Time CValenti Action Type:Manager review

[!<For Internal Use Only
Complete RO review
1. Return to writer 1/10>!]

Last name	First name	VIN of 2013 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A27D5[redacted]	[redacted]	1,096

Santa Ana , CA, 92701 Prod. Date: 07/05/2012 Dealer: CA204 The KIA Depot

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Overheat

*** NOTES 01/10/2013 05:07 PM Pacific Daylight Time JLopez Action Type:Correspondence rec.
Cust filed BBB w/CCF dated 1/4/13, RCAA faxed MRF 1/10/13, transmission okay.

*** NOTES 01/14/2013 04:09 PM Pacific Daylight Time CValenti Action Type:Manager review
Email sent while rcaa out sick on 1/11

Hi Chris,

Happy New Year to you, too. I'm following up to see if there's any news. KIA said they'd get back to me and I haven't received anything.

I'm going to have to take my car in for service again. There's a noticeably sluggish performance from my engine. When I first bought the car, it could accelerate without delay. Now, despite having the ECO mode on or off, it takes several seconds to reach the same speed it used to reach immediately.

The USB is producing "Reading Error" to any phone or iPod I try plugging in. The Bluetooth has been dropping calls and not connecting from the voice command software.

I look forward to hearing how KIA plans to proceed with my case.

Sincerely,
[redacted]

*** NOTES 01/14/2013 04:14 PM Pacific Daylight Time JLopez Action Type:E-mail rec.
RCAA rcvd email from CV with cust sls docs attached.
1. Printed and added to hardfile.

*** PHONE LOG 01/14/2013 04:16 PM Pacific Daylight Time JLopez Action Type:Outgoing call
RCAA spk w/Raul in svc at dlr CA204
1. Adv of cust and veh info.
2. Request any and all RO's for veh to be faxed over for rvw.
3. Provided name and fax #
4. RCAA thanked dlr for assistance.

*** PHONE LOG 01/14/2013 04:17 PM Pacific Daylight Time JLopez Action Type:Outgoing call
RCAA dialed main # for Ms. [redacted]
1. Phn rang and rang w/o going to v/m.
2. RCAA unable to leave msg.

*** PHONE LOG 01/14/2013 04:17 PM Pacific Daylight Time JLopez Action Type:Outgoing call
RCAA lft v/m for Ms. [redacted] on alt #
1. Provided name and phn#
2. Request c/b.

Last name	First name	VIN of 2013 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A27D5[redacted]	[redacted]	1,096

Santa Ana , CA, 92701 Prod. Date: 07/05/2012 Dealer: CA204 The KIA Depot

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Overheat

*** PHONE LOG 01/14/2013 04:41 PM Pacific Daylight Time JLopez Action Type:Incoming call
RCAA rcvd call from Ms. [redacted]
1. Cust thanked RCAA for f/u call.
2. Reiterated concerns w/veh engine replacement.
3. Sts doesn't want veh anymore.
4. RCAA apol and understood cust frustrations.
5. Adv have place call to dlr to obtain RO's from veh concerns.
6. Adv once rcvd and rvwd, will f/u with cust to further determine request for veh repurchase/replacement.
7. Cust understood and thanked RCAA for f/u call.

*** NOTES 01/16/2013 02:17 PM Pacific Daylight Time JLopez Action Type:Manager review
RO rvw completed, added to hardfile.

*** NOTES 01/16/2013 02:23 PM Pacific Daylight Time JLopez Action Type:E-mail sent
RCAA emailed Rosa at BBB
1. Adv of 1 repair attempt on veh.
2. Inquired if case should be closed.

*** NOTES 01/22/2013 03:09 PM Pacific Daylight Time JLopez Action Type:Correspondence rec.
RCAA rcvd close letter from BBB
1. Printed and added to hardfile

*** PHONE LOG 01/24/2013 03:42 PM Pacific Daylight Time JLopez Action Type:Outgoing call
RCAA dialed main # for Ms. [redacted]
1. Phn rang and rang w/o going to v/m.
2. RCAA unable to leave msg.

*** PHONE LOG 01/24/2013 03:47 PM Pacific Daylight Time JLopez Action Type:Outgoing call
RCAA lft v/m for Ms. [redacted] on alt #
1. Provided name and phn#
2. Request c/b.

*** PHONE LOG 01/28/2013 01:38 PM Pacific Daylight Time JLopez Action Type:Incoming call
RCAA rcvd v/m from Ms. [redacted] requesting c/b.

*** PHONE LOG 01/28/2013 01:47 PM Pacific Daylight Time JLopez Action Type:Outgoing call
RCAA lft v/m for Ms. [redacted] on alt #
1. Provided name and phn#
2. Request c/b.

*** PHONE LOG 01/28/2013 02:07 PM Pacific Daylight Time JLopez Action Type:Incoming call
RCAA rcvd call from Ms. [redacted]
1. Adv calling to f/u on case and if cust was able to take veh to another dlr.

Last name	First name	VIN of 2013 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A27D5[redacted]	[redacted]	1,096

Santa Ana , CA, 92701 Prod. Date: 07/05/2012 Dealer: CA204 The KIA Depot

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Overheat

2. Cust sts RCAA was to schedule appt for cust.
3. RCAA apol, adv normally doesn't schedule appts for cust as cust would know their schedule better than RCAA.
4. Adv case notes do not indicate RCAA was to do so.
5. Inquired if cust has contacted Kia dlr to inspect vhe for any furrent concerns.
6. Cust sts has called CA204 and CA273 and waiting to hear back from both to schedule an appt.
7. RCAA adv cust to c/b RCAA once appt has been schedule.
8. Adv will monitor case and f/u once dlr has been able to look at veh.
9. Cust understood and thanked RCAA for f/u call.

*** PHONE LOG 02/05/2013 05:28 PM Pacific Daylight Time JLopez Action Type:Outgoing call
RCAA lft v/m for Ms. [redacted] on alt #
1. Provided name and phn#
2. Request c/b.

*** PHONE LOG 02/07/2013 06:25 PM Pacific Daylight Time JLopez Action Type:Outgoing call
RCAA spk w/Ms. [redacted]
1. Cust sts took veh to CA273 and they couldn't fix it.
2. Sts they couldn't duplicate concern.
3. RCAA inquried if cust has driven with dlr tech? (No).
4. RCAA ad would suggest cust do this to confirm if vibration concern is normal or not.
5. Cust sts will go to dlr sometime next week to do this.
6. RCAA dv will f/u next week.

*** PHONE LOG 02/15/2013 11:57 AM Pacific Daylight Time JLopez Action Type:Outgoing call
RCAA lft v/m for Ms. [redacted] on alt #
1. Provided name and phn#
2. Request c/b.

*** PHONE LOG 02/19/2013 03:12 PM Pacific Daylight Time JLopez Action Type:Outgoing call
RCAA lft v/m for Ms. [redacted] on alt #
1. Provided name and phn#
2. Request c/b.

*** PHONE LOG 02/22/2013 03:20 PM Pacific Daylight Time JLopez Action Type:Outgoing call
RCAA lft v/m for Ms. [redacted] on alt #
1. Provided name and phn#
2. Request c/b.

*** NOTES 02/22/2013 03:21 PM Pacific Daylight Time JLopez Action Type:Manager review

[!<For Internal Use Only
NOTE: MAIL CUST 'CALL ME' LETTER 2/25>!]

*** CASE CLOSE 02/25/2013 12:26 PM Pacific Daylight Time JLopez

Last name	First name	VIN of 2013 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A27D5[redacted]	[redacted]	1,096

Santa Ana , CA, 92701 Prod. Date: 07/05/2012 Dealer: CA204 The KIA Depot

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Overheat

RCAA MAILED CUST 'CALL ME' LETTER, CLOSING CASE PENDING CUST C/B.

*** NOTES 03/01/2013 04:41 PM Pacific Daylight Time SGuindi Action Type:Manager review
NCA rec'd letter from customer addressed to President Ahn. Customer states:
1. My name is [redacted] and I represent my daughter [redacted]
2. On 12/13/12 she was driving car and CEL came on - started to see smoke.
3. Radiator had to be replaced.
4. Substantial defects affecting safety of car and market value.
5. Car burns oil.
6. Responses and handling of her case by your company unacceptable.
7. Letter is to inform you that she is rejecting car today.
8. Requiring refund of full purchase price, plus lost wages for 12/13/12.
9. Would appreciate written response within 10 business days of receipt of this letter.

Attaching letter to case and dispatching to Western region for further handling.

*** NOTES 03/01/2013 04:42 PM Pacific Daylight Time SGuindi Action Type:Manager review

[!<For Internal Use Only
Phone number for father, [redacted]>!]

*** PRIORITY CHANGE 03/01/2013 04:43:08 PM SGuindi

*** EMAIL OUT •ÎuR SGuindi Action Type:External email
Send to:[sguindi@kiausa.com]
You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Kia Consumer Affairs Dept. at 949.468.4619 AND delete this email.

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<<File Attachment:
[redacted]\Case_[redacted]SGuindi_03-01-2013164328.doc>>

*** PHONE LOG 03/05/2013 03:24 PM Pacific Daylight Time CValenti Action Type:Outgoing call
Rcaa called customer (Father, [redacted] answered)
1. Rcaa introduced self
2. Reviewed letter, apologized for any inconveniences
3. Rcaa inquired further into concerns noted in letter, inquired if vehicle has been brought to dlr for diag, advised rcaa shows no recent history
4. Customer states vehicle has not been back to the dealer. There is a problem with the vehicle and Kia needs to buy this vehicle back
5. Rcaa advised only showing 2 visits for two different issues, 1 actual repair as noted in letter sent. Rcaa advised it appears as if the warranty has done it's job in fixing the vehicle, rcaa states would be more than happy to assist in resolving the vehicle concerns

Last name	First name	VIN of 2013 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A27D5[redacted]	[redacted]	1,096

Santa Ana , CA, 92701 Prod. Date: 07/05/2012 Dealer: CA204 The KIA Depot

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Overheat

6. Customer cut rcaa off, you will buy this vehicle back, you will answer me in writing for this. I worked in the legal field my whole life (customer mentioned he was 70 -- exact age not remembered). Customer would not let rcaa speak beyond that regarding the vehicle, and was rude.
7. Rcaa apologized, advised since customer in unwilling to discuss aspects of the letter written, rcaa will need to work with daughter, who is on the sales contract, regarding the case it's self.
8. Customer states I'm an attorney for my daughter
9. Rcaa states do not see anything that would reflect customer has retained an attorney, rcaa will need to continue communication through the customer noted on the sales contract
10. Customer states well I'm acting like an attorney then. Respond to my letter in 10 days. Buy this vehicle back or we will see you in court
11. Rcaa declined, advised rcaa will work with customer on contract
12. Customer yelled 10 days and hung up

*** PHONE LOG 03/05/2013 03:24 PM Pacific Daylight Time CValenti Action Type:Outgoing call
Rcaa called customer (alt)
1. Rcaa phone disconnected on accident before VM could be left

*** PHONE LOG 03/05/2013 03:26 PM Pacific Daylight Time CValenti Action Type:Outgoing call
Rcaa called customer (prime)
1. Out of service

*** PHONE LOG 03/05/2013 03:26 PM Pacific Daylight Time CValenti Action Type:Outgoing call
Rcaa called customer (alt) and left a vm req a cb

*** PHONE LOG 03/14/2013 03:24 PM Pacific Daylight Time CValenti Action Type:Outgoing call
Rcaa called customer and left a vm req a cb

*** NOTES 03/14/2013 05:15 PM Pacific Daylight Time CValenti Action Type:Manager review
"Call me letter" sent on this date to customer

*** NOTES 03/16/2013 06:22 PM Pacific Daylight Time CValenti Action Type:Manager review

[!<For Internal Use Only
Scan copy of CM letter then close case >!]

*** CASE CLOSE 03/26/2013 07:57 AM Pacific Daylight Time CValenti
Pending cb

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2013 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFT4A24D5724885	[redacted]	3,293

Panama City FL , 32405 Prod. Date: 11/29/2012 Dealer: FL058 Bill Byrd KIA

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

Case History

*** PHONE LOG 06/10/2013 07:42 AM US Mountain Standard Time MHaynes
Chris, SVCM FL058 contacts the writer

Chris, SVCM FL058 states:
1. Possible product liability concern
2. Spoke to DPSM
3. DPSM said to call you
4. We worked on the vehicle last week
5. Came in 6/1 for AC not cooling
6. Evap core leaking in the dash
7. We replaced the evap core and reinstalled the dash
8. Cust picked up the car on 6/7/13
9. During the weekend, her husband called RA
10. Apparently, the vehicle caught fire under the hood
11. Husband says flames under the hood
12. We never did any work under the hood, just behind the dash
13. Received fax from RA, never was towed in
14. No claim # or ID # on RA form
15. I do not have the vehicle yet
16. Apparently husband got tired of waiting for RA and called a local wrecker
17. Local wrecker is storing it in their yard until today
18. Vehicle is supposed to be towed in this morning
19. Customers have already called SVCA here, asking for rental or loaner.
20. Not touching it until I get further orders.

The writer states:
1. Collects cust info.
2. Please hold off on any work until you receive further info from DPSM or KMA.
3. Gives case #.
4. I will contact cust to get some further info and get this escalated to another dept.
5. For cust rental request, please take that up further with DPSM.

Chris, SVCM FL058 states:
1. I will call you with the case # when the car arrives.

*** PHONE LOG 06/10/2013 07:44 AM US Mountain Standard Time MHaynes Action Type:Outgoing call
The writer leaves VM for Mr. and Mrs. [redacted] with case # for callback with further details.

*** NOTES 06/10/2013 07:45 AM US Mountain Standard Time MHaynes Action Type:Manager review
Dispatching product liability case to NCA.

*** PRIORITY CHANGE 06/10/2013 07:45:09 AM MHaynes

*** PHONE LOG 06/10/2013 08:50 AM US Mountain Standard Time GRomero Action Type:Incoming call
Chris, SVCM FL058 contacts the writer
1. Gave case number
2. Just wanted to call and let you guys know the vehicle just got here.
3. It was towed in on a wrecker.

Last name	First name	VIN of 2013 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFT4A24D5[redacted]	[redacted]	3,293

Panama City FL , 32405 Prod. Date: 11/29/2012 Dealer: FL058 Bill Byrd KIA

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

Writer states;
1. Advised writer would have case noted.
2. Advised to call back for further assistance.

*** PHONE LOG 06/10/2013 09:24 AM US Mountain Standard Time ACitrin Action Type:Incoming call
Mr. [redacted] std:
1. My vehicle was towed to DLR.
2. Vehicle caught on fire.
3. A/C filled with smoke.
4. Insurance co has not been out to looka at the vehicle yet.
5. Filed claim yesterday.
6. Need a rental.
7. They gave me one last week.

Wtr std:
1. Apologized for concerns.
2. Advised case forwarded to appropriate office for further handling.
3. That office will be in contact within the next 2 business days.
4. They will be able to discuss alternate transportation.

Customer std:
1. That is why I bought a new car!
2. Cannot believe the vehicle has burned up!
3. This is rediculous!
4. Had to put my wife in a taxi this morning for work!
5. Guess I am back to walking!

Wtr dtf:
1. Apologized
Customer disconnected call

*** NOTES 06/10/2013 09:28 AM US Mountain Standard Time ACitrin Action Type:Manager review
***Duplicate case notes, see [redacted]

R/A towed vehicle to BILL BYRD KIA.Please contact dealer to determine the reason for tow and contact the customer for assistance.

- For Reference -
Caller Name : [redacted]
Caller Phone : [redacted]
Dispatched : 06/09/2013 11:39:17 AM
Tow Provider : GULF COUNTY WRECKER SERV DBA

*** NOTES 06/10/2013 09:31 AM US Mountain Standard Time ACitrin Action Type:Manager review
***Duplicate case notes, see [redacted]

Last name	First name	VIN of 2013 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFT4A24D5[redacted]	[redacted]	3,293

Panama City FL , 32405 Prod. Date: 11/29/2012 Dealer: FL058 Bill Byrd KIA

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

*** PHONE LOG 06/03/2013 08:58 AM US Mountain Standard Time ATorres
800# VM by Andrew FL058
Provided Customer/VIN

1. RO open 6/1/13.
2. Down 1 day.
3. A/C is not blowing cold.
4. 2nd time in for same concern.
5. Customers number is [redacted].

*** PHONE LOG 06/04/2013 08:22 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr spoke with svc mgr Chris @ FL0528

Dealer Contact Name: Andrew FL058
Customer Name: [redacted]
Customer Phone#: [redacted]
Year/Model/Mileage of Vehicle: 2013 Forte lx 3293
RO open date: 6/1/13
Days Down at initial Service Alert report: 0
Repair Issue A/C not blowing cold
ETA for completion of repairs: unsure--need to tear down the dash appears to be a leak in thre evap cooler
Repeat Repair: Yes 2X
Techline Case: N
Rental Provided: Yes
DPSM contacted by dealer: N
HISTORY: none

*** PHONE LOG 06/04/2013 08:26 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr LVM for cust
1. we were notified of the repair on their Forte
2. will be following up on their repair and contacting them
3. provided info for them to call us

*** PHONE LOG 06/04/2013 03:09 PM US Mountain Standard Time BHernandez Action Type:Incoming call
Customer states:
1. I want to have my car fixed and I want to make sure that it is repaired correctly
2. I had to be inconvenience and take the car back again for repairs

Writer states:
1. Apologized
2. Advised would contact the dealership again and contact the customer back

*** PHONE LOG 06/05/2013 06:44 AM US Mountain Standard Time JHirshfield Action Type:Incoming call
cust LVM X2
1. trying to call while at work
2. she would like to repair status

Last name	First name	VIN of 2013 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFT4A24D5[redacted]	[redacted]	3,293

Panama City FL , 32405 Prod. Date: 11/29/2012 Dealer: FL058 Bill Byrd KIA

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

3. making payments on a car that she has not even been using
4. she will try to call back

*** PHONE LOG 06/05/2013 06:47 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr LVM for cust
1. explained what dealership was doing to resolve this issue
2. advised that once this has been repaired, will forward their case to our SRCA for possible assist determination
3. contact wtr with any further questions

*** PHONE LOG 06/10/2013 09:56 AM US Mountain Standard Time LHarrison Action Type:Incoming call
800# VM by Chris FL058 850-872-0444
Provided Customer/VIN

1. Was involved in fire
2. Customer call roadside, roadside took too lnog, customer made alternative arraingments
3. Vehicle has not arrived, customer alleging product liability
4. Customer call back is [redacted]

*** PHONE LOG 06/10/2013 01:30 PM Pacific Daylight Time JMoore Action Type:Outgoing call
Writer states:
1. Called and spoke with Chris at dealer
2. Requested photos
3. Is customer in a rental?

Chris states:
1. Yes, my DPSM authorized the rental
2. I believe Enterprise has already gotten the car to him
3. I will take the photos
4. It looks like the main harness in the engine might have shorted out
5. We replaced the evaporator core on Friday, and then I would guess on Sunday they had this meltdown

Writer states:
1. Provided email address and phone number

*** PHONE LOG 06/10/2013 01:39 PM Pacific Daylight Time JMoore Action Type:Outgoing call
Writer states:
1. Called and spoke with Mr. [redacted]
2. Informed that case had been escalated to NCA and writer would serve as case manager
3. You are in a rental vehicle, correct?

Mr. [redacted] states:
1. Yes, they have been good about working with me
2. We had just picked it up and it was raining really bad
3. I asked my wife to turn on the AC

Last name	First name	VIN of 2013 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFT4A24D5[redacted]	[redacted]	3,293

Panama City FL , 32405 Prod. Date: 11/29/2012 Dealer: FL058 Bill Byrd KIA

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

4. Then when she did the car filled with smoke and there were flames in the engine
5. I lost my laptop out in the rain because it got wet

Writer states:
1. I apologize for this experience
2. I am working with dealer to obtain photos and then I can review here with my engineers
3. Provided phone number

Mr. [redacted] states:
1. Thanks, I appreciate your help

*** PHONE LOG 06/11/2013 03:51 PM US Mountain Standard Time MHaynes Action Type:Incoming call
The caller, [redacted] states:
1. Do you try to reach me?
2. My reception is terrible out here.

The writer states:
1. Collects case # and name.
2. I show Jeremy is now your case manager.
3. He would be contacting you from here on to work with this further.

The caller states:
1. I will call him then.
2. Thank you.

*** PHONE LOG 06/12/2013 08:53 AM Pacific Daylight Time JMoore Action Type:Outgoing call
Writer states:
1. Called and left message for Mr. and Mrs. [redacted]
2. Informed case would be reviewed today and customers would be contacted this evening
3. Provided number

*** NOTES 06/12/2013 08:55 AM Pacific Daylight Time JMoore Action Type:Manager review
Writer states:
1. Received photos from dealer
2. Scanned and attached to case

*** NOTES 06/12/2013 09:06 AM Pacific Daylight Time JMoore Action Type:Manager review
Writer states:
1. Emailed Chris at dealer to inform that we would review with engineer and contact back
2. Received email from Chris:
Ok that sounds great. I will be out of the office this afternoon and will return tomorrow morning. Thanks again.
Also the customers insurance company called me today and told me that this will not be a covered insurance claim for the customer as well.

*** NOTES 06/13/2013 12:44 PM Pacific Daylight Time JMoore Action Type:Manager review
Writer states:

Last name	First name	VIN of 2013 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFT4A24D5[redacted]	[redacted]	3,293

Panama City FL , 32405 Prod. Date: 11/29/2012 Dealer: FL058 Bill Byrd KIA

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

1. Received email from DPSM:
I am at Bill Byrd KIA today and I looked at the unit with the thermal event. Case [redacted] I went ahead and took several photos which I will have to send a few emails on but it looks like a shop towel was left where the event happened. It is not a defect in material.

Thanks,

CHARLES M. DAVIS
KIA MOTORS AMERICA
DISTRICT PARTS AND SERVICE MANAGER
Phone: 770-776-7057
Fax: 904-212-0382

*** NOTES 06/13/2013 12:45 PM Pacific Daylight Time JMoore Action Type:Manager review
Writer states:
1. Reviewed case with NCA
2. Fire was due to faulty repair; shop towel left in customer vehicle
3. Dealer will be taking responsibility
4. Writer will follow up with customer and offer conference call with dealer or to have dealer call and speak with customer

*** PHONE LOG 06/13/2013 01:07 PM Pacific Daylight Time JMoore Action Type:Outgoing call
Writer states:
1. Called and left message for Mr. and Mrs. [redacted]
2. Informed writer had update on case
3. Requested callback

*** PHONE LOG 06/13/2013 02:47 PM Pacific Daylight Time JMoore Action Type:Incoming call
Writer states:
1. Received call from Mr. [redacted]
2. Informed that we had determined cause of fire; dealer inadvertantly left rag in vehicle when completing repair

Mr. [redacted] states:
1. That rag caused a fire?

Writer states:
1. That is my understanding, but Chris at the dealer has the technical details
2. Would you care to speak with him now? I would be happy to conference him in

Mr. [redacted] states:
1. OK, yes please

Writer states:
1. <PLACED ON HOLD WHILE CONTACTED CHRIS AT DEALER>

Chris states:
1. Yes, I would be happy to speak with him now
<BROUGHT MR. [redacted] ON THE LINE>

Last name	First name	VIN of 2013 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFT4A24D5[redacted]	[redacted]	3,293

Panama City FL , 32405 Prod. Date: 11/29/2012 Dealer: FL058 Bill Byrd KIA

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

2. Mr. [redacted] we had to remove the heater hoses to do that repair
3. We put towels down to catch the coolant
4. The tech simply forgot to move one of those away, and then with the exhaust right there it caught the coolant rag and ignited
5. My DPSM was pulling pieces out with pliers and it matches the pattern on our shop rags exactly
6. It was an oversight on my tech's part and the shop is dimly lit, but I will not make excuses
7. We know it was not an electrical short because none of the connectors were melted
8. KMA is not responsible, I am and we will be replacing all the components that were damaged
9. KMA will not be charged and you will not be charged

Mr. [redacted] states:
1. How much is the repair?
2. Is there hood damage?
3. Will this go on CarFax?
4. Will I get any compensation above the repair?

Chris states:
1. The repair is about $1200
2. The hood has some charred soot but it wipes right off
3. This will not go on CarFax
4. If you incurred any expenses as a result of being out a vehicle like a taxi or anything like that, I will compensate you for that
5. I would like you to come down so I can show you at your earliest convenience
6. My tech has been doing this all his life and he is so embarassed about this

Mr. [redacted] states:
1. So my car caught on fire and now I have to keep it
2. I will see you Saturday morning at 9am

Writer states:
1. You both have my contact info, so please contact me if there is anything else Kia can provide

*** PHONE LOG 06/14/2013 09:06 AM US Mountain Standard Time MCorrales Action Type:Web Contact
Samatha from Mercury Insuarance states
1. I am calling on this case
2. Thank you

Wtr states
1. Apologized
2. Advised that case is at NCA with JMoore
3. Wtr gave customer contact number for NCA

Wtr connected caller to JMoore

*** PHONE LOG 06/14/2013 09:12 AM Pacific Daylight Time JMoore Action Type:Incoming call
Writer states:
1. Took escalated KCAC call from Samantha at insurance company

Last name	First name	VIN of 2013 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFT4A24D5[redacted]	[redacted]	3,293

Panama City FL , 32405 Prod. Date: 11/29/2012 Dealer: FL058 Bill Byrd KIA

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

Samantha states:
1. Is KMA paying for this under warranty?

Writer states:
1. I was informed that the dealer was assuming financial responsibility for this

Samantha states:
1. I will contact them directly
2. I have your number if I need it

*** NOTES 06/17/2013 12:36 PM Pacific Daylight Time JMoore Action Type:Manager review
Writer states:
1. Received email from Chris at dealer:
Just FYI the customer has stated that they want to be compensated $5000.00 and fix the vehicle. I tried not to laugh but I think that they are going to get an attorney after us.

*** NOTES 06/17/2013 12:38 PM Pacific Daylight Time JMoore Action Type:Manager review
Writer states:
1. Received update on part:
Korea is showing having 1pcs available to ship. I will place a VOR for this today. ETA to the dealer should be around 6/24.

*** PHONE LOG 06/24/2013 09:06 AM Pacific Daylight Time JMoore Action Type:Outgoing call
Writer states:
1. Called and spoke with Chris at dealer
2. Asked about customer and $5000 request

Chris states:
1. They changed their mind on that
2. Now all they're looking for is for us to cover some other small things that I do not mind doing
3. I believe the vehicle should be ready today

Writer states:
1. So it sounds like the situation is a lot more positive now then last time we spoke?

Chris states:
1. Definitely

Writer states:
1. Great, I will follow up here but it sounds like we might just be able to let you finish up and close this out

*** NOTES 06/25/2013 09:49 AM Pacific Daylight Time JMoore Action Type:Manager review
Writer states:
1. Pending parts arrival for repair

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2013 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFT4A24D5[redacted]	[redacted]	3,293

Panama City FL , 32405 Prod. Date: 11/29/2012 Dealer: FL058 Bill Byrd KIA

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

*** PHONE LOG 07/02/2013 07:02 AM Pacific Daylight Time JMoore Action Type:Outgoing call
Writer states:
1. Called and spoke with Chris at dealer
2. Did the parts arrive?

Chris states:
1. Yes and the car is finished
2. I am having problems contacting the customer because their phone got disconnected, but it's all done

Writer states:
1. Please let me know if you need any further assistance
2. No further actions
3. Closing case

*** CASE CLOSE 07/02/2013 07:04 AM Pacific Daylight Time JMoore
No further actions

*** NOTES 07/12/2013 08:53 AM Pacific Daylight Time JMoore Action Type:Manager review
Writer states:
1. Reopened for fire tread review
2. Fire tread review complete

*** CASE CLOSE 07/12/2013 08:53 AM Pacific Daylight Time JMoore
No further actions

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2013 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A26D5[redacted]	[redacted]	42,335

Alliance , OH, 44601 Prod. Date: 05/15/2012 Dealer: OH063 KIA of Alliance

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioning Device Operat

Case History

Dealer :Kia of Alliance
Technician :Brian Kaufman
Service Manager :Kwn Whitcher
Dealer Phone :3306804507
DPSM :Steve Rupert
Vehicle Model :FORTE SEDAN
Model Year :2013
Mileage :42335
Initial comments by Technician found in TL Case #[redacted] :

*** Performed by contact: Andy Shutler, 3306804507
*** This is a Request for Assistance ***

Problem Description :
blower motor not working smells like burnt wiring inside the car

Diagnostics Performed :
check the blower motor fuse it was blown tested the blower motor had to tap it to make it run. Tested the blower motor resistor it was melted.
Please contact dealer for additional information regarding customer handling & repair status and update customer accordingly.

*** NOTES 02/27/2015 09:11 AM US Mountain Standard Time JJenkins Action Type:Dealer contact
**********dup case notes**********
*** NOTES 01/13/2015 08:40 AM clarify Action Type: Dealer contact
*** Performed by contact: Andy Shutler, 3306804507
*** This is a Request for Assistance ***

Problem Description :
smells like burntwiring inside of vehicle. blower motor would not run

Diagnostics Performed :
checked fuse it was blown tested blower motor it did not work until i tapped the motor and then it ran very slowly wiyh a drag. i tested the blower motor resister and the solder was melted

*** CASE CLOSE 01/15/2015 08:23 AM clarify
*** Performed by contact: Andy Shutler, 3306804507
replaced blower motor, resister,fuse

*** NOTES 02/27/2015 09:17 AM US Mountain Standard Time JJenkins Action Type:Dealer contact
Writer called OH063
1 Calling to follow up on veh

Svca Marcy states
Contact Name: Same
Customer phone #: Same
Customer address: Same
Year/Model/Mileage of Vehicle: 2013 Forte 42335
RO# and Open Date: [redacted] open 1/7/15
Days Down at initial Service Alert report: 0

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2013 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A26D5[redacted]	[redacted]	42,335

Alliance , OH, 44601 Prod. Date: 05/15/2012 Dealer: OH063 KIA of Alliance

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioning Device Operat

Repair Issue: blower motor not working smells like burn wiring inside
ETA for completion of repairs/ completed?: 1/9/15
Repeat Repair (Y/N), if so, how many? 1x
Techline Case: [redacted]
Rental Provided? If so, since when? N
DPSM contacted by dealer? N
Part# N/A
Order# N/A

11/26/14; A/C fan not blowing; replaced blower motor
Resiter, blower motor and main block fuse replaced

[!<For Internal Use Only

Closed pending cust contact>!]

*** CASE CLOSE 02/27/2015 09:18 AM US Mountain Standard Time JJenkins

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2013 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A22D5[redacted]	[redacted]	87,865

Huntsville , AL , 35806 Prod. Date: 06/14/2012 Dealer: AL024 University KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Performance

Case History

Dealer :University Kia
Technician :Brandon Richardson
Service Manager :Kevin Layne
Dealer Phone :
DPSM :Philip Park
Vehicle Model :FORTE SEDAN
Model Year :2013
Mileage :87865
Initial comments by Technician found in TL Case #[redacted] :

*** Performed by contact: Brandon Richardson, 2562171700
*** This is a Request for Assistance ***

Problem Description :
Motor locked up

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

*** NOTES 01/13/2016 09:58 AM US Mountain Standard Time CGlenn Action Type:Dealer contact
Called dealer AL024 @ 256-217-1700:

Dealer Contact Name: Glenda
Customer Name: [redacted]
Original Owner (Y or N): yes
Customer phone#: [redacted]
Customer address:
[redacted]
Grant , AL [redacted]
VIN: KNAFU4A22D5[redacted]
MY and Mileage:
Forte Sedan 2013
87,865 miles
Dealer Code / Selling Dealer (Y or N): AL024
Able to Duplicate (Y or N): Yes
RO# and Open Date:
RO# [redacted]
12/16/15
Current Repair Issue and Diagnosis:
CEL on , white smoke from under hood but no fluid leaks .
Needs an engine , its locked up , we are going through approval process .
Parts on order (Y/N): Yes
Vehicle repaired & customer has possession: N/N
Repeat Repair (Y/N): NO
Days Down at initial Service Alert report:
ETA for completion of repairs: 01/22/16
Techline Case: [redacted]
Rental / Loaner Provided / Date: No

Last name	First name	VIN of 2013 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A22D5[redacted]	[redacted]	87,865

Huntsville, AL, 35806 Prod. Date: 06/14/2012 Dealer: AL024 University KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Performance

Repair History of current concern with dates and mileage: N/A
Customer Request: N/A
Justification of Goodwill: N/A
Dealer contacted their DPSM (Y or N): yes
If HEV vehicle, is dealer HEV certified: n/a

*** PHONE LOG 01/15/2016 02:20 PM US Mountain Standard Time CGlenn Action Type:Outgoing call
Called [redacted] @ [redacted] LVM:
1. I am calling regarding your repair .
2. Dealership states your engine should be replaced by 01/22/16.
3. Provided KCAC information .

*** PHONE LOG 01/22/2016 07:54 AM US Mountain Standard Time CGlenn Action Type:Outgoing call
Called [redacted] @ [redacted] writer states :
1. Verified I am with KCAC .
2. Advised I am following up on repair .
3. Have you spoken to the dealership ?

[redacted] states :
1. Yes.
2. They said they barely got approval .
3. It should be finished in 1-2 weeks .
4. I am tired of waiting .

*** NOTES 01/22/2016 07:58 AM US Mountain Standard Time CGlenn Action Type:Manager review
dispatching to region due to days down *
1. Vehicle down over 30 days .
2. ETA is not for 2 more weeks .
3. Please assist to determine .

*** NOTES 01/22/2016 02:09 PM US Mountain Standard Time JForrester Action Type:Dealer contact
Dealer :University Kia
Technician :James Green
Service Manager :Kevin Layne
Dealer Phone :
DPSM :Philip Park
Vehicle Model :FORTE SEDAN
Model Year :2013
Mileage :87865
Initial comments by Technician found in TL Case #[redacted] :

Last name	First name	VIN of 2013 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A22D5[redacted]	[redacted]	87,865

Huntsville, AL, 35806 Prod. Date: 06/14/2012 Dealer: AL024 University KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Performance

*** Performed by contact: James Green, *09292011133529
*** This is a Request for Warranty Authorization ***
Branded Title: N
Warranty Valid: Y
Component Selected: ENGINE

Problem Description :
SEE T-CASE [redacted]

Diagnostics Performed :
CASE [redacted]

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

*** PHONE LOG 01/27/2016 12:57 PM US Mountain Standard Time JMiller-SO Action Type:Outgoing call
Writer Called customer @ [redacted] Left VM
1. Calling to F/U after case was escalated to my attention
2. Will work directly with dealer and F/U soon
3. Left name number and case number

*** SUBCASE [redacted] 1 CREATED 01/27/2016 12:58 PM US Mountain Standard Time JMiller-SO
- Status of repairs
- Part number order number and ETA if not received
- ETA for completion

*** PHONE LOG 01/29/2016 02:21 PM Pacific Daylight Time MBautista Action Type:Outgoing call
ECC states:
1. I called and spoke to David in service at AL024
2. I asked about the vehicle repairs

David states:
1. We put a long block in the vehicle
2. The starter relay is bad in the vehicle as well.
3. But starter relay is not under 10/100, its under 5/60
4. It will have to be customer pay or goodwill
5. Not sure on price.

*** PHONE LOG 02/03/2016 07:29 AM Pacific Daylight Time MBautista Action Type:Outgoing call
ECC states:
1. I called and spoke to Glenda about the repairs on the vehicle

Glenda states:
1. Vehicle warranty repairs are complete.
2. We opened a new ticket for the extended warranty work on the car
3. Car needs a new starter and possibly a new throttle body

Last name	First name	VIN of 2013 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A22D5[redacted]	[redacted]	87,865

Huntsville, AL, 35806 Prod. Date: 06/14/2012 Dealer: AL024 University KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Performance

*** SUBCASE [redacted]1 CLOSED 02/05/2016 09:06 AM Pacific Daylight Time MBautista
Customer needs to get repairs through extended warranty JMA

*** NOTES 02/09/2016 11:31 AM US Mountain Standard Time RWhite Action Type:Manager review
Dup case notes

Dealer :University Kia
Technician :Brandon Richardson
Service Manager :Kevin Layne
Dealer Phone :
DPSM :Philip Park
Vehicle Model :FORTE SEDAN
Model Year :2013
Mileage :83456
Initial comments by Technician found in TL Case #[redacted] :

*** Performed by contact: Brandon Richardson, 2562171700
*** This is a Request for Assistance ***

Problem Description :
No throttle

Diagnostics Performed :
Replaced short block. Now have no throttle response. Throwing code for etc motor. Have replaced throttle body

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

End dup case notes

*** PHONE LOG 02/09/2016 04:11 PM US Mountain Standard Time JMiller-SO Action Type:Outgoing call
Writer Called customer @[redacted] [redacted] (husband)
1. Calling to F/U regarding repairs
2. Engine replacement has been completed
3. Dealer mentioned working with extended warranty company on getting repairs approved

Customer States:
1. Well the parts that are needed are not covered under our extended warranty
2. It needs a starter and an idler pulley
3. The starter I can somewhat understand being responsible for
4. But the idler pulley?
5. The dealer told us that we most likely burnt the starter trying to start it when it broke down, even though the repai that caused it to break down was warranty I can see what they mean about me trying to start it
6. I do not agree but I can understand it
7. But the pulley? They basically said that the existing one that I had does not match up with the new engine and is making a bunch of noise
8. Well why doesnt it match up?
9. It should be the same engine
10. And why is that my fault, I should not have to pay to replace a perfectly good part because KMA's replacement part did not match up to it

Last name	First name	VIN of 2013 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A22D5[redacted]	[redacted]	87,865

Huntsville, AL, 35806 Prod. Date: 06/14/2012 Dealer: AL024 University KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Performance

11. I would really like some assistance with this
12. They are quoting 1300 for repairs

Writer Advised:
1. Let me get in touch with the dealer to gain some clarification
2. I will F/U with you in 2-3 business days
3. I will review what the vehicle needs and review if any assistance can be offered to you
4. It is not guaranteed, the parts that the vehicle needs are no longer warrantable
5. Provided number

Customer States:
1. I understand, anything you can do I would appreciate

*** SUBCASE [redacted] CREATED 02/09/2016 04:13 PM US Mountain Standard Time JMiller-SO
- Clarify repair details for remaining repairs
- Determine if any of the repairs needed could be related to the engine replacement in any way
- Customer requesting repair assistance on remaining repairs

*** PHONE LOG 02/10/2016 07:45 AM Pacific Daylight Time MBautista Action Type:Outgoing call
ECC states:
1. I called and spoke to Glenda at AL024
2. I asked about the vehicle repairs

Glenda states:
1. Vehicle required starter, pulley, and throttle body
2. Writer interjection: *I advised that customer asked why pulley was needed too? there was one from before as she states
3. Customer said it was squealing now when it wasnt before
4. Determined it to be the pulley in conjuction with the new engine
5. Cusotmer has since paid for repairs and we are test driving to release today

*** PHONE LOG 02/15/2016 01:51 PM US Mountain Standard Time JMiller-SO Action Type:Outgoing call
Writer Called customer @ [redacted]
1. Calling to F/U with you
2. Do you have your Forte

Customer States:
1. I am sorry I cant really talk now, my wife is in labor
2. And its at the dealer still

Writer Advised:
1. Oh I am sorry, I will call back

*** SUBCASE [redacted] - NOTES 02/15/2016 01:52 PM US Mountain Standard Time JMiller-SO Action Type:Internal
- Determine why throttle body needed to be replaced

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2013 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A22D5[redacted]	[redacted]	87,865

Huntsville, AL, 35806 Prod. Date: 06/14/2012 Dealer: AL024 University KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Performance

*** NOTES 02/19/2016 08:44 AM US Mountain Standard Time JMiller-SO Action Type:Internal
CTA: Customer requested to know why throttle body needed, provide updates

*** SUBCASE [redacted] - NOTES 02/19/2016 12:15 PM Pacific Daylight Time BThompson Action Type:Dealer contact
SECC spoke with AL024 reception. Service advisors busy. Reception took message to have service call writer back.

*** SUBCASE [redacted] - NOTES 02/24/2016 04:17 PM US Mountain Standard Time JMiller-SO Action Type:Internal
- Update needed

*** PHONE LOG 03/01/2016 12:05 PM US Mountain Standard Time JMiller-SO Action Type:Outgoing call
Writer Called customer @ [redacted]
1. Calling to F/U, wanted to verify no additional questions or concerns since receiving vehicle back?

Customer States:
1. We drove it home it has been parked since
2. The drive home was good, were gonna sell it
3. So it is just parked

Writer Advised:
1. I am sorry to hear that, if you were to need any additional assistance please call
2. Thanked

*** SUBCASE [redacted] CLOSED 03/01/2016 12:05 PM US Mountain Standard Time JMiller-SO

*** CASE CLOSE 03/01/2016 12:06 PM US Mountain Standard Time JMiller-SO
R&R

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2013 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A26D5[redacted]	[redacted]	79,020

Orlando , FL , 32808 Prod. Date: 10/16/2012 Dealer: FL083 Greenway KIA West

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

Case History

*** PHONE LOG 07/27/2016 12:58 PM US Mountain Daylight Time SCoder
*** NOTES 07/27/2016 05:42 AM clarify Action Type: Dealer contact
*** Performed by contact: Clint Case, 4075322217
*** This is a Request for Assistance ***

Problem Description :
This vehicle has fire damage from the starter/ starter harness area. The car was off when the fire started. Have insurance coming to inspect vehicle today. Anything special need to be done other than repairing fire damaged components?

Diagnostics Performed :
a

*** PHONE LOG 07/27/2016 01:53 PM US Mountain Daylight Time SCoder Action Type:Outgoing call
Writer called Jorge W Haz and woman answered phone
1. Requested information

Customer states
1. Need someone who speaks Spanish

Writer states
1. Will call back with someone who speaks Spanish

*** PHONE LOG 07/27/2016 02:09 PM US Mountain Daylight Time LMartinez Action Type:Outgoing call
Writer called [redacted] and spoke with ?
1. Calling to discuss concerns
2. Would like to take an accident script

Customer states:
1. I received a call earlier from another agent
2. I tried to explain that I do not own a Kia veh

Writer states:
1. I apologize for the inconvenience
2. If any questions and/or concerns please call back
3. Provided contact info

Customer states:
1. Ok
2. Thank you

*** PHONE LOG 07/28/2016 09:29 AM US Mountain Daylight Time SCoder Action Type:Outgoing call
Writer called FL083 and service left vm for Jamie Service Manager
1. Wanted customer information
2. left last 8 of the vin
3. Needed to follow up with customer
4. Left call back information and case number

Last name	First name	VIN of 2013 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A26D5[redacted]	[redacted]	79,020

Orlando , FL , 32808 Prod. Date: 10/16/2012 Dealer: FL083 Greenway KIA West

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

*** NOTES 08/04/2016 09:23 AM US Mountain Daylight Time GBolek Action Type:Dealer contact
WRITER CALLS FL083 AND WAS LEFT ON HOLD BY SERVICE FOR 6+ MINUTES
WRITER DISCONNECTED
[!<For Internal Use Only

WRITER EMAILED PCASTLE AND REQUESTING THAT THE DEALER CONTACT KCAC>!]

*** NOTES 08/04/2016 10:23 AM US Mountain Daylight Time GBolek Action Type:Dealer contact
EMAIL RECEIVED FROM PCASTLE
1. I just spoke with Jamie (service manager) they do not have the vehicle.

WRITER EMAILED PCASTLE- DPSM
1. Advised writer shows that this vin was at FL083 on 07/25/16 for SC132
2. Advised the name shows [redacted]
3. Requested the customers contact information

*** NOTES 08/05/2016 07:14 AM US Mountain Daylight Time GBolek Action Type:Dealer contact
EMAIL RECEIVED FROM PCASTLE- DPSM:
1. Insurance company has been out to look at the vehicle, according to the dealer it's an insurance claim
2. [redacted]
3. [redacted]

*** PHONE LOG 08/05/2016 07:32 AM US Mountain Daylight Time GBolek Action Type:Outgoing call
Writer calls the customer and states:
1. Calling to follow up with the customers concerns

Customer states:
1. We fixed the vehicle
2. The battery was a problem because the vehicle wouldn't start.
3. We towed the vehicle to the dealer
4. They said the battery is no good
5. They changed the battery and they did a wiring repair
6. We picked the vehicle up and that same day the vehicle caught on fire in the driveway
7. My neighbor told us that there was flames
8. We used the fire extinguisher and that put the vehicle.
9. One more thing, my son called to the dealer and the dealer tow truck came to my home
10. When the tow truck came they tried to turn the car on and the car caught on fire again
11. The vehicle is now at Orlando Kia West
12. Im working with Tony
13. The next day, the dealer said that someone fixed it prior, and that the dealer said did the right job
14. I guess, I called the insurance company and claimed that it happened
15. The insurance company sent someone out and the insurance company and the dealer are talking.

TOOK FIRE SCRIPTING

Writer states:

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2013 FORTE KNAFU4A26D5[redacted]	[redacted]	79,020

Orlando , FL , 32808 Prod. Date: 10/16/2012 Dealer: FL083 Greenway KIA West

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

1. Apologized for the concerns
2. Writer will send the case to another office and they will follow up in 2-3 working days

Customer states:
1. Ok, because right now the dealer and the insurance company are going back and forth
2. Tony told me I need to call the insurance company

Writer states:
1. Apologized
2. Writer will send the case to another office and customer will be contacted

Customer states:
1. Ok thank you.

Writer states:
1. Thanked
2. Gave case number.

*** NOTES 08/05/2016 07:33 AM US Mountain Daylight Time GBolek Action Type:Dealer contact
DISPATCHING FOR:
1. Customer alleges fire under the vehicle when the vehicle was parked
2. Customer alleges that the dealer did a wiring repair and a battery replacement, and after the vehicle was picked up and parked at home, it caught on fire
3. Customer called his insurance company and the vehicle is currently at the dealer
4. For case handling and follow up accordingly.

*** PHONE LOG 08/08/2016 09:35 AM Pacific Daylight Time AnReyes Action Type:Outgoing call
NCA spoke with service dept at dlr FL083
Writer:
1. Requesting RO information for customer's vehicle.
2. What was found & status of vehicle.

Dlr:
1. States this is an insurance claim, not a warranty claim
2. There is an aftermarket remote start that caused this.
3. RO info was sent over to a rep already.
4. Insurance company was contacted.

Writer:
1. Thanked.

*** NOTES 08/10/2016 09:46 AM Pacific Daylight Time AnReyes Action Type:Dealer contact
NCa emailed dealer contact Jamie at dlr FL083
1. Requesting a copy of RO regarding visit

*** PHONE LOG 08/16/2016 04:12 PM Pacific Daylight Time AnReyes Action Type:Outgoing call
NCA spoke with customer

Last name	First name	VIN of 2013 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A26D5[redacted]	[redacted]	79,020

Orlando , FL , 32808 Prod. Date: 10/16/2012 Dealer: FL083 Greenway KIA West

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

Writer:
1. Requesting information about vehicle.

Customer:
1. States my insurance company is paying for all the damages to the car.
2. But I have to pay for the starter, which is $300.00
3. The veh was parked for 40-60 mins before the fire happened.
4. I dont understand how this can happen.
5. The car was just sitting there.
6. It caught fire twice.
7. The first time dlr disconnected wires and replaced the battery
8. I paid for that
9. Second time, which is the same day, it caught fire again after being parked.
10. I want to know why this happened.
11. I have to pay $1200.00 for this.

Writer:
1. Will be requesting information
2. Once I have an update I will be giving you a call back with more information

Customer:
1. Thanked.

*** NOTES 08/24/2016 01:31 PM Pacific Daylight Time AnReyes Action Type:Dealer contact
NCA spoke with service dept at dlr FL083
Writer:
1. Requesting RO information

Dlr:
1. Will send it over.
2. Currently an open ticket on this.

NCA rec'd RO information from dlr

*** NOTES 08/29/2016 08:55 AM Pacific Daylight Time AnReyes Action Type:Internal
Pending review

*** PHONE LOG 09/01/2016 08:48 AM Pacific Daylight Time AnReyes Action Type:Outgoing call
NCA spoke with customer
Writer:
1. Apologized, vehicle is outside of any warranties.
2. Repairs would be customer responsibility.

Customer:
1. States I dont understand
2. But I already fixed it
3. I already paid for it.
4. That is okay
5. I'll never buy a Kia again

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2013 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A26D5[redacted]	[redacted]	79,020

Orlando , FL , 32808 Prod. Date: 10/16/2012 Dealer: FL083 Greenway KIA West

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

6. Thank you for the call

Writer:
1. Apologized

*** CASE CLOSE 09/01/2016 08:49 AM Pacific Daylight Time AnReyes
Customer referred to insurance, no further action needed

*** CASE CLOSE 09/30/2016 01:52 PM Pacific Daylight Time AnReyes
Tread review completed, no further action needed

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2013 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFT4A27D5[redacted]	[redacted]	87,419
, ,		Prod. Date: 06/19/2012	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

*** PHONE LOG 10/17/2016 09:09 AM Eastern Daylight Time StaceyBaker
Customer states;
'1. You know the lights cover over your head, lights
2. It's like when you drive the light stay on
3 It started to melt the light cover
4. it got to the point where the light started showing dim
5. I took it to the dlr and they said it was outside.
6. They said to call the mfgr where the light is dim.

Writer states:
1. Apologized
2. Referred customer to WCIM
3. Advised veh is out of warranty.
4. Asked if customer was given a quote for work?

Customer states:
1. No, ma'am
2. So what can I do?

Writer states:
1. Advised veh will need to be seen by dlr and quoted or an RO started.

Customer states:
1. Ok, cus it's burning part of the hood.

Writer states;
1. Asked which light is having the issue?
2. Asked if the light was inside the roof, inside hood or exterior lights

Customer states:
1. The lights outside.

*** CASE CLOSE 10/17/2016 09:09 AM Eastern Daylight Time StaceyBaker

*** NOTES 02/17/2017 12:00 PM US Mountain Daylight Time SCoder Action Type:Dealer contact

**********DUPE CASE NOTES [redacted]
*** PHONE LOG 10/20/2016 03:34 PM Eastern Daylight Time StaceyBaker
Customer states:
1. The plastic on them specks all through it
2. It's the first time I've seen something like this.

Writer states:
1. Apologized
2. Advised customer to visit dlr for diagnosis

Customer states:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2013 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFT4A27D5[redacted]	[redacted]	87,419
, ,		Prod. Date: 06/19/2012	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

1. Ok, I will do.

*** CASE CLOSE 10/20/2016 03:34 PM Eastern Daylight Time StaceyBaker

**********DUPE CASE NOTES**********

*** NOTES 02/17/2017 12:00 PM US Mountain Daylight Time SCoder Action Type:Dealer contact
Duplicate tread review complete- GB

*** CASE CLOSE 02/17/2017 12:01 PM US Mountain Daylight Time SCoder

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2013 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A26D5[redacted]	[redacted]	49,977

Duluth , GA, 30096 Prod. Date: 06/11/2012 Dealer: GA083 Rick Case KIA

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

Case History

*** PHONE LOG 12/13/2016 10:08 AM US Mountain Daylight Time JSinclair-WE
** Case created due to T/L case [redacted] Contact customer, obtain report and gather details on all needed information. Forward case to NCA for further review.**

*** NOTES 12/13/2016 11:03 AM US Mountain Daylight Time JWeaver Action Type:Dealer contact
Writer called GA083 LVM for David Service Manager

Writer states:
1. Calling to follow up on concerns with veh
2. Provided cust name and last 8 digits of VIN
3. Would like to collect additional information
4. Please call
5. Provided 1800# and case ID

*** SEND CASE HISTORY 12/14/2016 10:07:35 AM JWeaver
Case details sent to jimmyclark@rickcasekia.com.

*** NOTES 12/14/2016 12:04 PM US Mountain Daylight Time JWeaver Action Type:Dealer contact
Writer called GA083 spoke to Eileen Service

Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted] Mountain GA [redacted]
VIN: KNAFU4A26D5[redacted]
MY and Mileage: 2013 Forte Sedan with 49977 miles
Most recent RO# and Open Date: RO# [redacted] opened 12/12/16
Days Down at initial Service Alert report (if applicable): 2 days
Most recent Repair Issue and Diagnosis: Customer says, check steering because locking up. DIAG: Needs wiring harness
Able to Duplicate (Y or N): Yes
Repeat Repair (Y/N), if so, how many times?: No
Repair History of current concern with dates and mileage: NA
ETA for completion of repairs (if applicable): Waiting on part
Parts on order (Y/N), if so obtain part#, order#: Part# 91392 1m625
Techline Case (if applicable): [redacted]
Rental / Loaner Provided? If so, since when?: Yes, 12/14/15
Dealer contacted DPSM (if needed): Yes
Vehicle repaired?: No
Customer has possession?: No
Dealer Code/Selling Dealer (Y or N): GA083, No
Original Owner (Y or N): No
What is current Customer Request (if needed): N/A
If HEV vehicle, is dealer HEV certified (if needed): N/A

Writer states:
1 .Showing indication of fire

Eileen states:
1. When tech was checking car- thats when fire happened

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2013 FORTE KNAFU4A26D5[redacted]	[redacted]	49,977

Duluth , GA, 30096 Prod. Date: 06/11/2012 Dealer: GA083 Rick Case KIA

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

*** NOTES 12/15/2016 10:52 AM US Mountain Daylight Time JWeaver Action Type:Dealer contact
Writer called GA083 spoke to Gail Service

Writer states:
1. Calling to collect cust info
2. Verified number

Gail states:
1 .That is one on file
2. [redacted] home
3. [redacted]-home

*** PHONE LOG 12/15/2016 10:57 AM US Mountain Daylight Time JWeaver Action Type:Outgoing call
Writer called cust @ [redacted]

Writer states:
1. Calling to follow on concerns

Person states:
1. You have the wrong number

*** PHONE LOG 12/15/2016 10:59 AM US Mountain Daylight Time JWeaver Action Type:Incoming call
Writer called cust @ [redacted] LVM

Writer states:
1. KMA has been notified veh at DLR
2. Following up to see if you had any questions or concerns
3. If you do please call
4. Provided 1800# and case ID

*** PHONE LOG 12/15/2016 11:02 AM US Mountain Daylight Time JWeaver Action Type:Outgoing call
Writer called cust @ [redacted]

1. You have reached a number that is disconnected or no longer in service

*** PHONE LOG 12/16/2016 10:27 AM US Mountain Daylight Time JWeaver Action Type:Outgoing call

Last name	First name	VIN of 2013 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A26D5[redacted]	[redacted]	49,977

Duluth , GA, 30096 Prod. Date: 06/11/2012 Dealer: GA083 Rick Case KIA

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

Writer called cust @ [redacted]

Writer states:
1. KMA has been notified veh at GA083
2. Following up to see if you had any questions or concerns

Cust states:
1. I dont have it back they are still
2. But everything is fine at this time

Writer states:
1. Informed will be following along with repairs
2. If questions or concerns please feel free to call back
3. A case has been created with KCAC
4. Would you like case ID

Cust states:
1. Yes and the number to call into

Writer states:
1. Provided 1800# and case ID

Cust states:
1. Ok thank you

Writer thanked and disconnected

*** PHONE LOG 12/16/2016 12:05 PM US Mountain Daylight Time JWeaver Action Type:Outgoing call
Writer called cust @ [redacted] LVM

Writer states:
1. Calling to follow up once again
2. Hoping to find out if a rental or loaner provided
3. Please call
4. Provided 1800# and case ID

*** NOTES 12/19/2016 06:35 PM US Mountain Daylight Time JWeaver Action Type:Manager review
Dispatching to NCA

1. DLR is alleging fire during repairs
2. Cust unaware case being sent
3. Please review and assit

*** NOTES 12/29/2016 09:58 AM US Mountain Daylight Time KBrazzle Action Type:Dealer contact
**********Duplicate case notes**********
Dealer :Rick Case Kia
Technician :Bobby Wright
Service Manager :James Clark (service director)

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2013 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A26D5[redacted]	[redacted]	49,977

Duluth , GA, 30096 Prod. Date: 06/11/2012 Dealer: GA083 Rick Case KIA

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

Dealer Phone :8778941491
DPSM :Harrison Baik
Vehicle Model :FORTE SEDAN
Model Year :2013
Mileage :49977
Initial comments by Technician found in TL Case #[redacted] :

*** Performed by contact: Bobby Wright, 8778941491
*** This is a Request for Assistance ***

Problem Description :
AS THE TITLE STATES, A/C COMPRESSOR LOCKED UP CAUSING THE BELT TO SPIN,BREAK, AND CATCH ON FIRE BURNING THE HARNESS FOR THE A/C COMPRESSOR, P.S.AND CHASSI GROUNDS, ALSO BURNED THE COOLANT RESIVOUR AND SIDE COVER

Diagnostics Performed :
NO P.S. ON ARRIVAL, FOUND BELT TANGLED UP IN THE PULLEYS AND BURNT HARNESS. COOLANT EXSPASION TANK LEAKING.

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

*** PHONE LOG 01/04/2017 01:35 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Writer states:
1. Calling in regards to a 2013 Kia Forte
2. Apologized
3. Thank you

Person states:
1. You're like the 3rd person calling about that
2. We don't own a 2013 Kia Forte

*** PHONE LOG 01/04/2017 01:38 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called customer and left message [redacted]
1. Calling in regards to a 2013 Kia Forte
2. Requested call back
3. Left call back number

*** NOTES 01/04/2017 01:54 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Called dealer GA083 and spoke with Ilene in the Service Department (770)476-2800
Writer states:
1. Calling to get more information regarding this vehicle

Dealer states:
1. The Service Advisor Mario will be back tomorrow
2. It's waiting on an engine

*** NOTES 01/05/2017 10:54 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2013 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFU4A26D5[redacted]	[redacted]	49,977

Duluth , GA, 30096 Prod. Date: 06/11/2012 Dealer: GA083 Rick Case KIA

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

Called dealer GA083 and left message with Service Department (770)476-2800
1. Requested call back
2. Left call back number

*** NOTES 01/18/2017 12:33 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Called dealer GA083 and spoke with Service Manager David Eckhart
Writer states:
1. Calling to get more information on this vehicle
2. My notes states fire happened when tech was checking the car

Dealer states:
1. She picked the vehicle up yesterday
2. No sir, the car caught fire and then it was towed in
3. The a/c compressor seized up and she did not know while she was driving the car
4. The belt over heated and it burned the wiring harness and a couple of hoses

Writer states:
1. Did anyone take photos of the vehicle?
2. Did the DPSM issue a PWA?
3. Who authorized the repairs?
4. Requested photos of parts
5. Gave dealer email address

Dealer states:
1. No, but we've got all the old parts
2. No
3. I'll have to go through all my notes and look that up

*** NOTES 01/18/2017 12:48 PM Pacific Daylight Time SamuelKim Action Type:Internal
Advised DPSM HBaik

*** NOTES 01/18/2017 02:14 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Received email from Service Manager David Eckhart at dealer GA083 (davideckhart@rickcase.com)
[redacted],

As we spoke the a/c compressor seized up and the customer kept driving and the drive belt slipped on the pulley and caught fire causing damage to the wiring harness, fan shroud wih coolant tank, fender liner, a/c lines, and a couple sensors.

Thank you
David Eckhart

*** NOTES 01/18/2017 02:14 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Sent email to Service Manager David Eckhart at dealer GA083 (davideckhart@rickcase.com)
Per our conversation, can you send me photos of the original parts.

*** CASE CLOSE 01/20/2017 01:33 PM Pacific Daylight Time SamuelKim

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

FORTE

2014 FORTE_ACCIDENT SCRIPTS_ALLEGED DEFECT B_EXPANDED SCOPE

Accident Report

Case [redacted]

Report Details

A-1) Who owns the vehicle?

[redacted]

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

[redacted]

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

[redacted]

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

3

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

Boyfriend in passenger seat and two children in backseat

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

Nothing

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

07/13/2018 15:30:00

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

none

B-2) What time was 911 called?

8:30am

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

Sunny and dry

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

No injuries

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

Driving to drop my boyfriend off at work and I did smell

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

engine was on

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

Now warning lights on dash

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

none that I am aware of

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

[redacted] new albany oh[redacted]

C-1) Which fire agency responded?

Plain Township Fire department

C-2) What is the fire report number?

[redacted]

D-1) Where is the vehicle now?

currently at my boyfriends mothers house

D-2) Have any repairs been completed?

No

D-3) Was the insurance company contacted?

Yes

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

No

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

Wants to know why my car caught on fire.. I want this car recalled.

Accident Report

Case [redacted]

Report Details

1. Who Owns the Vehicle?

   <Provide Owner Name, Address, and Phone>

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

   No one driving; vehicle was parked. <Provide Driver's Name, Address, and Phone>

3. Do You Own the Vehicle?

   Yes

4. What is the Age of the Driver?

   [redacted] approximately <Driver's Age>

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

   October 2016; Day time <DATE> and <TIME>

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

   Sunny <ROAD & WEATHER CONDITIONS>

7. What Speed was the Vehicle Traveling?

   0 mph: parked <VEHICLE SPEED>

8. Were any Other Vehicles Involved in the Accident?

   No

9. Were There Any Injuries?

No

10. Was Anyone Taken by Ambulance to The Hospital?

No

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

No

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

Customer states previous situation where car was jump started. Jump started car and performed daily duties. Next day, when to jump start car and looked under hood and eveything is melted. <INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>

13. Were the Police Contacted?

No

16. Was the Insurance Company Contacted?

No

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

Towed

19. Where is the Vehicle Now?

At dealership <VEHICLE LOCATION>

20. Have Any Repairs Been Completed?

No

21. Were Parties Wearing Seatbelts?

No

22. Did the Airbag(s) Deploy?

No

23. Was Airbag Light on prior to accident?

No

24. What action are you requesting of Kia?

Requesting KIA to buy wiring harness, positive battery cables, negative battery cables, and new battery and cover parts and labor for repair. <RESOLUTION SOUGHT>

25. Have you reviewed the airbag section of the owners manual?
Yes - In order to consider your request, we will need you to provide us with copies of:
    i. Copy of Police Report (if available)
    ii. Pictures of vehicle (front, rear and side views)
Not Applicable

Accident Report

Case [redacted]

Report Details

1. Who Owns the Vehicle?

   [redacted] and [redacted] [redacted] daughter's name is [redacted] <Provide Owner Name, Address, and Phone>

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

   The vehicle was parked and there was no body in it <Provide Driver's Name, Address, and Phone>

3. Do You Own the Vehicle?

   Yes

4. What is the Age of the Driver?

   N/A <Driver's Age>

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

   3/10/2014 @ 20:35PM <DATE> and <TIME>

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

   <ROAD & WEATHER CONDITIONS>

7. What Speed was the Vehicle Traveling?

   <VEHICLE SPEED>

8. Were any Other Vehicles Involved in the Accident?

   No

9. Were There Any Injuries?

   No

10. Was Anyone Taken by Ambulance to The Hospital?

    No

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

    No

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

    <INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>

13. Were the Police Contacted?

    Yes

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

    <Officer Name, Department, Badge>

15. What is the Police Report Number?

    Indiana Wesleyan University Campus Police Report <POLICE REPORT NUMBER>

16. Was the Insurance Company Contacted?

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

17. Have You Settled With the Insurance Company?

    Yes

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

Towed

19. Where is the Vehicle Now?

IAA Salvage Yard in Indiana <VEHICLE LOCATION>

20. Have Any Repairs Been Completed?

No

21. Were Parties Wearing Seatbelts?

No

22. Did the Airbag(s) Deploy?

No

23. Was Airbag Light on prior to accident?

No

24. What action are you requesting of Kia?

<RESOLUTION SOUGHT>

25. Have you reviewed the airbag section of the owners manual?
Yes - In order to consider your request, we will need you to provide us with copies of:
i. Copy of Police Report (if available)
ii. Pictures of vehicle (front, rear and side views)
Yes

Accident Report

Case [redacted]

Report Details

1. Who Owns the Vehicle?

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

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

   [redacted]
   Address - on file
   Phone number - mother does not want to provide, daughter has a mental condition <Provide Driver's Name, Address, and Phone>

3. Do You Own the Vehicle?

   No

4. What is the Age of the Driver?

   [redacted] <Driver's Age>

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

   1/27/2015 at 7:27 AM <DATE> and <TIME>

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

   Clear and dry <ROAD & WEATHER CONDITIONS>

7. What Speed was the Vehicle Traveling?

   Mother does not know, probably whatever the posted speed limit <VEHICLE SPEED>

8. Were any Other Vehicles Involved in the Accident?

No

9. Were There Any Injuries?

No

10. Was Anyone Taken by Ambulance to The Hospital?

No

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

[redacted] is not under any physical medical attention possibly will need mental [redacted] - will be seeing a counselor due to being extremely upset Yes, <Who and For What>

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

[redacted] was driving the vehicle. Other drivers were indicating to her that her vehicle was on fire, pulled to the side of the road did not put it in park (car rolled backwards) 911 was called for assistance. Flames were seen from the engine area of the vehicle. <INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>

13. Were the Police Contacted?

Yes

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

Officer - Bustamante
Department - Loma Linda Sherrifs dept
Badge Number - Unknown <Officer Name, Department, Badge>

15. What is the Police Report Number?

Report number - [redacted] <POLICE REPORT NUMBER>

16. Was the Insurance Company Contacted?

Name - Progressive
Address - Unknown
Phone number - [redacted] (travis is working the case with progressive)
Policy number - [redacted] Yes, <Name, Address, and Phone of Insurance Company, Policy #, and Claim #>

17. Have You Settled With the Insurance Company?

No

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

Towed

19. Where is the Vehicle Now?

Does not want to disclose were the vehicle is, Progressive may want to tell you and thats fine. I am concerned that Kia may go out and try to protect themselves and change something on the vehicle. <VEHICLE LOCATION>

20. Have Any Repairs Been Completed?

No

21. Were Parties Wearing Seatbelts?

Yes

22. Did the Airbag(s) Deploy?

No

23. Was Airbag Light on prior to accident?

No

24. What action are you requesting of Kia?

Will be incurring costs to fly out to her from Denver to CA and will need to be getting a new car. Need expenses for lodging eating and any expenses that are incurred due to this. Want to be compensated for the hassle as well. Want to get more then what KBB is willing to offer for the vehicle. Want a new vehicle as well. Want this to be investigated. <RESOLUTION SOUGHT>

25. Have you reviewed the airbag section of the owners manual?
Yes - In order to consider your request, we will need you to provide us with copies of:
    i. Copy of Police Report (if available)
    ii. Pictures of vehicle (front, rear and side views)
Not Applicable

Accident Report

Case [redacted]

Report Details

1. Who Owns the Vehicle?

   1. [redacted] (Husband) <Provide Owner Name, Address, and Phone>

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

   1. [redacted] (Husband) <Provide Driver's Name, Address, and Phone>

3. Do You Own the Vehicle?

   Yes

4. What is the Age of the Driver?

   [redacted] years old <Driver's Age>

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

   1. 11/04/16 and around 7 pm <DATE> and <TIME>

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

   Road:
   1. It was raining, bad storm on 11/04 around 6pm and we got caught in the storm

   Weather:
   1,Raining and there was flood <ROAD & WEATHER CONDITIONS>

7. What Speed was the Vehicle Traveling?

   35 mph <VEHICLE SPEED>

8. Were any Other Vehicles Involved in the Accident?

No

9. Were There Any Injuries?

No

10. Was Anyone Taken by Ambulance to The Hospital?

No

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

No

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

1. We stayed right there because it was hailing and the street was flooded
2.The el paso water company came in to help with flood and whne we were coming to the mom's house, and my husband noticed the smoking coming from the hood.
3. He was about to pull up to the mom's house and he got out the looked under hood and the flames came up and we put it out with the water hose <INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>

13. Were the Police Contacted?

No

16. Was the Insurance Company Contacted?

USAA Insurance

9800 Fredrickberg Rd San Antonio , TX 78288

Phone#:
[redacted] Policy phoe #.

[redacted]- Claim phone # Yes, <Name, Address, and Phone of Insurance Company, Policy #, and Claim #>

17. Have You Settled With the Insurance Company?

No

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

Driven

19. Where is the Vehicle Now?

1. Vehicle is at my mother's home
2. The insurance compnay said it electrical fire.
3. Moms Address:
1. [redacted]. El Paso Tx [redacted] <VEHICLE LOCATION>

20. Have Any Repairs Been Completed?

No

21. Were Parties Wearing Seatbelts?

Yes

22. Did the Airbag(s) Deploy?

No

23. Was Airbag Light on prior to accident?

No

24. What action are you requesting of Kia?

1. The Insurance company asked us to call you guys
2 We never received notice about the recall. <RESOLUTION SOUGHT>

25. Have you reviewed the airbag section of the owners manual?
Yes - In order to consider your request, we will need you to provide us with copies of:
i. Copy of Police Report (if available)
ii. Pictures of vehicle (front, rear and side views)
Yes

Accident Report

Case [redacted]

Report Details

1. Who Owns the Vehicle?

   [redacted] my daughter <Provide Owner Name, Address, and Phone>

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

   the vehicle was parked in the drive way <Provide Driver's Name, Address, and Phone>

3. Do You Own the Vehicle?

   Yes

4. What is the Age of the Driver?

   [redacted] <Driver's Age>

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

   2/1/14 morning time <DATE> and <TIME>

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

   Cold, about 0, we had snow the night before, not snowing at the time <ROAD & WEATHER CONDITIONS>

7. What Speed was the Vehicle Traveling?

   0 was parked in the driveway <VEHICLE SPEED>

8. Were any Other Vehicles Involved in the Accident?

   No

9. Were There Any Injuries?

   No

10. Was Anyone Taken by Ambulance to The Hospital?

    No

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

    No

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

    My daughter went out and started vehicle to warm up, about 10 minuets later she came out and the car was on fire, flames coming from under the hood, fire department said that it looked like it started on the driver side. It was so hot the it melted the transmission. <INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>

13. Were the Police Contacted?

    Yes

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

    i don't have that now <Officer Name, Department, Badge>

15. What is the Police Report Number?

    i don't have that, we are going to get the report from the fire station today <POLICE REPORT NUMBER>

16. Was the Insurance Company Contacted?

    Allied Insurance, I don't have that with me Yes, <Name, Address, and Phone of Insurance Company, Policy #, and Claim #>

17. Have You Settled With the Insurance Company?

No

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

Towed

19. Where is the Vehicle Now?

Winter Auto, phone number 319-269-0892, His name is Mike <VEHICLE LOCATION>

20. Have Any Repairs Been Completed?

No

21. Were Parties Wearing Seatbelts?

No

22. Did the Airbag(s) Deploy?

No

23. Was Airbag Light on prior to accident?

No

24. What action are you requesting of Kia?

I want Kia to be aware that this is an issue, i know other people buy this car and i don't want anything to happen to anybody. Is she going to get her down payment back. My main concern it to make sure that nothing happens to anybody, i just hope that Kia and dealer is going to do right by my daughter, Obviously my daughter doesn't want another Kia. Want some compensation for her, the car seat stroller is smoke damaged. Requesting compensation, i don't know really. would like to recuperated the down payment and car payments. <RESOLUTION SOUGHT>

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

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

i. Copy of Police Report (if available)

ii. Pictures of vehicle (front, rear and side views)

Not Applicable

Accident Report

Case [redacted]

Report Details

1. Who Owns the Vehicle?

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

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

   No one was driving it was just parked <Provide Driver's Name, Address, and Phone>

3. Do You Own the Vehicle?

   Yes

4. What is the Age of the Driver?

   No one driving <Driver's Age>

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

   8/23/15 around 11:45pm <DATE> and <TIME>

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

   Was about 73% that night
   Was not raining was dry
   Was parked on the side of the house
   25 Feet from he house
   7-8 feet from the parkway to the curb <ROAD & WEATHER CONDITIONS>

7. What Speed was the Vehicle Traveling?

   0mph <VEHICLE SPEED>

8. Were any Other Vehicles Involved in the Accident?

   My truck was parked in from of it and it looks like my tail lights are dark and smokey looking
   It burned the yards and tree Yes, <Document Vehicle Information>

9. Were There Any Injuries?

   No

10. Was Anyone Taken by Ambulance to The Hospital?

    No

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

    No

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

    In the front yard about a car length and a half from the crub. I live on the corner. It was on Geneva Drive and the street where the car was on parked was 166th St. Where I come in from my drive way it was the first car there. It was by the back porch and kitchen window. 200-300 St. from the main st. My neighbor was the one who told me the veh was on fire. She came to my home and told me. <INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>

13. Were the Police Contacted?

    Yes

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

    Officer J. Esparza
    Harvey Police Department
    Badge number 943

    Approving sup was Curkwood and Badge 932 <Officer Name, Department, Badge>

15. What is the Police Report Number?

    CRN-5000A15 <POLICE REPORT NUMBER>

16. Was the Insurance Company Contacted?

States Farm was contacted that night Yes, <Name, Address, and Phone of Insurance Company, Policy #, and Claim #>

17. Have You Settled With the Insurance Company?

Yes

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

Towed

19. Where is the Vehicle Now?

I don't know where the veh is at now. I know Kia towed it away and sent back to State Farm. I don't know where it's at now. <VEHICLE LOCATION>

20. Have Any Repairs Been Completed?

No

21. Were Parties Wearing Seatbelts?

No

22. Did the Airbag(s) Deploy?

No

23. Was Airbag Light on prior to accident?

No

24. What action are you requesting of Kia?

To give us another vehicle. It wasn't her fault. She lost all the money she paid into it but she doesn't have a car. The insurance paid off the veh but she doesn't have a car. <RESOLUTION SOUGHT>

25. Have you reviewed the airbag section of the owners manual?
Yes - In order to consider your request, we will need you to provide us with copies of:
i. Copy of Police Report (if available)
ii. Pictures of vehicle (front, rear and side views)
Not Applicable

Accident Report

Case [redacted]

Report Details

1. Who Owns the Vehicle?

   Enterprise Rent A Car <Provide Owner Name, Address, and Phone>

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

   [redacted]
   No passengers <Provide Driver's Name, Address, and Phone>

3. Do You Own the Vehicle?

   Yes

4. What is the Age of the Driver?

   [redacted] <Driver's Age>

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

   8/14/2013 In the morning hours <DATE> and <TIME>

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

   Clear and dry <ROAD & WEATHER CONDITIONS>

7. What Speed was the Vehicle Traveling?

   Unknown <VEHICLE SPEED>

8. Were any Other Vehicles Involved in the Accident?

   No

9. Were There Any Injuries?

   No

10. Was Anyone Taken by Ambulance to The Hospital?

    No

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

    No

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

    He was driving down interstate and noticed noise in engine compartment. He pulled over and got out. He saw smoke coming from the engine compartment. Then it was all of a sudden engulfed in flames. <INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>

13. Were the Police Contacted?

    Yes

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

    Metro Nashville Police
    615-862-8600 <Officer Name, Department, Badge>

15. What is the Police Report Number?

    Don't have <POLICE REPORT NUMBER>

16. Was the Insurance Company Contacted?

    No

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

Towed

19. Where is the Vehicle Now?

At Tom Bannen Body Shop, Madison TN <VEHICLE LOCATION>

20. Have Any Repairs Been Completed?

No

21. Were Parties Wearing Seatbelts?

Yes

22. Did the Airbag(s) Deploy?

No

23. Was Airbag Light on prior to accident?

No

24. What action are you requesting of Kia?

Investigation of the cause of the Fire and Mr [redacted] had $10K worth of company equipment and luggage that he wants to be reimbursed for <RESOLUTION SOUGHT>

25. Have you reviewed the airbag section of the owners manual?
Yes - In order to consider your request, we will need you to provide us with copies of:
i. Copy of Police Report (if available)
ii. Pictures of vehicle (front, rear and side views)
No

Accident Report

Case [redacted]

Report Details

Accident Report

Case [redacted]

Report Details

A-1) Who owns the vehicle?

[redacted]

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

[redacted]

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

[redacted]

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

3

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

[redacted] sitting in front seat, [redacted] rear passenger side booster seat, [redacted] rear drivers side booster seat

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

No

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

11/03/2017 12:32:00

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

my car and the engine of my car

B-2) What time was 911 called?

Yes

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

road was dry and the weather was cold

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

No

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

Driving down interstate 15s the car stalled out brakes and all went out. I exited left into a gas station. i had no brakes so had to use the emergency brake. A person opened the hood and a fire was under the engine. The fire department came and made sure the fire was out. I called triple a and they towed the car to the fontana address.

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

in accessory mode

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

no

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

no

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

Interstate 15 and hwy 138 in Phelan CA

C-1) Which fire agency responded?

San Bernadino County Fire Department of Hesperia

C-2) What is the fire report number?

[redacted]

D-1) Where is the vehicle now?

[redacted] Fontana CA [redacted] the owners home

D-2) Have any repairs been completed?

no

D-3) Was the insurance company contacted?

no

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

no

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

I will need a replacement vehicle

Accident Report

Case [redacted]

Report Details

A-1) Who owns the vehicle?

[redacted]

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

no one was driving

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

[redacted]

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

none

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

no where

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

no

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

03/24/2018 11:00:00

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

n/a

B-2) What time was 911 called?

fire department

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

CLEAR

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

no

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

parked veh at 7pm night before, at 4am next mrning the neighbor said my car was on fire, coming out of the hood

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

no

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

no

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

no

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

home address

C-1) Which fire agency responded?

corryton rural metro fire department

C-2) What is the fire report number?

dont have

D-1) Where is the vehicle now?

salvage yard

D-2) Have any repairs been completed?

no

D-3) Was the insurance company contacted?

farm bureau

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

yes, already issued check

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

i want another car, got my recall fixed, googled kia cars catching fire, i lost a whole car and everything in it

Accident Report

Case [redacted]

Report Details

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

FORTE

2014 FORTE_CA REPORTS_ALLEGED DEFECT B_EXPANDED SCOPE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A69E5[redacted]	[redacted]	190,787

Fontana , CA, 92336 Prod. Date: 02/14/2014 Dealer: CA233 Valley KIA

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

Case History

*** 11/03/2017 13:02:31 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 11/03/2017 12:57:27 and created by Kevin Fleenor ***
Cust states
1. My car caught on fire while i was driving down the interstate with my kids
2. I went online and show it caught on fire due to sc113

Wrt states
1. Apologize
2. ran fire script

Cust states
1. Thank you

*** Note - Others created on 11/03/2017 13:26:04 and created by Kevin Fleenor ***
Dispatched to NCA
1. cust alleges vehicle caught on fire due to sc113
2. Cust states vehicle is located at home
3. Cust requesting replacement vehicle
4. Please review and follow up accordingly

*** 11/03/2017 13:28:05 ***
Dispatched from WIPBin = Default to Queue National CA by Kevin Fleenor
Reason: MReese

*** 11/06/2017 07:37:07 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 11/06/2017 07:51:18 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin default of Alex Villalpando by Jeff Stroup
Reason:

*** Phone - Call - Outbound created on 11/07/2017 09:37:13 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt attempted contact. Left message for CB

*** Phone - Call - Inbound commitment created on 11/07/2017 09:37:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/09/2017 and created by Alex Villalpando ***

*** Phone - Call - Inbound created on 11/07/2017 16:41:08 (GMT-05:00) Eastern Time (US & Canada) and created by Thomas Beam ***
Cust
1.) The engine caught on fire while I was driving
2.) My main concern is that we bought the car in 2014.
3.) We checked to see if there was any recalls.
4.) There was something about a coolant issue and we never got a recall letter on this.
5.) We went to the dealership and there was no empathy for this.
6.) They started making excuses for this.
7.) They would not give us a loaner or anything
8.) We had to call insurance to get a rental.
9.) The flames were visible in the engine and the fire department had to put the fire out.

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A69E5[redacted]	[redacted]	190,787

Fontana , CA, 92336 Prod. Date: 02/14/2014 Dealer: CA233 Valley KIA

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

10.) I am not sure what can be done but something needs to happen.
11.) The correct number is [redacted]

Writer
1.) Apologized
2.) Informed the case manager will be reaching out to customer again soon.
3.) Informed would notate case.
4.) Informed would make sure case manager sees correct number.

Cust
1.) Ok thank you.

<For Internal Use Only
****
The correct number is [redacted]
**********>

*** Phone - Call - Outbound created on 11/07/2017 15:28:29 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt states
1. Hello contacting in regards to case
2. Please advise

Cust states
1. Granddaughter [redacted] was driving car when it suddenly caught on fire
2. Do not know what could have caused this but [redacted] looked into this and found there was a recall
3. Have spoke to other mechanic and said that something else could have caused the fire like rodents or dust
4. Have contacted AAA insurance but they have not done anything yet because we wanted to see what you all will do
5. What will happen next

Wrt states
1. Thank you for information
2. See recall is for a cooling fan
3. Will need photos and reports if available
4. Once received, will review case and follow up
5. Will contact granddaughter for further information as well

cust states
1. Okay thank you

*** Phone - Call - Outbound created on 11/07/2017 15:44:55 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt states
1. Hello contacting in regards to case

Cust states ([redacted]
1. Cust explained event
2. Currently renting my own car
3. Believe this is related to recall

Wrt states

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2014 FORTE KNAFK4A69E5[redacted]	[redacted]	190,787

Fontana , CA, 92336 Prod. Date: 02/14/2014 Dealer: CA233 Valley KIA

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

1. Thank you for information
2. Please provide photos and report if available
3. Once received, will begin review.
4. If found to be a manufacturing concern, will review for assistance.

Cust states
1. Thank you

*** Email - External Email Sent created on 11/07/2017 15:47:13 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Sent: Tuesday, November 07, 2017 3:45 PM
To: [redacted]
Subject: Kia Motors America [redacted]

Hello [redacted]

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

Thank you,

*** Phone - Call - Inbound commitment created on 11/07/2017 09:37:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/10/2017 and created by Alex Villalpando ***

*** Email - External Email Received created on 11/09/2017 16:29:04 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Hello Alex,

Please confirm receipt of documentation and the next steps. The expectation is that this will be settled by Friday. Unfortunately, I'm unable to continue to spend money renting cars with no guarantee that I'll even recoup anything. Your prompt attention and assistance is greatly appreciated in advance. Please reply today with an appointment time and date for inspector to come.
Again your urgent assistance is appreciated.

Looking forward to hearing from you today.

Thank you

[redacted]

*** Phone - Call - Outbound created on 11/09/2017 16:29:43 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt states
1. Hello contacting in regards to case
2. Apologize, have not received photos

Cust states
1. I will resend
2. AAA said they will be moving car to Fontana Kia

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A69E5[redacted]	[redacted]	190,787

Fontana , CA, 92336 Prod. Date: 02/14/2014 Dealer: CA233 Valley KIA

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

3. Do they have an inspector there

Wrt states
1. Thank you for information
2. Dlr does not have fire inspector
3. Will contact dlr and follow up
4. Please provide photos

Cust states
1. Okay thank you

*** Phone - Call - Outbound created on 11/09/2017 16:54:36 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt contacted Matt at CA233. Matt advised dlr is unaware of vehicle being towed. Wrt advised to park vehicle and do not proceed with any inspection.

*** Phone - Call - Inbound created on 11/10/2017 10:09:05 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Cust states
1. AAA just picked up the car and is bringing it to dlr
2. Spoke to Theresa at dlr and she is amazing
3. Can rental be offered.

Wrt states
1. Thank you for update
2. Will contact dlr
3. Will review and follow up

Cust states
1. Thank you

*** Phone - Call - Outbound created on 11/10/2017 13:49:36 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt contacted Matt at Dlr. Matt advised vehicle is at dlr.

*** Email - External Email Sent created on 11/10/2017 13:50:07 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Sent: Friday, November 10, 2017 1:50 PM
To: 'rusichm@valleykia.com'
Subject: Kia Motors America [redacted] KNAFK4A69E5[redacted]

Hi Matt,

Thank you for speaking with me. As discussed, please provide photos of customer vehicle and a rental/loaner in which I can cover. Please contact me if you have any questions.

Thank you,

*** Phone - Call - Outbound created on 11/10/2017 14:07:01 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A69E5[redacted]	[redacted]	190,787

Fontana , CA, 92336 Prod. Date: 02/14/2014 Dealer: CA233 Valley KIA

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

Wrt states
1. Hello contacting in regards to case
2. Have contacted dlr and vehicle did arrive
3. Will begin case review and follow up
4. Will be able to provide loaner/rental at this time
5. Please contact Matt at dlr.

Cust states
1. thank you

*** Phone - Call - Inbound commitment created on 11/07/2017 09:37:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/14/2017 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 11/07/2017 09:37:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/15/2017 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 11/07/2017 09:37:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/16/2017 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 11/07/2017 09:37:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/21/2017 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on 11/21/2017 11:48:15 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt contacted Dlr. Dlr advised engine was out oil and coolant. Motor was seized and starter is hanging down.

*** Note - Others created on 11/21/2017 11:51:58 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Reviewed with KMA engineers.

*** Phone - Call - Inbound commitment created on 11/07/2017 09:37:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/22/2017 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 11/07/2017 09:37:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/27/2017 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on 11/27/2017 11:05:37 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt attempted contact. Left message for CB

*** Phone - Call - Outbound created on 11/28/2017 13:28:06 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt attempted contact. Left message for CB

*** Phone - Call - Inbound commitment created on 11/07/2017 09:37:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/29/2017 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on 11/29/2017 15:15:50 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt contacted Matt at Dlr. Matt advised rental has been returned. Wrt advised dlr to provide rental invoice.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A69E5[redacted]	[redacted]	190,787

Fontana , CA, 92336 Prod. Date: 02/14/2014 Dealer: CA233 Valley KIA

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

*** Phone - Call - Inbound commitment created on 11/07/2017 09:37:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/01/2017 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 11/07/2017 09:37:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/06/2017 and created by Alex Villalpando ***

*** Phone - Call - Inbound created on 12/06/2017 10:07:30 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
na

*** 12/06/2017 10:11:15 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 126656 Submitted

*** Phone - Call - Inbound commitment created on 11/07/2017 09:37:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/20/2017 and created by Alex Villalpando ***

*** 12/14/2017 16:22:36 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 126656 Submitted

*** 12/14/2017 16:24:48 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 126656 Final Approved

*** Phone - Call - Inbound commitment created on 11/07/2017 09:37:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/04/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 11/07/2017 09:37:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/17/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment fulfilled on 01/17/2018 09:50:20 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/17/2018 closed by Alex Villalpando ***

*** 01/17/2018 09:50:30 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Goodwill Issued
[Resolution Summary]
Pending further contact.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A69E5[redacted]	[redacted]	97,122

Sicklerville NJ , 08081 Prod. Date: 10/17/2013 Dealer: NJ043 Turnersville KIA

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

Case History

Dealer : Turnersville Kia
Technician : Ed Kaufman
Service Manager : MARIO MENZANO
Dealer Phone :
DPSM : Jerry Toscani
Vehicle Model : FORTE LX AUTO
Model Year : 2014
Mileage : 97122
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
vehicle intermittent no start. was able to duplicate concern. vehicle not sending fuel to the injectors when cranking. push vehicle in to check connectors, powers and grounds coming from the pcm to the fuel pump relay and fuse. car starts every time after pushing into shop and warming up. vehicle acts up most mornings after sitting over night, then after getting in the shop the car starts every time.

[Diagnostics Performed]
vehicle intermittent no start. was able to duplicate concern. vehicle not sending fuel to the injectors when cranking. push vehicle in to check connectors, powers and grounds coming from the pcm to the fuel pump relay and fuse. car starts every time after pushing into shop and warming up. vehicle acts up most mornings after sitting over night, then after getting in the shop the car starts every time.

*** Assigned to WIPBin Working of Kristi Smith on 12/23/2017 07:06:21 (PST)
*** 01/08/2018 05:20:32 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIP InBox to Queue by

*** 01/08/2018 17:29:49 ***
Accepted from Queue ZZ[redacted] Robertson to WIPBin Default by[redacted] Robertson

*** Phone - Call - Outbound created on 01/19/2018 15:07:10 and created by [redacted] Robertson ***
Writer. left VM for cust.
1.) I am calling from KCAC.
2.) I am following up with you on your recent repair.
3.) Questions//Concerns give us a callback
4.) 800# case#

*** Phone - Call - Inbound created on 01/19/2018 15:30:04 and created by [redacted] Robertson ***
--- Customer Name:[redacted]
--- Customer phone:[redacted]
--- Customer address:[redacted], SICKLERVILLE, NJ[redacted]
--- VIN: KNAFK4A69E5[redacted]
--- MY and Mileage: 2014 Forte 97138
--- Most recent RO# Open/Close Date:[redacted] 01/16/18-01/19/18
--- Days Down at initial Service Alert report:
--- Most recent Repair Issue and Diagnosis:
Concern: CU/ST NO START
Cause: fuel pump went dead, burnt out the relay, causing it to not make contact had to replace board
Correction: replace board

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A69E5[redacted]	[redacted]	97,122

Sicklerville NJ , 08081 Prod. Date: 10/17/2013 Dealer: NJ043 Turnersville KIA

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

--- Able to Duplicate (Y or N): Y
--- Repeat Repair (Y/N), if so, how many times?:Y- 3
--- Repair History of current concern- dates/mileage: 12/11 @ 97,007 , 12/14 97,010, 01/05/18 97,136
--- ETA for completion of repairs: COMPLETED
--- Parts on order- part# order#:
--- Tech-line Case: Y-[redacted]
--- Rental / Loaner Provided? Dates: Y-??? dealer does not know 01/16/18-01/19/18 (used last RO dates)
--- Dealer contacted DPSM: N
--- Vehicle repaired?: Y
--- Customer has possession?: Y
--- Dealer Code/Selling Dealer (Y or N): Y-NJ043
--- Original Owner (Y or N) Y

*** 01/19/2018 15:30:32 ***
Closed with Resolution Code : Repaired at Dlr
[Resolution Summary]

*** 03/27/2018 12:48:07 (GMT-05:00) Eastern Time (US & Canada) ***
Reopened with Sub Status of Working

*** Phone - Call - Inbound created on 03/27/2018 12:48:14 (GMT-05:00) Eastern Time (US & Canada) and created by Jada Jones ***

<For Internal Use Only
fire tread complete>

*** 03/27/2018 12:48:42 (GMT-05:00) Eastern Time (US & Canada) ***
Closed with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A68E5[redacted]	[redacted]	75,000
, ,		Prod. Date: 02/13/2014	Dealer:	

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

Case History

*** 04/05/2018 12:55:47 (GMT-07:00) Arizona ***
Contact = [redacted], Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 04/05/2018 12:55:37 (GMT-07:00) Arizona and created by Debra Rustin ***

Customer states
1.car caught fire
2.we dont know why
3.i called on this last week
4.had recall fixed and it still caught fire

Writer states
1.Apology for situation
2.was anyone hurt?

Customer states
1.no, was at 4am while we were sleeping

***ran script**

Writer states
1.i will escalate this case for you today
2.someone wil contact you in 2-3 buisness days

Customer states
1. ok, thanks
****accepted survey***

*** Phone - Others created on 04/05/2018 12:57:28 (GMT-07:00) Arizona and created by Debra Rustin ***

<For Internal Use Only

CUSTOMER “ALLEGES” PRODUCT LIABILITY
Forward to NCA
1 Customer alleges the vehicle caught fire while they were sleeping
2 Vehicle is currently beingh held at salvage lot
3 Customer is requesting a new vehicle
4 Please review and follow up accordingly>

*** 04/05/2018 12:58:56 (GMT-07:00) Arizona ***
Dispatched from WIPBin = Default to Queue National CA by Debra Rustin
Reason:

*** 04/06/2018 08:04:18 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted, from Queue = National CA to WIPBin 1.1 Default/IC

*** 04/06/2018 08:57:03 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 24/24 of Samuel Kim by Gustavo Villela
Reason:

*** 04/06/2018 14:39:30 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 24/24 and Sub Status of Assigned

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A68E5[redacted]	[redacted]	75,000
, ,		Prod. Date: 02/13/2014	Dealer:	

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

*** Phone - Call - Outbound created on 04/10/2018 13:01:57 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called customer and left message:
1. Calling in regards to a 2014 Kia Forte
2. Requested call back
3. Left call back number

*** Note - Others created on 04/10/2018 13:03:31 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
IAA in Knoxville, TN. Stock number [redacted]

*** 04/10/2018 13:29:01 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 4/9 (Monday) and Sub Status of Assigned

*** Phone - Call - Inbound created on 04/10/2018 13:29:32 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received message from customer:
1. Hi Sam
2. This is [redacted]
3. You had just called me about my 2014 Kia Forte and I was calling you back
4. I should be around my phone if you get another chance to call me back tonight
5. My cellphone is [redacted]
6. Thank you

*** Phone - Call - Outbound created on 04/10/2018 13:31:54 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called and spoke with [redacted]
Writer states:
1. Calling in regards to a 2014 Kia Forte

Customer states:
1. I parked it around 7 o'clock on the 23rd on the driveway
2. Went inside for the night and then at 4 o'clock in the morning, we woke up to our neighbors knocking on the door
3. We go outside and found our car engulfed in flames
4. Somebody had already called 9-1-1

Writer states:
1. Apologized
2. Is everyone okay?
3. Was there any property damage?
4. Where and when did you purchase the vehicle?
5. Has the vehicle ever been involved in a previous accident?

Customer states:
1. Yea, there was nobody in it
2. No, it was parked on gravel
3. Just my stuff inside the car, I had my wallet and work stuff
4. I bought it December 2014 at CarMax in Knoxville, TN
5. It was rear-ended in 2016, the car behind hit me and then I went into the car in front of me and it messed up the grill

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A68E5[redacted]	[redacted]	75,000
, ,		Prod. Date: 02/13/2014	Dealer:	

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

Writer states:
1. Did you ever have any concerns with the vehicle before?
2. Requested photos and a copy of Fire Report
3. Gave customer email address
4. Once received, I will get it reviewed and follow up with you

Customer states:
1. No, I did have a door handle replaced under warranty
2. Thanks for calling me back

*** 04/11/2018 09:54:15 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Pictures / Police Report and Sub Status of Assigned

*** Email - External Email Received created on 04/11/2018 09:54:32 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from customer [redacted]
Sam,

This is the copy of my police report. The report is in the last name king because [redacted] is my maiden name.

I will follow up with pics of the car.

Thanks for your time,

[redacted]
Sent from my iPhone

*** Note - Others created on 04/13/2018 15:04:46 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Reviewed case with KMA Engineer:
1. Explain to customer subrogation process

*** 04/13/2018 15:06:17 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Legal Review and Sub Status of Assigned

*** Phone - Call - Outbound created on 04/16/2018 12:33:35 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called and spoke with Ashley King
Writer states:
1. Calling in regards to a 2014 Kia Forte
2. Writer explained to customer subrogation process

Customer states:
1. I will just contact my insurance company
2. Thank you

*** 04/16/2018 12:35:35 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Information Given
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A68E5[redacted]	[redacted]	60,000

Columbus , OH, 43231 Prod. Date: 03/27/2013 Dealer: OH080 Capital KIA

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

Case History

*** 07/23/2018 07:07:32 ***
Contact = [redacted], Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 07/23/2018 07:07:39 and created by Sarah Samples ***
Cust states:
1. My car caught on fire while driving it on July 13th.

wrt states:
1. apologized
2. advised will need to gather some information from you regarding this issue.

cust states;
1 My car is just gone, 16000 dollars.
2. I have not been to work in a week because I have no transporttation
3. I was told there was no service campaigns on this car and then it caught on fire.

wrt states:
1. advised that case will be escalated and someone will reach out in the next 2-3 business days
2. advised of case # and callback information

cust states:
1. ok thank you

*** Note - Others created on 07/23/2018 07:22:01 and created by Sarah Samples ***
Forwarding to NCA*
1. Customer alleges car caught on fire while driving
2. Vehicle is currently at mother in laws home
3. Customer is requesting reason why car caught fire and a replacement vehicle
4. Please review and follow up accordingly

*** 07/23/2018 07:24:15 ***
Dispatched from WIPBin = Default to Queue National CA by Sarah Samples
Reason:

*** 07/23/2018 07:58:48 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 07/23/2018 09:06:50 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin default of Alex Villalpando by Jeff Stroup
Reason:

*** Web - Note created on 07/23/2018 09:35:51 (GMT-08:00) Pacific Time (US & Canada) and created by Esther Kong ***
NCA received the follow VOQ from NHTSA below:

I WAS TAKING MY BOYFRIEND TO WORK WHEN I NOTICED A SMELL WHEN HE GOT OUT OF THE CAR THE SMELL GOT WORST I WENT TO GO GET MY BOYFRIEND AND WHEN WE GOT BACK TO THE CAR IT WAS SMOKING. I HURRIED AND GRABBED THE KIDS OUT IF THE CAR NEXT THING WE KNOW THE FRONT IF THE CAR UNDER THE HOOD CAUGHT ON FIRE. IT WAS ALMOST A BRAND NEW CAR IT HAD ONLY 60,000 MILES ON IT. NO WARNING LIGHTS NOTHING THE FIRE WAS SO BIG LIKE SOMETHING OUT IF A MOVIE. KIA ISN'T EXPLAINING WHY MY CAR WOULD JUST CATCH FIRE OUT OF THE BLUE. IT WAS RUNNING PARKED ON A BUSINESS PARKING LOT

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A68E5[redacted]	[redacted]	60,000

Columbus , OH, 43231 Prod. Date: 03/27/2013 Dealer: OH080 Capital KIA

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

*** Phone - Call - Outbound created on 07/24/2018 09:36:42 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt states
1. Hello contacting in regards to case
2. Please advise

Cust states
1. Was driving and there was a smell
2. Hard to describe but smelled like engine
3. There were no lights or noises
4. Car caught on fire
5. My Geico insurance lapsed. They are not assisting
6. Have contacted my GAP and they are assisting
7. Said it can take a few weeks
8. Waiting on letter from Geico saying why they are not assisting
9. Saw what happened on new and wanted to let Kia know because if this turns out to be a Kia problem then there will be trouble

Wrt states
1. Thank you for information
2. Wrt explained insurance subrogation process
3. Can review case and follow up
4. Please provide pictures and reports if available

Cust states
1. Okay thank you

*** Email - External Email Sent created on 07/24/2018 09:41:38 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Sent: Tuesday, July 24, 2018 9:37 AM
To: [redacted]
Subject: Kia Motors America [redacted]

Hello [redacted]

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

Thank you,

*** Phone - Call - Inbound commitment created on 07/24/2018 09:42:00 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/27/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound created on 07/24/2018 13:33:27 and created by Kelly Hammel ***
Knafx4a68e[redacted]
Cust states
1. I need info on SC113
2. What does it say?

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A68E5[redacted]	[redacted]	60,000

Columbus , OH, 43231 Prod. Date: 03/27/2013 Dealer: OH080 Capital KIA

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

Writer states
1. Apologized
2. That's an old one, let me research the specs on it
3. Looked up SC113, found owner letter, read letter to cust
4. Checked VIN SC tab/AS400….. veh had SC113
5. Also advised of open campaign still needing completion
6. Advised SC113 was already completed 8/20/15

Cust states
1. Ok, thank you for the information
2. My car caught on fire and I was just wondering about this recall. My letter says it can catch on fire and I was wondering if this recall may have caused it.
3. Thanks for all your help and the info.

*** Web - Note created on 07/25/2018 16:34:15 (GMT-08:00) Pacific Time (US & Canada) and created by Esther Kong ***
NCA received the following NHTSA VOQ:

TL- THE CONTACT OWNED A 2014 KIA FORTE LX. THE CONTACT STATED THAT WHILE DRIVING 15 MPH, THE CONTACT DETECTED AN ABNORMAL SMELL. THE CONTACT ALSO MENTIONED THAT THE VEHICLE WAS PARKED WHILE THE IGNITION WAS STILL ON. THE CONTACT FIRST DETECTED SMOKE COMING FROM UNDER THE HOOD AND THEN FIRE RIGHT AFTER. A POLICE REPORT WAS FILED. THE FIRE DEPARTMENT EXTINGUISHED THE FIRE. THE FIREFIGHTERS INFORMED THE CONTACT THAT THE VEHICLE WAS SEVERELY DAMAGED AND THE CAUSE OF THE FIRE WAS NOT DETERMINED. THE CONTACTS SIGNIFICANT OTHER SUFFERED BURNS ON THE RIGHT HAND THUMB.NO MEDICAL ATTENTION WAS REQUIRED. THE VEHICLE WAS A COMPLETE LOSS. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 60,000. DR

*** Note - Others created on 07/30/2018 11:48:53 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Reviewed with KMA engineers

*** Phone - Call - Inbound commitment updated on 07/30/2018 11:54:51 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/30/2018 and updated by Alex Villalpando ***

*** Note - Others created on 07/30/2018 15:10:50 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Current location of vehicle

[redacted] Columbus, OH [redacted]

*** Phone - Call - Inbound commitment updated on 07/30/2018 15:11:14 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/31/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 07/31/2018 09:31:48 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/01/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 08/01/2018 11:44:08 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/02/2018 and updated by Alex Villalpando ***

*** Phone - Call - Outbound created on 08/02/2018 11:37:34 (GMT-08:00) Pacific Time (US & Canada) and

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A68E5[redacted]	[redacted]	60,000

Columbus , OH, 43231 Prod. Date: 03/27/2013 Dealer: OH080 Capital KIA

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

created by Alex Villalpando ***
Wrt contacted David SM at dlr. David advised okay to have vehicle towed to dlr

*** Phone - Call - Outbound created on 08/02/2018 12:01:36 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt states
1. Hello contacting in regards to case
2. Have scheduled to have vehicle inspected on 8/10
3. Can tow vehicle to dlr on 8/9

Cust states
1. Okay thank you
2. Will be available around 12

Wrt states
1. Please contact me if you have any questions

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

*** Phone - Call - Inbound commitment updated on 08/08/2018 14:07:37 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/10/2018 and updated by Alex Villalpando ***

*** Case note has been appended from duplicated auto-case on 08/10/2018 07:01:41 (PST)

Comments from Multiple Tows in 90 Days

- For Reference -
Dispatch Date : 08/09/2018 09:22:48
Services Received : Tow /Unspecified
No. of Times : 1
Caller Name [redacted]
Caller Phone : [redacted]
Tow Provider : ACTION AUTO & RECOVERY

Vehicle has experienced multiple tows/jumps within a 90 day period.

If the vehicle has been towed, it has been towed to ACTION AUTO & RECOVERY. Prior to contacting the customer for any assistance, please contact the dealer to determine the cause and the status of the vehicle.

If the vehicle has been jump started multiple times, please contact the customer to determine if there are any concerns with the vehicle and provide any assistance.

*** Phone - Call - Inbound commitment updated on 08/10/2018 10:41:29 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/13/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 08/13/2018 10:24:42 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/14/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound created on 08/13/2018 10:32:23 and created by Andrei Bougrov ***

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A68E5[redacted]	[redacted]	60,000

Columbus , OH, 43231 Prod. Date: 03/27/2013 Dealer: OH080 Capital KIA

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

cust states:
1. need an update on my vehicle

wrt states:
1. apologized
2. the last update is from August 9th, indicating that your vehicle has been towed to a dlr
3. no more information
4. Alex is your case manager and should contact you soon

cust states:
1. thank you

*** Note - Others created on 08/14/2018 13:43:58 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
FTS inspected vehicle 8/10/18

*** Note - Others created on 08/14/2018 13:44:10 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Reviewed with KMA engineer

*** Phone - Call - Outbound created on 08/14/2018 13:47:11 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt states
1. Hello contacting in regards to case
2. Kia rep has inspected vehicle
3. Reviewed with KMA engineers
4. After inspection, unable to determine manufacturer defect
5. Would recommend to contact your insurance company

Cust states
1. Insurance has already paid loan
2. I guess everyone got something except me
3. I will have to handle this my own way then

Wrt states
1. Apologize
2. Can offer to have vehicle towed back to same location tomorrow

Cust states
1. I would appreciate that
2. Thank you

Wrt states
1. Please contact me if you have any questions.

*** Phone - Call - Inbound commitment updated on 08/14/2018 14:07:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/16/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment fulfilled on 08/16/2018 09:37:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/16/2018 closed by Alex Villalpando ***

*** 08/16/2018 09:37:38 (GMT-08:00) Pacific Time (US & Canada) ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A68E5[redacted]	[redacted]	60,000

Columbus , OH, 43231 Prod. Date: 03/27/2013 Dealer: OH080 Capital KIA

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

Closed by Alex Villalpando with Resolution Code : Information Given
[Resolution Summary]
Pending further contact.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A62E5[redacted]	[redacted]	1,968

Mobile , AL, 36606 Prod. Date: 04/09/2013 Dealer: AL008 Dean McCrary KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Performance

Case History

Techline case ([redacted] created on 2013-06-27 16:59:16 by Dean McCrary Kia.
Please contact dealership and customer to see if any further assistance can be provided and that the concerns have been addressed.Thank You.

--For Reference--
TL Case created by (Dealer Technician) : Deron Giles
TL Case creator phone : 2514713326
TL Case creator email : DERONGILES@GMAIL.COM
Below are the notes from the TL case describing the concern:

*** Performed by contact: Deron Giles, 2514713326
*** This is a Request for Assistance ***

Problem Description :
put car in gear hesitate before accelerate

Diagnostics Performed :
test drove scanned for dtc no tsb

*** PHONE LOG 06/28/2013 10:33 AM US Mountain Standard Time BHernandez Action Type:Outgoing call
Writer called AL008 - Voice mailbox for service department is full

*** PHONE LOG 06/28/2013 10:35 AM US Mountain Standard Time BHernandez Action Type:Outgoing call
Writer called customer and states:
1. Following up with repairs on vehicle

Customer states:
1. Vehicle is still at dealership

Writer states:
1. Advised will follow up with repairs at dealership

*** NOTES 06/28/2013 10:36 AM US Mountain Standard Time BHernandez Action Type:Manager review

[!<For Internal Use Only
Writer will call dealership and customer on 7-1-13>!]

*** PHONE LOG 07/01/2013 11:36 AM US Mountain Standard Time BHernandez Action Type:Outgoing call
Writer called AL008 and left message
1. Gave writer information and case number
2. Gave customer information and checking on TL alert
3. Requested call back

Writer will call dealership and customer on 7-2-13

*** PHONE LOG 07/02/2013 05:57 AM US Mountain Standard Time BHernandez Action Type:Web Contact

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A62E5[redacted]	[redacted]	1,968

Mobile , AL, 36606 Prod. Date: 04/09/2013 Dealer: AL008 Dean McCrary KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Performance

Writer called AL008 and states:
1. Checking on status of TL case

SVCA Tammy states:
1. Techline needs a video of what the vehicle is doing
2. We sent one over to techline

*** PHONE LOG 07/02/2013 05:59 AM US Mountain Standard Time BHernandez Action Type:Outgoing call
Writer called customer and states:
1. Advised that dealership is still working on repairs with vehicle

Customer states:
1. I still do not have it back

*** NOTES 07/02/2013 06:00 AM US Mountain Standard Time BHernandez Action Type:Manager review

[!<For Internal Use Only
Writer will call dealer and customer on 7-3-13>!]

*** PHONE LOG 07/03/2013 07:43 AM US Mountain Standard Time BHernandez Action Type:Outgoing call
Writer called Al008 and states:
1. Checking on status of repairs

SVCA states:
1. We are putting a flight recorder and driving the vehicle to test it

*** PHONE LOG 07/03/2013 07:45 AM US Mountain Standard Time BHernandez Action Type:Web Contact
Writer called customer and states:
1. Advised dealership is running tests on vehicle

Customers states:
1. Thank you

Writer will call dealership and customer on 7-5-13

*** PHONE LOG 07/05/2013 10:17 AM US Mountain Standard Time BHernandez Action Type:Web Contact
Writer called AL008 and states:
1. Calling regarding the status of repairs

SVCA Tammy states:
1. The flight records is not working correctly

*** PHONE LOG 07/08/2013 08:52 AM US Mountain Standard Time BHernandez Action Type:Web Contact
Writer called AL008 and states:
1. Checking on status of repairs

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A62E5[redacted]	[redacted]	1,968

Mobile , AL, 36606 Prod. Date: 04/09/2013 Dealer: AL008 Dean McCrary KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Performance

SCVA Tammy states:
1. We are waiting for results of flight recorder

*** PHONE LOG 07/08/2013 08:56 AM US Mountain Standard Time BHernandez Action Type:Web Contact
Customer states:
1. I have received the paperwork for the tags but the vehicle has been in the shop and I do not know what to do about it

Writer states:
1. Advised will forward to regional office for further review
2. Advised will receive a call back in 2-3 days

*** EMAIL OUT BHernandez Action Type:External email
Send to:[CDavis@kiausa.com]
FCM Brenda Hernandez
1-800-333-4542 Ext 45108

Customer name:[redacted]
VIN:KNAFK4A62E5[redacted]
MY and Mileage:2014 Forte Sedan 1,968
Dealer Code: AL008
Selling Dealer: (Y or N) Y
Original Owner: (Y or N) Y
Current Issue and Diagnosis: Customer states Hesitates/Lacks Throttle Response
Repeat Concern? (Y or N) N
Able to Duplicate? (Y or N) N
Repair History of current concern with Dates and Mileage: Vehicle has been down for more than 10 days
Customer Request:
Justification for goodwill assistance? (i.e., extenuating circumstances, pertinent factors, etc)
Maintenance History (For goodwill requests only)

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

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

<<File Attachment:
\\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case[redacted]_07-08-2013172503.doc>>

*** NOTES 07/08/2013 04:49 PM US Mountain Standard Time BHernandez Action Type:Manager review
Forwarding to Region for further handling and review
1. Vehicle has been down for 10 days

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A62E5[redacted]	[redacted]	1,968

Mobile , AL, 36606 Prod. Date: 04/09/2013 Dealer: AL008 Dean McCrary KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Performance

2. Please assist in further handling
3. Requested call back

*** PHONE LOG 07/10/2013 08:46 AM Eastern Daylight Time OSprague Action Type:Outgoing call
Writer spoke to customer at [redacted] and stated:
1. Your case was forwarded to the regional office
2. I am following up to see if you have your vehicle back
CUST stated:
1. Vehicle is still at the dealer
2. I spoke to them late yesterday and they said they are waiting for a part
3. I have only owned the vehicle since June
4. Is there a way you can trade me out of the vehicle?
Writer stated:
1. I apologize for your frustration and inconvenience
2. Trading out of the vehicle would be between you and the dealer
3. As the manufacturer, we want to get your vehicle repaired
4. I will stay in contact with you until your vehicle is repaired and given back to you
5. Please take my contact info and call if you need assistance prior to me calling you back
CUST stated:
1. Ok, thank you for calling
2. I will wait to hear from you and the dealer

*** PHONE LOG 07/10/2013 08:56 AM Eastern Daylight Time OSprague Action Type:Outgoing call
Writer spoke to service mgr (Reese) and stated:
1. What is status of repairs?
Reese stated:
1. We ordered a master cylinder
2. It should be here today and vehicle will be repaired
Writer stated:
1. Please send RO's once vehicle is repaired

*** PHONE LOG 07/15/2013 03:25 PM Eastern Daylight Time OSprague Action Type:Outgoing call
Writer spoke to customer at [redacted] and stated:
1. Following up to see if you have your vehicle back
CUST stated:
1. Vehicle is still at the dealer
2. They said something about getting the part Wednesday
3. I only had the vehicle for a week when this happened
Writer stated:
1. I apologize for the delay in getting the vehicle repaired
2. I will contact the dealer for a status of the part to repair your vehicle
3. I will call you back once I have some info

*** PHONE LOG 07/15/2013 03:26 PM Eastern Daylight Time OSprague Action Type:Outgoing call
Writer spoke to service mgr (Reese) at AL008 and he stated:
1. Part came in this afternoon
2. We are hoping to have repairs done by tomorrow, 7/16

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A62E5[redacted]	[redacted]	1,968

Mobile , AL, 36606 Prod. Date: 04/09/2013 Dealer: AL008 Dean McCrary KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Performance

*** PHONE LOG 07/15/2013 03:27 PM Eastern Daylight Time OSprague Action Type:Outgoing call
Writer spoke to customer at [redacted]:
1. Just spoke to the service mgr
2. He said the part was received this afternoon
3. They are hoping to have repairs completed tomorrow, 7/16
4. I will follow-up with you on Wednesday, 7/17 to see if you have your vehicle
5. Once you have it back, we will discuss some type of GW due to your inconvenience
CUST stated;
1. Thank you for giving me an update

*** PHONE LOG 07/17/2013 02:51 PM Eastern Daylight Time OSprague Action Type:Outgoing call
Writer left message for customer at [redacted]:
1. Following up to see if you have your vehicle back from the dealer
2. Please call to confirm

*** PHONE LOG 07/17/2013 02:54 PM Eastern Daylight Time OSprague Action Type:Outgoing call
Writer left message for service mgr (Reese)
1. What is status of repairs?
2. Please send RO's if vehicle has been given back to customer

*** PHONE LOG 07/17/2013 04:57 PM Eastern Daylight Time OSprague Action Type:Incoming call
CUST left message after business hours on 7/17:
1. I do not have my car yet
2. I am getting very frustrated
3. Please call back to discuss

*** PHONE LOG 07/18/2013 12:46 PM Eastern Daylight Time OSprague Action Type:Outgoing call
Writer spoke to service mgr (Reese) and he stated:
1. We finally got the part that was coming from Calif
2. It did not fix the problem so T/L told us to order a booster module
3. We should have that part tomorrow but I will confirm that and let you know
4. I have been told that sales is trying to trade her out of this vehicle
Writer stated:
1. Thank you for the update

*** PHONE LOG 07/18/2013 12:53 PM Eastern Daylight Time OSprague Action Type:Outgoing call
Writer spoke to customer at [redacted] and stated:
1. I spoke to service mgr, Reese and he said the part that was received did not repair the vehicle
2. They are ordering another part and it should be there tomorrow
3. I was informed that the sales dept is trying to trade you out of this vehicle
4. Is that correct?
CUST stated:
1. They are looking into it
2. I am waiting to hear from them regarding the trade
Writer stated:

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A62E5[redacted]	[redacted]	1,968

Mobile , AL, 36606 Prod. Date: 04/09/2013 Dealer: AL008 Dean McCrary KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Performance

1. I apologize for your frustration and inconvenience
2. If the dealer doesn't trade you out of this vehicle, I will offer you some type of GW due to your inconvenience
3. I can get you a contract for some free oil changes if that is something you are interested in

CUST stated:
1. We will see what happens with either trading or getting this vehicle repaired
2. Thank you for calling

*** PHONE LOG 07/23/2013 03:05 PM Eastern Daylight Time OSprague Action Type:Outgoing call
Writer left message for service mgr requesting status of repairs

*** PHONE LOG 07/23/2013 03:09 PM Eastern Daylight Time OSprague Action Type:Outgoing call
Writer spoke to customer at [redacted]:
1. Following up to see if you have your vehicle back or if the dealer traded you out of it

CUST stated:
1. Neither one has happened
2. The sales dept still hasn't help me trade out of the vehicle
3. I spoke to the service dept and they said they figured out what is wrong with this vehicle
4. They ordered a brake booster
5. They said the vehicle should be completed by end of the week
6. This will be the 2nd repair trying to get this resolved

Writer stated:
1. I apologize for the delay in getting the vehicle repaired
2. I will follow-up with you early next week to confirm you have your vehicle
3. At that time, if you still own this vehicle, we will discuss GW
4. Please call if you need assistance prior to me calling you back

CUST stated:
1. Thank you for calling
2. I will wait to hear from you next week

*** PHONE LOG 07/30/2013 10:59 AM Eastern Daylight Time OSprague Action Type:Incoming call
CUST left message on 7/29 requesting call back

*** PHONE LOG 07/30/2013 11:02 AM Eastern Daylight Time OSprague Action Type:Outgoing call
Writer spoke to customer at [redacted] and stated:
1. I am returning your call from yesterday
2. Has the dealer traded you out of the vehicle?

CUST stated:
1. No and I picked up this vehicle on Friday
2. It caught on fire over the weekend
3. I called the fire department and they gave me a case number
4. I am waiting to get a copy of the report
5. They told me I needed to contact Kia

Writer stated;
1. I apologize that this happened
2. I need to contact KMA and see how to proceed with this
3. Is your vehicle currently at the dealer after the fire?

CUST stated:
1. It is at the dealer

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A62E5[redacted]	[redacted]	1,968

Mobile , AL, 36606 Prod. Date: 04/09/2013 Dealer: AL008 Dean McCrary KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Performance

Writer stated;
1. I will call you back as soon as I get more information

*** PHONE LOG 07/30/2013 11:16 AM Eastern Daylight Time OSprague Action Type:Outgoing call
Writer spoke to service mgr (Reese) and stated:
1. Is this vehicle back at your dealership due to a fire?
Reese stated:
1. Customer picked up vehicle Friday, 7/26
2. She reported that it caught fire that same night
3. She brought in a piece of a rag in a baggy that looked like it had burned
4. We found a small piece of a rag on the cat converter
5. After inspection, there doesn't seem to be any damage to the vehicle
Writer stated:
1. Please keep the vehicle and don't do anything else at this time
2. I will contact KMA to see how to proceed

*** PHONE LOG 07/30/2013 11:16 AM Eastern Daylight Time OSprague Action Type:Outgoing call
Writer left message for JStroup in NCA:
1. How do we proceed with this "fire" case?

*** PHONE LOG 07/30/2013 02:38 PM Eastern Daylight Time OSprague Action Type:Incoming call
JStroup called and stated:
1. I will have JMoore from NCA give the customer a call

*** PHONE LOG 07/30/2013 04:42 PM Eastern Daylight Time OSprague Action Type:Incoming call
JStroup called and stated:
1. Please have dealer send photos of the area of the fire for our review

*** PHONE LOG 07/30/2013 04:44 PM Eastern Daylight Time OSprague Action Type:Outgoing call
Writer spoke to service mgr (Reese) and stated
1. Please send photos of the area of the fire
Reese stated:
1. I will send photos showing no damage
2. Vehicle runs fine
PHOTOS SENT

*** PHONE LOG 07/30/2013 04:44 PM Eastern Daylight Time OSprague Action Type:Outgoing call
Photos forwarded to NCA for review

*** NOTES 07/30/2013 02:32 PM US Mountain Standard Time JSinclair Action Type:Manager review
Transffering notes from dup case [redacted]
R/A towed vehicle to DEAN MCCRARY KIA.Please contact dealer to determine the reason for tow and contact the customer for assistance.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2014 FORTE KNAFK4A62E5[redacted]	[redacted]	1,968

Mobile , AL, 36606 Prod. Date: 04/09/2013 Dealer: AL008 Dean McCrary KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Performance

- For Reference -
Caller Name : [redacted]
Caller Phone : [redacted]
Dispatched : 07/26/2013 10:17:00 PM
Tow Provider : HUB CITY TOWING

*** PHONE LOG 07/31/2013 08:18 AM Eastern Daylight Time OSprague Action Type:Incoming call
CUST called and stated:
1. I spoke to Bill McGinnis in sales
2. He said I will need to turn in the loaner in a few days
3. I won't have a vehicle if I turn this one in
Writer stated:
1. Case is being reviewed by corporate
2. If they determine there is no damage to your vehicle they will return it to you
3. Please allow time to have this reviewed by KMA
CUST stated:
1. I do not want this car back
2. I bought a brand new vehicle, not one that has caught on fire
Writer stated:
1. I apologize for your frustration
2. I will call you back as soon as I have more information

*** PHONE LOG 07/31/2013 05:25 AM US Mountain Standard Time TDonnelly Action Type:Incoming call
Customer States:
1. I do not need to speak to Ola
2. She told me she was sending case to corporate
3. I need to speak to who is now handling case
4. Was told I would get a call back and did not
5. Fine, will wait for call back.

Writer States:
1. Confirmed owner info
2. Showing open case being handled in regional office
3. Can check to see if rcaa is available, asked customer to hold
4. Thanked customer for holding rcaa is on another line or away from her desk, would customer like to leave vm message for call back?
5. Do apologize do not see someone else owning case yet
6. If customer was advised yesterday that file was being sent to different location it does take approx 24-48 hours for follow up, return call
7. Will make note of call, customer will get call as soon as case is assigned to someone else, not sure who it would be at this time.

*** PHONE LOG 08/01/2013 04:37 PM Eastern Daylight Time OSprague Action Type:Incoming call
CUST left message requesting call back:
1. Dealer wants the rental back
2. What do I do about a car?

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A62E5[redacted]	[redacted]	1,968

Mobile , AL, 36606 Prod. Date: 04/09/2013 Dealer: AL008 Dean McCrary KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Performance

*** PHONE LOG 08/01/2013 04:39 PM Eastern Daylight Time OSprague Action Type:Outgoing call
Writer spoke to service mgr (Reese) and stated:
1. I am waiting to hear from KMA about how to handle this
2. Customer left a message wanting to know what she is supposed to drive if you take the rental
3. Would it be ok to leave her in the rental until tomorrow (8/2) so I can get a response from corporate?
Reese stated:
1. Customer was up in sales talking to them
2. I am looking at her and she is getting into her own vehicle and leaving
Writer stated:
1. Ok, I will call her in the morning

*** PHONE LOG 08/01/2013 04:43 PM Eastern Daylight Time OSprague Action Type:Outgoing call
Writer spoke to JStroup in NCA and he stated:
1. We reviewed the photos
2. We don't see anything that would show there is any fire damage
Writer stated:
1. According to the dealer, the customer took her vehicle
2. I will call her tomorrow to confirm
3. Thank you for your assistance

*** PHONE LOG 08/02/2013 01:40 PM Eastern Daylight Time OSprague Action Type:Outgoing call
Writer spoke to customer at [redacted] and stated:
1. I understand you picked up your vehicle
CUST stated:
1. I didn't have a choice
2. They wanted the rental back and would not get me into a different vehicle
Writer stated:
1. I'm sorry you are not happy with the outcome of the repairs
2. The dealer checked your vehicle very closely and they determined there was no damage caused by the rag that caught on fire
3. Due to your inconvenience, I would like to offer you some GW
4. I have requested the RO showing the repairs that were completed
5. Once I get the RO, we can discuss GW
CUST stated;
1. I lost the opportunity to use all of the 90-day Sirius satellite
2. The dealer also said you should offer to make a payment since I haven't had the vehicle and I made a payment
Writer stated:
1. I can offer you $200 cash so you can get an extension on the Sirius service
2. Or I might be able to offer you 1 car payment
3. Please send a copy of your finance contract
4. Once I receive the dealer docs and the finance contract, I will call you to discuss GW options
CUST stated:
1. I will send the finance contract
2. Thank you

*** PHONE LOG 08/05/2013 02:33 PM Eastern Daylight Time OSprague Action Type:Incoming call
CUST sent copy of payment coupon

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A62E5[redacted]	[redacted]	1,968

Mobile , AL, 36606 Prod. Date: 04/09/2013 Dealer: AL008 Dean McCrary KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Performance

*** PHONE LOG 08/05/2013 02:34 PM Eastern Daylight Time OSprague Action Type:Outgoing call
Writer confirmed with customer that payment coupon was received

Writer requested RO's from AL008

*** PHONE LOG 08/06/2013 09:04 AM Eastern Daylight Time OSprague Action Type:Incoming call
Region received CCF from BBB with no start date

*** PHONE LOG 08/06/2013 09:07 AM Eastern Daylight Time OSprague Action Type:Outgoing call
Writer spoke to customer at [redacted] and stated:
1. We received notice from the BBB that you contacted them
2. It states on the paperwork that you have a current concern
3. I need to know if you are going to proceed with the BBB or if your vehicle has been repaired
CUST stated
1. I filled this paperwork out prior to the vehicle being repaired
2. I will not be pursing the BBB and I will accept the car payment
Writer stated:
1. Ok, I will get the check request sent to KMA for check processing

*** PHONE LOG 08/21/2013 09:43 AM Eastern Daylight Time MMbadinga Action Type:Outgoing call
writer completed goodwill package, assigning to analyst for review

*** PHONE LOG 08/21/2013 09:55 AM Eastern Daylight Time MMbadinga Action Type:Web Contact
writer states:
1. GW package being sent to NCA for check processing

*** PHONE LOG 09/20/2013 09:06 AM Eastern Daylight Time OSprague Action Type:Outgoing call
Writer spoke to customer at [redacted] and stated:
1. Received check
2. Sending it via Fed-X 2 day air
CUST stated:
1. They can leave it in the rental office if I am not home

*** CASE CLOSE 09/20/2013 09:16 AM Eastern Daylight Time OSprague

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
CAR	RENT	KNAFX4A60E5[redacted]	[redacted]	3
, ,		Prod. Date: 06/19/2013	Dealer:	

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

Case History

*** PHONE LOG 08/16/2013 11:05 AM US Mountain Standard Time BSherrick
Monica Arroyo from Enterprise
1. We had a customer who had an incident where the car was engulfed in flames
2. I need to report the incident

Writer stated:
1. Apologize
2. Is the customer ok? (yes)
3. Do you have a few minutes to do an accident report? (yes)

Ran accident scripting

Writer stated:
1. Someone from our other office will be contacting you within 2 bus days
2. If you have any further questions, feel free to call us back with the case number

Transfered to survey

*** NOTES 08/16/2013 03:27 PM US Mountain Standard Time BBauer Action Type:Manager review
Dispatching for:
1. Fleet company alleges vehicle caught fire
2. Contact with fleet company as needed
3. Assist determination

*** PHONE LOG 08/20/2013 11:55 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Left Vm requesting c/b or email with pictures and copy of fire report.

*** EMAIL OUT •Îȼv R SGuindi Action Type:External email
Send to:[sguindi@kiausa.com]
CC List:[JMojica@kiausa.com]
You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Kia Consumer Affairs Dept. at 949.468.4619 AND delete this email.

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

<<File Attachment:
\\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_[redacted]_SGuindi_08-20-2013172719.doc>>

*** PHONE LOG 08/21/2013 02:10 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Left Vm requesting c/b or email with pictures and copy of fire report.

*** NOTES 08/22/2013 10:55 AM Pacific Daylight Time SGuindi Action Type:Manager review
NCA rec'd letter from ELCO. Letter states:
1. Per your request, we have included photos of the subject vehicle.

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
CAR	RENT	KNAFX4A60E5[redacted]	[redacted]	3
, ,	Prod. Date: 06/19/2013	Dealer:		

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

2. Please contact us directly to discuss this matter.

Attaching letter and photos to case and reassigning to JMojica for further handling.

*** EMAIL OUT •ÎüvR SGuindi Action Type:External email
Send to:[sguindi@kiausa.com]
You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Kia Consumer Affairs Dept. at 949.468.4619 AND delete this email.

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

<<File Attachment:
\\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_[redacted]_SGuindi_08-26-2013095754.doc>>

*** PHONE LOG 08/26/2013 10:34 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Left VM requesting c/b or email copy of fire report.

*** PHONE LOG 08/27/2013 11:59 AM Pacific Daylight Time JMojica Action Type:Incoming call
Monica Arroy with Elco left VM stating fire report is not available yet, but she will send it over as soon as it is available.

*** PHONE LOG 09/03/2013 08:46 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Left VM for Monica Arroyo at ELCO:
1. Is Fire Report available yet?
2. If so, please email (provided email address)
3. Provided c/b #

*** PHONE LOG 09/03/2013 09:44 AM Pacific Daylight Time JMojica Action Type:Incoming call
Monica with ELCO left VM:
1. Not sure if Fire Report will be available.
2. Fire Report has been ordered but it is customer in Tennessee that Fire Reports do not have to be made.
3. Wouldn't be surprised if no Fire Report existed.
4. Has your engineer gotten a chance to look at the pictures that were sent over?
5. If so, what is your engineer's decision?
6. We are definitely going to have our own cause and origin inspection considering vehicle had less than 10 miles on it when this occurred.
7. Also, there is also a claim of roughly 10K in property damage.
8. Please c/b.
9. Claim #: [redacted]

*** PHONE LOG 09/04/2013 12:48 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr spoke to Monica with ELCO:

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
CAR	RENT	KNAFX4A60E5[redacted]	[redacted]	3
, ,		Prod. Date: 06/19/2013	Dealer:	

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

1. KMA Engineer reviewing case.
2. Once wtr is notified whether inspection take place, wtr will contact Monica with ELCO.

*** NOTES 09/12/2013 01:22 PM Pacific Daylight Time SGuindi Action Type:Manager review
NCA rec'd letter from ELCO. Letter states:
1. Please be advised that this office handles claims for Enterprise Rent-A-Car Company of Tennessee, LLC.
2. Due to an incident that occurred with the vehicle on the above date, this vehicle has been isolated and will remain on hold until to allow for an inspection.
3. It is our intention to have the vehicle inspected on or before 9/13/13.
4. If you do not contact us by 9/13/13, we will release the vehicle to Enterprise so they may repair, rent or sell the vehicle as they see fit.

Attaching letter to case and reassigning to JMojica for further handling.

*** PHONE LOG 09/12/2013 02:08 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Left VM for Monica at ELCO:
-Still reviewing w/ Engineer.
-Will get back to Monica asap.
-Please do not release vehicle.

*** NOTES 09/13/2013 02:15 PM Pacific Daylight Time SGuindi Action Type:Manager review
NCA rec'd duplicate of letter above.

*** NOTES 09/16/2013 12:49 PM Pacific Daylight Time SGuindi Action Type:Manager review
NCA rec'd letter from ELCO. Letter states:
1. This vehicle will be inspected on 9/17/13 by EFI Global Inc at 9 am Central time at Tom Bannen Body Shop.
2. Please contact me upon receipt of this letter to inform me if you would like to attend the inspection or if you wish to arrange for your own independent inspection.

Attaching letter to case and reassigning to JMojica for further handling.

*** PHONE LOG 09/23/2013 03:55 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Left VM for Monica at ELCO:
-Please send information from inspection that took place last week.
-KMA engineer is still seeing if/when we will be inspecting the vehicle.
-If you have any questions, feel free to c/b.

*** NOTES 09/30/2013 12:37 PM Pacific Daylight Time SGuindi Action Type:Manager review
NCA rec'd letter from ELCO and CD. Letter states:
1. Attached are additional photos of the subject vehicle.

Attaching to case and reassigning to JMojica for further handling.

*** PHONE LOG 10/02/2013 08:24 AM Pacific Daylight Time JMojica Action Type:Outgoing call

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
CAR	RENT	KNAFX4A60E5[redacted]	[redacted]	3
, ,		Prod. Date: 06/19/2013	Dealer:	

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

Wtr left Monica with ELCO a VM:
-Wtr needs copy of customer belongings that were lost in the fire.
-Please c/b (provided c/b number)

*** PHONE LOG 10/02/2013 10:15 AM Pacific Daylight Time JMojica Action Type:Incoming call
Monica w/ ELCO left VM:
-Need email address to send list of customer's belongings lost in the fire.
-Also, need to know if KMA will be inspecting.
-Is KMA going to take responsibility of the customer's claim ?

*** PHONE LOG 10/02/2013 10:18 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr left VM for Monica w/ ELCO:
-Provided email address.
-Need all the possible info before KMA Engineer makes decision of whether vehicle will be inspected.

*** PHONE LOG 10/02/2013 10:42 AM Pacific Daylight Time JMojica Action Type:Web Contact
Attached are the documents provided to support the claim.

Please keep me posted as to KIA's decision regarding the inspection and liability.

Thank you

Monica Arroyo

*** PHONE LOG 10/04/2013 11:20 AM Pacific Daylight Time JMojica Action Type:Web Contact
Dear Mrs. Mojica,

My name is [redacted] and I got your contact from Enterprise. I am the gentlemen who rented a KIA and it burned down completely. Your file number is: [redacted]
Besides the fact, that I am very lucky, that I could get out of this car, I am not enjoying driving anymore. I get nervous as soon as something in a car is a bit noisier not running smoothly. Even I had a few bad nights already.

What really makes me mad, that I am a german guy in the US and have limited access to funds and need to finance all the stuff Enterprise sent to you these days.

I won't involve a lawyer and won't make a public deal out of it, if KIA shows, that they take over responsibility and reimburse me for my stuff. You know the impact on the image such a disaster can have and I would be very cooperative if KIA additionally sponsors a new vehicle for my parents in Germany. That's just a little thing for KIA.

If I don't hear back from you soon, I will involve the companies law-department pretty soon.

Best regards

[redacted]

[redacted]

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
CAR	RENT	KNAFX4A60E5[redacted]	[redacted]	3
, ,		Prod. Date: 06/19/2013	Dealer:	

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

[redacted]

*** PHONE LOG 10/04/2013 02:50 PM Pacific Daylight Time JMojica Action Type:Web Contact
Mr. [redacted]

We are definitely sorry about the inconvenience this has caused upon you. Your case is currently under review. In order to better assist you, please provide me with a location of each personal item that you listed as a loss. Where was each item placed in the vehicle?

Thank you,

Jeannie Mojica
National Consumer Affairs
Kia Motors America, Inc.

*** PHONE LOG 10/07/2013 02:52 PM Pacific Daylight Time JMojica Action Type:Web Contact
Monica,

Please provide me with a copy of the Origin and Cause Report. We would need this to further review the case.

Thank you,

*** PHONE LOG 10/09/2013 01:55 PM Pacific Daylight Time JMojica Action Type:Web Contact
A complete inspection has not taken place since we do not want any spoliation of evidence in case KIA does decide to conduct a complete inspection of the vehicle. At this time, our expert has only taken photos of the vehicle which we have provided. Please keep us posted with your decision.

Thank you

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
CAR	RENT	KNAFX4A60E5[redacted]	[redacted]	3
, ,		Prod. Date: 06/19/2013	Dealer:	

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

*** PHONE LOG 10/09/2013 01:56 PM Pacific Daylight Time JMojica Action Type:Incoming call
Wtr received VM from Monica:
-I need an update
-We have been more than patient
-Customer is getting antsy
-Mr. [redacted] now has an attorney
-Please c/b [redacted]

*** PHONE LOG 10/11/2013 11:34 AM Pacific Daylight Time JMojica Action Type:Incoming call
Wtr spoke to Monica from ELCO:
-KMA has determined we will be inspecting.
-Do not have a date, but once a date is available, wtr will inform Monica.
-Vehicle will be on hold.

*** NOTES 10/11/2013 02:43 PM Pacific Daylight Time JMojica Action Type:Manager review
TREAD REVIEW COMPLETE <JM>

*** PHONE LOG 10/16/2013 07:49 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr received phone call from Mr. [redacted] attorney Jim Kruzer:

Attorney Jim Kruzer:
1. I am representing Mr. [redacted]
2. I am calling on his behalf because of the personal items that Mr. [redacted] lost in the vehicle fire.
3. Mr. [redacted] is a businessman and he lost a lot approx. $10,400 in personal belongings.
4. I have read over the item list and think it is all pretty reasonable.
5. The vehicle was fairly new and I know Kia was disputing this.
6. I really don't want to, but this happened in August and if nothing happens I will have to advise my client to file a lawsuit.

Wtr:
1. Wtr understands.
2. At this point we have not disputed this, simply the next step is to inspect the vehicle.

Customer:
1. When will the inspection take place?
2. I googled Kia, and I don't think you can afford another vehicle fire case.
3. It seems like nobody wants to take responsibility for this, either ELCO or Kia.
4. Mr. [redacted] is a good guy, who just wants to be reimbursed for his personal belongings, and you are saying that this is going to take a few more months?

Wtr:
1. Wtr did not state that this will take a few more months.
2. Apologized, but we are trying to set up an inspection date.

Customer:
1. Do you work for the legal department?

Wtr:

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
CAR	RENT	KNAFX4A60E5[redacted]	[redacted]	3
, ,		Prod. Date: 06/19/2013	Dealer:	

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

1. Wtr does not work for the legal department.

Customer:
1. Can you have somebody in the legal department contact me?
2. Posternak, Blankstein, and Lund 617-973-6138

Wtr:
1. Wtr will have someone contact Mr. Kruzer.

*** PHONE LOG 10/17/2013 11:46 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr left VM for Jim Kruzer providing him with contact info to Legal Dept.

*** PHONE LOG 10/28/2013 01:26 PM Pacific Daylight Time JMojica Action Type:Incoming call
Monica at ELCO left VM:
1. Referenced case number.
2. Need a date, we have been very patient.
3. We want our experts out there as well.

*** PHONE LOG 10/31/2013 09:30 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr left VM:
1. Referenced claim #.
2. KMA Engineer is available on 11/14/13.
3. Please let wtr know if this date works for ELCO.
4. Provided c/b #.

*** PHONE LOG 11/01/2013 09:35 AM Pacific Daylight Time JMojica Action Type:Incoming call
Monica at ELCO left VM:
-That date works, I just need a time.
-Please c/b.

*** PHONE LOG 11/04/2013 02:23 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr left VM for Monica:
-Kia Rep will be inspecting vehicle on 11/14/13 at 8:30.
-Please inform your rep.

*** PHONE LOG 11/08/2013 03:42 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr left VM for Monica w/ELCO:
-Please confirm that everything is set up for inspection to take place on 11/14/13.

*** PHONE LOG 11/13/2013 12:19 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr:
1. New inspection date of 12/05/13 at 8:30.

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
CAR	RENT	KNAFX4A60E5[redacted]	[redacted]	3
, ,	Prod. Date: 06/19/2013	Dealer:		

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

2. Provided KMA Engineer's name.

Monica:
1. Perfect, I will notify my people.
2. We should be all set, engineer will have permission to inspect.

Wtr:
1. Perfect, thank you.
2. Wtr will make contact a couple of days prior to re-verify.

*** NOTES 11/21/2013 08:21 PM Pacific Daylight Time MCameron Action Type:Manager review
Yanking case to mark written communication for TREAD.

*** PHONE LOG 11/27/2013 10:55 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr confirmed with Monica at ELCO that vehicle is still at Tom Bannen Body Shop in Madison, TN and that is where inspection will be taking place.

*** PHONE LOG 12/11/2013 01:56 PM Pacific Daylight Time JMojica Action Type:Incoming call
Monica at ELCO left VM requesting c/b.

*** PHONE LOG 12/11/2013 01:58 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr left VM :
1. Requested results of fire investigator's findings.
2. Please email or c/b.
3. Thank you.

*** PHONE LOG 12/11/2013 02:03 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr spoke to Monica at ELCO:
1. Fire investigator only has preliminary opinion.
2. Fire investigator has not been able to put vehicle on a lift or anything like that.
3. Wtr will relay inform to KMA Engineer and we will go from there.

*** PHONE LOG 12/18/2013 09:20 AM Pacific Daylight Time JMojica Action Type:Incoming call
Monica at ELCO left VM requesting c/b.

*** PHONE LOG 12/19/2013 09:29 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr:
1. KMA will be taking responsibility for this loss.
2. Please send over necessary docs.
3. KMA is still dealing with the personal items loss as well.

Monica at ELCO:
1. Ok, we will be getting those docs to you after the holidays.
2. We have to look at the salvage and then send you the docs once we have that information.

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
CAR	RENT	KNAFX4A60E5[redacted]	[redacted]	3
, ,		Prod. Date: 06/19/2013	Dealer:	

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

3. Can you send me something in writing saying that KMA will be taking responsibility?

Wtr:
1. Wtr will send email.
2. Thanked agent.

*** PHONE LOG 12/19/2013 09:32 AM Pacific Daylight Time JMojica Action Type:Outgoing call
In addition to previous phone log:

Monica at ELCO stated:
1. Legal representation for customer Mr. [redacted] contacted agent.
2. Agent provided wtr's contact info.
3. Jim Maher with Fred C. Church Insurance based in Boston.
4. Their contact info 978-322-7283

*** PHONE LOG 01/16/2014 11:07 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr left VM for Monica at ELCO:
1. Calling in reference to claim #: [redacted]
2. Wtr spoke to Deborah who stated she will be handling the buy back on this claim.
3. Wtr wanted to see what type of assistance ELCO would be able to provide with the person items loss that the renter is claiming.
4. Please c/b.
5. Provided c/b # and case # for reference.

*** PHONE LOG 01/23/2014 11:26 AM Pacific Daylight Time JMojica Action Type:Web Contact
I have heard, that KIA finally takes over the responsibility of the damage the burning KIA has caused to my property
Could you please contact me, so that we can get the next steps straightened out.

Thanks in advance

Regards

Bernd Brenner
[redacted]

*** PHONE LOG 01/23/2014 11:30 AM Pacific Daylight Time JMojica Action Type:Incoming call
Monica at ELCO left VM:

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
CAR	RENT	KNAFX4A60E5[redacted]	[redacted]	3
, ,	Prod. Date: 06/19/2013	Dealer:		

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

1. Agent requested c/b.
2. ELCO will be charging KMA for the extended hold on vehicle because inspection by KMA took so long.

*** PHONE LOG 01/29/2014 09:14 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr left VM for Deborah Levalds at Enterprise requesting c/b.

*** PHONE LOG 01/29/2014 10:05 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr spoke to Deborah:
1. Deborah stated that vehicle hold policy was disobeyed and vehicle was disposed of.
2. Deborah stated that it is her understanding that KMA usually does the scrapping themselves.
3. Deborah stated email was sent to CCM with docs attached.
4. Wtr will review case with CCM and get back to Deborah.

*** PHONE LOG 02/03/2014 03:40 PM Pacific Daylight Time JMojica Action Type:Outgoing call
CCM spoke to Deborah:
1. KMA will still be settling.
2. Deborah to speak to Monica about assistance with personal loss claim.
3. Wtr will also communicate with Monica Arroyo.

*** PHONE LOG 02/04/2014 08:14 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Monica at ELCO left VM:
1. Received call from Deborah.
2. We can take care of the personal loss claim, as long as Kia agrees to reimburse us.
3. I would need that in writing.
4. Please c/b 216-265-1466, and reference claim #[redacted]

*** PHONE LOG 02/04/2014 08:16 AM Pacific Daylight Time JMojica Action Type:Web Contact
Wtr attempted to contact Monica at ELCO:
1. No answer.
2. No VM.

*** PHONE LOG 02/04/2014 09:57 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr left VM for Monica at ELCO:
1. Referenced claim #.
2. Requested c/b # and case # for reference.

*** PHONE LOG 02/10/2014 03:52 PM Pacific Daylight Time JMojica Action Type:Web Contact
Monica,

I just wanted to make sure you received my VM. I wanted to see if you would be able to provide assistance with the personal loss items claim for the claim # in subject. Anyway, let me know.

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
CAR	RENT	KNAFX4A60E5[redacted]	[redacted]	3

Prod. Date: 06/19/2013 Dealer:

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

Thank you,

*** PHONE LOG 02/13/2014 08:12 AM Pacific Daylight Time JMojica Action Type:Web Contact
Wtr received email from Monica at ELCO:

I have received your voicemail and we are willing to assist with the third party claim. We will need to confirm that KIA will be willing to reimburse any and all monies paid to the third party before any offers will be made. We will obviously need to obtain this agreement in writing. I am currently working on determining the value of the claim anc will be reaching out to you to discuss in more detail upon my review of the claimed items.

Thank you,

Monica A. Arroyo

*** PHONE LOG 02/26/2014 10:48 AM Pacific Daylight Time JMojica Action Type:Web Contact
Monica,

Let me know once you have an amount for the personal items loss claim so we can make sure we are on the same page.

Thank you,

*** PHONE LOG 03/13/2014 08:00 AM Pacific Daylight Time JMojica Action Type:Incoming call
Wtr received VM from Monica at ELCO:
1. Referenced case #.
2. Want to discuss getting this settled with Mr. [redacted]
3. Need to confirm that KMA will be reimbursing us before we make an offer to Mr. [redacted]
4. Please c/b and reference claim #: [redacted]

*** PHONE LOG 03/13/2014 03:05 PM Pacific Daylight Time JMojica Action Type:Web Contact
Good Morning Jeannie

At this time, we have evaluated the claim and would like to discuss same with you before we make the offer to Mr. [redacted]. We also need to confirm that KIA is going to reimburse us the monies paid to satisfy the claim being made by Mr. [redacted] against KIA. We will need to receive this confirmation in writing before any settlements are made with Mr. [redacted] I will be in the office today until 5:30 eastern time so we can discuss.

Regards,

*** PHONE LOG 03/14/2014 07:31 AM Pacific Daylight Time JMojica Action Type:Incoming call

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
CAR	RENT	KNAFX4A60E5[redacted]	[redacted]	3
, ,	Prod. Date: 06/19/2013	Dealer:		

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

Monica at ELCO:
1. Please c/b.
2. We want to make an offer but want to talk to you first
3. File #: [redacted]

*** PHONE LOG 03/14/2014 01:53 PM Pacific Daylight Time JMojica Action Type:Incoming call
Monica:
1. Calling to let you know that we have completed our review of the person items claim from Mr. [redacted]
2. We will be offering him 10K to settle the claim.
3. He was asking for $10,700.
4. We feel that $10k is fair.
5. He was able to provide receipts for all of his electronics.
6. His laptop was gone, it doesn't work because it was damaged and he said that he would be purchasing another one.
7. However, he said it would cost 3k alone to retrieve all of that info and he did send me an email with that estimate that was provided by the co. that would handle that.
8. Anyway, I need to know if KMA is ok with that amount.
9. Please send me an email stating Kia's position.

Wtr:
1. Wtr will have to review w/supervisor.
2. Wtr will contact agent upon review.
3. Thanked agent.

*** PHONE LOG 03/18/2014 07:20 AM Pacific Daylight Time JMojica Action Type:Incoming call
VM from Monica at ELCO:
1. Following up to see if you've spoke to your supervisor.
2. Please c/b.

*** PHONE LOG 03/18/2014 02:58 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr left VM for Monica at ELCO:
1. Per our review, we do feel that 10k is a fair amount to offer to the customer for the person items loss claim.
2. Kia can agree to that amount.
3. Please c/b or email and reference case #.

*** NOTES 03/25/2014 09:43 AM Pacific Daylight Time SGuindi Action Type:Manager review
NCA rec'd letter from ELCO. Letter states:
1. This letter is to confirm that KMA has agreed to reimburse ELCO the sum of $10,000 being paid to [redacted] to settle his property damage claim as a result of the subject incident with a 2014 Forte.
2. Please confirm same in writing.

Attaching letter to case and reassigning to JMojica for further handling.

*** PHONE LOG 04/03/2014 11:45 AM Pacific Daylight Time JMojica Action Type:Outgoing call
CCM left VM for Monica at ELCO requesting c/b.

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
CAR	RENT	KNAFX4A60E5[redacted]	[redacted]	3
, ,	Prod. Date: 06/19/2013	Dealer:		

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

*** PHONE LOG 04/25/2014 10:07 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr left VM for Monica at ELCO:
1. Referenced claim #.
2. Requested c/b w/status update.
3. Provided email, c/b # and case # for reference.

*** PHONE LOG 04/25/2014 12:02 PM Pacific Daylight Time JMojica Action Type:Incoming call
Monica left VM:
1. I submitted the paperwork to Deborah at Corporate.
2. She should be contacting you soon.
3. If you need anything else from me c/b.
4. Thank you.

*** PHONE LOG 05/27/2014 07:40 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
Wtr received docs from Deborah w/Enterprise

*** PHONE LOG 05/28/2014 08:18 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
Deborah,

Thank you for the docs. I need to send you a General Release that needs to be signed and returned to me. Who do I make it out to? Enterprise, ELCO, a specific person?

Thank you again,

*** PHONE LOG 06/04/2014 03:55 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
Jeannie - The general release should have both “Enterprise Rent-A-Car of Tennessee LLC” and “ELCO Administrative Services Co.” listed on it with the release coming to me. I’ll get the appropriate signatures and send the release back to you.

As for the check and any other paperwork needed, all should come to my attention at the address indicated below. Let me know if you have any questions; this one is a little confusing. Deborah

Deborah Levalds
Executive Assistant Corporate Service Operations Dept. Corporate Warranty & Maintenance Dept.
Deborah.K.Levalds@ehi.com <mailto:Deborah.K.Levalds@ehi.com>
314-512-2258 direct 314-512-5189 fax

*** PHONE LOG 06/18/2014 08:41 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
Deborah,

Attached is the release. Thank you so much for your help!

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
CAR	RENT	KNAFX4A60E5[redacted]	[redacted]	3
, ,		Prod. Date: 06/19/2013	Dealer:	

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

*** PHONE LOG 07/07/2014 11:05 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
Wtr received signed release agreement.

*** PHONE LOG 07/16/2014 09:16 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
Wtr submitted GW Request: 91953
EAN Holdings to be reimbursed $30,940.87

*** NOTES 09/22/2014 02:50 PM Pacific Daylight Time ADellarocca Action Type:Dealer contact
Writer to mail out check# [redacted] for $30940.87 dated 9/17/14

*** CASE CLOSE 09/22/2014 02:51 PM Pacific Daylight Time ADellarocca
Goodwill to EAN holdings $30940.87

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A64E5[redacted]	[redacted]	500

Longwood, FL , 32750 Prod. Date: 07/05/2013 Dealer: FL088 Greenway KIA North

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

Case History

R/A towed vehicle to ORLANDO KIA NORTH.Please contact dealer to determine the reason for tow and contact the customer for assistance.

- For Reference -
Caller Name : [redacted]
Caller Phone : [redacted]
Dispatched : 10/09/2013 11:28:19 AM
Tow Provider : C & S TOWING SVC INC - SANFORD

*** NOTES 10/14/2013 08:16 AM US Mountain Standard Time DFerrick Action Type:Manager review
Notes from duplicate case [redacted]

Techline case ([redacted] created on 2013-10-10 14:06:43 by Orlando Kia North.
Please contact dealership and customer to see if any further assistance can be provided and that the concerns have been addressed.Thank You.

--For Reference--
TL Case created by (Dealer Technician) : Carter Edwards
TL Case creator phone : 4075711234
TL Case creator email : z28vf@aol.com
Below are the notes from the TL case describing the concern:

*** Performed by contact: Carter Edwards, 4075711234
*** This is a Request for Assistance ***

Problem Description :
Have a 2014 forte here, came in on a tow truck and smelled like electrical fire. I found that the starter had become stuck and melted the solenoid. I replaced the starter and now all is well.

Diagnostics Performed :

*** NOTES 10/14/2013 08:19 AM US Mountain Standard Time DFerrick Action Type:Manager review
Above notes from duplicate case [redacted]

Notes from duplicate case [redacted]

Dealer :Orlando Kia North
Technician :Carter Edwards
Service Manager :A.J. Lombardi
Dealer Phone :4075711234
DPSM :Phillip Bayless
Vehicle Model :FORTE SEDAN
Model Year :2014
Mileage :572
Initial comments by Technician found in TL Case #[redacted] :

*** Performed by contact: Carter Edwards, 4075711234
*** This is a Request for Assistance ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A64E5[redacted]	[redacted]	500

Longwood, FL , 32750 Prod. Date: 07/05/2013 Dealer: FL088 Greenway KIA North

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

Problem Description :
Customer came in complaining that her car stalled out on her backing out of work. Also that it sounded like an old car rattle when she started it. I test drove the vehicle 8 miles, and it never stalled on me. Also I started the vehicle 15 times and it never sounded like anything unusual. The vehicle is working as designed at this time.

Diagnostics Performed :
I

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

*** NOTES 10/14/2013 08:22 AM US Mountain Standard Time DFerrick Action Type:Manager review
Notes from duplicate case [redacted]

Techline case ([redacted] created on 2013-10-12 12:10:35 by Orlando Kia North.
Please contact dealership and customer to see if any further assistance can be provided and that the concerns have been addressed.Thank You.

--For Reference--
TL Case created by (Dealer Technician) : Carter Edwards
TL Case creator phone : 4075711234
TL Case creator email : z28vf@aol.com
Below are the notes from the TL case describing the concern:

*** Performed by contact: Carter Edwards, 4075711234
*** This is a Request for Assistance ***

Problem Description :
Customer came in complaining that her car stalled out on her backing out of work. Also that it sounded like an old car rattle when she started it. I test drove the vehicle 8 miles, and it never stalled on me. Also I started the vehicle 15 times and it never sounded like anything unusual. The vehicle is working as designed at this time.

Diagnostics Performed :

*** PHONE LOG 10/14/2013 01:06 PM US Mountain Standard Time ACitrin Action Type:Outgoing call
Writer called FL088 spoke to SA AJ:
1. Calling in regards to customers SA case.
Contact Name: Verified
Customer phone #: Verified [redacted]
Customer address: Verified
Year/Model/Mileage of Vehicle: 2014 Forte, 500 miles
RO# and Open Date: RO# [redacted] 10/9/13
Days Down at initial Service Alert report: 2 days
Repair Issue: towed in, smelled like electrical fire, starter became stuck to melted solenoid, replaced starter (overnighted), came back next day and unable to duplicate concerns
ETA for completion of repairs: completed
Repeat Repair (Y/N), if so, how many? yes 1x

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A64E5[redacted]	[redacted]	500

Longwood, FL , 32750 Prod. Date: 07/05/2013 Dealer: FL088 Greenway KIA North

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

Techline Case: [redacted]
Rental / loaner provided? If so, since when? loaner
Rental returned? yes
DPSM contacted by dealer? no

AJ std:
1. RO# [redacted] 10/11/13 Cust complains of stalling, unable to duplicate concerns. no codes, drove 8 miles, no stalling.

Wtr std:
1. Thanked for assistance.

*** NOTES 10/14/2013 01:08 PM US Mountain Standard Time ACitrin Action Type:Manager review
Will contact customer 10/15/13 to follow up on repairs.

*** PHONE LOG 10/15/2013 01:13 PM US Mountain Standard Time ACitrin Action Type:Outgoing call
Writer called customer:
1. Following up on your vehicle.
2. DLR advised of tow in and replacing your starter.

Cust std:
1. Yes.

Wtr std:
1. Apologized for inconvenience.
2. Is your vehicle running okay now?

Cust std:
1. Yes, just frustrated this happened to a new vehicle.

Wtr std:
1. Understand the frustration.
2. Apologized again.

Cust std:
1. Thank you for the call.

*** CASE CLOSE 10/15/2013 01:13 PM US Mountain Standard Time ACitrin

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A6XE5[redacted]	[redacted]	3,500

Hiawatha , IA , 52233 Prod. Date: 09/26/2013 Dealer: IA014 McGrath KIA

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

Case History

*** PHONE LOG 02/03/2014 02:44 PM US Mountain Standard Time JUTrotta
[redacted] Mother Called and States:
1. My daughter bought this car
2. she went out to start the car and warm it up
3. when she came back out the car was on fire
4. I am calling because i don't want this to happen to anybody else
5. fire department said that it looked like it was electrial

Writer states:
1. apolgozied
2. will need to get some more info on this

*** PHONE LOG 02/03/2014 03:08 PM US Mountain Standard Time JUTrotta Action Type:Incoming call
***notes above saved in error**
[redacted] Mother Called and States:
1. My daughter bought this car
2. she went out to start the car and warm it up
3. when she came back out the car was on fire
4. I am calling because i don't want this to happen to anybody else
5. fire department said that it looked like it was electrical

Writer states:
1. apologized
2. will need to get some more info on this
Writer took accident report
3. I will get this case sent to the appropriate departments
4. expect follow up in 2-3 business days
5. gave case number and writer contact info

Customer thanked and ended call

*** NOTES 02/03/2014 03:12 PM US Mountain Standard Time JUTrotta Action Type:Manager review
Forward case to NCA
customer alleges vehicle caught fire while warming up
please review and follow up accordingly

*** PHONE LOG 02/10/2014 03:51 PM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr called customers, [redacted] and [redacted] and left a detailed VM requesting a call back.

*** NOTES 02/17/2014 10:58 AM Pacific Daylight Time SGuindi Action Type:Manager review
NCA rec'd pictures from customer. Attaching to case and reassigning to MHillegas for further handling.

*** PHONE LOG 03/03/2014 11:18 AM Pacific Daylight Time MHillegas Action Type:Incoming call
Wtr received VM from customer, [redacted] (mother) stating:
1. Calling in reference to case number [redacted]
2. I need to see what Kia is going to do and settle up with her.

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A6XE5[redacted]	[redacted]	3,500

Hiawatha , IA , 52233 Prod. Date: 09/26/2013 Dealer: IA014 McGrath KIA

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

3. She's out $5,000 over this ordeal and need to get this matter closed.
4. Car insurance did total out the vehicle.
5. We're just waiting on letter of guarantee then we can move forward with gap insurance which has nothing to do with Kia.
6. I'm highly upset because noone seems to care.
7. You can reach me at [redacted].

*** PHONE LOG 03/03/2014 12:15 PM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr spoke with customer, [redacted] (mother) and stated:
1. Name, company and case number.
2. Wtr is giving you a call back regarding incident involving your daughter's 2014 Forte.
3. We were sorry to hear about the incident, however, glad to hear that no one was injured as a result of it.
4. Wtr is the person that has been assigned to your case to further assist you with resolving this matter.
5. In order for us to begin our investigation we will need to gather as much information pertaining to the incident as possible.
6. We are in receipt of black & white copies of photos.
7. Do you have color photos and fire report that you can send to wtr?
8. Are there any aftermarket parts and/or accessories installed on the vehicle?
9. Was there any service or maintenance done to the vehicle prior to the incident?
10. What area of the hood were the flames coming from?
11. Approx. what time did the incident occur?
12. When was the last time the vehicle was driven prior to the incident?
13. How much snow was on the ground at time of incident?
14. Gave wtr's email address and NCA's fax number to customer.

Customer stated:
1. I can email color photos and fax the police report to you.
2. I had emailed photos previously to SM at McGrath Kia.
3. Flames were coming from underneath the hood on the driver's side.
4. Fire Dept stated a component shorted out.
5. Fire melted the radiator.
6. There are no aftermarkets on the vehicle.
7. Undercoating was put on vehicle by dealer about one or two weeks after it was purchased.
8. No service or maintenance was done to vehicle.
9. My daughter was getting ready to have the first oil change.
10. Incident occurred at about 10:15 to 10:20 am.
11. Last time vehicle was driven was 5 am.
12. There was snow on the ground, however, I don't know how much.
13. How is Kia going to compensate my daughter for this incident?

Wtr stated:
1. Wtr cannot answer your question at this time since we have not completed a full investigation of this matter.
2. We have to try to make a determination as to the exact cause of the fire prior to making a decision on Kia's position and next steps.
3. The next step is to review the photos and fire report with engineering.
4. Wtr advised customer that fires and accidents are not typically covered under the manufacturer's warranty; they are covered by the insurance policy.
5. Most likely the insurance company will hire a fire expert to perform a cause and origin inspection and will send us the report for review if they believe a mfg defect caused the fire.
6. KMA may decide to dispatch an engineer to inspect the vehicle or we may just wait to receive C&O report from insurance co's fire investigator.

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A6XE5[redacted]	[redacted]	3,500

Hiawatha , IA , 52233 Prod. Date: 09/26/2013 Dealer: IA014 McGrath KIA

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

7. Since vehicles can catch fire for many reasons other than mechanical defect fires are not covered under the warranty.
8. Once we receive all of the information requested wtr will submit your case to our engineers who specialize in these types of events.
9. Wtr will be back in contact with you with outcome of our review.

Customer stated:
1. Thank you very much.

*** PHONE LOG 03/03/2014 01:02 PM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr spoke with Terry, Svc Dir at IA014 and stated:
1. Wtr requested service records for customer, [redacted]' 2014 Forte.
2. Carfax is reporting vehicle serviced on 12-18-13 at 1,250 miles at Pat McGrath Chevyland, Cedar Rapids, IA.

Terry, Svc Dir-IA014 stated:
1. The only service record on the vehicle for IA014 is the PDI.
2. Pat McGrath Chevyland performed an undercoating service on 12-16-14.

Wtr stated:
1. Thanks for the information.

*** PHONE LOG 03/22/2014 07:52 AM Pacific Daylight Time MHillegas Action Type:Web Contact
Tread review completed.

*** NOTES 04/30/2014 02:40 PM Pacific Daylight Time MHillegas Action Type:Internal
NCA reviewed case with KMA engineer:
1. KMA to take responsibility for fire.
2. Take care of customer and settle with insurance company.

*** PHONE LOG 04/30/2014 02:51 PM Pacific Daylight Time MHillegas Action Type:Incoming call
Wtr received VM from customer, [redacted] (mother) stating:
1. Calling to check status of claim.

*** PHONE LOG 04/30/2014 03:08 PM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr spoke with customer, [redacted] (mother) and stated:
1. Name, company and case.
2. Wtr is calling to provide you with an update on your case.
3. KMA did not send an engineer to inspect the vehicle due to the extensive burn damage.
4. We are awaiting receipt of C&O report and other supporting documentation from insurance company's fire investigator.
5. Being that the vehicle was brand new with only 3,500 miles on it at the time of the incident we would like to assist your daughter in making her whole.
6. Wtr requested settlement papers from insurance claim, list of personal items inside vehicle, purchase contract and any other information pertaining to monies customer paid out of pocket as a result of the incident.

Customer stated:
1. Settlement check was sent to finance company and gap insurance is covering the remaining balance.

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A6XE5[redacted]	[redacted]	3,500

Hiawatha , IA , 52233 Prod. Date: 09/26/2013 Dealer: IA014 McGrath KIA

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

2. My daughter had to replace car seat and stroller and pay a $500 deductible.
3. I really appreciate your assistance in this matter.
4. My daughter really loved her car and is still distraught over this.
5. Sorry I haven't gotten back to you in awhile.
6. My step mother passed away.
7. I will email the information requested to you.

Wtr stated:
1. Wtr is sorry to hear about your loss.
2. Wtr will look out for the email.
3. Once we receive information wtr will review case further with management.

Customer stated:
1. Thank you.

*** PHONE LOG 05/07/2014 09:52 AM Pacific Daylight Time MHillegas Action Type:Ltr/email/fax rec'd
Wtr received email communication with documentation requested from customer, [redacted] stating:
From: [redacted]
Sent: Thursday, May 01, 2014 5:45 AM
To: Hillegas, Michele [KMA]
Subject: documents

Good Morning!
Please see the attached paperwork that you requested- breakdown of what insurance paid and her sign contract. Please let me know if you need any other paperwork. [redacted] had to work last night and I told her what you needed on the damaged/destroyed items from the fire. She is putting this info together and I will forward this to you by tomorrow or on Monday.
Thanks

[redacted]

*** PHONE LOG 05/07/2014 09:54 AM Pacific Daylight Time MHillegas Action Type:Ltr/email/fax rec'd
Wtr received email communication from customer, [redacted] stating:
From: [redacted]
Sent: Wednesday, May 07, 2014 6:34 AM
To: Hillegas, Michele [KMA]
Subject: items destroyed or ruined in the fire
Importance: High

Items	COST
Apple Ipod Classic 160 GB	249.99
Garmin Nuvi	149.99
Safety 1st All in one convertible car seat	99.98

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A6XE5[redacted]	[redacted]	3,500

Hiawatha , IA , 52233 Prod. Date: 09/26/2013 Dealer: IA014 McGrath KIA

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

Graco Stroller 189.99
Very Sexy Victoria Secert Body Mist 25
Purse 45
Wallet 25
Deductible 500.00

1284.95
Please see the above info concerning items that were destroyed or ruined in the car fire.

Thank you

[redacted]

*** PHONE LOG 05/07/2014 09:55 AM Pacific Daylight Time MHillegas Action Type:Ltr/email/fax rec'd
Wtr received email communication from customer, [redacted] stating:
From: [redacted]
Sent: Wednesday, May 07, 2014 8:14 AM
To: Hillegas, Michele [KMA]
Subject: [redacted]

What I sent you was just items plus her deductible she had to pay. I am still waiting to hear if she still has a balance at the bank after insurance company and Gap paid. I do NOT feel she has to pay for a car that burnt up if there is still a balance. This was by no means her fault and she is already out a lot. I just wanted to give you the heads up that I am checking on this.

Thanks

[redacted]

*** PHONE LOG 05/07/2014 10:06 AM Pacific Daylight Time MHillegas Action Type:Ltr/email/fax sent
Wtr sent email to customer, [redacted] stating:
From: Hillegas, Michele [KMA]
Sent: Wednesday, May 07, 2014 10:59 AM
To: [redacted]
Subject: RE: [redacted] - 2014 Kia Forte

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A6XE5[redacted]	[redacted]	3,500

Hiawatha , IA , 52233 Prod. Date: 09/26/2013 Dealer: IA014 McGrath KIA

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

[redacted]

We are in receipt of all of the information you've submitted pertaining to the incident involving your daughter's 2014 Kia Forte. Your case will be forwarded to management for further review. I will be back in contact with you to provide an update once one is available.

All the best,

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

*** NOTES 05/19/2014 06:45 PM Pacific Daylight Time MCameron Action Type:Dealer contact
Yanking case for TREAD review (written communication) & reassigning back.

*** PHONE LOG 05/29/2014 10:41 AM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr spoke with Sonya, Subro Dept. at Nationwide Mutual Insurance Company (888) 804-8595 and stated:
1. Name, company and claim number.
2. Wtr is calling to confirm Nationwide has made settlement with the customer on this claim.
3. Is Nationwide planning on subrogating on this claim?

Sonya-Nationwide stated:
1. We've settled with the insured and have issued payment on this claim.
2. We are not opening subrogation on this claim.
3. Claim is currently not being handled by the Subro Dept.
4. Jason Rice is the rep in Fire/Theft, Total Loss Dept. handling this claim and can be reached at (614) 854-8262.
5. Please contact him for additional information pertaining to this claim.

Wtr stated:
1. Thank you.

*** PHONE LOG 05/29/2014 11:05 AM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr spoke with Jason Rice Fire/Theft, Total Loss Dept. at Nationwide (614) 854-8262 and stated:
1. Name, company and claim number.
2. Wtr was referred by Sonya in Subro Dept. to give you a call.
3. Insured filed a claim with Kia requesting reimbursement for deductible and personal items lost in the vehicle and to be made whole.
4. Wtr is calling to obtain additional information regarding this claim.
5. Wtr confirmed with ins rep that settlement amount paid on this claim was for $16,834.25 which included $500.00 deductible.
6. Has Nationwide inspected the vehicle?
7. Is Nationwide planning on subrogating to Kia on this claim?
8. Do you know the amount paid by gap insurance?

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A6XE5[redacted]	[redacted]	3,500

Hiawatha , IA , 52233 Prod. Date: 09/26/2013 Dealer: IA014 McGrath KIA

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

9. Did Nationwide reimburse customer for personal items lost in the vehicle?

Jason, Nationwide Rep stated:
1. Settlement amount of $16,834.25 was paid directly to the finance company.
2. I don't have any information regarding the gap insurance payment that was made to the finance company.
3. We have inspected the vehicle.
4. We are not planning on subrogating to Kia on this claim.
5. This claim was closed on 4-1-14.
6. We did not reimburse customer for any personal items lost in the vehicle.

Wtr stated:
1. Thank you for your time and information.

*** PHONE LOG 05/29/2014 11:11 AM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr spoke with customer, [redacted] and stated:
1. Name and company.
2. Do you have a moment to talk or is this a bad time?

Customer stated:
1. I'm actually at work right now.
2. Can I give you a call back in about 3 hours?

Wtr stated:
1. Sure, that would be fine.

*** PHONE LOG 06/17/2014 08:40 AM Pacific Daylight Time MHillegas Action Type:Incoming call
Wtr received a return VM from customer, [redacted].

*** PHONE LOG 06/17/2014 08:55 AM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr spoke with customer, [redacted] at [redacted] and stated:
1. Wtr is calling to provide you with an update on your case.
2. We've received confirmation of settlement payment to finance company from Nationwide Insurance.
3. Nationwide Rep did not have any information pertaining to the payoff from gap insurance.
4. KMA has not received any formal claim papers from Nationwide.
5. Nationwide Rep advised wtr that they do not plan to file a claim with Kia.
6. Wtr requested settlement paperwork from gap insurance from customer.
7. Just to reconfirm, your daughter did not receive a settlement check from insurance and your daughter's out-of-pockets are for $500.00 deductible and personal items.

Customer stated:
1. My daughter did not receive a settlement check from insurance.
2. However, she received reimbursement from the finance company for 1 or 2 car payments she made after the incident occurred until claim was settled.
3. Gap insurance claim was settled last month and remaining loan balance was paid by gap insurance.
4. My daughter did not receive reimbursement for personal items damaged in the vehicle.
5. I have gap insurance paperwork back at the office that I can send to you.
6. I can also send you information regarding reimbursement for car payments if I have any.
7. Thank you for the follow up call.

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A6XE5[redacted]	[redacted]	3,500

Hiawatha , IA , 52233 Prod. Date: 09/26/2013 Dealer: IA014 McGrath KIA

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

Wtr stated:
1. Once information requested is received wtr till re-review with management and will give you a call back with the outcome.

*** PHONE LOG 06/25/2014 03:06 PM Pacific Daylight Time MHillegas Action Type:Ltr/email/fax rec'd
Wtr received email from customer, [redacted] with documents attached stating:
From: [redacted]]
Sent: Tuesday, June 17, 2014 12:59 PM
To: Hillegas, Michele [KMA]
Subject: info-[redacted] claim
Importance: High

Please see the attached - this is what I have at work. A copy of the ck detail, a copy of the ck that was sent from gap insurance to the bank and a settlement breakdown from our insurance to the bank.

Please confirm upon receipt and please let me know if you need anything else from us.

Thanks

[redacted]

*** PHONE LOG 06/25/2014 03:07 PM Pacific Daylight Time MHillegas Action Type:Ltr/email/fax sent
Wtr sent email to customer, [redacted] stating:
From: Hillegas, Michele [KMA]
Sent: Wednesday, June 25, 2014 3:53 PM
To: [redacted]
Subject: RE: info-[redacted] claim

Hi [redacted]

I received the documents pertaining to the gap insurance pay off and settlement breakdown that you emailed to me on 6/17/14. Your case is currently being reviewed by management. I will contact you back to let you know the outcome of review.

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

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A6XE5[redacted]	[redacted]	3,500

Hiawatha , IA , 52233 Prod. Date: 09/26/2013 Dealer: IA014 McGrath KIA

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

mhillegas@kiausa.com

*** PHONE LOG 08/22/2014 12:19 PM Pacific Daylight Time MHillegas Action Type:Incoming call
Wtr received VM from customer, [redacted] stating:
1. Calling to check status of case for my daughter, [redacted] regarding personal items lost that insurance didn't cover and deductible.
2. If I don't hear back from you I will need to take other measures to recoup her losses.
3. You can reach me at [redacted]

*** NOTES 09/08/2014 09:53 AM Pacific Daylight Time MHillegas Action Type:Internal
Wtr reviewed case with CAFOM JStroup:
1. NCA to offer goodwill to customer.

*** PHONE LOG 09/22/2014 11:54 AM Pacific Daylight Time JeffStroup Action Type:Outgoing call
wtr spoke with [redacted]
1. customer advised went thru insurance
2. wtr apologized for concern
3. customer requesting items and deductible reimbursed
4. customer stated items would need to be claimed through home owners insurance and thats why not reimbursed thru car insurance
5. wtr and customer reviewed items lost from incident
6. wtr stated that any goodwill would be considered customer satisfaction
7. wtr offered $900, customer said her daughter would need to make "the call"
8. customer would have daughter call wtr back.

*** CASE CLOSE 11/20/2014 12:48 PM Pacific Daylight Time MHillegas
Pending further customer contact.

*** PHONE LOG 12/15/2014 01:12 PM Pacific Daylight Time JeffStroup Action Type:Incoming call
Ms. [redacted] called and stated:
1. i was working with somebody but they never got back to me
2. can you help

wtr stated:
1. apologized, let me look up your information

Wtr stated:
1. i do see that you and i spoke a few months ago
2. i do show that we did make an offer and you were going to speak with your daughter

Ms. [redacted] stated:
1. oh, yeah i do remember that
2. i also want to file a complaint as it took so long

wtr stated:
1. may i ask in reference to what?

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A6XE5[redacted]	[redacted]	3,500

Hiawatha , IA , 52233 Prod. Date: 09/26/2013 Dealer: IA014 McGrath KIA

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

Ms. [redacted] stated:
1. you guys dont care about my daughter and she could of been injured

wtr stated:
1. again apologized
2. i do see that we have offered some goodwill
3. it also appears that we have not spoken with your daughter, only you

Ms. [redacted] stated:
1. yes, thats my bad too
2. please call her

wtr stated:
1. i will contact your daughter and wait to hear from her
2. at this point i will just follow up with her

Ms. [redacted] stated:
1. ok, thank you

*** PHONE LOG 12/15/2014 01:18 PM Pacific Daylight Time JeffStroup Action Type:Outgoing call
wtr spoke with Ms. [redacted] and stated;
1. just spoke with your mother and she asked for me to call you

Ms. [redacted] stated:
1. yes, i lost my phone and was in the accident and had PSD
2. i just had some much going on i never called back
3. i would like to settle

wtr stated:
1. i do show that we offered you $900 for customer satisfaction back in Sept
2. i will be more then happy to still offer that as customer satisfaction

Ms. [redacted] stated:
1. i will accept, thank you

wtr confirmed address but customers PO Box is 335

*** CASE CLOSE 12/23/2014 10:35 AM Pacific Daylight Time JeffStroup
wtr mailed check #[redacted] out this date. wtr closing case pending further contact from customer.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A67E5[redacted]	[redacted]	300

Muncie , IN , 47304 Prod. Date: 08/27/2013 Dealer: IN026 KIA of Muncie

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

Case History

*** PHONE LOG 03/21/2014 09:38 PM Pacific Daylight Time SGuindi
NCA rec'd letter from American Family Insurance. Letter states:
1. Our insured, [redacted] purchased a 2014 Forte very recently.
2. On 3/10/14 the car started on fire.
3. The car is available for inspection.
4. Please contact me as soon as possible on this potential claim.

Attaching letter to case and dispatching to NCA for further handling.

*** PHONE LOG 03/24/2014 02:36 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called American Family Insurance and left message for Nancy Noles (800)692-6326, extension 44784
(Machine states will be out of office until 3/31)
1. Calling in regards to your insured [redacted]
2. Your insured [redacted] and [redacted]
3. In relation to a subrogation letter dated March 14th
4. Requested call back
5. Gave call back number

*** PHONE LOG 04/01/2014 11:22 AM Pacific Daylight Time SamuelKim Action Type:Incoming call
Received message from customer:
1. This is Nancy Nole from American Family Insurance
2. You had called me regarding my insured [redacted] and [redacted]
3. I have a 2014 KIA
4. And my file number is [redacted]
5. Vehicle is on hold
6. We have it at a salvage yard
7. Nothing's being done on it pending your review
8. So please get back to me regarding what you'd like to be done on this case
9. My number here is (800)692-6326, extension 44784
10. Again, my insured [redacted] and [redacted]
11. Claim number [redacted]
12. Thank You

*** PHONE LOG 04/01/2014 11:37 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called American Family Insurance and spoke with Nancy Noles, Subrogation Senior Adjustor (800)692-6326, extension 44784
Writer states:
1. Completed Accident Report
2. How much is the loss?
3. Requested photos, police report and location of the vehicle
4. Gave customer email address
5. Advised emails are limited to 10MB per message

Customer states:
1. Marion Police Department deemed it a total loss
2. She said she pulled into the parking lot to go to class
3. She put the car in park and the engine spurted a little, it never done that before
4. She saw smoke coming out of the engine and that's when she called the police and fire department
5. While waiting for the fire department to come out, several attempts were made to put the fire out

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A67E5[redacted]	[redacted]	300

Muncie , IN , 47304 Prod. Date: 08/27/2013 Dealer: IN026 KIA of Muncie

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

6. They owned the vehicle for 2 weeks
7. $16,156, our insured also had $100 deductible so the total is $16,256
8. I will get you that information

*** NOTES 04/01/2014 02:20 PM Pacific Daylight Time SamuelKim Action Type:E-mail rec.
Received email from Nancy Noles, Subrogation Senior Adjustor at American Family Insurance (NNoles@amfam.com)
Hi Sam:

As requested, I am attaching photos, police report, and our subrogation supports etc. I will get the street address of the salvage yard to you as soon as I receive it.

As stated, there were no injuries. The insured, Megan, had parked the car, noticed smoke and called the police and fire department.

We paid the leasing company, HCA Exchange, Inc, $16156.00. Plus our insured has a $100 deductible.

I will send the documentation to you installments.

Please let me know if you have any questions.

Nancy K. Noles, Sr. Subrogation Adjuster
AMERICAN FAMILY INSURANCE
6000 AMERICAN PKWY
MADISON WI 53783
1-800-MYAMFAM (692-6326), ext 44784
email nnoles@amfam.com <mailto:nnoles@amfam.com>
Fax 866-364-0982

*** NOTES 04/01/2014 02:20 PM Pacific Daylight Time SamuelKim Action Type:E-mail rec.
Received email from Nancy Noles, Subrogation Senior Adjustor at American Family Insurance (NNoles@amfam.com)
Just got your voicemail. The Young vehicle is located at:

Insurance Auto Auction
3302 South Harding Street
Indianapolis IN 46217

317-787-3202

Teresa

*** NOTES 04/09/2014 09:50 AM Pacific Daylight Time SamuelKim Action Type:Manager review
Reviewed case with KMA Engineers:
1. Cause of fire undetermined

*** PHONE LOG 04/10/2014 10:52 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called American Family Insurance and spoke with Nancy Noles, Subrogation Senior Adjustor (800)692-6326,

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A67E5[redacted]	[redacted]	300

Muncie , IN , 47304 Prod. Date: 08/27/2013 Dealer: IN026 KIA of Muncie

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

extension 44784
Writer states:
1. The cause of this fire is inconclusive
2. Based upon the information presented to us, we cannot determine the cause of this fire
3. The vehicle burned for quite a bit of time
4. In the interest of settling this matter, KIA is offering you a 50/50 settlement offer
5. I will get back to you

Insurance company states:
1. So basically you're saying a brand new car should combust
2. We're not going to sent out our investigator to do destructive testing unless KIA sends someone out
3. Or give us permission to do destructive testing
4. You're basically saying we can't prove our case
5. We would take a 75% offer

*** PHONE LOG 04/14/2014 08:52 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called American Family Insurance and left message for Nancy Noles (800)692-6326, extension 44784
1. This is in regards to your insured [redacted] and [redacted]
2. Your claim number [redacted]
3. Requested call back
4. Gave call back number

*** PHONE LOG 04/14/2014 12:12 PM Pacific Daylight Time SamuelKim Action Type:Incoming call
Received message form Nancy Noles, Subrogation Senior Adjuster at American Family Insurance:
1. My name is Nancy Noles with American Family Insurance
2. My insured is [redacted] this is regarding that fire
3. My claim [redacted]
4. You left me a message to call you and I am returning your call
5. My number here is (800)692-6326
6. And my extension is 44784
7. Thanks

*** PHONE LOG 04/21/2014 10:18 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called American Family Insurance and spoke with Nancy Noles, Subrogation Senior Adjustor (800)692-6326, extension 44784
Writer states:
1. KIA is accepting a settlement agreement of 75% for a total of $12,192.00 contingent upon the return of the signed Release Letter
2. Verified customer's email address

Customer states:
1. Thank You

*** PHONE LOG 04/21/2014 10:29 AM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax sent
Sent email to Nancy Noles, Subrogation Senior Adjustor at American Family Insurance (nnoles@amfam.com)
American Family Insurance
Attn: Nancy Noles
Your Claim Number: [redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A67E5[redacted]	[redacted]	300

Muncie , IN , 47304 Prod. Date: 08/27/2013 Dealer: IN026 KIA of Muncie

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

Your Insured: [redacted]
Re: 2014 KIA Forte, VIN #KNAFK4A67E5[redacted]

Dear Ms. Noles,

This is in reference to your subrogation letter dated 3/14/2014. KIA believes the cause of this fire is undetermined. However in the interest of settling this matter, KIA is offering you a settlement offer of 75% for a total of $12,192.00. Please indicate your acceptance of this offer by signing the attached letter and returning it back to me. Once received, please allow 4 to 8 weeks for processing of payment. If you have any questions, you are more than welcome to contact me.

*** PHONE LOG 04/24/2014 07:47 AM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax rec'd
Received email from Nancy Noles, Subrogation Senior Adjustor at American Family Insurance (nnoles@amfam.com)
Hi Sam:

I just received the Pd release from you. Between the time that we talked and the time I received the PD release, we paid a rental billing of $749.80.

Can you send me a revised release for $12754.35 to include the rental? I am sorry that I did not get this bill to you sooner. Once I receive the revised the release, I will email it back to you.

Nancy K. Noles, Sr. Subrogation Adjuster
AMERICAN FAMILY INSURANCE
6000 AMERICAN PKWY
MADISON WI 53783
1-800-MYAMFAM (692-6326), ext 44784
email nnoles@amfam.com <mailto:nnoles@amfam.com>
Fax 866-364-0982

*** PHONE LOG 04/24/2014 07:48 AM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax sent
Sent email to Nancy Noles, Subrogation Senior Adjustor at American Family Insurance (nnoles@amfam.com)
Hi Nancy,

Hope you're having a good Thursday. I've attached the revised Release Letter to reflect the new amount of $12,754.35. Please let me know if you need anything else.

*** PHONE LOG 04/24/2014 02:58 PM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax rec'd
Received email from Nancy Noles, Subrogation Senior Adjustor at American Family Insurance (nnoles@amfam.com)
Hi Sam:

The signed release is attached. Please let me know if you want me to mail the original to you.

The check should be sent to the address listed below.

Nancy K. Noles, Sr. Subrogation Adjuster

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A67E5[redacted]	[redacted]	300

Muncie , IN , 47304 Prod. Date: 08/27/2013 Dealer: IN026 KIA of Muncie

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

AMERICAN FAMILY INSURANCE
6000 AMERICAN PKWY
MADISON WI 53783
1-800-MYAMFAM (692-6326), ext 44784
email nnoles@amfam.com <mailto:nnoles@amfam.com>
Fax 866-364-0982

*** NOTES 04/24/2014 03:06 PM Pacific Daylight Time SamuelKim Action Type:Manager review
One time, goodwill to American Family Mutual Insurance Company of $12,754.35 for Subrogation Settlement.

*** NOTES 04/30/2014 03:51 PM Pacific Daylight Time SGuindi Action Type:Other (external)
NCA rec'd copy of signed release.

*** NOTES 05/14/2014 02:20 PM Pacific Daylight Time SamuelKim Action Type:Manager review
Sent goodwill check to American Family Mutual Insurance Company on 5/14 via FedEx Ground. Tracking number [redacted]

*** CASE CLOSE 05/14/2014 02:20 PM Pacific Daylight Time SamuelKim

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A66E5[redacted]	[redacted]	14,600

Riverside , CA, 92504 Prod. Date: 02/22/2013 Dealer: CA211 Riverside KIA

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

Case History

*** Phone - Others created on 01/30/2015 03:53:31 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Julie Miller
Customer States: [redacted] (mother)
1. Do not know the mileage 14,600 in 4/2014
2. The vehicle caught on fire and burned up
3. 911 was called and an investigator was called out and we believe that it was due to the recall that came out
4. Will be incurring costs to fly out to her from Denver to CA and will need to be getting a new car
5. Need expenses for lodging eating and any expenses that are incurred due to this
6. Want to be compensated for the hassle as well
7. We do have pictures

Writer Advised:
1. Apologized
2. Ran Accident script
3. KMA will contact customer back in 2-3 business days
4. Case will be escalated to National office

Customer States:
1. I really believe this is due to the SC that just was released for these vehicles

Writer Advised:
1. Has not been released on all the VIN numbers yet
2. Not showing it currently
3. Your vehicle was produced within production dates of Dec. 5, 2012 through Jan. 27, 2014 however all SC are VIN specific so cannot at this point say for sure if vehicle was affected.
4. Customer mentioned that pictures are available can customer send pictures in?

Customer States:
1. They are the property of the insurance company need to ask them first

Writer Advised:
1. Okay will document tha pictures may be available
2. Provided case number

Customer thanked and transferred to NCA

*** CASE DISPATCHED ON 01/30/2015 04:26:30 PM (GMT-08:00) Pacific Time (US & Canada) from WIP Default to Queue National CA.

*** CASE ACCEPTED ON 02/02/2015 07:40:04 AM (GMT-08:00) Pacific Time (US & Canada) from Queue National CA to WIP Inbox/Need To Call.

*** CASE ASSIGNED ON 02/02/2015 07:56:55 AM (GMT-08:00) Pacific Time (US & Canada) [redacted] to JMojica, WIP Default

*** Phone - Call - Outbound created on 02/03/2015 11:06:11 AM (GMT-08:00) Pacific Time (US & Canada) and

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A66E5[redacted]	[redacted]	14,600

Riverside , CA, 92504 Prod. Date: 02/22/2013 Dealer: CA211 Riverside KIA

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

craeted by Ralph Howard
Travis with Progressive Insurance called:
1. Calling regarding case

Writer:
1. Case is being handled by NCA
2. I can see if the Case Manager is available, if not it would be their VM

Travis:
1. Ok
2. Can I have an address where I can send information to

Writer:
1. Provided 111 Peters Canyon Road, Irvine, CA 92606

Travis:
1. Ok thank you

Writer transferred to NCA JMojica VM

*** Phone - Call - Inbound created on 02/03/2015 01:40:15 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
Wtr attempted to contact customer:
1. Phone was answered, but no response to wtr after several "hellos".

*** Phone - Call - Outbound created on 02/04/2015 08:53:55 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
Travis with Progressive left VM:
1. She made a claim about her vehicle.
2. Just trying to get some info from you, see if we will be setting up a joint inspection.
3. Please c/b at 916-246-3077, cl #: [redacted]

*** Phone - Call - Inbound created on 02/04/2015 05:15:30 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
Wtr left VM for Travis with Progressive:
1. Provided cl #.
2. Wtr has not been able to communicate with customer yet.
3. Wtr still needs docs.
4. If agent is able to send docs please do so, it would be very much appreciated.
5. Provided email address.
6. Provided c/b and case #.

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A66E5[redacted]	[redacted]	14,600

Riverside , CA, 92504 Prod. Date: 02/22/2013 Dealer: CA211 Riverside KIA

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

*** Phone - Call - Inbound created on 02/09/2015 09:08:37 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
Ms. [redacted] left VM:
1. I have been waiting for a phone call since Wednesday.
2. I am not only disappointed in the car now I am disappointed in Kia's service as well.
3. I think you have been working with Travis with Progressive.
4. C/b at [redacted]

*** Phone - Call - Outbound created on 02/09/2015 09:11:14 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
Travis w/Progressive left VM:
1. Just following up to see if you want to set up an inspection.
2. Please c/b at 916-246-3077.

*** Phone - Call - Inbound created on 02/09/2015 04:38:00 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
Wtr left VM for Ms. [redacted]
1. Apologized that we have not been able to communicate.
2. Wtr did attempt to make contact last week, someone answered but did not speak and there was no VM option.
3. Anyway, requested pictures and copy of fire or police report.
4. Provided email address, c/b #, and case # for reference.
5. Thanked and disconnected.

*** Phone - Call - Inbound created on 02/09/2015 04:41:47 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
wtr left VM for Travie w/Progressive:
1. Referred to cl #.
2. Requested pictures and copy of fire report.
3. Provided email address, c/b #, and case # for reference.

*** Phone - Call - Outbound created on 02/10/2015 11:56:57 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Michael Flynn
Cust gave case numbber and states:
1. I need to speak to someone regarding this case

Writer states:
1. Apologized, i'll see if cae manager is available, your case has been escalated beyond this just a moment

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A66E5[redacted]	[redacted]	14,600

Riverside , CA, 92504 Prod. Date: 02/22/2013 Dealer: CA211 Riverside KIA

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

Cust states:
1. Thank you. What is your last name?

Writer states:
1. My last name is Flynn
2. One moment please

*** Phone - Call - Outbound created on 02/10/2015 12:20:41 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
Incoming call from KCAC through Irvine Receptionist:

Customer (Ms. [redacted]
1. I am upset with how Kia is handling this.
2. I was told I would hear back last week and nobody called.

Wtr:
1. Apologized for the miscommunication.
2. Wtr called last week but nobody answered.
3. Wtr left VM yesterday and had not heard back until now.

Customer:
1. I will check my phone to see if that is true.
2. I did not get anything.
3. I am not trying to be unreasonable.
4. We expect to be compensated for this.

Wtr:
1. Apologized, wtr is here to help.
2. Kia in no way takes this lightly and would like to look further into this.
3. In order to do so, wtr needs to make sure that all docs available are sent to KMA for further review.
4. Wtr just check email and apparently Travis w/ins. sent over some pictures via email.
5. Wtr does not see an incident report.
6. Does customer have the incident report?

Customer:
1. I don't have it but I will request it from Travis, he should have it.
2. This has been very frustrating for us.
3. My daughter could have been killed.
4. She called me and told me her car was on fire.
5. I asked if she had called 911 and she said yes.
6. I heard the sirens over the phone at that point so I knew she would be ok.
7. Anyway, I think the ins. co. should have a preliminary report.
8. They sent someone to look at the car, but they are wanting to see if Kia is going to be sending someone out for a joint inspection.
9. The car is at Copart in Colton, CA.

Wtr:
1. Ok, wtr will request fire report and prelim report from Travis.

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A66E5[redacted]	[redacted]	14,600

Riverside , CA, 92504 Prod. Date: 02/22/2013 Dealer: CA211 Riverside KIA

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

2. Does customer happen to know where vehicle was previously serviced?
3. If so, when was the last time and what was the mileage?

Customer:
1. She had it serviced at the dealer where she bought it.
2. The last time was 4/2014 at about 14K miles.
3. She got a job closer to her home as of August so she didn't drive as much then.
4. So, she drove the most during her first year of owning the car versus this past year because of work.
5. Anyway, that is another thing that upsets me.
6. And I know why they do it, but it still upsets me.
7. The ins. co. went based of 14K miles for the valuation of the car eventhough we knew it was more but they couldn't prove it because there's really nothing left of the car.
8. They are only paying $13,000 when we paid $18,000 on the car.

Wtr:
1. Has customer settled with ins. co.?
2. Wtr can understand.

Customer:
1. They haven't cut a check yet.
2. Honestly, I am not even going to cash it.
3. I think Kia needs to step up to the plate.
4. My husband flew out there to help her get another car.
5. We expect to be reimbursed for his expenses as well.
6. We expect to be compensated.
7. I am not unreasonable.

Wtr:
1. As previously mentioned, wtr will need to gather all docs and avialable info so case can be reviewed.
2. Once case is reviewed, wtr will c/b .
3. Verified c/b #.
4. Thanked and disconnected.

*** Phone - Others created on 02/10/2015 12:55:14 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
From: Travis Pembroke [mailto:Travis_Pembroke@Progressive.com]
Sent: Tuesday, February 10, 2015 10:58 AM
To: Mojica, Jeannie [KMA]
Subject: Progressive United Financial Casualty Insurance claim #[redacted], Kia Motors claim #[redacted]

Hello Jeanie,

I have attached the pictures of [redacted], 2014 Kia Forte, VIN: KNAFK4A66E5[redacted].

Let me know if you need anything else!

Travis R Pembroke
Fire and Theft Rep
4141 Ruffin Rd

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A66E5[redacted]	[redacted]	14,600

Riverside , CA, 92504 Prod. Date: 02/22/2013 Dealer: CA211 Riverside KIA

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

San Diego, CA 92123
Direct: (916) 246-3077

*** Phone - Others created on 02/10/2015 01:10:16 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
From: Mojica, Jeannie [KMA]
Sent: Tuesday, February 10, 2015 1:10 PM
To: 'Travis Pembroke'
Subject: RE: Progressive United Financial Casualty Insurance claim #[redacted], Kia Motors claim #[redacted]

Travis,

Thank you for the pictures. Do you have a copy of the fire report that you could send over? Also, has Progressive inspected the vehicle?
If so, please send me any docs you have on the inspection that took place.

Thank you,

*** Notes - NCA Corresponding Received created on 02/11/2015 04:17:53 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Sandra Guindi
NCA rec'd letter from Progressive. Letter states:
1. The above captioned loss has been reported to us.
2. Indications are that responsibility may rest with Kia Motors.
3. We wish to advise you that we have been called upon to make payment under our insured's policy and will seek reimbursement from you at the conclusion of the claim.

Attaching to case and reassigning to JMojica.

*** CASE ASSIGNED ON 02/11/2015 04:19:56 PM (GMT-08:00) Pacific Time (US & Canada)
[redacted] to JMojica, WIP Default

*** Phone - Others created on 02/12/2015 11:41:04 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
From: Travis Pembroke [mailto:Travis_Pembroke@Progressive.com]
Sent: Wednesday, February 11, 2015 1:15 PM
To: Mojica, Jeannie [KMA]
Subject: RE: Progressive United Financial Casualty Insurance claim #[redacted], Kia Motors claim #[redacted]

Hello Jeannie,

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A66E5[redacted]	[redacted]	14,600

Riverside , CA, 92504 Prod. Date: 02/22/2013 Dealer: CA211 Riverside KIA

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

We have the fire ordered but have not received it at this time. We did hire Russ Auker with Forensic Vehicle Investigations, Inc., to complete the fire evaluation. If you would like to discuss the results of the evaluation or arrange a joint inspection please contact him.

Russ Auker: 916-790-4179

Travis R Pembroke
Fire and Theft Rep
705 Palomar Airport Rd. Ste 300
Carlsbad, CA 92011
Direct: (916) 246-3077
Fax: (760) 268-0136

*** Phone - Call - Inbound created on 02/12/2015 11:43:49 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
Wtr spoke to SA Ryan:
1. SA stated there is only 1 RO for vehicle:
-4/18/14 at 14,632 miles for free oil change.
2. SA faxing over RO.

*** Phone - Others created on 02/12/2015 11:52:05 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
Wtr received RO:

A fax has arrived from remote ID '9513433203'.

2/12/2015 11:44:25 AM Transmission Record
Received from remote ID: 9513433203
Inbound user ID KMACA-RIGHTFAX, routing code 0
Result: (0/352;0/0) Successful Send
Page record: 1 - 1
Elapsed time: 00:35 on channel 5

*** Phone - Call - Inbound created on 02/13/2015 03:27:10 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
Wtr:
1. Calling in reference to vehicle.
2. Wtr requested ROs from dlr.
3. Dlr informed wtr that there was only one RO from 4/2014 at 14,600 miles roughly.
4. Does customer know if there are any other maintenance docs?

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2014 FORTE KNAFK4A66E5[redacted]	[redacted]	14,600

Riverside , CA, 92504 Prod. Date: 02/22/2013 Dealer: CA211 Riverside KIA

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

Customer (Ms. [redacted]
1. No, I think it was just the one.
2. I will double check with her though.
3. The problem is she doesn't keep any docs.
4. Even with her medical invoices she just tosses.
5. I've had to ask her about ER visit bills and she doesn't remember.
6. Unless I told her to, I don't think she would've done any maintenance.

Wtr:
1. Ok, if customer could ask.
2. If it is not too much trouble, of course.
3. Provided email address.
4. If anything else becomes available, please send it over.

Customer:
1. Ok, thank you.
2. We really just want to be made whole.
3. We bought the car with cash, there was no loan.
4. Progressive was supposed to cut us a check, but I haven't received it yet.
5. And I don't plan on cashing it anyway.
6. I know once you settle, that is it and there is no going back.
7. So, I really want Kia to do the right thing.
8. The situation could have been so much worse.

Wtr:
1. Wtr can definitely understand.
2. Wtr will review case and get back to customer.
3. Wtr thanked and disconnected.

*** Phone - Call - Inbound created on 02/18/2015 12:28:08 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
Wtr attempted to contact Travis w/Progressive:
1. Outgoing message stated agent is OOO.
2. Supervisor Jim Robins is available at 858-609-2750

*** Notes - Internal created on 02/18/2015 12:40:33 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
KMA Engineer will be inspecting the vehicle.

*** Phone - Others created on 02/18/2015 12:44:51 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
From: Mojica, Jeannie [KMA]

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A66E5[redacted]	[redacted]	14,600

Riverside , CA, 92504 Prod. Date: 02/22/2013 Dealer: CA211 Riverside KIA

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

Sent: Wednesday, February 18, 2015 12:45 PM
To: 'Travis Pembroke'; 'russaukerfvi@yahoo.com'
Subject: RE: Progressive United Financial Casualty Insurance claim #[redacted], Kia Motors claim #[redacted]

Travis,

Kia would like to set up a joint inspection. My engineer, Eric Sauck, is available on 2/26/15 at 10am and the week o 3/9/15 (any day at 10am). Can you please contact Copart to authorize that Kia inspect this vehicle so I can schedule a date with Russ?

Thank you,

*** Phone - Call - Inbound created on 02/18/2015 12:44:57 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
Wtr:
1. Calling to provide update to customer.
2. Informed customer that engineer will be inspecting the vehicle.
3. Wtr will be working on scheduling inspection and will contact customer once date is set.

Customer:
1. Ok, thank you so much for the phone call.
2. I hope Kia is sending their best engineer so we can better understand what happened.

Wtr:
1. Only the best!
2. Wtr will c/b once more info is available.
3. Thanked and disconnected.

*** Notes - Dealer Contact created on 02/18/2015 12:45:00 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
Vehicle is located at:
Copart
1203 Rancho Ave.
Colton, CA

*** Phone - Call - Inbound created on 02/23/2015 05:00:13 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
Wtr spoke to Jeannette w/ Copart in Colton, CA:
1. Wtr confirmed Kia is authorized to inspect 2/26/15 at 10am.
2. Jeannette provided lot #: [redacted] and requested that engineer call Copart 1hr prior to arrival so vehicle can be ready for inspection upon arrival.
3. Wtr thanked and disconnected.

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A66E5[redacted]	[redacted]	14,600

Riverside , CA, 92504 Prod. Date: 02/22/2013 Dealer: CA211 Riverside KIA

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

*** Phone - Call - Inbound created on 02/23/2015 05:03:07 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
Wtr spoke to Ms. [redacted]
1. Wtr informed customer that inspection will take place on 2/26/15.
2. Wtr will c/b once results of inspection are available.
3. Wtr thanked and disconnected.

*** Phone - Others created on 02/23/2015 05:06:11 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
From: Mojica, Jeannie [KMA]
Sent: Monday, February 23, 2015 5:06 PM
To: 'Russ Auker'
Subject: RE: Progressive United Financial Casualty Insurance claim #[redacted] Kia Motors claim #[redacted]

Russ,

I just confirmed with Copart in Colton, CA that we are all set for the inspection on 2/26/15 at 10am.

Thank you,

*** Email - External Email Sent created on 02/24/2015 11:11:23 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Kia Consumer Affairs Dept. at 949.468.4619 AND delete this email.

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

<<File Attachment:
\\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_[redacted]_JMojica_02-24-2015111128.doc>>

*** Phone - Call - Inbound created on 03/03/2015 12:37:29 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
Wtr:
1. Is Ms. [redacted] available?

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A66E5[redacted]	[redacted]	14,600

Riverside , CA, 92504 Prod. Date: 02/22/2013 Dealer: CA211 Riverside KIA

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

Ms. [redacted]
1. No, she is on the other line with the insurance company right now.

Wtr:
1. Ok, is this Ms. [redacted]

Ms. [redacted]
1. Yes.

Wtr:
1. Hi, I am calling about your vehicle.
2. I am not sure if Ms. [redacted] informed you but one of our engineer's inspected your vehicle last week.
3. I was calling to f/u with Ms. [redacted]
4. I can hold for her, if she won't be too long.
5. Unless it is ok that I talk to you?

Ms. [redacted]
1. You can talk to me.
2. I think she will be a while.

Wtr:
1. This is still an ongoing investigation, but I should have more info from my engineer soon.
2. However, I do have a few questions about the incident.

Ms. [redacted] (in the background)
1. Tell her I will call her back later or if she could call me back later.

Ms. [redacted]
1. She said if you could c/b later or if she could c/b later.

Wtr:
1. Ok, no worries.
2. I will expect her call.
3. Thanked and disconnected.

*** Phone - Others created on 03/16/2015 10:21:23 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
From: [redacted]
Sent: Sunday, March 15, 2015 8:02 PM
To: Mojica, Jeannie [KMA]; travis_pembroke@progressive.com; russaukerfvi@yahoo.com
Subject: 2014 KIA Forte - Progressive Claim #[redacted]

Ms. Mojica,

I left you a message on March 9, 2015 at approximately 1334 hours.
As of this date, we have not received a reply nor an update regarding this investigation.

We would have hoped that by this time KIA would have responded to this most important issue.

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A66E5[redacted]	[redacted]	14,600

Riverside , CA, 92504 Prod. Date: 02/22/2013 Dealer: CA211 Riverside KIA

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

Please provide an update so we may consider our options.

Mr. Pembroke:
We have not yet cashed the check from Progressive as we do not consider this issue closed or settled.

Regards,
[redacted]

*** Phone - Advice created on 03/16/2015 11:02:43 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
From: Mojica, Jeannie [KMA]
Sent: Monday, March 16, 2015 11:03 AM
To: [redacted]
Subject: RE: 2014 KIA Forte - Progressive Claim #[redacted], Kia Case #: [redacted]

Ms. [redacted]

I have some questions I would like to ask your daughter since she was present at the time of the incident (i.e. were there any noises or anything unusual prior to the incident? What was the location and speed at the time of the incident? etc.). Also, I do need a copy of the police and/or fire report.

Are you both available to talk today? Please let me know your availability so we can set up a time to talk.

Thank you,

*** Phone - Advice created on 03/17/2015 02:17:45 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
From: [redacted]
Sent: Monday, March 16, 2015 5:10 PM
To: Mojica, Jeannie [KMA]; russaukerfvi@yahoo.com; travis_pembroke@progressive.com
Subject: RE: 2014 KIA Forte - Progressive Claim #[redacted], Kia Case #: [redacted]

Ms. Mojica,

Kate has spoken with Mr. Russ Auker. He should have a copy of the police report and I understand he has submitted his report. The location of the incident should be noted in the police report.

There were no noises or anything unusual prior to the incident.
She was travelling between 30 and 40 mph prior to the incident.

We would like to understand how soon this will be resolved. Do we need to escalate?

[redacted]

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2014 FORTE KNAFK4A66E5[redacted]	[redacted]	14,600

Riverside , CA, 92504 Prod. Date: 02/22/2013 Dealer: CA211 Riverside KIA

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

*** Notes - NCA Corresponding Received created on 03/17/2015 06:39:05 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Sandra Guindi
NCA rec'd letter from Progressive Insurance. Letter states:
1. Please accept this letter as formal notice of our subrogation rights in regard to the above-captioned claim.
2. Our investigation indicates damages to our insured's vehicle was a direct result of a manufacturer's defect or negligence on your behalf.
3. Attached please find all supporting documentation.
4. Please acknowledge receipt of my subrogation demand and forward your payment of $15,625.64 to my attention

Attaching to case and reassigning to JMojica.

*** CASE ASSIGNED ON 03/17/2015 06:41:27 PM (GMT-08:00) Pacific Time (US & Canada)
[redacted] to JMojica, WIP Default

*** Phone - Others created on 03/18/2015 04:09:07 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
From: Mojica, Jeannie [KMA]
Sent: Wednesday, March 18, 2015 4:09 PM
To: 'steve_jukanovic@progressive.com'
Subject: Kia Case #: [redacted] CI #: [redacted]

Steve,

I received your notice of subrogation for the claim # in subject. Can you please send me a copy of the police report?

Thank you,

*** Phone - Others created on 03/19/2015 02:08:15 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
From: Stjepan J Jukanovic [mailto:Steve_Jukanovic@Progressive.com]
Sent: Thursday, March 19, 2015 5:32 AM
To: Mojica, Jeannie [KMA]
Subject: RE: Kia Case #: [redacted] CI #: [redacted]

Attached is the report as requested. What is the status regarding the subrogation demand. Thank you.

Sincerely,

Stjepan Jukanovic

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A66E5[redacted]	[redacted]	14,600

Riverside , CA, 92504 Prod. Date: 02/22/2013 Dealer: CA211 Riverside KIA

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

Subrogation Specialist Senior
Tel: 440-910-5682
Fax: 888-781-6947
Email: Steve_Jukanovic@progressive.com <mailto:Steve_Jukanovic@progressive.com>

Payment Address
Progressive
Subrogation Payment Processing Center
24344 Network Place
Chicago IL 60673

Correspondence Address
Progressive
PO Box 512929
Los Angeles CA 90051

*** Notes - Internal created on 03/27/2015 04:35:17 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
TREAD REVIEW COMPLETE

*** Phone - Others created on 03/30/2015 12:04:18 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
From: [redacted]
Sent: Saturday, March 21, 2015 11:32 AM
To: Mojica, Jeannie [KMA]; russaukerfvi@yahoo.com; travis_pembroke@progressive.com
Subject: RE: 2014 KIA Forte - Progressive Claim #[redacted] Kia Case #: [redacted]

Ms. Mojica,

As we have not yet heard back from you, we can only assume this is not being handled in an expeditious manner.

We are now contemplating legal action including a class action suit.

We are asking for $25000 plus whatever costs Progressive has incurred as the result of this incident. A comparatively minute settlement for our costs and inconvenience.

Please respond within the next 7 days as we are making arrangements to move forward.

Thank you,
[redacted]

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A66E5[redacted]	[redacted]	14,600

Riverside , CA, 92504 Prod. Date: 02/22/2013 Dealer: CA211 Riverside KIA

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

*** Phone - Call - Inbound created on 03/30/2015 12:23:17 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
Wtr left VM for Ms. [redacted] requesting c/b.

*** Phone - Call - Outbound created on 03/30/2015 12:33:29 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Kevin Brazzle
Cust States:
1. I am wanting to speak to some one in the National office.
2. I have not heard from JMojica in some time now and am done waiting, i want to speak to her supervisor because this is unacceptable. I dont want to talk to her. I have left numerous VM and sent e mails but have not got a reply.

Writer Advised:
1. Apologized.
2. Will send request to writers supervisor for cust contact at the supervisor level in NCA.
3. Advised cust 24-48 business hours for call.

Cust thanked writer.

*** Phone - Others created on 04/01/2015 11:32:57 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
From: Miquiel Noble [mailto:Miquiel_Noble@Progressive.com]
Sent: Tuesday, March 31, 2015 6:55 AM
To: Mojica, Jeannie [KMA]
Cc: Stjepan J Jukanovic
Subject: [redacted]

*** Phone - Call - Inbound created on 04/01/2015 12:46:18 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeff Stroup
wtr spoke with [redacted] and stated:
1. calling in reference to vehicle
2. how may i help you

Ms. [redacted] stated:
1. KMA met with the insurance for an inspection 2/26 and i havent heard anything since then
2. we are the legal for Kate because she cant sign any legal documents
3. we have settled with insurance and recieved the check but in no way think this is over

wtr stated:
1. apologized for concerns
2. i do see that we have inspected the vehicle but at this time dont see that we have acceppted or denied the subrogation
3. wtr advised customer about subrogation process

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A66E5[redacted]	[redacted]	14,600

Riverside , CA, 92504 Prod. Date: 02/22/2013 Dealer: CA211 Riverside KIA

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

Ms. [redacted] stated:
1. the insurance company sent somebody out there with KMA and said it was your fault
2. so i think we should be reimbursed as it was deemed a defect

wtr stated:
1. i see we have recieved a subrogation demand but dont see that we have recieved the cause and origin report from the insurance company

Ms. [redacted] stated:
1. oh, i thought they sent it to you
2. i will call Steven at insurance and have him email it to you
3. we also sent Steven some more reimbursement request earlier this week so that they can add that on to your bill as well

wtr stated:
1. that is not a probrem
2. subrogatoin at times can be a lengthy process
3. since you have been assisted by your insurance company, if there is a settlement they would request any reimbursements they have paid out to you

Ms. [redacted] stated:
1. but there is more that im asking for
2. i had to go buy a new vehicle and the money didnt cost purchasing another vehicle

wtr stated:
1. you have my email address so the insurance can forward the cause and origin report
2. you can also email any information that you have that you are requesting reimbursement for

Ms. [redacted] stated:
1. all we want is about $25,000
2. or we can contact the news, media, blog about it as well

wtr stated:
1. again, i dont believe we have come to any settlement with your insurance
2. if there is a settlement, your insurance would subrogate for any monies they would reimburse you
3. if you are asking for additional items, you can also email them to us for review

Ms. [redacted] stated:
1. ok, we will email the items over

*** Notes - NCA Corresponding Received created on 04/06/2015 05:33:35 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Sandra Guindi
NCA rec'd letter from Progressive. Letter states:
1. Please accept this letter as formal notice of our subrogation rights in regard to the above-captioned claim.
2. Our investigation indicates damages to our insured's vehicle was a direct result of a manufacturer's defect or negligence on your behalf.
3. Enclosed please find all supporting documentation.

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A66E5[redacted]	[redacted]	14,600

Riverside , CA, 92504 Prod. Date: 02/22/2013 Dealer: CA211 Riverside KIA

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

Attaching to case and reassigning to JMojica.

*** CASE ASSIGNED ON 04/06/2015 05:34:58 PM (GMT-08:00) Pacific Time (US & Canada)
[redacted] to JMojica, WIP Default

*** Phone - Others created on 04/07/2015 03:06:25 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
From: Mojica, Jeannie [KMA]
Sent: Tuesday, April 07, 2015 3:06 PM
To: 'Miquiel Noble'
Cc: Stjepan J Jukanovic
Subject: RE: [redacted]

All,

Do you have a Cause and Origin report? If so, please send me a copy.

Thank you,

*** Phone - Others created on 04/08/2015 04:11:58 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
From: Stjepan J Jukanovic [mailto:Steve_Jukanovic@Progressive.com]
Sent: Wednesday, April 08, 2015 7:47 AM
To: Mojica, Jeannie [KMA]
Subject: RE: [redacted]

Attached is the c&o. What is the status of our subrogation demand?

Sincerely,

Stjepan Jukanovic
Subrogation Specialist Senior
Tel: 440-910-5682
Fax: 888-781-6947
Email: Steve_Jukanovic@progressive.com <mailto:Steve_Jukanovic@progressive.com>

Payment Address
Progressive
Subrogation Payment Processing Center
24344 Network Place
Chicago IL 60673

Correspondence Address
Progressive

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A66E5[redacted]	[redacted]	14,600

Riverside , CA, 92504 Prod. Date: 02/22/2013 Dealer: CA211 Riverside KIA

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

PO Box 512929
Los Angeles CA 90051

*** Phone - Others created on 04/21/2015 05:35:18 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeff Stroup
Hello Jeff,

Yes, we can.
We can forward receipts we have - and then as previously supplied, we noted they were charged to a Visa card.

Would you need a copy of the Visa Statement?

Thank you,
[redacted]

From: JStroup@kiausa.com <mailto:JStroup@kiausa.com>
To: [redacted]
Subject: RE: Progressive Claim [redacted]
Date: Tue, 21 Apr 2015 20:31:06 +0000
[redacted]

We are currently reviewing your request for the out of pocket expenses you incurred. Would you be able to forward any receipts so we may further review the request? Please advise.

Thank you,

Jeff Stroup
Consumer Affairs Field Operations Manager
Kia Motors America
111 Peters Canyon Road Irvine, CA 92606
P: (949)468-4620 F: (949)468-4509
jstroup@kiausa.com <mailto:jstroup@kiausa.com>

The information in this email and any attachments are for the sole use of the intended recipient and may contain privileged and confidential information. If you are not the intended recipient, any use, disclosure, copying or distribution of this message or attachment is strictly prohibited. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry out your own virus checks on any attachment to this message. We cannot accept liability for any loss or damage caused by software viruses. If you believe that you have received this email in error, please contact the sender immediately and delete the email and all of its attachments.

From: [redacted]

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A66E5[redacted]	[redacted]	14,600

Riverside , CA, 92504 Prod. Date: 02/22/2013 Dealer: CA211 Riverside KIA

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

Sent: Friday, April 03, 2015 7:06 AM
To: Stroup, Jeff [KMA]; steve_jukanovic@progressive.com <mailto:steve_jukanovic@progressive.com>
Subject: FW: Progressive Claim [redacted]

Hello Jeff,

I apologize for my delay in response.
Here is the list of out-of-pocket expenses we incurred as the result of the vehicle fire. As discussed, we feel this is an extraordinarily reasonable request.

We are still considering other options to get the word out to other KIA owners as had Kate been driving under other circumstances (such as on a highway) the results of this fire could have been fatal.

Hopefully, KIA will review the information provided and an agreement may be reached quickly.

Steve:

I spoke with Jeff Stroup of KIA on April 1, 2015 at 1255 for about 20 minutes.
He was reviewing our case and said KIA has not yet received the report from the forensic vehicle investigation.

Will you please ensure Jeff receives a copy of the report?

Regards,
[redacted]

*** Phone - Others created on 04/21/2015 05:40:30 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeff Stroup
I apologize as I don't have the file directly in front of me. An example is I believe there was 2 or 3 rental charges, would you have the rental receipts or just the Visa bill? If you provide the visa bill, we may need to ask a few questions (example: what dates did the first rental go from/to, etc.)

Or if you prefer, we can schedule a quick time to speak over the phone for further assistance. Please let me know.

Thank you,

*** Phone - Others created on 04/23/2015 03:20:24 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
From: Stjepan J Jukanovic [mailto:Steve_Jukanovic@Progressive.com]
Sent: Wednesday, April 22, 2015 6:31 AM
To: Mojica, Jeannie [KMA]
Subject: [redacted]

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A66E5[redacted]	[redacted]	14,600

Riverside , CA, 92504 Prod. Date: 02/22/2013 Dealer: CA211 Riverside KIA

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

What is the status of Progressives subrogation, when can I expect the release to be sent?

Sincerely,

Stjepan Jukanovic
Subrogation Specialist Senior
Tel: 440-910-5682
Fax: 888-781-6947
Email: Steve_Jukanovic@progressive.com <mailto:Steve_Jukanovic@progressive.com>

Payment Address
Progressive
Subrogation Payment Processing Center
24344 Network Place
Chicago IL 60673

Correspondence Address
Progressive
PO Box 512929
Los Angeles CA 90051

*** Phone - Others created on 04/27/2015 12:16:38 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeff Stroup
Hello Jeff,

Thank you for the note.
May we have a quick call - maybe Monday morning?
I'll have the file in front of me and then answer any questions about details you may need and forward copies of statements, etc.

[redacted]

*** Phone - Call - Inbound created on 04/27/2015 12:16:46 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeff Stroup
wtr spoke with [redacted] and stated;
1. recieved your email and wanted to give you a call

[redacted] stated:
1. yes, i wanted to see what bills you wanted as back up

wtr stated:
1. on your detail sheet, you advise there is airfare, dining, rental vehicles, and hotel
2. i am looking for the back up documentation so we can see if we can offer any assistance for those items as this would be considered goodwill

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A66E5[redacted]	[redacted]	14,600

Riverside , CA, 92504 Prod. Date: 02/22/2013 Dealer: CA211 Riverside KIA

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

[redacted] stated:
1. i completely understand about goodwill and this would be for our goodwill
2. **customer started going through the details

wtr stated:
1. i would like the details so we could see for example the 3 rental invoices would have the dates they would go from and to

[redacted] stated:
1. look, this is your fault
2. we wouldnt have had to take on these additional items if your vehicle didnt catch on fire
3. if i feel that you are taking advantage of me then i will go to the media or something

wtr stated:
1. apologized, yes this would be considered goodwill which is above and beyond what we would need to pay
2. i do have questions though in reference to some of the items i would like clarification on but feel that i could get that when i recieve the back up data
3. for example the 3 rental bills

[redacted] stated:
1. well the 3 rental bills are because i was going through toll roads, they originally wanted $250 because i used your california toll roads

wtr stated:
1. apologized as i dont see how KMA would need to pay for your toll bills driving but again please forward all the documents so we can review
2. again, i do want to assist you with some goodwill but we need the back up data for review

[redacted] stated:
1. we also had to go buy a hyundia used vehicle so i want that $1800 too

wtr stated:
1. once again, that would be any additional goodwill
2. we will review as i see insurance settled on the vehicle roughly around $13,000 value and our KBB values start around $11,000
3. once we recieve your additional documentation, we will review for possible goodwilll

[redacted] stated:
1. ok, i will email you all the documents today

*** Phone - Others created on 04/27/2015 04:52:42 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
From: Mojica, Jeannie [KMA]
Sent: Monday, April 27, 2015 4:53 PM
To: 'Stjepan J Jukanovic'
Subject: RE: [redacted]

Stjepan,

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A66E5[redacted]	[redacted]	14,600

Riverside , CA, 92504 Prod. Date: 02/22/2013 Dealer: CA211 Riverside KIA

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

The vehicle was scrapped, correct? Was the salvage amount deducted from the total amount being requested?

Thank you,

*** Phone - Others created on 04/29/2015 05:08:37 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeff Stroup
Hello Jeff,

Thank you for your time today.
As you can imagine, this is a very difficult and emotional issue for me.

I am glad we are working toward resolution.
Attached are the receipts we discussed. I did double check the Thrifty expenses for $45.00 and they did come in on the Amazon statement closing on 4/19 - which I did not enclose.

Please let me know when an agreeable time would be to finalize our conversation.
I do hope in our next conversation we can come to a fair and equitable good will settlement so that we may close this issue.

Again, thank you for your time, and please let me know when you may be available.

[redacted]

*** Phone - Others created on 05/01/2015 01:48:36 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
From: Stjepan J Jukanovic [mailto:Steve_Jukanovic@Progressive.com]
Sent: Tuesday, April 28, 2015 5:10 AM
To: Mojica, Jeannie [KMA]
Subject: RE: [redacted]

The vehicle is on hold still at copart. The salvage value is $100.00, however the fees/costs exceeded the total amout of salvage value so salvage was not deducted from the total amount.

Sincerely,

Stjepan Jukanovic
Subrogation Specialist Senior
Tel: 440-910-5682
Fax: 888-781-6947
Email: Steve_Jukanovic@progressive.com <mailto:Steve_Jukanovic@progressive.com>

Payment Address
Progressive

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A66E5[redacted]	[redacted]	14,600

Riverside , CA, 92504 Prod. Date: 02/22/2013 Dealer: CA211 Riverside KIA

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

Subrogation Payment Processing Center
24344 Network Place
Chicago IL 60673

Correspondence Address
Progressive
PO Box 512929
Los Angeles CA 90051

*** Phone - Call - Inbound created on 05/01/2015 04:17:07 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeff Stroup
wtr spoke with Ms. [redacted] and stated:
1. calling in reference to vehicle
2. is this a good time to talk

Ms. [redacted] stated:
1. actually we are in the middle of looking for a new house.
2. yes, please call me monday morning.

wtr stated:
1. how about i call you monday

*** Phone - Call - Inbound created on 05/04/2015 12:35:13 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeff Stroup
wtr spoke with [redacted] and stated:
1. calling in reference to vehicle
2. wanted to apologize about calling during you looking at houses

customer stated:
1. not a problem
2. there is a frenzy up here with buying houses, they are selling real quickly

wtr stated:
1. wanted to give you a call in reference to your request
2. first in reference to the vehicle, i see your insurance company settled with you for approximately 13,500
3. the kbb information we have ranges from 11,000 to 13,700
4. with that i feel your insurance company gave you a really nice settlement
5. if you wish to settle with KMA directly, i would offer to pay what your insurance company alloted
6. i would need proof that you have voided the check and sent it back to them

customer stated:
1. i think it would be just easier for me to cash their check; they said they would reimburse the $500 once you have settled with them

wtr stated:

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A66E5[redacted]	[redacted]	14,600

Riverside , CA, 92504 Prod. Date: 02/22/2013 Dealer: CA211 Riverside KIA

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

1. now in reference to the other items you have listed
2. anything that KMA would offer would be considered goodwill
3. but we also do acknowledge that you have a unique situation and would like to assist with some of the costs
4. i would be more then happy to reimburse you the costs for the flights, lodging, gate key card, rental and gas
5. in reference to the approx 2,000 for the purchase of a new vehicle, i do not feel that KMA is responsible for that
6. in reference to the food items, i do see dinner reciepts for over $100
7. i see your husband was gone for 4 days and would like to offer a per diem of $50 a day

customer stated:
1. i do see all that is fair
2. but my work pays $75 per diem for food
3. as you know, its tough to eat on $50 a day

wtr stated;
1. do apologize
2. if i go ahead and offer the $75 a day and not pay for the replacement vehicle costs, i do see we are only approx 200 off
3. woud you be willing to accept that which is a goodwill in the amount of $1823.43

customer stated:
1. yes, we would accept that
2. i do know that this is all goodwill and we are very pleased
3. you also know the replacement vehicle was not kia but it was a hyundia which is still your family

wtr stated:
1. we do thank you
2. i will send out a release to you, who is on title?
3. thank you

customer stated:
1. it is my husband and daughter
2. but since our daughter is not able to sign, he will sign in her name and also send you the power of attorney

*** Phone - Others created on 05/06/2015 12:30:56 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
From: Mojica, Jeannie [KMA]
Sent: Wednesday, May 06, 2015 12:29 PM
To: [redacted]
Cc: Stroup, Jeff [KMA]
Subject: Kia Case #: [redacted]

Ms. [redacted]

Please see the attached document that needs to be signed and returned to me.

Thank you,

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A66E5[redacted]	[redacted]	14,600

Riverside , CA, 92504 Prod. Date: 02/22/2013 Dealer: CA211 Riverside KIA

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

*** Phone - Others created on 05/11/2015 04:52:01 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
From: [redacted]
Sent: Monday, May 11, 2015 8:37 AM
To: Mojica, Jeannie [KMA]; Stroup, Jeff [KMA]
Subject: RE: Kia Case #: [redacted]

Mr. Stroup, Ms. Mojica,

Please find enclosed the signed agreement; we are fortunate Kate is in town for doctor's appointments.

If you have questions or need additional information, please just let me know.

Please let us know when to expect reimbursements.

Regards,

[redacted]

[redacted]

*** Phone - Others created on 05/12/2015 01:50:21 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
From: Mojica, Jeannie [KMA]
Sent: Tuesday, May 12, 2015 1:50 PM
To: [redacted]
Cc: Stroup, Jeff [KMA]
Subject: RE: Kia Case #: [redacted]

Mr. and Mrs. [redacted]

I have received the signed release. You can expect your reimbursement check in 2-3 weeks.

Thank you for your patience and cooperation,

*** Phone - Others created on 05/14/2015 03:07:18 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
From: [redacted]

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A66E5[redacted]	[redacted]	14,600

Riverside , CA, 92504 Prod. Date: 02/22/2013 Dealer: CA211 Riverside KIA

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

Sent: Wednesday, May 13, 2015 4:15 PM
To: Mojica, Jeannie [KMA]
Cc: Stroup, Jeff [KMA]
Subject: RE: Kia Case #: [redacted]

Thank you.
We look forward to closure.

[redacted]

*** Phone - Others created on 05/14/2015 03:07:40 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
From: Stjepan J Jukanovic [mailto:Steve_Jukanovic@Progressive.com]
Sent: Wednesday, May 13, 2015 12:30 PM
To: Mojica, Jeannie [KMA]
Subject: RE: [redacted]

What is the status of Progressives subrogation, when can I expect the release to be sent so we can move this file to closure? Thank you.

Sincerely,

Stjepan Jukanovic
Subrogation Specialist Senior
Tel: 440-910-5682
Fax: 888-781-6947
Email: Steve_Jukanovic@progressive.com <mailto:Steve_Jukanovic@progressive.com>

Payment Address
Progressive
Subrogation Payment Processing Center
24344 Network Place
Chicago IL 60673

Correspondence Address
Progressive
PO Box 512929
Los Angeles CA 90051

*** Phone - Call - Inbound created on 05/14/2015 04:00:21 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
Wtr submitted GW request 95673
Customer to be reimbursed $1,823.43

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A66E5[redacted]	[redacted]	14,600

Riverside , CA, 92504 Prod. Date: 02/22/2013 Dealer: CA211 Riverside KIA

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

*** Phone - Others created on 05/19/2015 11:38:48 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
Wtr mailed check.

*** Phone - Advice created on 05/21/2015 03:43:32 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
From: Stjepan J Jukanovic [mailto:Steve_Jukanovic@Progressive.com]
Sent: Thursday, May 21, 2015 9:55 AM
To: Mojica, Jeannie [KMA]
Subject:[redacted]

2nd request…
What is the status of Progressives subrogation, when can I expect the release to be sent so we can move this file to closure? Thank you.

Sincerely,

Stjepan Jukanovic
Subrogation Specialist Senior
Tel: 440-910-5682
Fax: 888-781-6947
Email: Steve_Jukanovic@progressive.com <mailto:Steve_Jukanovic@progressive.com>

*** Phone - Others created on 05/27/2015 02:03:23 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
From: Mojica, Jeannie [KMA]
Sent: Wednesday, May 27, 2015 2:00 PM
To: 'Stjepan J Jukanovic'
Subject: RE:[redacted]

Stjepan,

Please confirm that the following is correct so I can send you the release:

Net settlement: $15,195.14
Insured’s deductible: -$500
Copart invoice: $430.50
Salvage value: -$100

Total amount due: $15,025.64

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A66E5[redacted]	[redacted]	14,600

Riverside , CA, 92504 Prod. Date: 02/22/2013 Dealer: CA211 Riverside KIA

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

Thank you,

*** Phone - Others created on 06/03/2015 08:05:56 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
From: Stjepan J Jukanovic [mailto:Steve_Jukanovic@Progressive.com]
Sent: Thursday, May 28, 2015 6:12 AM
To: Mojica, Jeannie [KMA]
Subject: RE: [redacted]

That is not correct.
Looking at what Progressive would get back less the deductible
Progressive paid $15195.14 if you include the invoice for copart $430.50 = 15625.64 less salvage value 100 = 15525.64.
You would still be responsible for the insureds deductible of $500, if you included the ded the total would be 15525.64 + 500 ded = $16025.64

Sincerely,

Stjepan Jukanovic
Subrogation Specialist Senior
Tel: 440-910-5682
Fax: 888-781-6947
Email: Steve_Jukanovic@progressive.com <mailto:Steve_Jukanovic@progressive.com>

*** Phone - Call - Inbound created on 06/03/2015 04:34:17 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
Wtr emailed release:

From: Mojica, Jeannie [KMA]
Sent: Wednesday, June 03, 2015 4:34 PM
To: 'Stjepan J Jukanovic'
Subject: RE: [redacted]

Stjepan,

Please see the attached release.

Thank you,

*** Phone - Others created on 06/25/2015 04:36:34 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A66E5[redacted]	[redacted]	14,600

Riverside , CA, 92504 Prod. Date: 02/22/2013 Dealer: CA211 Riverside KIA

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

Jeannie Mojica
From: Stjepan J Jukanovic [mailto:Steve_Jukanovic@Progressive.com]
Sent: Thursday, June 11, 2015 6:14 AM
To: Mojica, Jeannie [KMA]
Subject: RE: [redacted]

2nd request…Thank you.
I apologize I calculated incorrectly to high.
NET SETTLEMENT: $15,125.64 which we had before at 15195.14
INSURED_S DEDUCTIBLE: + $500
COPART INVOICE: + $430.50
SALVAGE VALUE: -$100
TOTAL AMOUNT DUE: $15,025.64
So 15125.64 + 500 ded + 430.50 copart - 100 salvage = $15956.14

Our insured also had out of pocket expenses of $3,976.06, our you addressing the out of pocket expenses with our insured directly and can the release be made to Progressive United Financial Casualty Company only so the release does no bar our insured ability to recover there out of pocket expenses since they are not included in the release. Thank you.

Sincerely,

Stjepan Jukanovic
Subrogation Specialist Senior
Tel: 440-910-5682
Fax: 888-781-6947
Email: Steve_Jukanovic@progressive.com <mailto:Steve_Jukanovic@progressive.com>

*** Phone - Others created on 06/25/2015 04:36:57 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
From: Stjepan J Jukanovic [mailto:Steve_Jukanovic@Progressive.com]
Sent: Thursday, June 25, 2015 9:50 AM
To: Mojica, Jeannie [KMA]
Subject: RE: [redacted]

I understand you were out of the office, I hope you had a great time off, just following up regarding this claim for [redacted].
I apologize I calculated incorrectly to high.
NET SETTLEMENT: $15,125.64 which we had before at 15195.14
INSURED_S DEDUCTIBLE: + $500
COPART INVOICE: + $430.50
SALVAGE VALUE: -$100
TOTAL AMOUNT DUE: $15,025.64
So 15125.64 + 500 ded + 430.50 copart - 100 salvage = $15956.14

Our insured also had out of pocket expenses of $3,976.06, are you addressing the out of pocket expenses with our insured directly and can the release be made to Progressive United Financial Casualty Company only so the

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A66E5[redacted]	[redacted]	14,600

Riverside , CA, 92504 Prod. Date: 02/22/2013 Dealer: CA211 Riverside KIA

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

release does no bar our insured ability to recover there out of pocket expenses since they are not included in the release. Thank you.

Sincerely,

Stjepan Jukanovic
Subrogation Specialist Senior
Tel: 440-910-5682
Fax: 888-781-6947
Email: Steve_Jukanovic@progressive.com <mailto:Steve_Jukanovic@progressive.com>

*** Phone - Others created on 06/25/2015 04:46:43 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
From: Mojica, Jeannie [KMA]
Sent: Thursday, June 25, 2015 4:43 PM
To: 'Stjepan J Jukanovic'
Subject: RE: [redacted]

Stjepan,

I am sorry for the delay in getting this to you. Attached you will find the revised release that needs to be signed and returned to me.

Also, we have settled the personal loss claim directly with the customer. They have also signed a release and therefore, the release I am sending you should not affect them.

Thank you,

*** Phone - Others created on 07/02/2015 03:34:37 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
From: Stjepan J Jukanovic [mailto:Steve_Jukanovic@Progressive.com]
Sent: Friday, June 26, 2015 5:43 AM
To: Mojica, Jeannie [KMA]
Subject: RE: [redacted]

Attached is the signed release.

*** Phone - Others created on 07/02/2015 03:36:34 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A66E5[redacted]	[redacted]	14,600

Riverside , CA, 92504 Prod. Date: 02/22/2013 Dealer: CA211 Riverside KIA

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

From: Mojica, Jeannie [KMA]
Sent: Thursday, July 02, 2015 3:36 PM
To: 'Stjepan J Jukanovic'
Subject: RE: [redacted]

Stjepan,

Thank you for the signed release. I will get this processed for you right away.

*** Phone - Call - Inbound created on 07/27/2015 04:29:22 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
Wtr submitted GW request: 95673
United Fire Casualty Co to be reimbursed $15,959.14

*** Phone - Others created on 08/26/2015 04:35:41 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
From: Stjepan J Jukanovic [mailto:Steve_Jukanovic@Progressive.com]
Sent: Friday, August 21, 2015 6:48 AM
To: Mojica, Jeannie [KMA]
Subject: RE: [redacted]

2nd request…
Progressive has not received the monies related to this loss at this point. What is the status of the payment to Progressive for this subrogation loss. Thank you.

Sincerely,

Stjepan Jukanovic
Subrogation Specialist Senior
Tel: 440-910-5682
Fax: 888-781-6947
Email: Steve_Jukanovic@progressive.com <mailto:Steve_Jukanovic@progressive.com>

*** Phone - Others created on 08/26/2015 04:36:22 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
From: Mojica, Jeannie [KMA]
Sent: Wednesday, August 26, 2015 4:36 PM
To: 'Stjepan J Jukanovic'
Subject: RE: [redacted]

Stjepan,

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A66E5[redacted]	[redacted]	14,600

Riverside , CA, 92504 Prod. Date: 02/22/2013 Dealer: CA211 Riverside KIA

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

I am still waiting to receive the check. As soon as I get it I will put it in the mail.

*** Phone - Others created on 09/09/2015 03:32:27 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
Wtr mailed check.

*** Phone - Others created on 09/09/2015 03:37:37 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jeannie Mojica
From: Mojica, Jeannie [KMA]
Sent: Wednesday, September 09, 2015 3:37 PM
To: 'Stjepan J Jukanovic'
Subject: RE: [redacted]

Stjepan,

I sent the check out via FedEx 2day[redacted]

Thank you for your patience and cooperation,

*** CASE CLOSED ON 09/09/2015 03:38:03 PM (GMT-08:00) Pacific Time (US & Canada)
Status = Closed, Resolution Code = CA-Goodwill Issued.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A62E5[redacted]	[redacted]	53,000

Bowling Gree KY, 42104 Prod. Date: 12/18/2013 Dealer: KY009 Martin KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Overheat

Case History

*** PHONE LOG 07/13/2015 09:22 AM US Mountain Standard Time JUpson
[redacted]
1) I requested a loaner vehicle from the dealership, I spoke with Devon
2) They told me to call you guys
3) My vehicle is overheating and the fan wont be here till Friday
4) Can you help me out

Writer
1) Thanked, apologized, updated information
2) Who did you speak with and what did they say
3) Let me contact the dealer on your behalf and I will call you back
4) Thanked and apologized

*** PHONE LOG 07/14/2015 12:10 PM US Mountain Standard Time JUpson Action Type:Outgoing call
Writer called KY009 Martin Kia

Dealer Contact Name: Devin service advisor
Customer Name: [redacted]
Original Owner (Y or N): Y
Customer phone#: [redacted]
Customer address: same
VIN: KNAFK4A62E5[redacted]
MY and Mileage: 2014 Forte 53k
Dealer Code / Selling Dealer (Y or N): KY009 Martin Kia
Able to Duplicate (Y or N): Y
RO# and Open Date: [redacted] 7/13/2015
Current Repair Issue and Diagnosis: Cooling fans broken, fan motors burned out
Parts on order (Y/N):Y
Vehicle repaired & customer has possession: N
Repeat Repair (Y/N): N
Days Down at initial Service Alert report:1
ETA for completion of repairs: 1
Techline Case: N
Rental / Loaner Provided / Date: Y 7/14/2015
Repair History of current concern with dates and mileage: no repair history for this concern
Customer Request: Loaner vehicle
Justification of Goodwill: na
Dealer contacted their DPSM (Y or N): N
If HEV vehicle, is dealer HEV certified:Na

*** NOTES 07/14/2015 12:13 PM US Mountain Standard Time JUpson Action Type:Dealer contact
Writer contacted [redacted] - left voicemail
Writer
1) The dealership did issue you a loaner vehicle via your request
2) Dealer said the part looks like it will be there tomorrow
3) If you have any other concerns go ahead and give us a call back and we can reopen this for you
4) Thank you and apologized

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A62E5[redacted]	[redacted]	53,000

Bowling Gree KY, 42104 Prod. Date: 12/18/2013 Dealer: KY009 Martin KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Overheat

*** CASE CLOSE 07/14/2015 12:14 PM US Mountain Standard Time JUpson

*** CASE CLOSE 09/29/2015 08:52 AM US Mountain Standard Time JJenkins
Fire Tread Review Complete-JJ

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A68E5[redacted]	[redacted]	16,000

Calumet City IL , 60409 Prod. Date: 10/25/2013 Dealer: IL062 Napleton's River Oaks KI

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

Case History

*** PHONE LOG 09/16/2015 12:56 PM US Mountain Standard Time RLizarraras
Father [redacted] called in
Customer states:
1. The veh burned up in the middle of the night
2. She put a down payment on the car
3. The insurance has paid veh off but she doesn't have a veh
4. Kia doesn't want to help
5. On 8/23/15 at night someone came to my home saying veh was on fire
6. No one was in the car
7. I think she out of $5000 and nothing to show for it
8. We don't want to get a lawyer but we will

Writer states:
1. Apologized
2. Advised will research options and details and f/u with you
3. If not today will be on Friday

Customer states:
1. We had veh towed to Kia and said they could not do anything
2. We had towed back to State Farm
3. My number is [redacted]
4. Thanked

*** PHONE LOG 09/16/2015 01:21 PM US Mountain Standard Time RLizarraras Action Type:Outgoing call
Writer states:
1. Wanted to ask a few questions
2. Then will escalate to my national team
3. Ran accident report
4. What dlr did you take veh to?
5. Who were you working with at dlr?

Customer states:
1. Napleton's River Oaks Kia
2. I don't know name
3. Just initial J
5. Thanked

*** PHONE LOG 09/16/2015 01:24 PM US Mountain Standard Time RLizarraras Action Type:Outgoing call
Call to dlr IL062 spoke with service advisor Harold
Writer states:
1. Wanted to f/u on veh catching fire
2. Was for [redacted]
3. Was there anything done?

Harold states:
1. No
2. I remember that veh
3. They tried to have towed in and we took it right back

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A68E5[redacted]	[redacted]	16,000

Calumet City IL , 60409 Prod. Date: 10/25/2013 Dealer: IL062 Napleton's River Oaks KI

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

Writer states:
1. Thanked

*** PHONE LOG 09/17/2015 09:14 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr attempted to contact Mr. [redacted]:
1. No answer.
2. No VM.

*** NOTES 09/24/2015 02:16 PM Pacific Daylight Time SGuindi Action Type:NCA Corresp. rec'd
NCA rec'd incident report and pictures from customer. Attaching to case and reassigning to JMojica.

*** PHONE LOG 09/24/2015 03:43 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr:
1. Calling in reference to veh.
2. We received the docs you sent over.
3. I wanted to check on the status of the vehicle.

Customer (Mr. [redacted]
1. Yes, my daughter sent those to you.
2. The ins. co. took the vehicle.
3. They paid off the loan and took it.

Wtr:
1. So, you settled with the ins. co.?

Customer:
1. Yes, but my daughter is still out $2,000 and we don't have a car.

Wtr:
1. Explained subro process.

Customer:
1. I guess I will have to contact my atty.
2. There was a recall on this and my daughter was never told about it and now Kia is giving us the run arround.

Wtr:
1. I cannot advise for or against that.
2. If you are being represented, your atty will know to contact Kia.

Customer disconnected.

*** CASE CLOSE 09/24/2015 03:43 PM Pacific Daylight Time JMojica
Closing case pending further contact.

*** CASE CLOSE 09/30/2015 04:50 PM Pacific Daylight Time JMojica
TREAD review complete.

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A68E5[redacted]	[redacted]	16,000

Calumet City IL , 60409 Prod. Date: 10/25/2013 Dealer: IL062 Napleton's River Oaks KI

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

*** NOTES 03/10/2016 03:03 PM Pacific Daylight Time CLoftus Action Type:NCA Corresp. rec'd
NCA rec'd letter from customer's insurance, StateFarm. Letter states:
1. A loss occurred to our insured's vehicle.
2. The damage was caused by a failure of an electrical component or conductor along the left side of the engine.
3. Our investigation indicates KMA is responsible for this loss.
4. Please consider this letter our demand to Kia for reimbursement of $15,908.26.

Attaching to case and dispatching to NCA.

*** PHONE LOG 03/11/2016 12:09 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Friday, March 11, 2016 12:09 PM
To: 'Ryan Perno'
Subject: Kia Case #: [redacted] CI #: [redacted]

Ryan,

We have received the documents for the claim # in subject. I will review them and get back to you.

Thank you,

*** PHONE LOG 03/28/2016 09:33 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Monday, March 28, 2016 10:33 AM
To: 'Ryan Perno'
Subject: RE: Kia Case #: [redacted] CI #: [redacted]

Ryan,

There is a discrepancy with the report that was sent over. The conclusion stated a cause, but page 4 states additional testing is required. This does not follow NFPA. Please provide the report after the additional testing is completed. It appears your investigator is not done.

Thank you,

*** PHONE LOG 04/13/2016 03:58 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
Wtr re-sent last email:

From: Mojica, Jeannie [KMA]
Sent: Wednesday, April 13, 2016 4:58 PM
To: 'Ryan Perno'
Subject: RE: Kia Case #: [redacted] CI #: [redacted]

Ryan,

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2014 FORTE KNAFK4A68E5[redacted]	[redacted]	16,000

Calumet City IL , 60409 Prod. Date: 10/25/2013 Dealer: IL062 Napleton's River Oaks KI

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

Please verify that you received my email below:

*** PHONE LOG 04/21/2016 04:51 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Ryan Perno [<mailto:ryan.perno.piwg@statefarm.com>]
Sent: Thursday, April 14, 2016 3:17 PM
To: Mojica, Jeannie [KMA]
Subject: RE: Kia Case #: [redacted] CI #: [redacted]

Jeannie,
Previous email has been received, we are trying to confirm with the expert on the additional testing
Thanks

*** PHONE LOG 04/21/2016 04:51 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Thursday, April 21, 2016 5:51 PM
To: 'Ryan Perno'
Subject: RE: Kia Case #: [redacted] CI #: [redacted]

Ryan,

Thank you for getting back to me. Let me know if any other info is available.

*** CASE CLOSE 05/03/2016 01:23 PM Pacific Daylight Time JMojica
Closing case pending further contact.

*** PHONE LOG 07/18/2016 06:31 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
John Kessler from State Farm left VM:
1. We are trying to set up an inspection for this car involving an electrical engineer.
2. Please c/b at 331-234-4020.

*** PHONE LOG 07/22/2016 12:22 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr:
1. Calling in ref to veh.
2. Requested insured's description of the event and how long veh was parked.

John Kessler w/State Farm:
1. I don't have that infront of me but I will get it to you Monday via email.

Wtr:
1. Thanked and disconnected.

*** PHONE LOG 07/26/2016 01:01 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: John G Kessler [mailto:john.g.kessler.boe3@statefarm.com]

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2014 FORTE KNAFK4A68E5[redacted]	[redacted]	16,000

Calumet City IL , 60409 Prod. Date: 10/25/2013 Dealer: IL062 Napleton's River Oaks KI

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

Sent: Monday, July 25, 2016 11:56 AM
To: Mojica, Jeannie [KMA]
Subject: RE: KIA CASE NUMBER: [redacted]

Hello Jeannie, per our conversation last Friday, The vehicle was parked and unoccupied for several hours before the fire was discovered
by our insured's neighbor and the fire department was contacted. The insured does not have much more for a scenario other than the
vehicle was engulfed in flames. Please advise if you will have an expert join us for a joint inspection of the electrical components of the vehicle.

*** PHONE LOG 07/29/2016 01:08 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Friday, July 29, 2016 2:08 PM
To: 'John G Kessler'
Subject: RE: KIA CASE NUMBER: [redacted]

John,

Kia will be attending the inspection. I am not sure if I have mentioned this to you before, but my engineers are normally scheduled a few weeks out. Where will the inspection be taking place?

Thank you,

*** PHONE LOG 08/04/2016 03:28 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: John G Kessler [mailto:john.g.kessler.boe3@statefarm.com]
Sent: Friday, July 29, 2016 2:51 PM
To: Mojica, Jeannie [KMA]
Subject: RE: KIA CASE NUMBER: [redacted]

The inspection will take place at Copart, 89 East Sauk Trail, Chicago Heights, Il.60411. Please provide me with some potential dates and we can get this scheduled.

_____

State Farm®
Great Lakes Zone
Product Liability Investigation Unit
John Kessler, CPCU, AIC
PLIU Investigator
Chicago West Operations Center

Fax: 888-309-8608
Cell: 331-234-4020

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A68E5[redacted]	[redacted]	16,000

Calumet City IL , 60409 Prod. Date: 10/25/2013 Dealer: IL062 Napleton's River Oaks KI

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

*** PHONE LOG 08/04/2016 03:29 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Thursday, August 04, 2016 4:29 PM
To: 'John G Kessler'
Subject: RE: KIA CASE NUMBER: [redacted]

John,

I will get back to you with dates.

*** PHONE LOG 08/10/2016 03:21 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Wednesday, August 10, 2016 4:21 PM
To: 'John G Kessler'
Subject: RE: KIA CASE NUMBER: [redacted]

John,

We would like to inspect on 8/25 at 8:30am.

Thank you,

*** PHONE LOG 08/12/2016 11:06 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: John G Kessler [mailto:john.g.kessler.boe3@statefarm.com]
Sent: Friday, August 12, 2016 10:56 AM
To: Mojica, Jeannie [KMA]
Subject: RE: KIA CASE NUMBER: [redacted]

Hi Jeannie, please provide some alternate dates as we are not available on that date.

Thank you

*** PHONE LOG 08/12/2016 11:07 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Friday, August 12, 2016 12:07 PM
To: 'John G Kessler'
Subject: RE: KIA CASE NUMBER: [redacted]

John,

I will get back to you.

Thank you,

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2014 FORTE KNAFK4A68E5[redacted]	[redacted]	16,000

Calumet City IL , 60409 Prod. Date: 10/25/2013 Dealer: IL062 Napleton's River Oaks KI

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

*** PHONE LOG 08/18/2016 03:26 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr spoke to John Kessler on 8/17 (notes did not save):
1. Wtr provided dates 8/31 and 9/7 for inspection.
2. Rep stated will check and get back to wtr before COB 8/17 because rep will be OOO from 8/18-8/22.

*** PHONE LOG 08/23/2016 02:38 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA] [<mailto:JMojica@Kiausa.com>]
Sent: Thursday, August 18, 2016 6:29 PM
To: John G Kessler <john.g.kessler.boe3@statefarm.com <mailto:john.g.kessler.boe3@statefarm.com>>
Subject: RE: KIA CASE NUMBER: [redacted]

John,

We need to schedule approximately 2 weeks in advanced, so by the time you are back in the office we will be too close to 8/31 to do so. Therefore, the available date will be 9/7. Please let me know asap if that by any chance works for you.

Thank you,

*** PHONE LOG 08/23/2016 02:38 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: John G Kessler [mailto:john.g.kessler.boe3@statefarm.com]
Sent: Monday, August 22, 2016 11:02 AM
To: Mojica, Jeannie [KMA]
Subject: RE: KIA CASE NUMBER: [redacted]

Thanks Jeannie. I'll schedule it. Please let me know if they have a start time preference.

_____
State Farm®
Great Lakes Zone
Product Liability Investigation Unit
John Kessler, CPCU, AIC
PLIU Investigator
Chicago West Operations Center

*** PHONE LOG 08/23/2016 02:43 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Tuesday, August 23, 2016 3:43 PM
To: 'John G Kessler'
Subject: RE: KIA CASE NUMBER: [redacted]

John,

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2014 FORTE KNAFK4A68E5[redacted]	[redacted]	16,000

Calumet City IL , 60409 Prod. Date: 10/25/2013 Dealer: IL062 Napleton's River Oaks KI

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

My engineer would like to start at 8:30am. Also, can you please send me the contact info for the parties that will be present at the inspection?

Thank you,

*** PHONE LOG 08/30/2016 03:16 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Tuesday, August 30, 2016 4:16 PM
To: 'John G Kessler'
Subject: RE: KIA CASE NUMBER: [redacted]

John,

Please confirm you received my email below:

*** PHONE LOG 09/01/2016 02:50 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: John G Kessler [mailto:john.g.kessler.boe3@statefarm.com]
Sent: Wednesday, August 31, 2016 9:53 AM
To: Mojica, Jeannie [KMA]
Cc: JORTLUND@FIRETECHINVESTIGATIONS.COM; Diggle III, John H. (jhdiggle@rimkus.com)
Subject: RE: KIA CASE NUMBER: [redacted]

Jeannie, besides myself, origin and cause expert John Ortlund from Firetech Inc. and electrical engineer John Diggle from Rimkus Consulting Group Inc. will attend.

_____

State Farm®
Great Lakes Zone
Product Liability Investigation Unit
John Kessler, CPCU, AIC
PLIU Investigator
Chicago West Operations Center

Fax: 888-309-8608
Cell: 331-234-4020

*** PHONE LOG 09/01/2016 02:52 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Thursday, September 01, 2016 3:52 PM
To: 'John G Kessler'
Cc: JORTLUND@FIRETECHINVESTIGATIONS.COM; Diggle III, John H. (jhdiggle@rimkus.com)
Subject: RE: KIA CASE NUMBER: [redacted]

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A68E5[redacted]	[redacted]	16,000

Calumet City IL , 60409 Prod. Date: 10/25/2013 Dealer: IL062 Napleton's River Oaks KI

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

John,

Do you have phone #'s I can provide my engineer just in case he needs to get ahold of them the day of?

Thank you,

*** PHONE LOG 09/06/2016 11:38 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Diggle III, John H. [mailto:jhdiggle@rimkus.com]
Sent: Thursday, September 01, 2016 3:54 PM
To: Mojica, Jeannie [KMA]
Cc: John G Kessler; JORTLUND@FIRETECHINVESTIGATIONS.COM
Subject: Re: KIA CASE NUMBER: [redacted]

My number is [redacted]

John H. Diggle III, PE, CFEI
Principal Consultant
Rimkus Consulting Group
7501 S. Quincy St
Suite 160
Willowbrook, IL 60527
(630) 321-1846 office
(630) 686-1625 direct dial
(630) 352-6196 cell
jhdiggle@rimkus.com <mailto:jhdiggle@rimkus.com>

*** PHONE LOG 09/06/2016 11:39 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: John Ortlund [mailto:jortlund@firetechinvestigations.com]
Sent: Thursday, September 01, 2016 4:07 PM
To: Mojica, Jeannie [KMA]
Cc: John G Kessler; Diggle III, John H. (jhdiggle@rimkus.com)
Subject: Re: KIA CASE NUMBER: [redacted]

My number is [redacted]

John Ortlund C.F.I.; C.F.E.I.
FireTech, Inc.
Fire Analysis & Consulting
P.O. Box 2868 <x-apple-data-detectors://1/1>
East Peoria, Ill 61611 <x-apple-data-detectors://1/1>
Cell #: 630-638-9000
Ofc #: 877-519-3448 <tel:877-519-3448>
Fax #: 877-519-3449 <tel:877-519-3449>
Email: Jortlund@firetechinvestigations.com <mailto:Jortlund@firetechinvestigations.com>

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A68E5[redacted]	[redacted]	16,000

Calumet City IL , 60409 Prod. Date: 10/25/2013 Dealer: IL062 Napleton's River Oaks KI

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

*** PHONE LOG 09/06/2016 11:39 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: John G Kessler [mailto:john.g.kessler.boe3@statefarm.com]
Sent: Friday, September 02, 2016 11:37 AM
To: Mojica, Jeannie [KMA]
Subject: RE: KIA CASE NUMBER: [redacted]

Jeannie, my cell phone number is attached and I should be the primary contact for any concerns that your engineer might have.

_____

State Farm®
Great Lakes Zone
Product Liability Investigation Unit
John Kessler, CPCU, AIC
PLIU Investigator
Chicago West Operations Center

Fax: 888-309-8608
Cell: 331-234-4020

*** PHONE LOG 09/06/2016 11:45 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Tuesday, September 06, 2016 12:43 PM
To: 'John G Kessler'
Subject: RE: KIA CASE NUMBER: [redacted]

John,

Of course. It is for “just in case” purposes.

Thank you,

*** NOTES 09/12/2016 09:18 AM Pacific Daylight Time JMojica Action Type:Internal
KMA Engineer inspected veh with insurance, and investigator:
1. Area of origin: engine compartment
2. Exact origin: undetermined
3. Cause: undetermined

*** PHONE LOG 09/19/2016 10:47 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Monday, September 19, 2016 11:47 AM
To: 'John G Kessler'
Subject: RE: KIA CASE NUMBER: [redacted]

John,

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A68E5[redacted]	[redacted]	16,000

Calumet City IL , 60409 Prod. Date: 10/25/2013 Dealer: IL062 Napleton's River Oaks KI

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

Just following up to see if your experts provided you with any information from the inspection.

Thank you,

*** CASE CLOSE 10/04/2016 11:13 AM Pacific Daylight Time JMojica
Closing case pending further contact.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A63E5[redacted]	[redacted]	59,900

Newburgh, NY, 12550 Prod. Date: 04/02/2013 Dealer: NY112 Healey KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

*** PHONE LOG 01/06/2016 08:45 AM US Mountain Standard Time HHolt
SOCIAL MEDIA CONTACT 1/6/2016

CUSTOMER
I would never recommend anyone to buying a kia. When I first purchased mine, I loved it, and felt like I got a good vehicle for a decent price. Now 2 years later and 60k on it, I have had my car in the shop 5 times. Their "bumper to bumper" comes with a lot of fine print. And this car is falling apart around me. Probably will be scrap by 100k. And I do maintain my vehicles. I thought kia was becoming a decent car company. I was wrong. My German cars had less issues and the parts were cheaper as well.. go figure that one

KMA
Hi Sean - We are sorry to hear of this issue. Please private message your VIN and contact number as a member of our team would like to follow up with your concerns. ^SC

CUSTOMER
Knafk4a63e5[redacted]
[redacted]

****

*** PHONE LOG 01/07/2016 02:37 PM US Mountain Standard Time SHoward Action Type:Outgoing call
Writer called customer
Writer states:
1. Calling in your concern

Customer states:
1. I posted that I had the car for two years
2. I came out and had 59,900 mile and condition in the tail light
3. They could only get me in the next day
4. I said I can't get it in that day
5. He said that I needed to get it in before 60K

Writer states:
1. Apologized
2. You may take the vehicle to the dealer and have it diagnosed
3. If it is out of warranty we can make a request for assistance once you pay to have it diagnosed

Customer states:
1. They have to have it diagnosed
2. But you can see the issue
3. On top of that my handset cuts out
   - then they told me that the radio is 3/36
4. I had a bumper to bumper warranty
5. Once it smelled like it was on fire a relay burnt up
6. When I bought the car they said I could get a manual transmission but it doesn't come with key fobs and if I added it I would void the warranty

Writer states:
1. Apologized
2. We do not offer a bumper to bumper warranty

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2014 FORTE KNAFK4A63E5[redacted]	[redacted]	59,900

Newburgh, NY, 12550 Prod. Date: 04/02/2013 Dealer: NY112 Healey KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

3. Advised of 5/60 LBW and 10/100 PTW for defect
4. Paint and audio is 3/36
5. If it is out of warranty we can make a request for assistance once you pay to have it diagnosed

Customer states:
1. Not even worth it
2. They will charge 100 something to look at it
3. I am a mechanic I can do it myself

Writer states:
1. Writer can file a complaint against service and sales

Cutsomer states:
1. No that won't do anything it would just cause waves
2. We have a Ford and Hyndia from them and we have to deal with them
3. They kind of lied that pissed me off
4. I will call back if I need to file the complaint
5. If you want to go ahead and file it against sales

Writer states:
1. Gave case number

Customer states:
1. The high beams weren't turning on all of the time
2. He twisted the headlight arm and all of the lights turned off
3. He said that he would have to order a part

Thanked call ended

*** NOTES 01/07/2016 02:38 PM US Mountain Standard Time SHoward Action Type:Dealer contact
Writer NY112 called GM James left VM
Writer states:
1. Calling in regards to a customer concern
2. Requested a call back
3. Left 800 case number and writer's info last 8 of VIN

*** NOTES 01/08/2016 07:29 AM US Mountain Standard Time SHoward Action Type:Dealer contact
Writer NY112 called GM James
Writer states:
1. Calling in regards to a customer concern
2. Advised of the concern

James states:
1. The last time that he was here he had 57,000 miles
2. I will get with the service manager and give him a call

Thanked call ended

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A63E5[redacted]	[redacted]	59,900

Newburgh, NY, 12550 Prod. Date: 04/02/2013 Dealer: NY112 Healey KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

*** NOTES 01/08/2016 07:31 AM US Mountain Standard Time SHoward Action Type:Dealer contact
Writer sent an email to DSM KTooley
Keith,
The customer has a complaint against NY112. He only wanted to file a sales complaint.

*** CASE CLOSE 01/08/2016 07:36 AM US Mountain Standard Time SHoward

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A6XE5[redacted]	[redacted]	40,200

Garden Grove CA, 92843 Prod. Date: 03/19/2013 Dealer: CA245 Garden Grove KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Brake Device

Case History

*** PHONE LOG 03/21/2016 02:11 PM US Mountain Standard Time MCarpenter
Customer state
1. 3 days after purchasing my battery was starting on fire
2. Had to go back to have some paint work done there was just some random spots
3. An emblem replaced in the front - didn't replace the 2nd one
- even though it said it was
- but I did receive a call saying the part was in
4. 15 days later had to have the rotors replaced
5. This is a CPO
6. I went back in last week to get the paint work done
7. First they told me one day and then when I went in
8. They told me 2 days
9. When I went to pick up the vehicle the paint was not done
10. I live a hour away
11. I have had to drive with all 4 windows down
12. I told the service manager on Friday
13. He told me that he would get me a loaner and to bring it in on Monday
14. He told me that he would pick up the vehicle and drop off a loaner
15. I asked if they shampoo the carpet?
16. He told me no
17. I asked then why use my carpet shampooed
18. Did they spill paint in the car?

writer states
1. apologized
2. where is the vehicle now

customer states
1. I have the vehicle
2. Mike Moser is the GEN SLS MGR
3. I spoke with the SRV MGR but didn't get his name
4. I know Mike is trying to help - but I just don't know
5. and now I have a floor mat missing
6. I think they spilled paint in the car
7. but I don't see any in the car

writer
1. what are you requesting of Kia today

cutomer state
1. I want what fixed is fixed
2. I want the paint smell out of my car
3. I want a different DLR to do the CPO inspection
4. if not I want a different vehicle

wrtier
1. did they do the brakes

customer states
1. yes, they did the rotors and replaced the brake pads
2. and yes, they replaced the battey

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A6XE5[redacted]	[redacted]	40,200

Garden Grove CA, 92843 Prod. Date: 03/19/2013 Dealer: CA245 Garden Grove KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Brake Device

writer state
1. we do take complaint seriously
2. I will file the complaint with the DLR and the DPSM

customer
1. these items are on the due bill
2. i don't know what they are doing over there

writer states
1. will do the best I can
2. you haven't heard from the SRV MGR
3. but they are supposed to call you to set up a time when they will be picking up the vehicle? no
4. the DLR's are independently owned and operated
5. I don't know if you go to another DLR they won't charged you
6. you can speak with the DLR and tell them you won't another Kia DLR to inspect your vehicle
7. gave case #, 1 800 ext
8. will contact you back by Thursday

customer
1. I can't take my baby in the car
2. because of the paint smell
3. could it be sooner

writer states
1. will contact you back by tomorrow
2. thank you

*** NOTES 03/22/2016 11:03 AM US Mountain Standard Time MCarpenter Action Type:Dealer contact
writer called CA245
1. gave customer concern
2. explained customer wants

Steve
1. I will speak with Mike Moser GM
2. and get back with you

writer states
1. thank you

*** NOTES 03/22/2016 01:00 PM US Mountain Standard Time MCarpenter Action Type:Dealer contact
writer called CA245
Writer called DEALER LVM
1. Calling to follow up
2. Gave customer information, VIN
3. Gave writer information
4. Request callback

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A6XE5[redacted]	[redacted]	40,200

Garden Grove CA, 92843 Prod. Date: 03/19/2013 Dealer: CA245 Garden Grove KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Brake Device

*** PHONE LOG 03/23/2016 11:09 AM US Mountain Standard Time MLang Action Type:Incoming call [redacted] States:
1. Provides case number.
2. She did call me yesterday and left a message.
3. I called back to leave a message.
4. She is researching to see if a different dealer will do a CPO check.
5. It would be $220 at another dealer for CPO inspection.
6. There was paint spilled in my car.
7. I cannot put my child in the car with that smell.
8. Need something to be done ASAP.

Writer States:
1. Apologized.
2. Advised TCS is researching case.
3. Will update case notes.
4. Advised KCAC is needing to get info from the dealer.
5. If we do not get a callback from the dealer we will use the proper resources.
6. Will follow up with you within 1-2 business days.

Customer States:
1. Thank you.

*** NOTES 03/23/2016 01:46 PM US Mountain Standard Time MCarpenter Action Type:Dealer contact
writer called CA245 Steve
1. what did you find out

Steve
1. tell her to call me
2. I will get her a 2 day rental
3. we will get the vehicle detailed inside
4. and do the paint work
5. I will also do the CPO inspection

writer states
1. thank you

*** PHONE LOG 03/23/2016 01:51 PM US Mountain Standard Time MCarpenter Action Type:Outgoing call
writer called customer
1. following up
2. spoke with Steve SRV MGR
3. call him and he will set you up with a 2 day rental
4. detail the inside
5. and get the paint work done
6. he will also do another 150 point inspection

customer
1. they won't pay to have another DLR do the inspection

writer states

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A6XE5[redacted]	[redacted]	40,200

Garden Grove CA, 92843 Prod. Date: 03/19/2013 Dealer: CA245 Garden Grove KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Brake Device

1. you would need to speak with the GM Mike Moser about that

customer states
1. okay I will call him
2. if I have any other problems can I call back

writer states
1. yes, you can
2. thank you

*** CASE CLOSE 03/23/2016 01:52 PM US Mountain Standard Time MCarpenter

*** 02/18/2019 13:47:45 (GMT-05:00) Eastern Time (US & Canada) ***
Reopened by Jason Henry with Sub Status of Working

*** Phone - Call - Inbound created on 02/18/2019 13:48:12 (GMT-05:00) Eastern Time (US & Canada) and created by Jason Henry ***
Cust states:
1. In 2016, my wife and I purchased a veh from a Kia dlr, I can't remember where
2. The veh that we purchased was a Certified Used veh from the dlr, meaning that it's been certified/inspected through Kia to meet qualificaitons and standards
3. Upon driving home the veh, there were a couple things that didn't feel right, and a new inspection was done on the veh
4. We called Corp, and we were instructed to get a 2nd opinion inspection, and it came back with items that did not match the CPO specs
5. One major, the brake pads were not the dlr pads, and obviously some errors in the orignal inspection
6. It shows and still has evidence of an accident, it has rear-end damage, the front bumper has been replaced or painted, the wheel wells, the skirting wasn't put back correctly
7. We pointed that out, had the bumper repainted
8. None of that accident damage was in any report from the dlr, and there is evidence, and it's clear, the doors are not aligned correctly, the bumper problems
9. They would not own up to the prev damage, and now, there's a strange odor in the car for the last couple of years, when it's raining outside
10. Turns out, no only do the doors not shut straight, there's whistling through the doors at hwy speeds, you can hear it's not sealed
11. That means there's been a twist to the car, and they don't seal correctly
12. The smell is protruding from the trunk, it doesn't line up correctly, and water pooled in the spare tire compartment
13. That pool is where the stench is coming from
14. We're not going to use the selling dlr, as they falsified documents to sell the veh
15. I'd like to file a report against the selling dlr for their fraudulent transaction, and I'd like to speak with someone to get more info on what to do.

Wrt states:
1. Apologized throughout
2. From what Wrt can see, the complaint has been filed with the GM of CA245 re: the inspection and concerns with how veh passed CPO
3. Cust is welcomed to take the veh to any Kia dlr for diag
4. Once diag to confirm that there is no new damage to the veh, and confirms this is long-term damage not due to recent accident, we can certainly review to assist.

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A6XE5[redacted]	[redacted]	40,200

Garden Grove CA, 92843 Prod. Date: 03/19/2013 Dealer: CA245 Garden Grove KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Brake Device

5. The CPO wty that would cover this has expired, but we may be able to help with the repairs once diagnosed
6. Please take the veh to the dlr of your choice, and call back once the diag is complete
7. Provided Case ID

Cust states:
1. Ok, thank you so much for your time.

*** Phone - Call - Inbound created on 02/18/2019 13:48:12 (GMT-05:00) Eastern Time (US & Canada) and created by Jason Henry ***

<For Internal Use Only
.>

*** 02/18/2019 13:53:22 (GMT-05:00) Eastern Time (US & Canada) ***
Closed by Jason Henry with Resolution Code : CA-Concerns Recorded
[Resolution Summary]

*** 02/19/2019 13:22:32 ***
Reopened by Briana Stonechek with Sub Status of Working

*** Note - Others created on 02/19/2019 13:22:39 and created by Briana Stonechek ***
New case created, [redacted] is geared towards paint job/paint smell

New concern geared toward misaligned doors and water spillage/smell in trunk

*** 02/19/2019 13:30:58 ***
Closed by Briana Stonechek with Resolution Code : CA-Concerns Recorded
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A61E5[redacted]	[redacted]	60,000

Rochester , NY, 14623 Prod. Date: 12/18/2013 Dealer: NY023 Dorschel KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

Case History

- For Reference -
Dispatch Date : 06/21/2016 08:47:59 AM
Services Received : Tow /Wont Start
No. of Times : 2
Caller Name : [redacted]
Caller Phone : [redacted]
Tow Provider : HARDINGS TOWING II

Vehicle has experienced multiple tows/jumps within a 90 day period.

If the vehicle has been towed, it has been towed to Dorschel Kia. Prior to contacting the customer for any assistance, please contact the dealer to determine the cause and the status of the vehicle.

If the vehicle has been jump started multiple times, please contact the customer to determine if there are any concerns with the vehicle and provide any assistance.

*** NOTES 07/01/2016 07:14 AM US Mountain Daylight Time JGianini Action Type:Manager review
Case Notes from Duplicate Case - [redacted]

Dealer :Dorschel Kia
Technician :Edward Newman
Service Manager :Mike Brienzi
Dealer Phone :5853349440
DPSM :Malcolm Hoff
Vehicle Model :FORTE
Model Year :2014
Mileage :50036
Initial comments by Technician found in TL Case #[redacted] :

*** Performed by contact: Edward Newman, 5853349440
*** This is a Request for Assistance ***

Problem Description :
car has been jumped and has died on customer several times

Diagnostics Performed :
gr8 test and charge multiple times para test passes along with all other tests sold customer an ac service because it was low on charge and c/s the ac stopped working when car died last time along with smoke from right wheel well. tech recently investigated more and founf pedals installed on the right side. car is used for a peronal driving school. let me know thanks.

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

*** NOTES 07/07/2016 10:57 AM US Mountain Daylight Time HSanchez Action Type:Dealer contact
Writer called NY023 and left VM for SVC MGR :
1. Gave name, 800#, extension and case number.
2. Gave last 8 of VIN.
3. Calling to obtain information regarding repair order.
4. Requested callback.

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A61E5[redacted]	[redacted]	60,000

Rochester , NY, 14623 Prod. Date: 12/18/2013 Dealer: NY023 Dorschel KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

*** PHONE LOG 07/07/2016 11:27 AM US Mountain Daylight Time HSanchez Action Type:Outgoing call
Writer called customer @[redacted] and:
1. Received busy signal.

*** PHONE LOG 07/08/2016 07:41 AM US Mountain Daylight Time HSanchez Action Type:Outgoing call
Writer called NY023 and left VM for SVC MGR :
1. Gave name, 800#, extension and case number.
2. Gave last 8 of VIN.
3. Calling to obtain information regarding repair order.
4. Requested callback.

*** NOTES 07/11/2016 09:17 AM US Mountain Daylight Time HSanchez Action Type:Manager review
>>>Writer reviewed TL case notes for most recent update<

*** PHONE LOG 07/07/2016 08:02 AM Pacific Daylight Time MGoldwasser Action Type:Outgoing call
Advice 1: Stephan,
Per your diagnoses please replace the EMS and the A/C compressor assembly and retest.

>>>end of TL case notes<<<

*** NOTES 07/11/2016 12:50 PM US Mountain Daylight Time HSanchez Action Type:Dealer contact
Writer called NY023 and left VM for SVC MGR :
1. Gave name, 800#, extension and case number.
2. Gave last 8 of VIN.
3. Calling to obtain information regarding repair order.
4. Requested callback.

*** NOTES 07/11/2016 12:52 PM US Mountain Daylight Time HSanchez Action Type:Manager review
>DPSM assistance requested via e-mail; due to lack of dealer follow up<

*** NOTES 07/11/2016 12:54 PM US Mountain Daylight Time HSanchez Action Type:Dealer contact

*** NOTES 07/12/2016 05:23 AM US Mountain Daylight Time HSanchez Action Type:Dealer contact
Customer Name: [redacted]
Original Owner (Y or N): Yes
Customer phone #: [redacted] *verified*
Customer address: [redacted]. Penfield, NY [redacted]
VIN: KNAFK4A61E5[redacted]
MY and Mileage: 2014 Forte -- 50032 miles
Dealer Code/Selling Dealer (Y or N): NY023 -- No (SVCA Brittany)
Able to Duplicate (Y or N): Yes
RO# and Open Date: #[redacted] -- 6/30/16
Current Repair Issue and Diagnosis: customer states vehicle will not start
- diagnosis found replacement wiring harness and compressor assembly is needed

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A61E5[redacted]	[redacted]	60,000

Rochester , NY, 14623 Prod. Date: 12/18/2013 Dealer: NY023 Dorschel KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

Parts on order (Y/N), if so obtain part#, order#: Yes -- (info unavailable at the moment)
Vehicle repaired & customer has possession: No -- No
Repeat Repair (Y/N), if so, how many times?: Yes -- 3rd visit
Days Down at initial Service Alert report: 12 days down
ETA for completion of repairs: unknown - pending part arrival
Techline Case: [redacted]
Rental / Loaner Provided? If so, since when?: Yes -- dealer loaner provided 6/30/16
Repair History of current concern with dates and mileage *** Date, miles, Cust
6/21/16 @ 49,652 miles:
- replaced battery
6/18/16 @ 49,612 miles:
- tested battery - battery tested ok - no repairs performed
Concern, Resolution (if needed): N/A
Customer Request (if needed): N/A
Justification of Goodwill (must include maintenance history): N/A
Dealer contacted their DPSM (if needed): No (not yet) No
If HEV vehicle, is dealer HEV certified (if needed): N/A

*** NOTES 07/12/2016 05:25 AM US Mountain Daylight Time HSanchez Action Type:Manager review
Dispatched for:
1. Vehicle down 10 or more day due to no start concern.
2. Vehicle been to dealer 3X's for no start concern.
3. Customer contact as appropriate.

*** PHONE LOG 07/13/2016 06:11 AM US Mountain Daylight Time RBauer-EA Action Type:Outgoing call
Writer called [redacted] and left VM:
1. Calling to follow up on case.
2. Provided name, number, case number
3. Advised to call back at earliest convenience.

*** SUBCASE [redacted]-1 CREATED 07/13/2016 06:11 AM US Mountain Daylight Time RBauer-EA
Contact NY023 and get update on case.
Verify parts status.

*** NOTES 07/13/2016 07:03 AM Pacific Daylight Time TWeeda Action Type:Dealer contact
EECC contacted NY023 and left VM for SVC MGR Joe.

Wtr sts:
1. Checking on repair status of veh.
2. Please C/B when you have an opportunity.
3. Thanked and call ended.

*** PHONE LOG 07/21/2016 02:06 PM US Mountain Daylight Time RBauer-EA Action Type:Outgoing call
Customer left VM requesting callback.

*** NOTES 07/27/2016 06:54 AM Pacific Daylight Time TWeeda Action Type:Dealer contact

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A61E5[redacted]	[redacted]	60,000

Rochester , NY, 14623 Prod. Date: 12/18/2013 Dealer: NY023 Dorschel KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

EECC contacted NY023 and spoke w/SVC MGR Chris.

Wtr sts:
1. Checking on status of cust's veh.

Chris sts:
1. This has been a difficult repair.
2. Cust's veh has continued to go dead after sitting for a few days.
3. Initially, the A/C was burned out and we R&R the unit.
4. Per T/L, we also R&R the wiring harness.
5. We have road tested the veh last night.
6. Now, we will be letting veh sit for a few days before testing.
7. If veh does not go dead, we will be releasing veh.
8. If veh does, we would like FTS assistance.
9. Cust has been informed daily on repair.
10. Cust is currently in one of our vehs.

Wtr sts:
1. Great!
2. Will follow up later this week on repair.
3. Thanked and call ended.

*** PHONE LOG 07/27/2016 02:13 PM US Mountain Daylight Time RBauer-EA Action Type:Outgoing call
Writer states:
1. Calling to follow up on case.
2. Advised that EECR has received information from the Kia DLR.
3. Advised that they were telling us that they were having a hard time DIAG the concern.
4. Advised that they stated if they could not duplicate the issue then the Veh would be released to you.
5. Advised that if they can duplicate it then they would contact an FTS to review information.

Customer states
1. They have duplicated the issue and they are replacing the fuse box.
2. This issue has been going on since April.
3. I do not know what they are telling you that they have to wait and duplicate the issue.

Writer states:
1. Apologized for issue.
2. Advised that EECR will contact the DLR tomorrow for further information.
3. Advised that once this is received then EECR will follow up with customer.

Customer states:
1. Thanked writer.

*** NOTES 07/29/2016 07:38 AM Pacific Daylight Time TWeeda Action Type:Dealer contact
EECC contacted NY023 and spoke w/SVC MGR Chris.

Wtr sts:
1. Checking on status of veh.

Chris sts:

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A61E5[redacted]	[redacted]	60,000

Rochester , NY, 14623 Prod. Date: 12/18/2013 Dealer: NY023 Dorschel KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

1. Cust veh is waiting for diagnosis.
2. We have been letting veh sit before testing.
3. Should have more information Monday.

Wtr sts:
1. Great.
2. Will check in next week.
3. Thanked and call ended.

*** NOTES 08/01/2016 10:30 AM Pacific Daylight Time TWeeda Action Type:Dealer contact
EECC contacted NY023 and spoke w/SVC MGR Chris.

Wtr sts:
1. Checking on status of cust's veh.

Chris sts:
1. Cust's veh has been repaired.
2. Cust's veh will be picked up this afternoon.

Wtr sts:
1. Great!
2. Thanked and call ended.

*** PHONE LOG 08/01/2016 12:27 PM US Mountain Daylight Time RBauer-EA Action Type:Outgoing call
Writer called [redacted] and could not leave a VM.

*** PHONE LOG 08/01/2016 12:28 PM US Mountain Daylight Time RBauer-EA Action Type:Outgoing call
Writer called [redacted] and left VM:
1. Calling to follow up on case.
2. Provided name, number, case number
3. Advised to call back at earliest convenience.

*** SUBCASE [redacted]-1 CLOSED 08/01/2016 01:43 PM Pacific Daylight Time TWeeda
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*** CASE CLOSE 08/05/2016 02:27 PM US Mountain Daylight Time RBauer-EA
Pending customer callback

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A64E5[redacted]	[redacted]	42,340

Las Vegas , NV, 89146 Prod. Date: 02/13/2014 Dealer: NV009 Findlay KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Recall/Service Campaign
Kia Case Type Lvl4: Not Applicable

Case History

*** PHONE LOG 08/24/2016 04:43 PM US Mountain Daylight Time MLang
[redacted] (Spouse) States:
1. The vehicle is currently NV009.
2. The temperature gauge was coming on showing that the vehicle was hot even though the vehicle was not.
3. The battery died a couple of times.
4. We bought a new battery and it was being drained.
5. My wife was coming off the free way and all the dash lights came on and my wife lost power steering.
6. We took the vehicle to NV009.

Writer Staets:
1. Apologized.
2. Advised customer of SC113.
3. Advised customer of 5/60 BLW, RSA, & PTW for manufacturer defects.
4. Who have you been speaking to?
5. What did they advise?
6. What are you requesting of Kia?

Customer States:
1. I spoke to Jose (Service Advisor).
2. He advised that they would need to replace the entire harness, the plate that goes over the positive terminal, and the 150 amp fuse that goes with the battery.
3. The dealership advised I would be responsible for the repair and it would be $700 to do more tests.
4. I believe this is related SC113.
5. About three weeks ago the over heating light came on.
6. I took it to an outside dealerhsip and they said the vehicle was fine.
7. The dealer is not wanting to complete SC113.
8. They advised that all these repairs needed to be completed before checking to see if the SC113 was the cause of the currenct vehcile concern.
9. I am requesting for a rental and for this repair to be covered under warranty.

Writer States:
1. Apologized.
2. Advised customer that rental/loaner vehicles are not covered by KMA per WICM.
3. However the dealer will usually provide the customer with a rental/loaner vehicle for warranty related concerns.
4. Advised writer will follow up with NV009 regarding the current vehicle concern.
5. Will research your request for assistance with the repairs and a rental/loaner vehicle.

Customer States:
1. Thank you.
2. I can be reached at [redacted].

*** PHONE LOG 08/29/2016 04:31 AM US Mountain Daylight Time SLarez Action Type:Incoming call
Customer states.
1. Findlay Kia did the SC.
2. They needed to have authorization for a wire harness, they want 800.00
3. The dlr said the passenger side air bag will not come on.
4.The wire harness is shorting out.
5. I wanted to get some assistance to get this fixed, and I also need a rental car.
6. I feel all this should be covered under the recall.

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A64E5[redacted]	[redacted]	42,340

Las Vegas , NV, 89146 Prod. Date: 02/13/2014 Dealer: NV009 Findlay KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Recall/Service Campaign
Kia Case Type Lvl4: Not Applicable

Writer states.
1. I am sorry this is the case.
2. We can call them when it opens and go from there.
3. I will update the file stating what you just explained and your case manager can communicate with the Kia dlr when they open and then contact you after he gets information.

Customer thanked writer for information.

*** PHONE LOG 08/29/2016 03:26 PM US Mountain Daylight Time RJaure Action Type:Outgoing call
Customer Mr. [redacted] States:

1. I was trying to get into a loaner and I did not know there was a recall.
2. I took it to Friendly Kia, and shorted the fuse on the battery and melted the terminal.
3. They put in the harness and had to pay $800.00 for it and said it was the fuse in the front bumper that caused it.
4. I know there is no fuse under the bumper, the fuse shorted out and caused all kinds of problems.
5. It shorted out and stopped while I was driving home.
6. The dealer wanted to get money out of me, and I asked for a loaner.
7. The TCS said he would call her back but never did.

Writer States:

1. Apologized.
2. Stated that the TCS would do what they can to assist with the issues and investigate the matter further.

Customer Mr. [redacted] States:

1. It was a short that caused this.
2. I have not had my car for a week.

Writer States:

1. Advised that the dealer would be contacted.

<attempted to call the dealer with the customer on the line, but the line was busy>

1. Left message on voice mail of the service manager regarding request for loaner vehicle.

Writer States:

1. Advised that the Kia Service Manager would call back with regards to the concerns.

Customer Mr. [redacted] States:

1. I got a letter saying they would cover it, but I am paying for the repair.
2. I am looking into lemon law at this point.
3. He won't touch the recall stuff unless he fixes the harness.
4. He is charing $749.00 for the repairs.
5. I need my car.

Writer States:

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A64E5[redacted]	[redacted]	42,340

Las Vegas , NV, 89146 Prod. Date: 02/13/2014 Dealer: NV009 Findlay KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Recall/Service Campaign
Kia Case Type Lvl4: Not Applicable

1. Advised that the TCS would call the customer at their earliest opportunity.

<call ended>

*** PHONE LOG 08/29/2016 05:18 PM US Mountain Daylight Time MLang Action Type:Outgoing call [redacted] States:
1. Provides case number.
2. Requesting a callback.
3. Requesting an update.
4. Provides a callback number.

*** PHONE LOG 08/31/2016 12:37 PM US Mountain Daylight Time BHernandez Action Type:Outgoing call
Customer states:
1. We had the service campaign done on the vehicle
2. The dealership is trying to charge me for the repairs that needed to be done before they could do the service campaign
3. I do not feel that I should be charged for these

Writer states:
1. Apologized
2. Advised would need to transfer to TCS M Lang

*** PHONE LOG 08/31/2016 12:45 PM US Mountain Daylight Time MLang Action Type:Incoming call [redacted] States:
1. Provides case number.
2. Never received a callback?
3. Has a decision been made.
4. This SC should have been completed and the repairs should be covered under warranty.
5. I am needing a rental/ loaner vehicle as well.

Writer States:
1. Apologized.
2. Advised customer writer is still researching case.
3. Will follow up with customer within 1-2 business days.

Customer States:
1. Thank you.

*** NOTES 08/31/2016 01:25 PM US Mountain Daylight Time MLang Action Type:Dealer contact
Writer calls NV009 and speaks to Jose (Service Advisor)

Dealer Contact: Jose Svc Adv
Customer Name: [redacted]
Customer phone#: [redacted]
Customer Address: [redacted], Las Vegas NV, [redacted]

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A64E5[redacted]	[redacted]	42,340

Las Vegas , NV, 89146 Prod. Date: 02/13/2014 Dealer: NV009 Findlay KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Recall/Service Campaign
Kia Case Type Lvl4: Not Applicable

VIN: KNAFX4A64E5[redacted]
MY and Mileage: 2014 Forte , 48824 Miles
Original Owner: Marcos Gonzalez
Dealer Code/Selling Dealer: NV009/CA233
RO# and Open Date: RO#[redacted] , Opened 08/23/2016
Days Down at initial Service Alert report: 1 Day
Current Repair Issue and Diagnosis:
- Customer states vehicle was hot, overheating light came on in the dash.
- Customer states coolant on the exhaust.
- We copleted SC113D.
- Tech found someone replaced the battery previously and it was either installed incorrectly or jump started incorrectly, the maxi fuse was blown. Fuse is tended to protect the wiring. The customer authorized to replace the fuse and the harness. It was not covered under warranty due to being damged outside and not by vehicle. The positive terminal was not tightend in place because it was crossthreaded or damged. You would need to replace the clamp and harness.
- The total cot was $740.84.
Able to Duplicate: Y
Parts on order (Y/N): N
Vehicle repaired & customer has possession (Y/N):Y/N
Repeat Repair (Y/N), if so, how many times: N
Repair History of current concern with dates and mileage: N/A
ETA for completion of repairs: N/A
Techline Case: N/A
Rental/Loaner Provided/Date: No
Customer Request: For repairs to be covered.
Justification of Goodwill: No
Dealer contacted their DPSM: No
If HEV vehicle, is dealer HEV certified: N/A

Jose States:
1. The vehicle is still here.
2. They want it to be covered under warranty.
3. The customers boyfriend stated online that it should be covered under warranty.
4. It was physically damaged.
5. Boyfriend authorized repairs, repairs have been completed but vehicle has not been picked up.

*** NOTES 09/02/2016 12:08 PM US Mountain Daylight Time MLang Action Type:Dealer contact
Writer sent customers request for assistance to DPSM RSandoval on 09/01/2016

*** NOTES 09/08/2016 04:41 PM US Mountain Daylight Time MLang Action Type:Dealer contact
Writer Calls RSandovol

Writer States:
1. Advised writer is wtih KCAC calling in regards to case.
2. Provides customer info and case info.
3. Has a decision been made?

Rueben States:
1. This is repair is customer pay.

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A64E5[redacted]	[redacted]	42,340

Las Vegas , NV, 89146 Prod. Date: 02/13/2014 Dealer: NV009 Findlay KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Recall/Service Campaign
Kia Case Type Lvl4: Not Applicable

2. Repair is not related to SC113 which is for the cooling fan resistor.
3. Outside influence, customer is responsible.

Writer States:
1. Thank you.

*** PHONE LOG 09/08/2016 04:44 PM US Mountain Daylight Time MLang Action Type:Outgoing call
Writer calls [redacted] @ [redacted] and LVM

Writer States:
1. Advised writer is with KCAC calling in regards to case.
2. Provides case number.
3. Requesting a callback.
4. Provides callback info.
[!<For Internal Use Only
Writer sent a call me letter>!]

*** CASE CLOSE 09/08/2016 04:46 PM US Mountain Daylight Time MLang

*** PHONE LOG 09/09/2016 10:38 AM US Mountain Daylight Time TDonnelly Action Type:Incoming call
Customer States:
1. I have a case number, given
2. Returning Matthew's call

Writer States:
1. What is case number?
2. Advised Matthew is not available at this time
3. Do see that he did have a chance to review with dealer svc mgr and dpsm request for assistance on wire harness and clamp that was needed
4. In review of the notes customer felt that these repairs should be covered as result of (SC113) which was for fan resistors
5. Dealer did do the campaign at no cost to customer
6. Dealer advised that what they found that battery had been replaced prior is that correct?

Customer States:
1. Yes I replaced battery because of the recall

Writer States:
1. Do apologize who ever did the battery replacement put the battery in incorrectly and or cross threaded the positive terminal which resulted in wire harness and clamp being needed.
2. Do apologize this issue was not a result of the campaign but damage due to outside source
3. This was not done by kia dealer so unfortunately it would not be something kia can cover.

Customer States:
1. Ok then fine

Writer States:

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A64E5[redacted]	[redacted]	42,340

Las Vegas , NV, 89146 Prod. Date: 02/13/2014 Dealer: NV009 Findlay KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Recall/Service Campaign
Kia Case Type Lvl4: Not Applicable

1. Thanked customer for contacting kia.

*** CASE CLOSE 09/09/2016 10:40 AM US Mountain Daylight Time TDonnelly

*** PHONE LOG 09/14/2016 09:40 AM Eastern Daylight Time TIcenhour Action Type:Incoming call
Cust states - [redacted] (Spouse)
1. Need to speak with Matthew
2. When pulled the battery due to positive battery terminal.
3. The entire dashboard shorted out.
4. It was caused by a recall.
5. We asked for loaner until this was resolved.
6. We bought it at United Nissan.
7. My lawyer is taking action against the Nissan DLR where we got the car.
8. I don't want to get a lawyer against Kia but you need to help.

Wrt states
1 Apologized
2 Let me review the case notes
3 Advised - Tech found someone replaced the battery previously and it was either installed incorrectly or jump started incorrectly, the maxi fuse was blown. Fuse is tended to protect the wiring. The customer authorized to replace the fuse and the harness. It was not covered under warranty due to being damged outside and not by vehicle.
The positive terminal was not tightend in place because it was crossthreaded or damaged. Need to replace the clamp and harness.
4 Advised - Repair is not related to SC113 which is for the cooling fan resistor.

Cust states
1 There was no battery in the car when it got there.
2 They said a fuse was under the bumper
3 I has to authorize repairs
4 There is no way they could make this determination with no battery.
5 They had to have used an outside sourse to to check the terminal.
6 We filed a lien against the Nissan place.
7 The DLR is trying to get money from us.
8 We called NHTSA and they said to join class action lawsuit.
9 In NV there is a lemon law.

Wrt states
1 Understand concern

Cust states
1 The wiring harness was fried and no battery in the car.
2 My car shorted out
3 Cars have caught on fire before, I have searched this on the internet.
4 I had to pull over once for it to cool down before I went home.
5 I want the tech to call me personaly

Wrt state

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A64E5[redacted]	[redacted]	42,340

Las Vegas , NV, 89146 Prod. Date: 02/13/2014 Dealer: NV009 Findlay KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Recall/Service Campaign
Kia Case Type Lvl4: Not Applicable

1 Apologized however tech will not be able to call you
2 I am your case manager that will relay any messages to you

Cust states
1 If he tested my car with no battery (positive terminal) or wiring harness, how can he do that? Where is fuse located under front bumper?
2 He said that passenger side airbag light would come on unless a 170lb person was sitting in the seat.
3 Never had that problem before.
4 How do we know there will not be any further issues.
5 We have letters written that finance company can have the car back, one to United Nissan.

Wrt states
1 Understand concern.
2 I will follow up in 2-3 business day

Cust statews
1 Thank you

*** NOTES 09/15/2016 07:17 AM Eastern Daylight Time TIcenhour Action Type:Dealer contact
Wrt calls Findlay Kia (702) 252-8900
Wrt states
1 Calling from KCAC in regards to [redacted] (E5[redacted])
2 No answer, unable to leave VM as VM has not been set up.
[!<For Internal Use Only
need dealer template>!]

*** NOTES 09/20/2016 10:30 AM Eastern Daylight Time TIcenhour Action Type:Dealer contact
Wrt calls Findlay Kia (702) 252-8900
Wrt states
1 Calling from KCAC
2 No answer left vm with case id and contact info
3 Requested call back.

*** NOTES 09/21/2016 02:58 PM Eastern Daylight Time TIcenhour Action Type:Dealer contact
Wrt calls Findlay Kia (702) 252-8900
Wrt states
1 Calling from KCAC in regards to [redacted] (E5[redacted])
2 No answer left vm with case id and contact info
3 Requested call back.
[!<For Internal Use Only
template needed >!]

*** NOTES 09/23/2016 02:32 PM Eastern Daylight Time TIcenhour Action Type:Dealer contact
Wrt calls Findlay Kia (702) 252-8900

Wrt states

1 Calling from KCAC in regards to [redacted] (E5[redacted])

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A64E5[redacted]	[redacted]	42,340
Las Vegas , NV, 89146	Prod. Date: 02/13/2014	Dealer: NV009 Findlay KIA		

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Recall/Service Campaign
Kia Case Type Lvl4: Not Applicable

Speaking with: Jose
Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: on file
VIN: KNAFX4A64E5[redacted]
MY and Mileage: 14 Forte 48824
Most recent RO# and Open Date: [redacted] 08/19/16
Days Down at initial Service Alert report (if applicable): 34 days
Most recent Repair Issue and Diagnosis:

Concern - Cust states veh hot/overheating light came on.
Cust states coolant on exhaust.
The maxi fuse on positive battery terminal cable was blown and the clamp was stripped out. The entire harness needed to be replaced and they gave verbal authorization to have repairs. We advised price and they agreed.

Repair is not related to SC113 which is for the cooling fan resistor.

The veh was brought in with a battery. Cust did state that he replaced the battery. The veh was jumped backwards.

Able to Duplicate (Y or N): Y
Repeat Repair (Y/N), if so, how many times?: n/a
Repair History of current concern with dates and mileage: n/a
ETA for completion of repairs (if applicable):
Parts on order (Y/N), if so obtain part#, order#:
Techline Case (if applicable):
Rental / Loaner Provided? If so, since when?:
Dealer contacted DPSM (if needed):
Vehicle repaired?: Y
Customer has possession?: N
Dealer Code/Selling Dealer (Y or N): NV009/N
Original Owner (Y or N): N
What is current Customer Request (if needed):
If HEV vehicle, is dealer HEV certified (if needed): N/A

*** PHONE LOG 09/23/2016 03:37 PM Eastern Daylight Time TIcenhour Action Type:Outgoing call
Wrt calls [redacted] @ [redacted]
Wrt states
1 Calling from KCAC
2 No answer left vm with case id and contact info
3 Requested call back.

*** PHONE LOG 09/26/2016 12:27 PM Eastern Daylight Time TIcenhour Action Type:Outgoing call
Wrt calls [redacted] @ [redacted]
Wrt states
1 Calling from KCAC

Cust states
1 We went to pick up veh on Friday

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A64E5[redacted]	[redacted]	42,340

Las Vegas , NV, 89146 Prod. Date: 02/13/2014 Dealer: NV009 Findlay KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Recall/Service Campaign
Kia Case Type Lvl4: Not Applicable

2 The car wouldn't start
3 They gave us a loaner.
4 I also think that they double charged us
5 They charged us for parts that Kia already paid for

Wrt states
1 Apologized
2 Advised will reach out to DLR and find out what is going on.

Cust states
1 Thank you

*** NOTES 09/26/2016 12:28 PM Eastern Daylight Time TIcenhour Action Type:Dealer contact
Wrt calls Findlay Kia (702) 252-8900
Wrt states
1 Calling from KCAC in regards to [redacted] (E5[redacted])
2 Line was busy twice

*** NOTES 09/27/2016 10:00 AM Eastern Daylight Time TIcenhour Action Type:Dealer contact
Wrt calls Findlay Kia (702) 252-8900
Wrt states
1 Calling from KCAC in regards to Teresa Shidler (E5[redacted])
2 Cust states veh still down at the dealership
3 Cust thinks she was double charged

DLR states
The only person that may know that is the SA
It is 2 different parts
Let me get you over to Jose VM

Wrt states
1 thank you
***Left VM for Jose with case id and contact info, requested call back)

*** PHONE LOG 09/27/2016 03:40 PM US Mountain Daylight Time AIbrahim Action Type:Incoming call
Customer States: [redacted], [redacted]
1. Calling on case with TCS Tracey Icenhour @Ext 45348
2. Dealer is calling to give us a car that is not repaired and they want their loaner back
3. We gave them authorization when we brought the car for the recall

Writer States:
1. Advised TCS Tracey Icenhour @Ext 45348 is not available
2. Writer Called and Left a VM for Svc Dir Bob Williams to call Cust regarding current repairs
3. TCS will call dealer and follow up with the Customer

*** NOTES 09/29/2016 10:48 AM Eastern Daylight Time TIcenhour Action Type:Dealer contact
Wrt calls Findlay Kia (702) 252-8900
Wrt states

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A64E5[redacted]	[redacted]	42,340

Las Vegas , NV, 89146 Prod. Date: 02/13/2014 Dealer: NV009 Findlay KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Recall/Service Campaign
Kia Case Type Lvl4: Not Applicable

1 Calling from KCAC in regards to [redacted] (E5[redacted])
2 Need to speak with Bob Williams
3 No answer, left vm with case id and contact info
4 Requested callback

*** NOTES 09/29/2016 12:14 PM Eastern Daylight Time TIcenhour Action Type:Dealer contact
Wrt calls Findlay Kia (702) 252-8900
Wrt states
1 Calling from KCAC in regards to [redacted] (E5[redacted])
2 Need to speak with Bob Williams
3 No answer, left vm with case id and contact info
4 Requested callback

*** NOTES 09/29/2016 09:50 AM US Mountain Daylight Time KJohnson Action Type:Dealer contact
Wtr transferred dealer to Tracey's VM

*** NOTES 09/29/2016 01:01 PM Eastern Daylight Time TIcenhour Action Type:Dealer contact
Wrt calls Findlay Kia (702) 252-8900
Wrt states
1 Rec'd VM from Bob Williams
2 Calling from KCAC in regards to [redacted] (E5[redacted])
3 Need to speak with Bob Williams
4 No answer, left vm with case id and contact info
5 Requested callback

*** NOTES 09/30/2016 09:59 AM Eastern Daylight Time TIcenhour Action Type:Dealer contact
Wrt calls Findlay Kia (702) 252-8900
Wrt states
1 Rec'd VM from Bob Williams
2 Calling from KCAC in regards to [redacted] (E5[redacted]
3 Need to speak with Bob Williams
4 No answer, left vm with case id and contact info
5 Requested callback

*** NOTES 09/30/2016 12:42 PM Eastern Daylight Time TIcenhour Action Type:Dealer contact
Wrt calls Findlay Kia (702) 252-8900
Wrt states
1 Calling from KCAC in regards to [redacted] (E5[redacted])
2 Need to speak with Bob Williams
3 No answer, left vm with case id and contact info
4 Requested callback

*** NOTES 09/30/2016 01:10 PM Eastern Daylight Time TIcenhour Action Type:Dealer contact
DLR Bob Williams states:
1. Cust came in with coolant on the manifold.
2. We did fan resistor recall.

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A64E5[redacted]	[redacted]	42,340

Las Vegas , NV, 89146 Prod. Date: 02/13/2014 Dealer: NV009 Findlay KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Recall/Service Campaign
Kia Case Type Lvl4: Not Applicable

3. Someone jumped the vehicle backwards.
4. THis striped the battery connector so needed a battery cable harness.
5 They finally brought back the loaner veh.
6 They paid for part of the repairs.
7 They picked up their veh and are gone.

Wrt states
1 Thank you

*** PHONE LOG 09/30/2016 01:11 PM Eastern Daylight Time TIcenhour Action Type:Outgoing call
Wrt calls [redacted]
Wrt states
1 Calling from KCAC
2 Understand loaner returned and you picked up your vehicle.
3 Issue with veh was not warranty related
4 No answer left vm with case id and contact info
5 Requested call back.

*** PHONE LOG 10/03/2016 01:22 PM Eastern Daylight Time TIcenhour Action Type:Outgoing call
Wrt calls [redacted]
Wrt states
1 Calling from KCAC
2 Understand loaner returned and you picked up your vehicle.

Cust states
1 The passenger side airbag light is on
2 It pulls to the right
3 Why didn't they replace the battery
4 Have personal complaint about Scott

Wrt states
1 Advised that can file complaint
2 Advised that any veh issues will need to be addressed at any Kia authorized dealer.

Cust states
1 Scott called and threatened to call the police if we didn't return the loaner.
2 He was going to charge us with grand theft auto
3 He said that he didn't care if our car was not running, we needed to return the loaner
4 Our veh was filthy when we picked it up.
5 The veh is not running the way that iw as previously
6 There is a ticking sound in the motor

Wrt states
1 Advised would have to have DLR do diagnostic
2 Referred to WCIM

Cust states ([redacted])
1 States that battery was not replaced as they stated
2 I don't think that they replaced two things
3 There was no battery in the veh

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A64E5[redacted]	[redacted]	42,340

Las Vegas , NV, 89146 Prod. Date: 02/13/2014 Dealer: NV009 Findlay KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Recall/Service Campaign
Kia Case Type Lvl4: Not Applicable

4 They didn't clean the exhaust manifold
5 Jose stated that he started the car and ran it to normal engine temperature.
6 I have one invoice that has parts and prices, some say recall and no charge.
7 The airbag light stays on
8 The light was not on before it came in.
9 They didn't wash the car
10 The veh wouldn't turn over after being there for a month
11 I told them I wouldn't pay them for a battery
12 They told my wife that good luck with 2 1/2 yr old battery
13 The front end is out of alignment.
14 I don't think that they replaced anything in the ECU

Wrt states
1 Advised the SC113 was to update to the engine control unit software, not replace everything.

Cust states
1 There is a class action law suite in regards to veh catching fire.
2. DLR acting like I did it

Wrt states
1 Each DLR is indipendently owned and operated
2 If there are any discrepencies in the invoice, I recommend that you speak with the SVCM.

Cust states
1 I'm alraedy suing United Nissan
2 They can't sell a car that has a recall
3 Nissan never did that
4 The DLR said that the fuse was under the front bumper and there isn't one there.
5 I'm not worried about it
6 I am going to go back up there to have them put in writing what I was charged for.
7 I'll have to pay for the diagnosis fee for airbag

Wrt states
1 Recommend reviewing the airbag section of the OM

Cust states
1 I don't think that they replaced anything
2 I made copies of the RO and gave it to my lawyer
3 We been talking to other people online and we'll start our own class action
4 I won't pay for another diagnostic
5 You guys are going to take a hit on the internet
6 this piece only cost $33 and I was charged $800

Wrt states
1 Any discrepencies in the invoice will be between you and the DLR

Cust states
1 NV has a lemon law and filing suite against United Nissan
2 They didn't tell us about it

Wrt states
1 Referred to WCIM

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A64E5[redacted]	[redacted]	42,340

Las Vegas , NV, 89146 Prod. Date: 02/13/2014 Dealer: NV009 Findlay KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Recall/Service Campaign
Kia Case Type Lvl4: Not Applicable

2 Referred to DLR to explain the RO charges to them

Cust states
1 Thank you

Wrt states
1 Thank you

*** CASE CLOSE 10/03/2016 01:23 PM Eastern Daylight Time TIcenhour

*** PHONE LOG 10/04/2016 05:00 PM US Mountain Daylight Time JiSmith Action Type:Incoming call
Customer [redacted] states:
1. I received a letter stating Kia tried to contact me
2. I picked up the veh from the Findlay Kia NV009 service dept on 9-28-2016
3. I will call back if applicable

Writer states:
1. Apologize for inconvenience
2. Updated Customer information
3. No open SC
4. I have documented your information

- customer disconnected from line

*** CASE CLOSE 10/04/2016 05:01 PM US Mountain Daylight Time JiSmith

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A68E5[redacted]	[redacted]	0

Temple Hills MD 20748 Prod. Date: 04/18/2013 Dealer: MD002 Darcars KIA

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

Case History

*** PHONE LOG 10/21/2016 08:12 AM Eastern Daylight Time LJustice
William, dealer contact, called in and states:
1. I am the assistant service manager.
2. Customer states battery caught fire.
3. Need warranty and SC information on my vehicle.

Writer states:
1. Apologized.
2. Advised warranty information.
3. Advised SC information:SC113B COOLING FAN RESISTOR (1
SA204 2014MY YD TRUNK STRIKER
SA214 YD 2014MY WINDOW MOTOR R
CS1601 3RD-YR ANNIV OIL CHANGE
4. Provided case number and contact information.
5. Ran accident script.

Writer states
Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted] District Heights, MD
VIN: KNAFX4A68E5[redacted]

Dealer contact states:
MY and Mileage: Forte Sedan 2014; Cannot determine mileage due to harness is needed.
Most recent RO# and Open Date:
RO# [redacted]
Open Date: Oct 10. 2016
Days Down at initial Service Alert report (if applicable): 1
Most recent Repair Issue and Diagnosis: Customer says,
Concern: Battery on Fire
Cause: Unknown
Diagnosis: Battery found with corrosion and cusotmer states tried to jumpstart battery.
Able to Duplicate (Y or N): Y
Repeat Repair (Y/N), if so, how many times?: N
Repair History of current concern with dates and mileage:N/A
ETA for completion of repairs (if applicable): Unknown
Parts on order (Y/N), if so obtain part#, order#: N
Techline Case (if applicable): N
Rental / Loaner Provided? If so, since when?: N
Dealer contacted DPSM (if needed): N
Vehicle repaired?: N
Customer has possession?: N
Dealer Code/Selling Dealer (Y or N): N
Original Owner (Y or N): N
What is current Customer Request (if needed): N/A
If HEV vehicle, is dealer HEV certified (if needed): N/A

*****William attempted to conference in customer to run accident script.****

Writer states:
1. Advised product lability case; do not touch car.
2.Thank you.

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A68E5[redacted]	[redacted]	0

Temple Hills MD 20748 Prod. Date: 04/18/2013 Dealer: MD002 Darcars KIA

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

Dealer contact, William, states:
1. Thank you.

*** NOTES 10/21/2016 08:16 AM Eastern Daylight Time LJustice Action Type:Internal
Writer sent email to mhoukal@kiausa.com:
Case Notes and customer states multiple jumpstarts and battery caught on fire.

*** PHONE LOG 10/21/2016 08:44 AM Eastern Daylight Time LJustice Action Type:Outgoing call
Writer called customer and left VM:
1. Calling to review customer case#
2. Understand vehicle was at dealer for service.
3. Advised escalating case to higher up.
4. Request callback if additional assistance is needed, at 800# ext

*** NOTES 10/21/2016 08:55 AM Eastern Daylight Time LJustice Action Type:Internal
Dispatch Call to Action:
1. Crust states multiple jump starts/battery caught on fire. Product Liability 10/16/16.
2. Dealer states cannot get miles without replacing harness to get warranty and mileage.
3. DPSM advises: no response
4. Customer requests new battery, positive/negative cables, and wiring harness.
5. Please review and contact customer.

*** PHONE LOG 10/21/2016 04:10 PM Pacific Daylight Time GVillela Action Type:Outgoing call
Wtr LVM for [redacted]

*** NOTES 10/24/2016 07:46 AM US Mountain Daylight Time AIbrahim Action Type:Internal
**** Duplicate Case Se[redacted] Cust States Vehicle will Not Start and Found Battery Melted ****

**** PHONE LOG 10/20/2016 08:12:57 AM AIbrahim
Customer States:
1. My car was blowing bulbs
2. Today it will not start so I called AAA to jump start the car
3. They found the Battery melted so I towed the car to Darcars Kia
4. There was no warning and I've never seen anything like this

Writer stated
1. Apologized; KMA would be happy to follow up on this concern for you
2. Found VIN# KNAFX4A63E5[redacted] -2014 FORTE LX AUTO C3422-SNOW WHITE PEARL was attached to Cust's name but she is not driving
3. Writer called dealer MD002 to follow up with the diagnoses and Asst Svc Mgr William @MD002 provided a different VIN#: KNAFX4A68E5[redacted] -2014 FORTE LX AUTO C3422 -BRIGHT SILVER
4. Cust confirmed she is driving a Silver 2014 Forte purchased from MD048 on 11/2013.
5. Apologized KMA will be happy to provide any additional resources to help get your concern resolved on VIN# and Current Repair
6. Gave Case number and KCAC callback information

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A68E5[redacted]	[redacted]	0

Temple Hills MD 20748 Prod. Date: 04/18/2013 Dealer: MD002 Darcars KIA

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

**** NOTES 10/20/2016 10:19:06 AM AIbrahim Action Type:Dealer contact
Writer Called Dealer: MD048- Kia Of Bowie and spoke to Sales Dept
1. Calling to log a customer RDR issues .
2. 2. Found VIN# KNAFX4A63E5[redacted] -2014 FORTE LX AUTO C3422-SNOW WHITE PEARL was attached to Cust's name
3. But she is driving a different VIN#: KNAFX4A68E5[redacted] -2014 FORTE LX AUTO C3422 -BRIGHT SILVER
3. Asst Mgr William @MD002 verified is driving VIN# KNAFX4A68E5[redacted]

SALES MGR TOM ZITO @Ext 517 States:
1. We show KNAFX4A68E5[redacted] is under [redacted] as of 11/30/2013
2. We also show KNAFX4A63E5[redacted] is under VERNA REED RDR as of 05/05/2014
3. I will check with GM Steven Jones to perform RDR update

**** PHONE LOG 10/21/2016 10:05:12 AM DRustin
Customer states
1.yesterday car was towed
2.battery exploded
3.i had no idea what was going on under my hood
4.they took pictures
5.they just told me my battery was coroded
6. both positve/negatove
7. needs harness replaced
8. they couldnt tell me why
9.something tells me that something caused a battery to get like this
10.they gave me a quote of $1600
11. this is too much
12. im not understanding why i have to pay for this
13. if they put a new battery in there it can happen again

Writer states
1.Apologized
2. i will have your TCM follow up with DLR and yourself

**** NOTES 10/22/2016 09:30:49 AM AIbrahim Action Type:Dealer contact
Writer Called Dealer: MD002-Darcars Kia and spoke to SVC DEPT
1. Calling to verify vehicle repair status and location
2. Provided Cust Case#, Name and VIN#
3. Requested a Callback

Asst Mgr Svc Mgr Diallo States:
1. I do not see the car nor an open Work Order; the car has no history here
2. I will have Asst Svc Mgr William or Svc Mgr Chris callback on this case

**** PHONE LOG 10/24/2016 05:28:06 AM GBolek
Customer states:
1. Gave case number

Writer states:
1. Apologized
2. One moment please

REVIEWED CASE NOTES

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A68E5[redacted]	[redacted]	0

Temple Hills MD 20748 Prod. Date: 04/18/2013 Dealer: MD002 Darcars KIA

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

Writer states:
1. Thanked for holding
2. Advised that the TCS not available
3. Advised however that the writer will note to have the customer called and the urgency behind it that the customer is requesting a call back
4. Advised any time a case is noted the TCS gets an email making them away

Customer states:
1. The battery exploded because of the corrosion
2. The casing on top was melted
3. It was horrible
4. So I took it to Darcars and I spoke to William
5. They told me what needed to be repaired but couldn't tell me why the battery caused that damage
6. That's not normal
7. So at first it was at a local mechanic and he looked at the pictures I took and he told me to take

Writer states:
1. Advised that TCS called MD002 and they advised the vehicle wasn't there according to Diallo
2. However if customer is working with William, KCAC will note that

Customer states:
1. Ok , yes its at MD002 and im working with William
2. Umm I need a car
3. I take my grandson to daycare
4. This problem is nothing I did
5. Every one says the same thing and that it shouldn't have happened
6. If they cant tell me why that happened
7. Then I want a replacement vehicle
8. Because I don't want to drive around in something that could happen again when no one can tell me why this happened
9. The car gave no indication
10. There was no smell, or smoke
11. It was dangerous
12. I don't want to pay for this and think this should be covered

Writer states:
1. Advised if the customer is requesting replacement for repurchase, then customer needs to refer to WCIM for those guidelines
2. Advised Albrahim will call the dealer, get information and then escalate the case to the ECR
3. Advised it takes 2-3 working days, after the case was dispatched for customer to hear back

Customer states
1. What is the policy on loaner vehicles?

Writer states:
1. Advised that if the dealer is advising this is not covered normally a rental or loaner is not provided
2. Advised will note the customers request for one.

Customer states:
1. Wow. Ok. Alright
2 Im just going to make a call

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A68E5[redacted]	[redacted]	0

Temple Hills MD 20748 Prod. Date: 04/18/2013 Dealer: MD002 Darcars KIA

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

3. I hope this is being escalated because im with out a vehicle
4. I heard what you said but this is not normal
5. Hopefully the dealer is in this morning to get more information
6. Ill call William and tell him to call yall too

Writer states:
1. Apologized
2. Will note the case.

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

*** NOTES 10/24/2016 08:08 AM US Mountain Daylight Time AIbrahim Action Type:Dealer contact
Writer Called Dealer: MD002-Darcars Kia and spoke to SVC DEPT
1. Calling to follow up on vehicle repair status
2. Please do not start repair until NCA calls Dealership
3. Please take pictures of concern ; we have escalated the case to NCA

Asst Svc Mgr William
1. Ok

*** PHONE LOG 10/24/2016 08:11 AM US Mountain Daylight Time AIbrahim Action Type:Outgoing call
Writer Contacted Customer : [redacted] but to no avail; line just rings
[!<For Internal Use Only

NB: Case is at NCA : CSR Gustavo Villela @National (949) 430-3321>!]

*** PHONE LOG 10/27/2016 06:55 AM US Mountain Daylight Time LMartinez Action Type:Incoming call
Customer Ms. [redacted] called in and states:
1. Calling to follow up on my case
2. Provided case #

Writer states:
1. Apologized
2. Informed case was escalated to NCA
3. Can take 2-3 business days for a response back
4. Please call back if any questons and/or concerns
5. Provided case # and contact info

Customer states:
1. Ok
2. Thank you

*** PHONE LOG 10/28/2016 07:47 AM Eastern Daylight Time CSalyers Action Type:Outgoing call
Customer States:
[redacted]

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A68E5[redacted]	[redacted]	0

Temple Hills MD 20748 Prod. Date: 04/18/2013 Dealer: MD002 Darcars KIA

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

1. checking on status

Wrt States:
1. asked for an updated contact#

Customer States:
1. [redacted] **Best #**

Wrt States:
1. advised updated contact number but have not further updates I can provide at this time.
2. did you need me to document the case with anything else?

Customer States:
1. I have pictures if needed

*** PHONE LOG 10/28/2016 10:20 AM US Mountain Daylight Time YBrandt Action Type:Incoming call
Customer states:
1. I need a car.
2. I don't have money to get a rental car.
3. Have case manager call me back @ # [redacted]
4. And I would like his VM
5. I am running out of patience

Writer states:
1. I will note in case
2. Transferred to GVillela's vm

*** PHONE LOG 10/31/2016 09:30 AM Eastern Daylight Time CSalyers Action Type:Incoming call
Customer States:
[redacted]
1. needing an updates
2. its going to be 3 weeks here soon
3. was told only a few days
4. spoke with dlr and nobody has called them

Wrt States:
1. apologized
2. advsied do show case was esc
3. checking to see if current case manager available
can't see via skype
4. Offered to connect over to current case manager line

Customer States:
1. yes please
2. spoke with William and he hasn't heard anything

Wrt States:
1. William is with kia dlrship right?

Customer States:

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A68E5[redacted]	[redacted]	0

Temple Hills MD 20748 Prod. Date: 04/18/2013 Dealer: MD002 Darcars KIA

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

1. yes

*connected to case manager ext**

*** PHONE LOG 10/31/2016 06:50 AM US Mountain Daylight Time BHauer Action Type:Outgoing call
Cust states
1.Have not heard back from anyone
2.Going to take further action myself
3.This has been going on for to long

Wrt States
1.Apologize
2.Informed it is in the hands of an ECR
3.Verified information

Cust asked to be transferred to Ali's extension

Wrt states
1.Can transfer but they are not in charge of the case anymore...

Cust states
1.Thats fine

*** PHONE LOG 10/31/2016 10:00 AM Eastern Daylight Time DTrent Action Type:Outgoing call
cust states
1 i need gustavo's ext

wtr
1 dont have extension
2 adv can connect you with NCA

transferred to NCA

*** NOTES 10/31/2016 07:27 AM US Mountain Daylight Time GBolek Action Type:Dealer contact
[redacted]
1. Well ive been waiting 2 weeks for some resolution on my case
2. I haven't heard from any one
3. I spoke to the dealer and they haven't heard anything
4. I was told to call you because it was only supposed to be a couple days.

Writer states:
1. Apologized
2. Advised writer will make writer's supervisor aware that customer is not getting a call back
3. Advised writer will note that the customer is requesting a call back

Customer states:
1. You can see my dilemma
2. It apparent that im going to have to go legal
3. Im not getting a call saying we are working on it

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A68E5[redacted]	[redacted]	0

Temple Hills MD 20748 Prod. Date: 04/18/2013 Dealer: MD002 Darcars KIA

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

4. I need a car
5. Im renting a car to get around
6. Its causing emotional stress and financial stress
7. I just need any update
8. Im not getting anything, im getting the run around
9. Can you get me to GVillela VM?

Writer states:
1. Yes

TRANSFERRED

*** PHONE LOG 10/31/2016 07:39 AM US Mountain Daylight Time AIbrahim Action Type:Incoming call
Cust called and left a VM for Writer [redacted]
1. Calling back on case [redacted]
2. I tried to reach CSR Gustavo but to no avail
3. Please call me [redacted]

*** PHONE LOG 10/31/2016 07:40 AM US Mountain Daylight Time AIbrahim Action Type:Outgoing call
Writer called Customer [redacted]
1. Calling back on case
2. We will update the notes for CSR Gustavo to call you [redacted]

Customer States:
1. Thank you
2. No one has called the dealer or me

*** NOTES 11/01/2016 08:24 AM US Mountain Daylight Time JSinclair-WE Action Type:Manager review
Wtr notified NCA of customers request for contact

*** NOTES 11/02/2016 09:33 AM US Mountain Daylight Time DRustin Action Type:Dealer contact

MD002/christopher green
1. i have a hysterical customer
2.caught fire
3. called screaming at me because kia hasnt called her
4.i dont know what to tell her
5. i couldnt do anything for her
6.she just doesnt want to pay for anything

Writer
1. went over case notes
2. case was esclated to NCA yesterday

Chris
1. ok, thanks

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A68E5[redacted]	[redacted]	0

Temple Hills MD 20748 Prod. Date: 04/18/2013 Dealer: MD002 Darcars KIA

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

*** PHONE LOG 11/04/2016 02:43 PM Pacific Daylight Time GVillela Action Type:Outgoing call
Wtr spoke with Service advisor:
1. SA gave update
2. Vehicle should be finished with repair tomorrow
2. Will tell sservice manager to call back with more info.

call ended

*** PHONE LOG 11/11/2016 11:08 AM Pacific Daylight Time GVillela Action Type:Outgoing call
Wtr spoke with Will Gamble, Service advisor:
1. Asked for status
2. Asked if customer went eith insurance

Will stated:
1. Yes. geico is paying for it
2. Should be completed next week

call ended

*** CASE CLOSE 11/11/2016 11:10 AM Pacific Daylight Time GVillela
No further contact required

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A64E5[redacted]	[redacted]	0

El Paso , TX, 79925 Prod. Date: 06/03/2013 Dealer: TX084 Viva KIA

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

Case History

*** NOTES 11/07/2016 03:45 PM Eastern Daylight Time ALockhart Action Type:Manager review
Dispatching case to NCA
1.PL**11/07/16** Cust alleges engine caught on fire; Did not receive SC letter
2.Vehicle has been reviewed by USAA. USAA determined the cause to be electrcial fire.
3. Customer was advised by USAA to contact KCAC about vehicle
4. Please review case to determine assistance at this time

*** PHONE LOG 11/07/2016 03:46 PM Eastern Daylight Time ALockhart
Cust states;
1. The vehicle caugh on fire
2. It was engine was on fire.
3. The car is at my mon's place

Wrt states:
1. Apologized
2 Ran Accident Script
3. Advised that vehicle can not be towed to the dealership
4. Advised there is 1 open SC

Cust states:
1. Okay thank you.

*** PHONE LOG 11/08/2016 12:42 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr:
1. Calling in ref to veh.
2. I understand you experienced a concern with your veh.
3. Requested pictures and copy of fire report.

Customer:
1. The ins. co. took the car yesterday at about 2:30.
2. I have about 4 pictures.
3. We took the best pictures we could.
4. There is no police report or fire report because my husband put out the fire.

Wtr:
1. Ok, please send pictures.
2. Provided email address.
3. Once pictures are received, I will review your case with my KMA engineer and contact you accordingly.
4. Thanked and disconnected.

*** PHONE LOG 11/14/2016 07:57 AM Pacific Daylight Time JMojica Action Type:Incoming call
Customer left VM:
1. I was wondering if you received the pictures.
2. I have some info for you, if you could please call me back.

*** PHONE LOG 11/18/2016 03:11 PM Pacific Daylight Time JMojica Action Type:Outgoing call

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2014 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A64E5[redacted]	[redacted]	0

El Paso , TX, 79925 Prod. Date: 06/03/2013 Dealer: TX084 Viva KIA

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

Wtr:
1. Calling in ref to veh.
2. What is the status of the vehicle?
3. Do you have an estimate for repairs?

Customer:
1. The car is actually at Viva Kia.
2. They said they are taking care of it because of the recall.
3. I didn't know about a recall or else I would have had it done.
4. This was such a scary and traumatizing experience.
5. My husband wanted me to ask what you can do for us for what happened.

Wtr:
1. Apologized.
2. I will f/u with dlr on repairs.
3. Did you incur any out of pocket expenses?

Customer:
1. No, just the monthly payment we make on the car that we don't even have right now.

Wtr:
1. Ok, well let me check on repairs so we can get the car to you asap.
2. Then I can look into possible GW.
3. Thanked and disconnected.

*** PHONE LOG 11/30/2016 02:34 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr spoke to SA at dlr:
1. SA stated veh repairs are completed, veh has been picked up by customer.

*** PHONE LOG 11/30/2016 02:52 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr:
1. Calling in ref to veh.
2. Just following up as dlr informed me that the veh's repairs were completed.
3. I know you had asked for GW last time we spoke.

Customer:
1. Yes, we have the car back and its running great!
2. We asked about that because we thought we would be without the car for longer but we have it back now so its ok.
3. We got it back faster than we thought.

Wtr:
1. Ok, like I said I was just following up.
2. I am glad you are back in your veh.
3. Thanked and disconnected.

*** CASE CLOSE 11/30/2016 02:52 PM Pacific Daylight Time JMojica
No further action required.

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

FORTE

201 FORTE_ACCIDENT SCRIPTS_ALLEGED DEFECT B_EXPANDED SCOPE

Accident Report

Case [redacted]

Report Details

1. Who Owns the Vehicle?

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

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

   Owner, no passengers <Provide Driver's Name, Address, and Phone>

3. Do You Own the Vehicle?

   No

4. What is the Age of the Driver?

   [redacted] <Driver's Age>

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

   5/24/16 3:45 pm <DATE> and <TIME>

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

   dry and sunny <ROAD & WEATHER CONDITIONS>

7. What Speed was the Vehicle Traveling?

   65 is the speed limit on the highway, vehicle had stopped on shoulder <VEHICLE SPEED>

8. Were any Other Vehicles Involved in the Accident?

   No

9. Were There Any Injuries?

   No

10. Was Anyone Taken by Ambulance to The Hospital?

    No

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

    No

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

    my sons car was cutting out and he called Kia Chattanooga, they told him to come into the dealership
    On his way there it died on him, he coasted off to the shoulder and it was on fire <INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>

13. Were the Police Contacted?

    Yes

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

    Soddy Daisy Police and fire Department <Officer Name, Department, Badge>

15. What is the Police Report Number?

    i dont have this information <POLICE REPORT NUMBER>

16. Was the Insurance Company Contacted?

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

17. Have You Settled With the Insurance Company?

No

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

Towed

19. Where is the Vehicle Now?

it was at smith towing at soddy daisey. the insurance said they were going to move it to a place on Rossville Blvd <VEHICLE LOCATION>

20. Have Any Repairs Been Completed?

No

21. Were Parties Wearing Seatbelts?

Yes

22. Did the Airbag(s) Deploy?

No

23. Was Airbag Light on prior to accident?

No

24. What action are you requesting of Kia?

I would like for Kia to replace the vehiicle or take care of all the financial obligations so he can get another vehicle, i feel this is not his fault <RESOLUTION SOUGHT>

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

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

i. Copy of Police Report (if available)

ii. Pictures of vehicle (front, rear and side views)

Not Applicable

Accident Report

Case [redacted]

Report Details

1. Who Owns the Vehicle?

   EAN Holdings LLC -
   Alamo, Enterprise & National Rent a Car <Provide Owner Name, Address, and Phone>

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

   no one was driving the vehicle at the time of the fire <Provide Driver's Name, Address, and Phone>

3. Do You Own the Vehicle?

   Yes

4. What is the Age of the Driver?

   no driver <Driver's Age>

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

   December 4, 2014
   130 PM <DATE> and <TIME>

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

   dry was parked in parking spot on lot <ROAD & WEATHER CONDITIONS>

7. What Speed was the Vehicle Traveling?

   n/a <VEHICLE SPEED>

8. Were any Other Vehicles Involved in the Accident?

   No

9. Were There Any Injuries?

No

10. Was Anyone Taken by Ambulance to The Hospital?

No

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

No

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

the vehicle and been to the rental lot - the employee went out to get mileage and check gas. She didn't notice anything - went back inside. someone on the lot noticed on the lot that the vehicle was on fire. Vehicle was at
Kelly Eastside Collision
1500 130th Ave NE
Bellevue, WA 98005
we rent space from them

<INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>

13. Were the Police Contacted?

No

16. Was the Insurance Company Contacted?

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

17. Have You Settled With the Insurance Company?

No

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

Towed

19. Where is the Vehicle Now?

Chuck Olson Kia WA012
17001 Aurora Ave., North
Shoreline, WA <VEHICLE LOCATION>

20. Have Any Repairs Been Completed?

No

21. Were Parties Wearing Seatbelts?

No

22. Did the Airbag(s) Deploy?

No

23. Was Airbag Light on prior to accident?

No

24. What action are you requesting of Kia?

to see if this was a warranty issue. What to know what happen <RESOLUTION SOUGHT>

25. Have you reviewed the airbag section of the owners manual?
Yes - In order to consider your request, we will need you to provide us with copies of:
i. Copy of Police Report (if available)
ii. Pictures of vehicle (front, rear and side views)
Not Applicable

Accident Report

Case [redacted]

Report Details

1. Who Owns the Vehicle?

   [redacted], now State Farm is <Provide Owner Name, Address, and Phone>

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

   it was parked un occupied, Last driver was [redacted] <Provide Driver's Name, Address, and Phone>

3. Do You Own the Vehicle?

   No

4. What is the Age of the Driver?

   [redacted] <Driver's Age>

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

   Feb 22nd 2015 1:05 Central time--- time it was reported to State Farm <DATE> and <TIME>

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

   weather was clear as far as we know, no rain <ROAD & WEATHER CONDITIONS>

7. What Speed was the Vehicle Traveling?

   Vehicle was parked at Walmart parking lot <VEHICLE SPEED>

8. Were any Other Vehicles Involved in the Accident?

   Two other vehicles were burned, by this vehicle
   2001 Honda Accord
   2005 Mercaties Benz E500 Yes, <Document Vehicle Information>

9. Were There Any Injuries?

No

10. Was Anyone Taken by Ambulance to The Hospital?

No

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

No

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

Went in to the store to go shopping at Walmart, when they came out the vehicle was on fire, the other two vehicles got damaged,
they had no idea what caused the fire, no previous issues
vehicle was locked at the time <INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>

13. Were the Police Contacted?

No

16. Was the Insurance Company Contacted?

State Farm, Carlos Cruz State Farm (770-418-4029) [redacted] Claim number Yes, <Name, Address, and Phone of Insurance Company, Policy #, and Claim #>

17. Have You Settled With the Insurance Company?

Yes

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

Towed

19. Where is the Vehicle Now?

Co-part, 3101Daisy Allison Blvd, Huey Town AL 35023 Phone number 205-424-0257
[redacted] stock number <VEHICLE LOCATION>

20. Have Any Repairs Been Completed?

No

21. Were Parties Wearing Seatbelts?

No

22. Did the Airbag(s) Deploy?

No

23. Was Airbag Light on prior to accident?

No

24. What action are you requesting of Kia?

That KMA does an inspection with out experts,
want to make sure you have a chance to inspect it before any destructive testing is done with Crain and Associates number 205-995-8231, Contact is Morgan Fuller <RESOLUTION SOUGHT>

25. Have you reviewed the airbag section of the owners manual?
Yes - In order to consider your request, we will need you to provide us with copies of:
    i. Copy of Police Report (if available)
    ii. Pictures of vehicle (front, rear and side views)
Not Applicable

Accident Report

Case [redacted]

Report Details

A-1) Who owns the vehicle?

[redacted]

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

[redacted]

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

[redacted]

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

0

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

[redacted]

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

no

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

09/13/2017 13:00:00

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

technician abs module and harness caused fire not able to determine what caused at this time

B-2) What time was 911 called?

9:00

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

clear morning good road conditions

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

no

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

sensed coming from brake area

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

on

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

n/a

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

none

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

n/a

C-1) Which fire agency responded?

Fresno

D-1) Where is the vehicle now?

Future Kia Clovis, CA

D-2) Have any repairs been completed?

has been looked at by kia

D-3) Was the insurance company contacted?

n/a

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

n/a

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

want to know what casued issue and have repaired if manufacturers defect

Accident Report

Case [redacted]

Report Details

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

FORTE

201 FORTE_CA REPORTS_ALLEGED DEFECT B_EXPANDED SCOPE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A61F5[redacted]	[redacted]	48,000

Clovis , CA, 93612 Prod. Date: 05/20/2014 Dealer: CA175 Future KIA

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

Case History

*** 09/15/2017 10:28:17 (GMT-05:00) Eastern Time (US & Canada) ***
Contact = [redacted], Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 09/15/2017 10:33:52 (GMT-05:00) Eastern Time (US & Canada) and created by Timothy Tye ***
Mike from CA175 called in
1. Customer had vehicle brought in to dealership with fire issue
2. We looked at vehicle and determined there is issue with abs that caused fire
3. Calling to get case started for NCA to get involved

wrt states
1. Apologized
2. Advised that would get info to start case and get NCA involved due to fire
3. Completed fire scripting
4. Gave case# contact info and timeframe for someone from NCA to get involved with case

*** Phone - Call - Inbound created on 09/15/2017 10:40:52 (GMT-05:00) Eastern Time (US & Canada) and created by Timothy Tye ***
CUSTOMER “ALLEGES” PRODUCT LIABILITY
Forward to NCA
1 Customer alleges thebrakes caught on fire
2 Vehicle is currently down at CA175
3 Customer is requesting to have
4 Please review and follow up accordingly

*** Phone - Call - Inbound created on 09/15/2017 13:04:10 (GMT-05:00) Eastern Time (US & Canada) and created by Timothy Tye ***
CTA email sent to DPSM RLeal as FYI

*** Phone - Call - Inbound created on 09/15/2017 13:04:47 (GMT-05:00) Eastern Time (US & Canada) and created by Timothy Tye ***

Writer.
1.) I am calling from KCAC.
2.) I am calling to let you know that I am going to escalate your case.
3.) Which means I am going to get more resources involved.
4.) They will contact you in 2-3 business days.

*** 09/15/2017 13:05:24 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin = 3. Dispatch to Queue National CA by Timothy Tye
Reason:

*** 09/18/2017 07:55:06 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 09/18/2017 08:16:18 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 1. Intro Calls of Ryan Ristow by Jeff Stroup
Reason:

*** Phone - Call - Outbound created on 09/18/2017 10:23:27 (GMT-08:00) Pacific Time (US & Canada) and

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A61F5[redacted]	[redacted]	48,000

Clovis , CA, 93612 Prod. Date: 05/20/2014 Dealer: CA175 Future KIA

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

created by Ryan Ristow ***
Wrt left a message for the svc adv.

*** Phone - Call - Inbound commitment created on 09/18/2017 10:25:13 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/19/2017 and created by Ryan Ristow ***

*** 09/18/2017 10:25:38 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1. Intro Calls and Sub Status of Assigned

*** Phone - Call - Inbound commitment fulfilled on 09/18/2017 11:00:05 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/19/2017 closed by Ryan Ristow ***
Dlr contacted wrt:
1. My tech did call in.
2. he found burn damage at the ABS unit.
3. There was no hole in the block.

Wrt replied;
1. Please send photos to review with the engineers.

*** Phone - Call - Outbound created on 09/18/2017 11:01:52 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt left a VM for the customer.

*** Email - External Email Received commitment created on 09/18/2017 11:02:16 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/25/2017 and created by Ryan Ristow ***

*** Email - External Email Received commitment fulfilled on 09/22/2017 09:50:42 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/25/2017 closed by Ryan Ristow ***
Photos attached

*** 09/22/2017 10:09:46 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 4. Call to Dealer and Sub Status of Assigned

*** Others - Others created on 09/22/2017 12:49:20 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt reviewed with KMA engineers;
1. Get estimate for repair.
2. ask for photos of any other damages.

*** Email - External Email Sent created on 09/22/2017 12:50:17 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Hi Kyle,

Can you provide the warranty estimate for repair on this vehicle? As well as photos of any other heat/fire damage to the body.

Best,

*** Email - External Email Received commitment created on 09/22/2017 12:50:52 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/26/2017 and created by Ryan Ristow ***

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A61F5[redacted]	[redacted]	48,000

Clovis , CA, 93612 Prod. Date: 05/20/2014 Dealer: CA175 Future KIA

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

*** Email - External Email Received commitment created on 09/22/2017 12:50:52 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/27/2017 and created by Ryan Ristow ***
Wrt requested estimate.

*** Email - External Email Received commitment fulfilled on 09/26/2017 15:11:13 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/27/2017 closed by Ryan Ristow ***
1. Dealer stated the claim amount is $3875.64.
2. No other fire damage seen.

*** Phone - Call - Inbound created on 09/26/2017 15:11:27 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
KBB value of the vehicle is $6,692.00.

*** Email - Call - Outbound created on 09/26/2017 15:15:29 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt requested the dealer open a T/L case to being the PWA process.

*** Others - Others commitment created on 09/26/2017 15:16:10 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/28/2017 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 09/26/2017 15:55:46 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/28/2017 closed by Ryan Ristow ***
N/A

*** Email - External Email Received created on 09/26/2017 15:56:11 (GMT-08:00) Pacific Time (US & Canada) anc created by Ryan Ristow ***
1. Already ahead of you sir, submitted a pwa earlier for repairs have everything here and am wrapping up the work
2. Will give address to parts to return parts.

*** Others - Others commitment created on 09/26/2017 15:57:03 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/09/2017 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 09/29/2017 09:40:54 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/09/2017 closed by Ryan Ristow ***
Parts received.

*** 09/29/2017 09:41:18 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Repaired at Dlr
[Resolution Summary]
Vehicle repaired. case closed pending customer contact.

*** 09/29/2017 14:16:46 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened with Sub Status of Working

*** Others - Others created on 09/29/2017 14:16:56 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Tread review complete

*** 09/29/2017 14:17:21 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Repaired at Dlr
[Resolution Summary]
Vehicle repaired. case closed pending customer contact.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A6XF5[redacted]	[redacted]	54,000

Las Vegas , NV, 89146 Prod. Date: 05/27/2014 Dealer: NV009 Findlay KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

*** 09/20/2017 14:48:36 (GMT-07:00) Arizona ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 09/20/2017 14:45:18 (GMT-07:00) Arizona and created by Debra Rustin ***
customer states
1.want to bring pain on my dlr
2.on going issue with headlight burning out
3.went to pepboys
4. said short in headlight assembly
5. said its dlr opnly part
6. went to findlay kia
7. say out of warranty
8. called me back and told me they can replace assembly
9. i dont have money to fix
10.pepboys said i might find on amazon or a scrap yard
11.this is my 3rd kia
12.this is really frustrating

Writer states
1.Apologised
2.who were you working with?

customer states
1.service manager i think

Writer states
1.what was cost?

customer states
1.$500 to replace assembly
2.$250 if i want to rewire it

Writer states
1.i will call dlr and gather information
2. will folow up with you in 2-3

customer states
1.ok, thank you
*****accepted survey******

*** Phone - Call - Outbound created on 09/22/2017 07:52:59 (GMT-07:00) Arizona and created by Debra Rustin ***
Writer calls dlr
1. rings and then cuts off and hangs up

*** Phone - Call - Outbound created on 09/23/2017 10:20:24 (GMT-07:00) Arizona and created by Debra Rustin ***
NV009
Writer
1. Called, got VM
2.Left name number ext & case# for return call
****Need Template***

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A6XF[redacted]	[redacted]	54,000

Las Vegas , NV, 89146 Prod. Date: 05/27/2014 Dealer: NV009 Findlay KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

*** Phone - Call - Outbound created on 09/26/2017 09:20:09 (GMT-07:00) Arizona and created by Debra Rustin ***

NV009/James
Writer
1. Called, got VM
2.Left name number ext & case# for return call
****Need Template***

*** Phone - Call - Outbound created on 09/27/2017 09:12:38 (GMT-07:00) Arizona and created by Debra Rustin ***

NV009/jOSE

Customer Name:[redacted]
Customer phone #:[redacted]
Customer address:[redacted] LAS VEGAS NV [redacted]
VIN:KNAFK4A6XF[redacted]
MY and Mileage:2015 FORTE 48,802
Most recent RO#[redacted]
Open date:7/17/17
Close Date: 7/19/17
Days Down:2
Most recent Repair/Diagnosis: 1.recomended passenger headlight assembly
2. possibly damaged
3. verified beam out
4. low beam connector melted
5. after market bulbs
6. melted harness to headlight
7. was declined Customer says:short in headlight assembly
Able to Duplicate (Y/N):y
Repeat Repair? if so, how many?
Repair History :
ETA for completion of repairs:
Parts on order:no
Techline Case :no
Rental / Loaner Provided? when?:
Dealer contacted DPSM : no
Vehicle repaired?:no
Customer has possession?:yes
Dealer Code/Selling Dealer:NV009
Original Owner (Y/N):no

*** Phone - Call - Outbound created on 09/27/2017 09:14:06 (GMT-07:00) Arizona and created by Debra Rustin ***

Writer calls and gets vm
1.calling regarding case#[redacted]
2.would like to discuss this with you
3.please return the call
4. 800# case#[redacted]

*** Phone - Call - Inbound created on 09/28/2017 19:00:54 (GMT-05:00) Eastern Time (US & Canada) and created by Thomas Beam ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A6XF5[redacted]	[redacted]	54,000

Las Vegas , NV, 89146 Prod. Date: 05/27/2014 Dealer: NV009 Findlay KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Cust
1.) I got a call from Debbie who said you guys had some news on the case and I wanted to see what was up

Writer
1.) Apologized
2.) Informed of dealership RO info.

Cust
1.) They are full of Sh*t
2.) They are flat out lying about this.
3.) I get most of my work done at Pepboys.
4.) When I went to them to diagnose the issue, they told me that the issue with the headlight assembly was that they could replace the bulb but it would burn out again.
5.) The assembly was already bad before the car got to Pepboys.
6.) I cannot believe those slime would say that.
7.) They have lost me as a customer even if I have to drive half way to Reno.

Writer
1.) Apologized
2.) Informed would notate case.
3.) Informed Debbie would call back when she sees the notes.

Cust
1.) ok. Thank you

*** Phone - Call - Outbound created on 10/06/2017 09:11:02 (GMT-07:00) Arizona and created by Debra Rustin ***
Writer calls and gets vm
1.calling regarding case# [redacted]
2. 800#

*** 10/06/2017 09:12:24 (GMT-07:00) Arizona ***
Closed with Resolution Code : No Cust Contact
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A64F5[redacted]	[redacted]	51,875

Greer , SC , 29651 Prod. Date: 03/16/2015 Dealer: SC020 KIA of Greer

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Steering
Kia Case Type Lvl4: Other

Case History

Dealer : Kia of Greer
Technician : Jay Hammond
Service Manager : jacob cotten
Dealer Phone :
DPSM : Paul Gianmoena
Vehicle Model : FORTE LX AUTO
Model Year : 2015
Mileage : 51875
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
Customer state that while driving there is smoke coming from the steering wheel and vents ..

[Diagnostics Performed]
after car was driven for 45 to 50 mins... A puff of smoke came up from the top left side of the airbag , smells like a burnt wire , pulled the airbag off and have been trying to get it to do it again . Right now I have pulled the bag out and going to drive it again in the morning when I have more time to try and duplicate again .. Haven't been able to duplicate the smoke from the vents .

*** Assigned to WIPBin Assigned of Jeddah Ortega on 03/24/2018 07:06:22 (PST)
*** 03/26/2018 06:27:21 (GMT-07:00) Arizona ***
Dispatched from WIP Default to Queue by

*** Phone - Call - Outbound created on 03/26/2018 09:21:46 and created by Issac Carrillo ***
Calls DLR SC020
Svc Adv JACOB states:
1. We're trying to get it duplicate again.
2. My master tech did notice smoke coming from clock spring area when he drove it in.
3. TL is waiting for it to happen again, then we need to get it to duplicate again but it's going to b hard.
4. Sounds good.
5. Thanks for calling in.

Wrtr States
1. Calling to get some RO info.
2. Anything to duplicate?
3. Sounds good.
4. I will f/u tomorrow.
5. Thanks for the help.

Writer states:
Customer Name:[redacted]
Customer phone #:[redacted]
Customer address:[redacted] SPARTNBURG, SC[redacted]
VIN:KNAFX4A64F5[redacted]
MY and Mileage:2015 - 51858
Most recent RO# and Open Date- Close Date:RO#[redacted] 03/08-
Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis: Customer says, that while driving there is smoke coming from the

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A64F5[redacted]	[redacted]	51,875

Greer , SC , 29651 Prod. Date: 03/16/2015 Dealer: SC020 KIA of Greer

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Steering
Kia Case Type Lvl4: Other

steering wheel and vents.
Able to Duplicate (Y or N): N
Repeat Repair (Y/N), if so, how many times?: N
Repair History of current concern with dates and mileage:
ETA for completion of repairs (if applicable): n/a
Parts on order (Y/N): N
Techline Case (if applicable): Y
Rental / Loaner Provided? If so, since when?: Y, 03/08
Dealer contacted DPSM (if needed): N
Vehicle repaired?: N
Customer has possession?: N
Selling DLR: Y

Calls Cust
Wrtr States
1. No answer.
2.. Left Vm cb# and case#
3. Explained DLR is waiting for problem to happen again so they can show TL.

*** 03/28/2018 06:32:20 (GMT-07:00) Arizona ***
Accepted from Queue ZZ Leonel Martinez to WIPBin default by Leonel Martinez

*** Phone - Call - Inbound created on 04/04/2018 11:10:31 (GMT-07:00) Arizona and created by Leonel Martinez ***

Writer called [redacted] and LVM:
1. Calling to touch base
2. Informed contacted DLR
3. DLR states veh is still being diagnosed with tech line
4. Explained case will be escalated to a higher department for further review
5. Someone from appropriate escalated office will call back in 2-3 business days
6. Please call back if any questions and/or concerns
7. Provided case # and contact info

*** Phone - Call - Inbound created on 04/04/2018 11:11:47 (GMT-07:00) Arizona and created by Leonel Martinez ***

Forward to ECR
1. Customer states while driving there is smoke coming from the steering wheel and vents
2. SC020 states vehicle is still being diagnosed with tech line
3. Per tech line FTS recommends DLR to replace switch and short harness
4. Dispatching because vehicle has been down over 10 days
5. DPSM has been advised
6. Please review and follow up accordingly

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A64F5[redacted]	[redacted]	51,875

Greer , SC , 29651 Prod. Date: 03/16/2015 Dealer: SC020 KIA of Greer

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Steering
Kia Case Type Lvl4: Other

*** Case 12670721 is sent on 4/4/2018 11:14:12 by Leonel Martinez
To: PGIANMOENA@KIAUSA.COM
Cc: LMartinez@kiaconsumeraffairs.com
Title: NO ACTION REQUIRED - Case Escalation:SC020, [redacted]

*** 04/04/2018 11:15:04 (GMT-07:00) Arizona ***
Dispatched from WIPBin = default to Queue Southern Region ECR by Leonel Martinez
Reason:

*** 04/05/2018 06:45:39 (GMT-07:00) Arizona ***
Accepted from Queue Southern Region ECR to WIPBin default-1 by Randy Chacon

*** 04/05/2018 06:47:20 (GMT-07:00) Arizona ***
Assigned to WIPBin Default of Tammy Shamburger by Randy Chacon
Reason:

*** 04/09/2018 06:16:14 (GMT-07:00) Arizona ***
Case moved into WIPBin Default and Sub Status of Assigned

*** Phone - Call - Outbound created on 04/09/2018 09:07:15 (GMT-07:00) Arizona and created by Tammy Shamburger ***
wrt called customer at [redacted] and LVM
1 This is Tammy from Kia.
2 your case forward to our escalation team for handling.
3 please c/b writer with any questions, will f/u again with you. Will also f/u with dlr on repair and call you again.
4 left contact info with case#

*** Phone - Call - Outbound commitment created on 04/09/2018 09:08:34 (GMT-07:00) Arizona with Commitment Date 04/11/2018 and created by Tammy Shamburger ***

*** Phone - Call - Outbound commitment fulfilled on 04/12/2018 08:32:27 (GMT-07:00) Arizona with Commitment Date 04/11/2018 closed by Tammy Shamburger ***
Writer called dlr and spoke to Katie
wrt states
1 is vehicle done and gone?
Katie states
1 yes vehicle is no longer here.
wrt thanked Katie

*** Phone - Call - Outbound created on 04/12/2018 08:34:35 (GMT-07:00) Arizona and created by Tammy Shamburger ***
Writer called customer and LVM.
1. This is Tammy from Kia
2 this is a courtesy call to check on your vehicles repair.
3 any questions or concern please c/b writer.
4 left contact information with case#

*** 04/12/2018 08:36:44 (GMT-07:00) Arizona ***
Closed with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A65F5[redacted]	[redacted]	68,349

Williston , VT, 05495 Prod. Date: 02/02/2015 Dealer: VT001 Berlin City KIA, Burlingtc

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

Case History

*** 02/12/2019 16:10:52 (GMT-08:00) Pacific Time (US & Canada) ***
Contact = [redacted], Priority = Escalated, Sub Status = Working

*** Letter - Letter Received created on 02/12/2019 16:11:27 (GMT-08:00) Pacific Time (US & Canada) and created by Stephanie Mondragon ***
NCA rec'd packet from Progressive. Letter states:
1. Please accept this letter as formal notice of our subrogation rights in regard to the above-captioned claim.
2. Demand is hereby made upon you for payment of Progressive Select Insurance Company damages and those o our insured.
4. Enclosed please find all supporting documentation.
6. Thank you for your anticipated cooperation
Attaching and dispatching to National CA.

*** 02/12/2019 16:11:55 (GMT-08:00) Pacific Time (US & Canada) ***
Dispatched from WIPBin = Default to Queue National CA by Stephanie Mondragon
Reason:

*** 02/13/2019 07:45:54 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 02/13/2019 07:47:39 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 24/24 of Samuel Kim by Jeff Stroup
Reason:

*** 02/13/2019 15:52:29 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 24/24 and Sub Status of Assigned

*** Email - External Email Sent created on 02/21/2019 10:41:00 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Sent email to Subrogation Representative Chad Johnson at Progressive Insurance (chad_w_johnson@progressive.com)
Hi Chad,

My name is Sam and I work here at the corporate office for Kia Motors America, Inc. (“KMA”). We received a subrogation demand for your insured Marie-Eve Journey. Has a preliminary C&O been performed? Also, could we get a copy of the Fire Report.

*** Note - Others created on 02/21/2019 10:53:48 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Copart location in West Warren, MA. Lot number [redacted]

*** 02/21/2019 10:54:37 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 2/13 (Wednesday) and Sub Status of Assigned

*** Email - External Email Received created on 02/25/2019 10:28:01 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from Subrogation Representative Chad Johnson at Progressive Insurance (chad_w_johnson@progressive.com)
Hello!

No expert as this is being pursued under warranty.

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A65F5[redacted]	[redacted]	68,349

Williston , VT, 05495 Prod. Date: 02/02/2015 Dealer: VT001 Berlin City KIA, Burlingtc

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

Chad Johnson
PROGRESSIVE |Product Liability Subrogation Specialist Senior– Outbound Subrogation
PO BOX 512929 | Los Angeles, CA 90051
Payments: 24344 Network Place | Chicago, IL 60673
Direct: 440-910-1610
Fax: 888-781-6947

*** 03/12/2019 17:49:54 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Pictures / Police Report and Sub Status of Assigned

*** Email - External Email Received created on 03/15/2019 12:43:45 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from Subrogation Representative Chad Johnson at Progressive Insurance (chad_w_johnson@progressive.com)
I do not have a fire report

*** 03/19/2019 17:02:35 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Legal Review and Sub Status of Assigned

*** Note - Others created on 03/20/2019 13:00:46 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Reviewed case w/ KMA Engineer:
1. What is the alleged concern?

*** Phone - Call - Outbound created on 03/20/2019 13:01:38 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called Progressive Insurance and left message for Subrogation Representative Chad Johnson (440)910-1610
1. Calling in regards to your claim number [redacted]
2. We received a Notice of Subrogation Claim
3. It states that the "evidence in our favor" is that the vehicle is "still under warranty"
4. In order to determine if something is under warranty, we would need to know what the allegation is
5. Left call back number

*** 03/20/2019 13:04:12 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 3/20 (Wednesday) and Sub Status of Assigned

*** Email - External Email Received created on 03/25/2019 12:04:32 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from Subrogation Representative Chad Johnson at Progressive Insurance (chad_w_johnson@progressive.com)
Hello!

Got your voicemail about the warranty.

I reviewed the file and witness statements. The fire is alleged under mechanical. Not electrical. The first sign of smoke was seen coming from the engine compartment after the vehicle was parked and turned off.

Please let me know if I can assist further

Chad Johnson
PROGRESSIVE |Product Liability Subrogation Specialist Senior– Outbound Subrogation

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A65F5[redacted]	[redacted]	68,349

Williston , VT, 05495 Prod. Date: 02/02/2015 Dealer: VT001 Berlin City KIA, Burlingtc

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

PO BOX 512929 | Los Angeles, CA 90051
Payments: 24344 Network Place | Chicago, IL 60673
Direct: 440-910-1610
Fax: 888-781-6947

*** 03/25/2019 12:08:51 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Waiting on Callback and Sub Status of Assigned

*** Note - Others created on 03/25/2019 15:37:27 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Reviewed case w/ KMA Engineer:
1. Request C&O

*** 03/25/2019 15:38:03 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Legal Review and Sub Status of Assigned

*** Email - External Email Sent created on 03/25/2019 15:45:44 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Sent email to Subrogation Representative Chad Johnson at Progressive Insurance (chad_w_johnson@progressive.com)
Hi Chad,

Thank you for following up with me. If Progressive Insurance would like to proceed with this subrogation claim, Kia Motors America, Inc. would like to request a copy of a Cause & Origin Report that would point to an alleged defect.

*** Email - External Email Received created on 03/27/2019 14:39:46 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from Subrogation Representative Chad Johnson at Progressive Insurance (chad_w_johnson@progressive.com)
Hello!

There is currently no O&C as I stated this is being pursued under warranty. The vehicle is on hold for KIA to inspect it

Thanks!

Chad Johnson
PROGRESSIVE |Product Liability Subrogation Specialist Senior– Outbound Subrogation
PO BOX 512929 | Los Angeles, CA 90051
Payments: 24344 Network Place | Chicago, IL 60673
Direct: 440-910-1610
Fax: 888-781-6947

*** Phone - Call - Outbound created on 03/27/2019 14:43:05 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called Progressive Insurance and left message for Subrogation Representative Chad Johnson (440)910-1610
1. Calling in regards to your claim number [redacted]
2. Writer understands the vehicle may be under warranty
3. However, there are limitations to this warranty such as arson, lack of maintenance, aftermarket parts, etc.
4. We are requesting Progressive Insurance to provide a copy of a C&O Report that points to a manufacturing concern
5. If you have any questions, please contact me

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2015 FORTE KNAFK4A65F5[redacted]	[redacted]	68,349

Williston , VT, 05495 Prod. Date: 02/02/2015 Dealer: VT001 Berlin City KIA, Burlingtc

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

6. Left call back number

*** 03/27/2019 14:47:11 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Samuel Kim with Resolution Code : Information Given
[Resolution Summary]
Closing case pending further insurance contact.

*** 03/28/2019 16:28:08 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Stephanie Mondragon with Resolution Code : Information Given
[Resolution Summary]
Closing case pending further insurance contact.

*** 04/25/2019 12:42:48 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened by Samuel Kim with Sub Status of Working

*** Email - External Email Received created on 04/25/2019 12:42:54 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from Subrogation Representative Chad Johnson at Progressive Insurance (chad_w_johnson@progressive.com)
Hello!
Just looking for an update at this time on your end.

Thanks!

Chad Johnson
PROGRESSIVE |Product Liability Subrogation Specialist Senior– Outbound Subrogation
PO BOX 512929 | Los Angeles, CA 90051
Payments: 24344 Network Place | Chicago, IL 60673
Direct: 440-910-1610
Fax: 888-781-6947

*** Email - External Email Sent created on 04/25/2019 12:55:38 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Sent email to Subrogation Representative Chad Johnson at Progressive Insurance (chad_w_johnson@progressive.com)
Hi Chad,

I had previously left you a message, but Progressive Insurance would need to provide a C&O Report that points to a manufacturing concern.

*** Email - External Email Received created on 04/25/2019 12:56:04 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from Subrogation Representative Chad Johnson at Progressive Insurance (chad_w_johnson@progressive.com)
That’s not the case with warranty claims.

The warranty is a contract stating the vehicle is free of defect for X number of years and Y number of miles.

Clearly it was not clear of defects since it caught fire.

The warranty covers the defect that led to the fire.

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A65F5[redacted]	[redacted]	68,349

Williston , VT, 05495 Prod. Date: 02/02/2015 Dealer: VT001 Berlin City KIA, Burlingtc

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

Thank you.

Chad Johnson
PROGRESSIVE |Product Liability Subrogation Specialist Senior– Outbound Subrogation
PO BOX 512929 | Los Angeles, CA 90051
Payments: 24344 Network Place | Chicago, IL 60673
Direct: 440-910-1610
Fax: 888-781-6947

*** Email - External Email Sent created on 04/25/2019 12:56:40 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Sent email to Subrogation Representative Chad Johnson at Progressive Insurance (chad_w_johnson@progressive.com)
Hi Chad,
There are limitations to the warranty. For example, it does not cover arsons, fires as a result of aftermarket components, fires as a result of services performed by 3rd parties (eg. Jiffy Lube), fires as a result of previous accident damage, etc.

A Cause and Origin is required to rule out such causes and/or provide a possible cause.

*** Email - External Email Sent created on 04/25/2019 12:59:22 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Sent email to Subrogation Representative Chad Johnson at Progressive Insurance (chad_w_johnson@progressive.com)
And also, the Basic Limited Warranty has already expired due to miles (5 years or 60,000 miles, whichever comes first). The 10 year/100,000 miles Powertrain Warranty is still in effect assuming the insured is still the original owner.

*** Email - External Email Received created on 04/25/2019 12:59:46 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from Subrogation Representative Chad Johnson at Progressive Insurance (chad_w_johnson@progressive.com)
We don’t need an expert to rule out arson, or aftermarket parts.

The insured saw the fire start and smoke come from under the engine compartment.

Do not need a cause and origin on an engine compartment fire under warranty which would be the powertrain.

If Kia does not want to consider the warranty claim that’s fine I can refer it to our attorneys for handling. We’ve had success already with warranty claims in litigation.

Chad Johnson
PROGRESSIVE |Product Liability Subrogation Specialist Senior– Outbound Subrogation
PO BOX 512929 | Los Angeles, CA 90051
Payments: 24344 Network Place | Chicago, IL 60673
Direct: 440-910-1610
Fax: 888-781-6947

*** Email - External Email Sent created on 04/25/2019 13:00:22 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Sent email to Subrogation Representative Chad Johnson at Progressive Insurance (chad_w_johnson@progressive.com)

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A65F[redacted]	[redacted]	68,349

Williston , VT, 05495 Prod. Date: 02/02/2015 Dealer: VT001 Berlin City KIA, Burlingtc

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

I apologize, but our position still stands. We are requesting a Cause & Origin Report.

*** Email - External Email Received created on 04/25/2019 13:01:29 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from Subrogation Representative Chad Johnson at Progressive Insurance (chad_w_johnson@progressive.com)
I would recommend KIA inspect the vehicle its on hold.

Ill forward the claim to the attorneys to handle the warranty claim

Thanks!

Chad Johnson
PROGRESSIVE |Product Liability Subrogation Specialist Senior– Outbound Subrogation
PO BOX 512929 | Los Angeles, CA 90051
Payments: 24344 Network Place | Chicago, IL 60673
Direct: 440-910-1610
Fax: 888-781-6947

*** 04/25/2019 13:01:53 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Samuel Kim with Resolution Code : Information Given
[Resolution Summary]
Closing case pending further insurance contact.

*** 06/17/2019 10:24:14 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened by Samuel Kim with Sub Status of Working

*** Email - External Email Received created on 06/17/2019 10:25:48 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
NCA rec'd letter from Yost & Baill, Attorneys at Law. Letter states:
1. Please direct all further communication regarding this matter to me.
2. It is indicated from the materials provided to us by Progressive Insurance Company that he above reference vehicle caught fire while under warranty on the above date.
3. Progressive Insurance has paid a total of $8,719.86 to or on behalf of its insured for the above referenced damages.

*** 06/17/2019 15:58:03 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 24/24 and Sub Status of Working

*** 06/19/2019 12:24:10 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 6/18 (Tuesday) and Sub Status of Working

*** 06/19/2019 12:44:55 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Legal Review and Sub Status of Working

*** Phone - Call - Outbound created on 06/19/2019 12:47:34 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called Yost & Baill, Attorneys at Law and left message for Attorney Catlin Pegelow (612)338-6000
1. Calling in regards to your file number [redacted]
2. Requested C&O Report
3. Left call back number and email address

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFZ5A39F5[redacted]	[redacted]	8,684

Covina , CA, 91723 Prod. Date: 06/14/2014 Dealer: CA266 Covina Valley KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

Case History

R/A towed vehicle to COVINA VALLEY KIA.Please contact dealer to determine the reason for tow and contact the customer for assistance.

- For Reference -
Caller Name : [redacted]
Caller Phone : [redacted]
Dispatched : 12/20/2014 06:59:12 PM
Tow Provider : RANCHO MASTER COLLISION

*** NOTES 12/22/2014 10:56 AM US Mountain Standard Time MQuintero Action Type:Dealer contact
**********NOTES FROM DUP CASE**********
- For Reference -
Dispatch Date : 12/21/2014 05:52:28 PM
Services Received : Tow /Vehicle Inoperable
No. of Times : 2
Caller Name : [redacted]
Caller Phone : [redacted]
Tow Provider : 2M TOWING

Vehicle has experienced multiple tows/jumps within a 90 day period.

If the vehicle has been towed, it has been towed to Covina Valley Kia. Prior to contacting the customer for any assistance, please contact the dealer to determine the cause and the status of the vehicle.

If the vehicle has been jump started multiple times, please contact the customer to determine if there are any concerns with the vehicle and provide any assistance.
**********END OF NOTES**********

*** NOTES 12/22/2014 05:23 PM US Mountain Standard Time MQuintero Action Type:Dealer contact
Svca states (Mike CA266)
Customer Name: [redacted]
Original Owner: Yes
Customer Phone#: [redacted]
Customer Address: [redacted], San Dimas, CA [redacted]
VIN: KNAFZ5A39F5[redacted]
MY & Mileage: 2015 Forte - 8,684 miles
Dealer Code/Selling dealer: CA266/No
RO# & Open Date: [redacted] - 12/22/14
Days Down? 2 days
Current Repair Issue and Diagnosis: Towed in for CEL on and no start. Trying to figure out cause of this
Able to Duplicate? Yes
Part on Order (Y/N), If so, Part# N/A
Vehicle Repaired & Customer has possession? N/N
ETA for completion of Repairs? N/A
Repeat Repair? If So how many times? No
TL Case? No
Rental/Loaner Provided? If So When? No
Customer Request: N/A
Justification of GW? N/A
DPSM Contacted? No

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFZ5A39F5[redacted]	[redacted]	8,684

Covina , CA, 91723 Prod. Date: 06/14/2014 Dealer: CA266 Covina Valley KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

*** PHONE LOG 12/22/2014 05:27 PM US Mountain Standard Time MQuintero Action Type:Outgoing call
Wtr called customer and spoke with husband ([redacted]
Wtr states
1. Following up on repairs to vehicle
2. Did you have any questions or concerns

Cst states
1. No
2. They seem to be doing a good job
3. No worries

Wtr states
1. Advised will continue to follow up with CA266
2. Will be in touch once repairs have been completed
3. Gave contact info and case #

Cst states
1. Thank you for calling in
2. Appreciate it

*** NOTES 12/26/2014 05:17 PM US Mountain Standard Time MQuintero Action Type:Dealer contact
Wtr called CA266 and spoke with svca Greg
Wtr states
1. Following up on issue with vehicle
2. Have you diagnosised vehicle

Cst states
1. Yeah
2. Smoke from engine
3. No start
4. Blowing fuses under hood
5. Had some sftar market modifications on it
6. Ordered ignition coils
7. Should be here Monday

Wtr states
1. Thank you

*** NOTES 12/29/2014 05:26 PM US Mountain Standard Time MQuintero Action Type:Dealer contact
Wtr called CA266 and was placed on hold for over 3 minutes

*** PHONE LOG 12/29/2014 05:26 PM US Mountain Standard Time MQuintero Action Type:Outgoing call
Wtr called customer and LVM
Wtr states

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFZ5A39F5[redacted]	[redacted]	8,684

Covina , CA, 91723 Prod. Date: 06/14/2014 Dealer: CA266 Covina Valley KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

1. Following up on repairs to vehicle
2. Advised to c/b for any questions or concerns
3. Advised contact info and case#

*** NOTES 12/30/2014 01:12 PM US Mountain Standard Time MQuintero Action Type:Dealer contact
Wtr called CA266 and spoke with svca Mike
Wtr states
1. Checking on vehicle status

Angel states
1. Coils came in today
2. Hopefully we get them installed later today and vehicle will be ready to go

Wtr states
1. Will follow up on Friday
2. Thank you

*** NOTES 12/30/2014 05:17 PM US Mountain Standard Time JSinclair Action Type:Dealer contact
Transffering notes from dup case [redacted]
Techline case ([redacted] created on 2014-12-23 22:45:22 by Covina Valley Kia.
Please contact dealership and customer to see if any further assistance can be provided and that the concerns have been addressed.Thank You.

--For Reference--
TL Case created by (Dealer Technician) : Francisco Sierras
TL Case creator phone : 6267367275
TL Case creator email : A@A.com
Below are the notes from the TL case describing the concern:

*** Performed by contact: Francisco Sierras, 6267367275
*** This is a Request for Assistance ***

Problem Description :
customer states ch eng light come on and was smoke from the coil , vehicle will not start . keeps blowing fuse under hood , [coils fuse]

Diagnostics Performed :
coils # 1 and 2 burn out, vehicle has eng modifications . by pass throttle body cooler lines, intake air tube , blow off valve.

*** PHONE LOG 01/02/2015 11:05 AM US Mountain Standard Time TDonnelly Action Type:Incoming call
Customer States(Mr [redacted]
1. I was trying to reach tcs
2. Advised case number.

Writer States:
1. Confirmed caller info
2. Can see that tcs was calling to confirm if car is repaired?

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFZ5A39F5[redacted]	[redacted]	8,684

Covina , CA, 91723 Prod. Date: 06/14/2014 Dealer: CA266 Covina Valley KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

Customer States:
1. Car is not repaired
2. Having issues with dealer (CA266)
3. Need to get some assistance here as don't think dealer is taking correct steps to address repairs.
4. Would like to speak to tcs.

Writer States:
1. Advised that tcs is Michael and he is currently on another line
2. Will advise tcs car is not repaired and further assistance is needed.
3. Will ask tcs to follow up with dealer and customer.

Customer States:
1. Want to speak to him so would like a call back
2. Can be reached at any time at [redacted]
3. Will wait for further follow up.

Writer States:
1 Thanked customer for contacting kia.

*** PHONE LOG 01/02/2015 03:18 PM US Mountain Standard Time MQuintero Action Type:Outgoing call
Wtr called customer and LVM
Wtr states
1. Following up on yur vehicle
2. Was advised you wanted me to c/b about issue with dealership and your vehicle
3. Advised to c/b directly
4. Gave contact info and case#

*** NOTES 01/02/2015 03:24 PM US Mountain Standard Time MQuintero Action Type:Dealer contact
Wtr called CA266 and was placed on hold for over 5 minutes
Wtr will c/b svc dept

*** PHONE LOG 01/02/2015 03:44 PM US Mountain Standard Time TDonnelly Action Type:Incoming call
Customer States(Mr [redacted]
1. I just got a call from Michael
2. Can not seem to reach him
3. Is there any way to get him on line?
4. I did not get the reference number I am at a theme park right now.
5. Will hold.

Writer States:
1. Does customer have case number?
2. Advised that tcs is on another line at this time
3. Can ask him to call back
4. He was calling to let customer know that tcs was still attempting to reach dealer
5. He will continue to follow up

Customer States:
1, I need to speak to him about some other concerns
2. Can writer ask him to call me back?

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFZ5A39F5[redacted]	[redacted]	8,684

Covina , CA, 91723 Prod. Date: 06/14/2014 Dealer: CA266 Covina Valley KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

Writer States:
1. To reach tcs extension would need to press 3 for consumer affairs and then recording will ask if you know parties extension enter it now
2. So first thing is pressing option 3 for consumer affairs.
3. Will ask tcs to call back at earliest opportunity.

*** NOTES 01/02/2015 03:52 PM US Mountain Standard Time MQuintero Action Type:Dealer contact
Wtr called CA266 and spoke with svca Mike
Wtr states
1. Calling for update on vehicle

Mike states
1. We got the coil in
2. Replaced it as a 1x GW
3. Problem is vehicle has some modifications to it
4. Has some after market parts on it
5. Some hoses have been disconnected
6. About top open up service alert on it

Wtr states
1. Ok thank you

*** PHONE LOG 01/02/2015 04:07 PM US Mountain Standard Time MQuintero Action Type:Outgoing call
Wtr called customer
Wtr states
1. Returning call
2. How can I help you

Cst states
1. Well the car has been down for so long
2. I am begriming to worry about this
3. It's been there for almost 2 weeks
4. Just getting concerned with the repair time and if the svc dept knows what they are doing

Wtr states
1. I can understand your frustration
2. Advised will be escalating case to another dept for further handling

Cst states
1. Also they are giving me a rental for the weekend but i need a vehicle for my job
2. I commute 200 miles day
3. Can anything be done about that

Wtr states
1. Well also have DPSM review case for possible assistance
2. Should get a c/b in 2-3 business days

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFZ5A39F5[redacted]	[redacted]	8,684

Covina , CA, 91723 Prod. Date: 06/14/2014 Dealer: CA266 Covina Valley KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

*** NOTES 01/02/2015 04:12 PM US Mountain Standard Time MQuintero Action Type:Dealer contact
E-mail to dpsm, Darryl Trettin
Darryl,

FYI, Sending case to region. Vehicle has been down more than 10 days. Customer is getting a rental for the weekend as well by the dealership but is requesting to have a rental or loaner for entire time vehicle is down for repairs. Customer claims he drives 200 miles day for his job and needs a vehicle. Can you review and see if customer can have rental for a longer period of time.

*** NOTES 01/02/2015 04:13 PM US Mountain Standard Time MQuintero Action Type:Dealer contact
Wtr sending case to Region
Wtr states
1. Vehicle down more than 10 days
2. Customer has rental for weekend
3. Customer requesting rental for entire time vehicle is down for repairs
4. DPSM has been notified
5. Please review and follow up with customer and CA266

*** PHONE LOG 01/05/2015 07:44 AM Pacific Daylight Time MStrauss Action Type:Outgoing call
MS accepting for DC for case handling

*** PHONE LOG 01/06/2015 09:20 AM Pacific Daylight Time DCalderon Action Type:Outgoing call
Rcaa called and left a VM for Greg at dealer CA266.
1. Requested an update on the cust veh.

*** PHONE LOG 01/06/2015 09:37 AM Pacific Daylight Time DCalderon Action Type:Outgoing call
Rcaa spoke with cust.
Writer:
1. Adv that we understand that their veh was at the dealer.

Cust:
1. Sts that it has been there for a while and he misses his veh.

Writer:
1. Apol that it has taken a while.
2. Adv that we want to get him back in his veh as soon as possible and have left a message with dealer to try and get an update.
3. Adv would follow up after we get an update.
4. Adv once we do get the cust back in the veh we want to insure that the concern is not on going.

Cust:
1. Thanked.

*** PHONE LOG 01/16/2015 03:31 PM Pacific Daylight Time DCalderon Action Type:Outgoing call
Rcaa spoke with Greg at dealer CA266.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFZ5A39F5[redacted]	[redacted]	8,684

Covina , CA, 91723 Prod. Date: 06/14/2014 Dealer: CA266 Covina Valley KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

Writer:
1. Requested an update on the cust veh.

Dealer:
1. Sts that they replaced the coils and the veh left on 1/10

*** PHONE LOG 01/16/2015 03:35 PM Pacific Daylight Time DCalderon Action Type:Outgoing call
Rcaa called cust and left a VM.
1. Adv wanted to confirm that the concerns have been resolved.
2. Requested a call back.

*** NOTES 01/21/2015 03:51 PM Pacific Daylight Time SGuindi Action Type:Internal

[!<For Internal Use Only
TREAD review completed. >!]

*** PHONE LOG 01/22/2015 10:47 AM Pacific Daylight Time DCalderon Action Type:Outgoing call
Rcaa called cust and left a VM.
1. Adv wanted to confirm that the concerns have been resolved.
2. Requested a call back.

*** CASE CLOSE 02/09/2015 10:19 AM Pacific Daylight Time DCalderon
Veh repaired at dealer. Pending cust contact. No open SA or SC.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A69F5[redacted]	[redacted]	1,814

Prod. Date: 11/19/2014 Dealer:

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

Case History

*** NOTES 06/15/2015 07:55 AM US Mountain Standard Time JUTrotta Action Type:Manager review
Forward case to NCA
State Farm alleges vehicle caught fire while in a parking lot
please review and follow up accordingly

*** PHONE LOG 06/15/2015 07:55 AM US Mountain Standard Time JUTrotta
Carlos Cruz State Farm (770-418-4029) called and states:
1. vehicle was involved in a total loss fire
2. the dealer said that it is going to be looked at
3. vehicle is at a salvage yard
4. there is a recall on this vehicle

Writer states:
1. Apologize
2. there is no open SC on this vehicle at this time

Carlos States:
1. the fire marshal said that it was NHTSA 106416
2. this is for the cooling fan resistor, over heating and melting

Writer states:
1. will need to get some more info from you
**took accident report
2. will get this info over to the appropriate departments
3. you will get a call back with in 2-3 business days

Carlos Thanked and call ended

*** PHONE LOG 06/17/2015 11:03 AM Pacific Daylight Time SJoseph Action Type:Outgoing call
Wtr left VM for State Farm Carlos:
1. Hi, this is Wtr from KMA.
2. I got your case and it was escalated to me.
3. Could you please fax me over the fire report to 949-468-4805.
4. Email me the pictures of the vehicle to sjoseph@kiausa.com
5. Also, if you have a police report please fax that to me as well.
6. My callback number is 949-468-4805.
7. Thank You.

*** PRIORITY CHANGE 06/17/2015 11:03:53 AM SJoseph

*** PHONE LOG 06/18/2015 12:06 PM Pacific Daylight Time SJoseph Action Type:Outgoing call
Wtr left VM for Carlos Cruz:
1. Hi, this Wtr from KMA.
2. Calling in reference to case number [redacted]
3. It was about a 2015 Kia Forte belonging to [redacted].
4. You said the vehicle had a NHTSA 106416.
5. Please give me a call back at 949-430-3388.

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A69F5[redacted]	[redacted]	1,814
, ,		Prod. Date: 11/19/2014	Dealer:	

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

6. Please fax the fire report to 949-468-4805.
7. Please send the images to sjoseph@kiausa.com

*** PHONE LOG 06/23/2015 12:31 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr left VM for Carlos w/State Farm:
1. Calling in reference to cl #: [redacted]
2. I know Shawn left you a couple of VMs, but I will be taking over from here so I wanted to f/u with you.
3. Please c/b.
4. Provided c/b # and case # for reference.

*** NOTES 06/23/2015 03:12 PM Pacific Daylight Time SGuindi Action Type:NCA Corresp. rec'd
NCA rec'd letter from State Farm. Letter states:
1. This notice is to advise you of a loss that occurred to our insured's vehicle.
2. Our preliminary investigation indicates that Kia Motors may be responsible for this loss.
3. Please consider this our notice of possible subrogation and our notice to you of the opportunity to schedule an inspection of the vehicle.

Attaching to case and reassigning to JMojica.

*** PHONE LOG 06/25/2015 07:53 AM Pacific Daylight Time JMojica Action Type:Incoming call
Carlos w/State Farm left VM:
1. This is currently being handled by our subro team.
2. Their # is 877-457-8276 ext. 60

*** NOTES 06/30/2015 04:23 PM Pacific Daylight Time JMojica Action Type:Internal
TREAD review complete.

*** PHONE LOG 07/02/2015 12:57 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr spoke to Jessica w/State Farm:
1. Agent informed wtr that subro packet was mailed 6/29/15.
2. Wtr will wait for packet, thanked and disconnected.

*** NOTES 07/06/2015 05:44 PM Pacific Daylight Time SGuindi Action Type:NCA Corresp. rec'd
NCA rec'd letter from State Farm. Letter states:
1. This notice is to advise of a loss that occurred to our insured's vehicle.
2. The damage was caused by a defective cooling fan resistor.
3. Our investigation indicates that Kia Motors is responsible for this loss.
4. Please consider this letter as our demand to Kia Motors for reimbursement of $16,577.63.

Attaching to case and reassigning to JMojica.

*** PHONE LOG 07/16/2015 04:23 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr left VM for Brian Spencer at 866-457-8276:
1. Ref cl #: [redacted]
2. Confirmed receipt of subro packet.

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A69F5[redacted]	[redacted]	1,814
, ,	Prod. Date: 11/19/2014	Dealer:		

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

3. Is there a C&O report available?
4. Please c/b or email.
5. Provided c/b #, email address, and case # for reference.

*** PHONE LOG 07/17/2015 09:10 AM Pacific Daylight Time JMojica Action Type:Incoming call
Callie w/Statefarm left VM:
1. I got a message stating you need more pictures.
2. Please c/b at 877-457-8276 ext. 60 to give us your email address.
3. Please reference c/ #[redacted]

*** PHONE LOG 07/23/2015 11:49 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr:
1. Calling to see if there is a C&O report available?

Calli w/Statefarm (Team 60):
1. I am looking through a file, and I see a prelim report.
2. Hmm... it looks like we didn't pay the investigator.
3. This is so weird.
4. Let me get back to you once I figure out what we have.

Wtr:
1. Ok, please email me.
2. Provided email address and ref #.
3. Thanked and disconnected.

*** PHONE LOG 07/23/2015 11:49 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Calli Blackwell [mailto:calli.blackwell.tngy@statefarm.com]
Sent: Thursday, July 23, 2015 12:34 PM
To: Mojica, Jeannie [KMA]
Subject: State Farm Claim: [redacted] Your File: [redacted]

Hi Jeannie,

Here is a copy of the cause and origin report from our file. Please let us know if you need additional information.

Thank you!

Calli Blackwell
Claim Specialist - Subrogation
Murfreesboro, TN Operations Center
877-457-8276 ext 60
calli.blackwell.tngy@statefarm.com <mailto:calli.blackwell.tngy@statefarm.com>

*** PHONE LOG 07/23/2015 11:51 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A69F5[redacted]	[redacted]	1,814
, ,		Prod. Date: 11/19/2014	Dealer:	

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

From: Mojica, Jeannie [KMA]
Sent: Thursday, July 23, 2015 12:51 PM
To: 'Calli Blackwell'
Subject: RE: State Farm Claim: [redacted] Your File: [redacted]

Calli,

Thank you for getting back to me so quickly. I will review the case and get back to you.

*** PHONE LOG 07/30/2015 03:19 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Calli Blackwell [mailto:calli.blackwell.tngy@statefarm.com]
Sent: Thursday, July 23, 2015 1:02 PM
To: Mojica, Jeannie [KMA]
Subject: RE: State Farm Claim: [redacted] Your File: [redacted]

Excellent, thanks Jeannie.

*** PHONE LOG 08/05/2015 09:46 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Wednesday, August 05, 2015 10:47 AM
To: 'Calli Blackwell'
Subject: RE: State Farm Claim: [redacted] Your File: [redacted]

Calli,

My engineer would like to inspect this vehicle on 8/19 at 9am. Please confirm that the vehicle is still located at Copart in Hueytown, AL. Also, please let me know if you will be sending a fire investigator to be present at the time of the inspection. If so, I will need the fire investigator's contact info.

Thank you,

*** PHONE LOG 08/05/2015 12:02 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Calli Blackwell [mailto:calli.blackwell.tngy@statefarm.com]
Sent: Wednesday, August 05, 2015 11:59 AM
To: Mojica, Jeannie [KMA]
Subject: RE: State Farm Claim: [redacted] Your File: [redacted]

Hi Jeannie,

Yes, the vehicle is still located at Copart in Hueytown, AL. We do need someone on behalf of State Farm to be present during the inspection, so I am coordinating with our expert on this. Once we get all the details worked out I will have the investigator who is going attend the inspection contact you (or your engineer) to set up a date and time. Unfortunately we cannot commit to 08/19 at 9 at this time.
If you have the contact information for your engineer you can go ahead and provide me with that and I will pass it along.

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A69F5[redacted]	[redacted]	1,814
, ,	Prod. Date: 11/19/2014	Dealer:		

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

Thank you!

Calli

*** PHONE LOG 08/05/2015 12:09 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Wednesday, August 05, 2015 1:09 PM
To: 'Calli Blackwell'
Subject: RE: State Farm Claim: [redacted] Your File: [redacted]

Calli,

Please let me know once you coordinate with your expert. Do you know how long it will take to confirm? He can contact my engineer, Eric Sauck, at 949-943-4273.

Thank you for the prompt response,

*** PHONE LOG 08/10/2015 02:00 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Calli Blackwell [mailto:calli.blackwell.tngy@statefarm.com]
Sent: Wednesday, August 05, 2015 1:55 PM
To: Mojica, Jeannie [KMA]
Subject: RE: State Farm Claim: [redacted] Your File: [redacted]

Yes, I will let you know when I speak to them, it should not be any later than Friday. And thank you, I will provide them Eric's information.

Calli

*** PHONE LOG 08/10/2015 02:01 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Calli Blackwell [mailto:calli.blackwell.tngy@statefarm.com]
Sent: Thursday, August 06, 2015 1:30 PM
To: Mojica, Jeannie [KMA]
Subject: RE: State Farm Claim: [redacted] Your File: [redacted]

Hi Jeannie,

Our engineers Frank Hagan and Morgan Fuller are both going to be able to attend the Copart inspection at Eric's preferred date and time of 08/19 at 9 am. We provided Eric's name and number to them, so I am sure one of them will call him to confirm everything soon. We have also sent an inspection letter to both Copart and to both of our experts today notifying when and who all will be attending the inspection.
Let me know if you have any questions/concerns!

Thank you,

Calli

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A69F5[redacted]	[redacted]	1,814
, ,	Prod. Date: 11/19/2014	Dealer:		

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

*** PHONE LOG 08/10/2015 02:04 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Monday, August 10, 2015 3:04 PM
To: 'Calli Blackwell'
Subject: RE: State Farm Claim: [redacted] Your File: [redacted]

Calli,

Thank you for getting back to me so quickly. We will reconvene once the inspection has taken place then.

Thanks again,

*** PHONE LOG 08/29/2015 12:38 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Calli Blackwell [mailto:calli.blackwell.tngy@statefarm.com]
Sent: Monday, August 24, 2015 7:25 AM
To: Mojica, Jeannie [KMA]
Subject: State Farm Claim: [redacted] Your File: [redacted]

Hi Jeannie,

Appears the inspection for our vehicle was completed the other day, thank you for working with us to get that set up.
Have you had a chance to speak with Eric about his findings/opinions yet?
If you would like to give me a call to discuss that is fine. My number is 615-692-7715 and I'm here from 7:30-4 pm central.

Thanks!

Calli

*** PHONE LOG 08/29/2015 12:39 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Saturday, August 29, 2015 1:39 PM
To: 'Calli Blackwell'
Subject: RE: State Farm Claim: [redacted] Your File: [redacted]

Calli,

I will be reviewing this with my engineer this week and I will contact you accordingly.

Thank you,

*** PHONE LOG 09/15/2015 01:48 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A69F5[redacted]	[redacted]	1,814
, ,	Prod. Date: 11/19/2014	Dealer:		

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

Sent: Tuesday, September 15, 2015 2:48 PM
To: 'Calli Blackwell'
Subject: RE: State Farm Claim: [redacted] Your File: [redacted]

Calli,

Reading through the C and O report you sent over, I wanted to clarify that there are no open Service Campaigns that apply to the vehicle and at this time, the cause is still undetermined. However, I believe your investigator was going to investigate/ perform further analysis. Once more information is available, please make sure to let me know.

Thank you,

*** CASE CLOSE 10/08/2015 09:05 AM Pacific Daylight Time JMojica
Closing case pending further contact/ receipt of more info.

*** PHONE LOG 01/04/2016 07:40 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Ryan Perno [mailto:ryan.perno.piwg@statefarm.com]
Sent: Monday, December 28, 2015 9:48 AM
To: Mojica, Jeannie [KMA]
Subject: State Farm Claim for Anthony Freeland

Good Morning,
When you have a moment could you provide status on this claim
Your File #[redacted]
Thanks

SF Claim #[redacted]

_____
Ryan Perno | CPCU | Claim Representative | Subrogation Services
Office 615-692-7893 *ryan.perno.piwg@statefarm.com

*** PHONE LOG 01/04/2016 07:43 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Monday, January 04, 2016 7:43 AM
To: 'Ryan Perno'
Subject: RE: State Farm Claim for Anthony Freeland [redacted] Your File: [redacted]

Ryan,

This email was sent to Calli:

From: Mojica, Jeannie [KMA]
Sent: Tuesday, September 15, 2015 2:48 PM
To: 'Calli Blackwell'
Subject: RE: State Farm Claim: [redacted] Your File: [redacted]

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A69F5[redacted]	[redacted]	1,814
, ,		Prod. Date: 11/19/2014	Dealer:	

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

Calli,

Reading through the C and O report you sent over, I wanted to clarify that there are no open Service Campaigns that apply to the vehicle and at this time, the cause is still undetermined. However, I believe your investigator was going to investigate/ perform further analysis. Once more information is available, please make sure to let me know.

*** PHONE LOG 01/05/2016 04:59 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Ryan Perno [mailto:ryan.perno.piwg@statefarm.com]
Sent: Monday, January 04, 2016 8:23 AM
To: Mojica, Jeannie [KMA]
Subject: RE: State Farm Claim for [redacted] [redacted] Your File: [redacted]

Good Morning Jeannie,
Yes I see we did have Morgan from Crain and Associates do some additional testing, I see in our file that our expert took a lot of photos and forwarded everything to Eric at Kia to review, do you know if those photos were ever received and reviewed?

*** PHONE LOG 01/14/2016 03:59 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Thursday, January 14, 2016 4:00 PM
To: 'Ryan Perno'
Subject: RE: State Farm Claim for [redacted], Your File: [redacted]

Ryan,

I don't know that we ever received those docs. Was it just pictures or also a report? Regardless, can you just send them directly to me so I can make sure they are received and reviewed?

Thank you,
c

*** PHONE LOG 01/25/2016 02:50 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Ryan Perno [mailto:ryan.perno.piwg@statefarm.com]
Sent: Friday, January 15, 2016 6:41 AM
To: Mojica, Jeannie [KMA]
Subject: RE: State Farm Claim for [redacted], Your File: [redacted]

Jeannie,
It appears it was just photos, I called over to Crane and assoc. and asked that they resend them

Thanks

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A69F5[redacted]	[redacted]	1,814
, ,	Prod. Date: 11/19/2014	Dealer:		

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

*** PHONE LOG 01/25/2016 02:50 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Monday, January 25, 2016 2:51 PM
To: 'Ryan Perno'
Subject: RE: State Farm Claim for [redacted], Your File: [redacted]

Ryan,

Thank you. Should I expect them via email or regular mail?

*** PHONE LOG 02/11/2016 05:23 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Ryan Perno [<mailto:ryan.perno.piwg@statefarm.com>]
Sent: Tuesday, February 09, 2016 8:48 AM
To: Mojica, Jeannie [KMA]
Subject: RE: State Farm Claim for [redacted], Your File: [redacted]

Good Morning,
Sorry for the delay I have been out of the office
Have you still not received these photos? it sounded like they were to be emailed

Thanks

*** PHONE LOG 02/11/2016 05:23 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Thursday, February 11, 2016 5:23 PM
To: 'Ryan Perno'
Subject: RE: State Farm Claim for [redacted], Your File: [redacted]

Ryan,

I don’t see that I have received anything. Maybe they did not reference the claim # or case # or customer name? I searched my inbox every which way though.

Thank you,

*** NOTES 02/26/2016 04:00 PM Pacific Daylight Time CLoftus Action Type:NCA Corresp. rec'd
NCA rec'd letter from customer's insurance, State Farm. Letter states:
1. Please see the attached CD with photos.
2. If you have questions, please call me.

Attaching to case and reassigning to JMojica.

*** PHONE LOG 03/01/2016 03:12 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Ryan Perno [mailto:ryan.perno.piwg@statefarm.com]
Sent: Friday, February 12, 2016 6:23 AM

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A69F5[redacted]	[redacted]	1,814
, ,		Prod. Date: 11/19/2014	Dealer:	

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

To: Mojica, Jeannie [KMA]
Subject: RE: State Farm Claim for [redacted], Your File: [redacted]

Just talked to Craine and associates, they said that they had sent the photos to state farm, but I do not have them
They are resending them to me and I will get them to you

Thanks

*** PHONE LOG 03/01/2016 03:12 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Ryan Perno [mailto:ryan.perno.piwg@statefarm.com]
Sent: Monday, February 22, 2016 2:32 PM
To: Mojica, Jeannie [KMA]
Subject: [redacted] Claim #[redacted]

Good afternoon,
I have now received the photos from Crain And Associates, I stuck the CD in the mail, And you should receive it soon
Thanks
SF Claim #[redacted]

_____
Ryan Perno | CPCU | Claim Representative | Subrogation Services
Office 615-692-7893 *ryan.perno.piwg@statefarm.com

*** PHONE LOG 03/01/2016 03:25 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Tuesday, March 01, 2016 3:23 PM
To: 'Ryan Perno'
Subject: RE: [redacted] Claim #[redacted]

Ryan,

I received the CD with the pictures. I will review with my engineer and get back to you.

Thank you,

*** PHONE LOG 03/17/2016 03:49 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Thursday, March 17, 2016 4:50 PM
To: 'Ryan Perno'
Subject: RE: [redacted] Claim #[redacted]

Ryan,

Do you have the Cause and Origin report for the destructive inspection that was performed?

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A69F5[redacted]	[redacted]	1,814
, ,		Prod. Date: 11/19/2014	Dealer:	

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

Thank you,

*** PHONE LOG 03/24/2016 04:40 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Ryan Perno [mailto:ryan.perno.piwg@statefarm.com]
Sent: Friday, March 18, 2016 8:08 AM
To: Mojica, Jeannie [KMA]
Subject: RE: [redacted] Claim #[redacted]

Good Morning Jeannie,
I just faxed over the Cause and Origin Rpt to your attention
Thanks

*** PHONE LOG 03/24/2016 04:42 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
A fax has arrived from remote ID 'FOIP ISCC SS2 '.

3/18/2016 8:04:39 AM Transmission Record
Received from remote ID: FOIP ISCC SS2
Inbound user ID KMACA-RIGHTFAX, routing code 0
Result: (0/352;0/0) Successful Send
Page record: 1 - 6
Elapsed time: 02:57 on channel 1

*** PHONE LOG 03/24/2016 04:42 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Thursday, March 24, 2016 5:42 PM
To: 'Ryan Perno'
Subject: RE: [redacted] Claim #[redacted]

Ryan,

Got it -thanks!

*** PHONE LOG 04/06/2016 03:58 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Wednesday, April 06, 2016 4:58 PM
To: 'Ryan Perno'
Subject: RE: [redacted] Claim #[redacted]

Ryan,

The C&O report that you faxed is for an inspection that took place in June 2015. The report states destructive testing needs to take place. My apologies, but I was actually asking for the C & O report for the destructive inspection. The report attached (the one you recently send over) I already had but it states further examination is necessary.

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A69F5[redacted]	[redacted]	1,814
, ,		Prod. Date: 11/19/2014	Dealer:	

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

Thank you,

*** PHONE LOG 04/06/2016 03:59 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Ryan Perno [mailto:ryan.perno.piwg@statefarm.com]
Sent: Wednesday, April 06, 2016 4:58 PM
To: Mojica, Jeannie [KMA]
Subject: Automatic reply: [redacted] Claim #[redacted]

I will be out of the office from April 6 - 10th, returning on April 11th. I will not have access to my emails and/or voicemail. If you need immediate assistance, please contact Team 60. #877-787-8276 ext 60. Thanks

*** PHONE LOG 04/19/2016 02:49 PM Pacific Daylight Time JMojica Action Type:Outgoing call
From: Mojica, Jeannie [KMA]
Sent: Tuesday, April 19, 2016 3:49 PM
To: 'Ryan Perno'
Subject: FW: [redacted] Claim #[redacted]

Ryan,

Please confirm you received my email below:

*** PHONE LOG 04/26/2016 04:53 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Ryan Perno [mailto:ryan.perno.piwg@statefarm.com]
Sent: Wednesday, April 20, 2016 12:29 PM
To: Mojica, Jeannie [KMA]
Subject: RE: [redacted] Claim #[redacted]

Good Afternoon,
I did receive the previous email, I am waiting for a response from our expert to see if they did the destructive testing
Thanks

*** PHONE LOG 04/26/2016 04:54 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Ryan Perno [mailto:ryan.perno.piwg@statefarm.com]
Sent: Wednesday, April 20, 2016 12:47 PM
To: Mojica, Jeannie [KMA]
Subject: RE: [redacted] Claim #[redacted]

Hi Jeannie,
I spoke to the expert and they confirmed that they did the destructive testing, they just did not do the report as they did not know if we would need it, we were thinking the photos may have been enough. But if you need me to, I can ask that they write up the report
Thanks

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A69F5[redacted]	[redacted]	1,814
, ,		Prod. Date: 11/19/2014	Dealer:	

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

*** PHONE LOG 04/26/2016 04:55 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Tuesday, April 26, 2016 5:55 PM
To: 'Ryan Perno'
Subject: RE: [redacted] Claim #[redacted]

Ryan,

Please have them write up a report. We do need to know their findings from the destructive testing.

Thank you,

*** PHONE LOG 05/04/2016 04:25 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Ryan Perno [mailto:ryan.perno.piwg@statefarm.com]
Sent: Monday, May 02, 2016 10:30 AM
To: Mojica, Jeannie [KMA]
Subject: RE: [redacted] Claim #[redacted]

Jeannie,
I have requested the report, once I have it I will forward it to you
Thanks

*** PHONE LOG 05/04/2016 04:25 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Wednesday, May 04, 2016 5:25 PM
To: 'Ryan Perno'
Subject: RE: [redacted] Claim #[redacted]

Ryan,

Thank you for the update. I will be out of the office next week but will follow up with you upon my return if I don't hear from you while I am out.

Thank you again,

*** NOTES 05/11/2016 03:48 PM Pacific Daylight Time CLoftus Action Type:NCA Corresp. rec'd
NCA rec'd letter from State Farm. Letter states:
1. Please see the attached report.
2. Report states:
- An initial non-destructive exam was conducted on 5/27/15.
- A joint inspection was conducted on 8/19/15.
- All parties were in agreement to have the engine removed from the vehicle at a later date, and to forward all photographs.
- This was done on 9/24/15.

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A69F5[redacted]	[redacted]	1,814
, ,		Prod. Date: 11/19/2014	Dealer:	

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

- After it was removed, all parties agreed to remove the valve cover and send before and after photos.
- The most extensive damage involves the rear of the engine in the area of the valve cover.
- The rubber valve cover gasket is not properly mounted at the right rear.
- The gasket appears to have been pinched and did not seat properly during assembly process.
- The improperly seated valve cover gasket would have allowed engine oil to leak out and contact the hot surface temperature of the exhaust system.
- We are awaiting further instructions from State Farm Insurance Company.

Attaching to case and reassigning to JMojica.

*** PHONE LOG 05/17/2016 02:44 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Ryan Perno [mailto:ryan.perno.piwg@statefarm.com]
Sent: Thursday, May 12, 2016 7:51 AM
To: Mojica, Jeannie [KMA]
Subject: RE: [redacted] Claim #[redacted]

Jeannie,
I sent the report to your attention last week.
Thanks

*** PHONE LOG 05/17/2016 02:44 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Tuesday, May 17, 2016 3:44 PM
To: 'Ryan Perno'
Subject: RE: [redacted] Claim #[redacted]

Ryan,

I received the report while I was out of the office. I should have more information for you soon.

Thank you,

*** PRIORITY CHANGE 05/17/2016 02:57:38 PM JMojica

*** PHONE LOG 05/23/2016 04:25 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Monday, May 23, 2016 5:25 PM
To: 'Ryan Perno'
Subject: RE: [redacted] Claim #[redacted]

Ryan,

The report you sent over is for the non-destructive inspection and does not state a cause. Was there a destructive investigation performed? If you recall, the report I requested was for the destructive testing.

Thank you,

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A69F5[redacted]	[redacted]	1,814
, ,		Prod. Date: 11/19/2014	Dealer:	

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

*** CASE CLOSE 06/06/2016 01:10 PM Pacific Daylight Time JMojica
Closing case pending customer c/b.

*** PHONE LOG 06/07/2016 06:57 AM Pacific Daylight Time JMojica Action Type:Incoming call
Megg w/State Farm left VM:
1. I am calling in regards to email you sent.
2. I am look at an expert report dated 5/4 where they disassembled the engine and the valve cover area and came to a conclusion.
3. Please c/b at 615-692-7554, cl[redacted]
4. I am not sure that you are looking at the same report.

*** PHONE LOG 06/09/2016 12:43 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr left VM for Megg requesting c/b.

*** PHONE LOG 06/16/2016 08:19 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr left VM for Megg requesting email or c/b.

*** PHONE LOG 06/17/2016 07:43 AM Pacific Daylight Time JMojica Action Type:Incoming call
Megg left VM requesting c/b.

*** PHONE LOG 06/24/2016 02:30 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr left VM for Megg:
1. If you have a report stating a cause send it over as we don't have one.
2. Provided contact info.

*** PHONE LOG 07/05/2016 04:17 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Tuesday, July 05, 2016 5:17 PM
To: 'Megg Beverage'
Subject: Kia Case #: [redacted] CI #: [redacted]

Megg,

I left you a VM requesting the report you called me about. I haven’t received anything further so I just wanted to follow up.

Thank you,

*** PHONE LOG 07/13/2016 02:29 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Megg Beverage [mailto:megg.beverage.ggqa@statefarm.com]
Sent: Thursday, July 07, 2016 7:39 AM

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2015 FORTE KNAFK4A69F5[redacted]	[redacted]	1,814

, , Prod. Date: 11/19/2014 Dealer:

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

To: Mojica, Jeannie [KMA]
Cc: Megg Beverage
Subject: [redacted] / sf [redacted]

Hi Jeannie,

I have attached the report that discusses the removal of the engine from the vehicle and the other testing completed. It appears that your expert Erik Sauk was in attendance.

Megg

*** PHONE LOG 07/13/2016 02:37 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Wednesday, July 13, 2016 3:37 PM
To: 'Megg Beverage'
Subject: RE: [redacted] / sf [redacted]

Megg,

Thank you. I will review and get back to you.

*** PHONE LOG 08/01/2016 11:38 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Monday, August 01, 2016 12:38 PM
To: 'Megg Beverage'
Subject: RE: [redacted] / sf [redacted]

Megg,

We have reviewed the documents provided. At this time, there is no evidence of oil leaking. If an improperly seated valve cover gasket allowed oil to leak, there would be residue. Also, we don't know the kind of damage caused by the removal of the valve cover. Therefore, per Kia Motors America, the cause is still undetermined. However, Kia would like to make the attached offer to State Farm.

Thank you,

*** PHONE LOG 08/11/2016 01:33 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Thursday, August 11, 2016 2:33 PM
To: 'Megg Beverage'
Subject: RE: [redacted] / sf [redacted]

Megg,

Please confirmed you received my previous email.

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A69F5[redacted]	[redacted]	1,814
, ,	Prod. Date: 11/19/2014	Dealer:		

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

Thank you,

*** PHONE LOG 08/22/2016 01:57 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Megg Beverage [mailto:megg.beverage.ggqa@statefarm.com]
Sent: Tuesday, August 16, 2016 10:18 AM
To: Mojica, Jeannie [KMA]
Cc: Megg Beverage
Subject: RE: [redacted] / sf [redacted]

Hi Jeannie,

I did receive the email and I accept your offer. I will send the request to have the salvage sold and send you an updated demand once that is done.

Thank you

Megg

*** PHONE LOG 08/22/2016 01:58 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Monday, August 22, 2016 2:58 PM
To: 'Megg Beverage'
Subject: RE: [redacted] / sf [redacted]

Megg,

Sounds good, thank you for the update! Please send me the salvage docs once available.

*** PHONE LOG 08/31/2016 03:44 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Wednesday, August 31, 2016 4:44 PM
To: 'Megg Beverage'
Subject: RE: [redacted] / sf [redacted]

Megg,

Any updates on this?

*** PHONE LOG 09/08/2016 03:13 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Megg Beverage [mailto:megg.beverage.ggqa@statefarm.com]
Sent: Thursday, September 01, 2016 5:26 AM
To: Mojica, Jeannie [KMA]
Cc: Megg Beverage
Subject: RE: [redacted] / sf [redacted]

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A69F5[redacted]	[redacted]	1,814
, ,		Prod. Date: 11/19/2014	Dealer:	

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

Hi Jeannie,

It can take a little bit of time. We are currently trying to reach our insured to confirm they are not currently or planning to file a separate claim against Kia. Once we have confirmed that information the salvage process can move forward.

Megg

*** PHONE LOG 09/21/2016 11:29 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Wednesday, September 21, 2016 12:29 PM
To: 'Megg Beverage'
Subject: RE: [redacted] / sf [redacted]

Megg,

Just a friendly reminder on this J

*** PHONE LOG 10/10/2016 01:42 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Monday, October 10, 2016 2:42 PM
To: 'Megg Beverage'
Subject: RE: [redacted] / sf [redacted]

Megg,

Any updates? Or a better time frame in which I should follow up with you?

Thank you,

*** PHONE LOG 10/26/2016 12:09 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Megg Beverage [mailto:megg.beverage.ggqa@statefarm.com]
Sent: Tuesday, October 11, 2016 6:37 AM
To: Mojica, Jeannie [KMA]
Cc: Megg Beverage
Subject: RE: [redacted] / sf [redacted]

Hi Jeannie,

It has been released from hold and put on for the next sale date. Hopefully no more than 30 days.

Megg

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A69F5[redacted]	[redacted]	1,814
, ,		Prod. Date: 11/19/2014	Dealer:	

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

*** CASE CLOSE 11/21/2016 03:03 PM Pacific Daylight Time JMojica
Closing case pending further contact.

*** NOTES 01/30/2017 04:22 PM Pacific Daylight Time BCrosby Action Type:NCA Corresp. rec'd
NCA rec'd a letter from State Farm. Letter states:
1. We accept your offer.
2. Attached find the documents from the salvage yard.

Attaching and dispatching to NCA.

*** NOTES 02/07/2017 04:36 PM Pacific Daylight Time RRistow Action Type:Dealer contact
Wrt submitted GW 109905 for review. Pending check.

*** NOTES 04/05/2017 11:13 AM Pacific Daylight Time BCrosby Action Type:NCA Corresp. rec'd
NCA rec'd letter from State Farm. Letter states:
1. We accept your offer of settlement.
2. Please make your payment payable to State Farm.

Attaching and dispatching to RRistow.

*** CASE CLOSE 04/21/2017 12:43 PM Pacific Daylight Time RRistow
Check No. [redacted] mailed to State Farm. $10,528.00

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A61F5[redacted]	[redacted]	0

Shoreline , WA, 98133 Prod. Date: 04/15/2014 Dealer: WA012 Chuck Olson KIA

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

Case History

*** PHONE LOG 01/04/2016 05:14 PM US Mountain Standard Time MCarpenter
Rick from WA 012
1. I have a vehicle that was towed in
2. the vehicle had fire damaged
3. this was an Enterprise Rent a Car

writer states
1. let me get the POC information

Rick states
1. Alex Landerville his phone is 425 917 7534
2. his e-mail is alexander.m.landerville@ehi.com

writer states
1. gave case #, 1800 ext
2. will be sending to NCA
3. don't touch the vehicle

*** PHONE LOG 01/06/2016 04:34 PM US Mountain Standard Time MCarpenter Action Type:Outgoing call
writer called Alex Landerville his phone is 425 917 7534
Writer called customer LVM
1. Calling to follow up
2. Gave KCA 1-800 and Case number, Ext.
3. Request callback

*** PHONE LOG 01/06/2016 04:34 PM US Mountain Standard Time MCarpenter Action Type:Outgoing call
writer

*** PHONE LOG 01/06/2016 06:07 PM US Mountain Daylight Time MFlores Action Type:Incoming call
Customer called - Alex -Enterprise rental
1. Calling back - someone left VM

Writer states:
1. Advised of TCS needing some information on veh
2. Connected tgo TCS VM

*** PHONE LOG 01/11/2016 02:39 PM US Mountain Standard Time MCarpenter Action Type:Outgoing call
Writer called customer LVM
1. Calling to follow up
2. Gave KCA 1-800 and Case number, Ext.
3. Request callback

*** PHONE LOG 01/15/2016 10:50 AM US Mountain Standard Time MCarpenter Action Type:Incoming call
Alex LVM for writer
1. returning your call

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A61F5[redacted]	[redacted]	0

Shoreline , WA, 98133 Prod. Date: 04/15/2014 Dealer: WA012 Chuck Olson KIA

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

*** NOTES 01/15/2016 11:08 AM US Mountain Standard Time MCarpenter Action Type:Manager review
Sending to Region
1. Rental car
2. POC Alex Landerville 425 917 7534
3. no one was driving the vehicle
4. after car was returned to the lot
5. employee went out started the car
6. got the mileage and checked gas gauge
7. once shut off
8. someone on the lot noticed the fire
9. the Bellevue Fire Department was called

*** PHONE LOG 01/15/2016 11:09 AM US Mountain Standard Time MCarpenter Action Type:Outgoing call
writer called ALEX

*** PHONE LOG 01/19/2016 11:53 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr:
1. Calling in reference to vehicle.
2. Informed customer case was escalated to NCA, wtr will be handling it from here.
3. Requested pictures and copy of fire report.

Customer:
1. I can send you pictures via email but there isn't a fire report.

Wtr:
1. Did the fire dept. put out the fire?

Customer:
1. Yes, but they said they didn't file any report.

Wtr:
1. Ok, send me the pictures and I will f/u with the dlr.
2. Provided email address.
3. Thanked and disconnected.

*** PHONE LOG 01/19/2016 11:57 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Landreville, Alexander M [mailto:Alexander.M.Landreville@ehi.com]
Sent: Tuesday, January 19, 2016 10:58 AM
To: Enser, Beatrice L; Faulk, Darren W; Mojica, Jeannie [KMA]
Subject: ENTERPRISE RENT A CAR ENGINE FIRE OX45A1C61 F5[redacted]

Jeanie is the representative for Kia USA working our claim

Jeanie, here is our internal claim info:

7LNXNS --- ENTERPRISE CLAIM #[redacted] --- CAR CAUGHT ON FIRE AT THE FRONT

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A61F5[redacted]	[redacted]	0

Shoreline , WA, 98133 Prod. Date: 04/15/2014 Dealer: WA012 Chuck Olson KIA

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

LICENSE # ST EXPIR YR MAKE MODL SERS H-PWR SERIAL #
AVT4865 WA 05/16 15 KIA FORT 4LXP KNAFX4A61F5[redacted]

DESCRIBE DAMAGES TO UNIT CAR CAUGHT ON FIRE AT THE FRONT
CURRENT VEHICLE LOCATION 45A1 - KELLYS LOT 130th Avenue NE Bellevue, WA
VEHICLE WILL BE TAKEN TO CHUCK OLSON KIA SHORELINE

STATE OR PROVINCE OF ACCIDENT WA

FACTS:
CAR WAS ON RENT AND RETURNED, PREVIOUS CUSOTMER WAS DROP CALLED AND THEN ABOUT 10 MINUTES AFTER THAT THE VEHICLE CAUGHT FIRE NEAR THE FRONT END, MELTING THE WI REING AND OTHER PARTS

4 PICTURES ATTACHED TO THIS E-MAIL.

-Alex

Alex Landreville
Vehicle Repair Co-ordinator WA, ID, & AK
425-917-7534 direct 425-204-8144 fax
alexander.m.landreville@ehi.com <mailto:alexander.m.landreville@ehi.com>

*** PHONE LOG 01/19/2016 11:58 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Mojica, Jeannie [KMA]
Sent: Tuesday, January 19, 2016 11:58 AM
To: 'Landreville, Alexander M'; Enser, Beatrice L; Faulk, Darren W
Subject: RE: ENTERPRISE RENT A CAR ENGINE FIRE OX45A1C61 F5[redacted], Kia Case #: [redacted]

Alex,

Thank you! I will also follow up with the dealer.

*** NOTES 01/21/2016 12:25 PM US Mountain Standard Time KWhittaker1 Action Type:Dealer contact
Rick from WA 012 states:
1. I am calling to see what is being done with this veh.

Writer states:
1. Advised that case is being handled by JMojica in NCA.
2. Provided contact information.

Writer transfered to JMojica.

*** PHONE LOG 01/22/2016 08:11 AM Pacific Daylight Time JMojica Action Type:Incoming call
SM Rick left VM:

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A61F5[redacted]	[redacted]	0

Shoreline , WA, 98133 Prod. Date: 04/15/2014 Dealer: WA012 Chuck Olson KIA

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

1. Calling to ask you about this veh.
2. Fire in front of the engine compartment.
3. 206-219-4041

*** PHONE LOG 01/25/2016 12:31 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr spoke to SM Rick:
1. Wtr provided SM with instructions:
-requested pictures of fire damage from engine compartment forward.
-requested birds eye view of fire damage.
-please check multifuses for any open fuses.
2. SM to email wtr with pictures/more inf.

*** PHONE LOG 01/28/2016 05:03 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr spoke to SA John (SM Rick n/a at the time):
1. SA stated dlr is working on Kia's request and will send email once docs and info is available.

*** PHONE LOG 02/02/2016 08:34 AM Pacific Daylight Time JMojica Action Type:Incoming call
Gina w/dlr left VM:
1. You spoke to [redacted] last week.
2. I think he took down your email address wrong because the emails got rejected.
3. Please c/b at 206-219-4041

*** PHONE LOG 02/03/2016 11:53 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr spoke to Gina at WA012:
1. Wtr verified email address and advised of size limit for incoming emails.

*** PHONE LOG 02/09/2016 04:47 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Geena [mailto:regeena@chuckolsonkia.com]
Sent: Wednesday, February 03, 2016 12:24 PM
To: Mojica, Jeannie [KMA]
Subject: RE: 2015 KIA FORTE RO# [redacted] F5[redacted]

Hello,

Alright let's try this again. I'm probably going to split it between 4-5 emails. Thanks for your patience!

Regeena Phut
Service Advisor
Chuck Olson Kia Service Dept.
17001 Aurora Ave N
Shoreline, WA 98133
206-219-4041 EXT 163

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A61F5[redacted]	[redacted]	0

Shoreline , WA, 98133 Prod. Date: 04/15/2014 Dealer: WA012 Chuck Olson KIA

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

*** PHONE LOG 02/15/2016 03:44 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Landreville, Alexander M [mailto:Alexander.M.Landreville@ehi.com]
Sent: Friday, February 12, 2016 11:25 AM
To: Mojica, Jeannie [KMA]; Agnew, Bob J; Faulk, Darren W
Subject: RE: ENTERPRISE RENT A CAR ENGINE FIRE OX45A1C61 F5[redacted], Kia Case #: [redacted]

Hi Jeannie,

I wanted to follow up on this and find out current status

Thank you,

-Alex

*** PHONE LOG 02/15/2016 03:57 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Monday, February 15, 2016 3:57 PM
To: 'Landreville, Alexander M'; Agnew, Bob J; Faulk, Darren W
Subject: RE: ENTERPRISE RENT A CAR ENGINE FIRE OX45A1C61 F5[redacted] Kia Case #: [redacted]

Alex,

Sorry for the delay in my response. My engineer would like fly out to inspect this vehicle. Can you confirm that KMA has permission to inspect at the dealership?

Also, my engineers would like to see if there is information from the incident stored in the EDR. Please see below:

In order for KMA to complete our investigation of the above-referenced matter, we will need to retrieve the Airbag Control Unit to read the EDR data. Please review the following owner's manual description of EDR. If you agree to the aforementioned, please reply to this email indicating that you are authorizing KMA to do so.

*** PHONE LOG 02/15/2016 04:09 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Landreville, Alexander M [mailto:Alexander.M.Landreville@ehi.com]
Sent: Monday, February 15, 2016 4:02 PM
To: Mojica, Jeannie [KMA]; Agnew, Bob J; Faulk, Darren W; Hirashima, Brad K
Cc: Enser, Beatrice L; Tang, Alex K
Subject: RE: ENTERPRISE RENT A CAR ENGINE FIRE OX45A1C61 F5[redacted], Kia Case #: [redacted]

Kia Motors America INC. has our permission to perform the aforementioned as described Jeannie.

Thank you,

-Alex

*** PHONE LOG 02/15/2016 04:09 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A61F5[redacted]	[redacted]	0

Shoreline , WA, 98133 Prod. Date: 04/15/2014 Dealer: WA012 Chuck Olson KIA

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

From: Mojica, Jeannie [KMA]
Sent: Monday, February 15, 2016 4:10 PM
To: 'Landreville, Alexander M'; Agnew, Bob J; Faulk, Darren W; Hirashima, Brad K
Cc: Enser, Beatrice L; Tang, Alex K
Subject: RE: ENTERPRISE RENT A CAR ENGINE FIRE OX45A1C61 F5[redacted], Kia Case #: [redacted]

Thank you, Alex.

I will let you know once I have an inspection date for you.

*** PHONE LOG 02/15/2016 04:13 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Monday, February 15, 2016 4:13 PM
To: 'Geena'
Subject: RE: 2015 KIA FORTE RO# [redacted] F5[redacted]

Geena,

My engineer will be inspecting this vehicle. We have received permission from Enterprise. I am just waiting on a date from my engineer now. I will let you know as soon as a date is available. Can you please relay this info to your Service Manager, Rick?

Thank you,

*** NOTES 03/02/2016 11:55 AM Pacific Daylight Time JMojica Action Type:Internal
Vehicle inspected 2/24.

*** PHONE LOG 03/02/2016 12:14 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr left VM for Alex w/ EHI:
1. Wtr would like to go over the results of the inspection.
2. Engineer did not find any signs of fire occuring due to veh influence.
3. Fire appears to have been caused by external influence.
4. Referred to ins.
5. Please c/b or email if you have any questions.

*** PHONE LOG 03/02/2016 12:26 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr spoke to SM Rick:
1. Wtr informed SM that per VI, no signs of fire occurring due to veh influence.
2. Wtr informed SM that it appears fire caused by ext. influence.
3. Wtr informed SM that EHI was referred to ins.
4. SM thanked wtr for info and disconnected.

*** CASE CLOSE 03/11/2016 03:35 PM Pacific Daylight Time JMojica
Closing case pending further contact.

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A61F5[redacted]	[redacted]	0

Shoreline , WA, 98133 Prod. Date: 04/15/2014 Dealer: WA012 Chuck Olson KIA

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

*** PHONE LOG 03/11/2016 03:38 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Landreville, Alexander M [mailto:Alexander.M.Landreville@ehi.com]
Sent: Friday, March 11, 2016 3:36 PM
To: Mojica, Jeannie [KMA]; Faulk, Darren W; Landreville, Alexander M
Subject: ENTERPRISE RENT A CAR ENGINE FIRE OX45A1C61 F5[redacted], Kia Case #: [redacted]

Jeannie,

I received a voicemail from you stating your technician believed the fire was external to the vehicle, and therefore non-warranty.

Given our facts of loss, and without more detailed information, we still believe this was an internal failure and shoulc therefore be covered under warranty.

Could we get a more detailed breakdown of why your technician believed the fire started externally?

Is there a process for us to appeal this determination?

Thank you for your continued assistance,

-Alex

Alex Landreville
Vehicle Repair Co-ordinator WA, ID, & AK
425-917-7534 direct 425-204-8144 fax
alexander.m.landreville@ehi.com <mailto:alexander.m.landreville@ehi.com>

*** PHONE LOG 03/22/2016 09:02 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Tuesday, March 22, 2016 10:02 AM
To: 'Landreville, Alexander M'; Faulk, Darren W
Subject: RE: ENTERPRISE RENT A CAR ENGINE FIRE OX45A1C61 F5[redacted], Kia Case #: [redacted]

Alex,

The origin and extent of the fire is in an area where there is no vehicular source of ignition. Without the vehicle being the cause or source of ignition, KMA will not be taking responsibility.

There is no appeal process. However, if you have any additional information you can provide please send it to me directly.

Thank you,

*** NOTES 03/31/2016 08:56 AM Pacific Daylight Time JMojica Action Type:Internal

[!<For Internal Use Only

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A61F5[redacted]	[redacted]	0

Shoreline , WA, 98133 Prod. Date: 04/15/2014 Dealer: WA012 Chuck Olson KIA

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

TREAD review complete>!]

*** CASE CLOSE 03/31/2016 11:12 AM Pacific Daylight Time JMojica
Closing case pending further contact.

*** CASE CLOSE 05/02/2016 01:23 PM Pacific Daylight Time SGuindi

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A60F5[redacted]	[redacted]	37,000

Chattanooga TN, 37421 Prod. Date: 04/17/2014 Dealer: TN039 KIA of Chattanooga

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Other

Case History

*** PHONE LOG 05/26/2016 01:47 PM US Mountain Daylight Time DRustin Action Type:Outgoing call

Customer /[redacted]/Owners mother
1. My sons vehicle wasnt running right
2. Kia Chattanooga told him to being it in
3. On the way there it caught fire and burned to the ground
4. I have pictures

Writer states
1. Apologized
2. Was anyone hurt?

[redacted]
1. No, he was the only one in the vehicle
ran accudent script*
2.file an insurance claim but they only valued it at 12, 2
3. They said it was definatly mechanical
4. I found an article that there was a recal on Forte's due to fire risk from 2012-2014, we didnt recieve any papers on this
5. He was just in there 3 weeks ago
6. Ive owned 3 KiAS and just bought another one, my brother just bought one, so im hoping Kias going to do us right

Writer
1.What was the vehicle doing initially?

[redacted]
1. Cutting out real bad and not running right
2. Dont know why they didnt tell him to tow it in
3.Before he could make it there he had to pull off the shoulder and it caught fire
4.Tires and gas tank exploded, burndt to the ground

Writer
1. Where is the vehicle now?

[redacted]
1. The adjuster fromGeico has it somewhere
2. Said he was gonna move it
3. It was towed to Kia but they told him to get that vehicle off the lot
4. I spoke to a manager who said i just needed to file an insurance claim
5. Said i could request a loaner through the insurance

Writer
1.Provided case number
2. I am escalating this for you and you be contacted within 2-3 business days

[redacted]
1. thank you

*** NOTES 05/26/2016 02:38 PM US Mountain Daylight Time DRustin Action Type:Manager review
Dispatched to NCA

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A60F5[redacted]	[redacted]	37,000

Chattanooga TN, 37421 Prod. Date: 04/17/2014 Dealer: TN039 KIA of Chattanooga

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Other

1. customer states my sons vehicle caught fire

*** PHONE LOG 05/31/2016 09:55 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called customer and left message:
1. Calling in regards to a 2015 Kia Forte
2. Requested call back
3. Left call back number

*** NOTES 05/31/2016 10:00 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Called dealer TN039 and spoke with Robert in the Service Department
Writer states:
1. Calling to get more information on this vehicle
2. Thank you

Dealer states:
1. Last time they came in was on 5/7/2016, RO #[redacted] at 38,413 miles
2. Oil change, tire rotation under a maintenance plan
3. Check TPMS and they customer paid the driver's side mirror

*** PHONE LOG 05/31/2016 02:33 PM Pacific Daylight Time SamuelKim Action Type:Incoming call
Received message from customer:
1. This is [redacted]
2. I was returning your call regarding case [redacted]
3. Thank you

*** PHONE LOG 06/01/2016 10:57 AM Pacific Daylight Time SamuelKim Action Type:Incoming call
Received message from customer:
1. This is [redacted] again calling about case number [redacted]
2. You had called yesterday, I've tried to call you back several times
3. If you can, give me a call [redacted]
4. Thank you

*** PHONE LOG 06/01/2016 12:25 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called customer and left message:
1. Requested call back
2. Left call back number

*** PHONE LOG 06/01/2016 02:52 PM Pacific Daylight Time SamuelKim Action Type:Incoming call
Received message from customer:
1. This is [redacted], I see where you called
2. If you can, give me a call back [redacted]

*** PHONE LOG 06/01/2016 03:27 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called and spoke with [redacted]
Writer states:

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A60F5[redacted]	[redacted]	37,000

Chattanooga TN, 37421 Prod. Date: 04/17/2014 Dealer: TN039 KIA of Chattanooga

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Other

1. Calling in regards to your 2015 Kia Forte

Customer states:
1. He had gotten his car that day and it wasn't running right and he smelled gas
2. He had just had it in 3 weeks before for service
3. He had just paid $600 to have the driver's side mirror put on and an oil change
4. So he called the dealership and Instead of telling him not to drive it, they said to bring it in
5. When he left the out, he was on his way to pick up my granddaughter
6. He got maybe 8 miles from the house and it died on him
7. I guess it was missing or cutting out, no lights, nothing
8. Within 5 minutes, the car burnt down

Writer states:
1. Apologized
2. Is your son okay?
3. Where is the vehicle currently at now?

Customer states:
1. He is
2. The insurance company told me, it's at IAA on 2801 Asbury Park, Chattanooga, TN
3. He brought it in the day after it burned and they told him to get it off the lot
4. He said you need to file an insurance claim
5. I've owned 3 Kias, a Sephia and two months ago, I purchased a 2015 Kia Sportage myself
6. My brother just bought a 2014 Kia Optima, my mother owns a Kia
7. It's financed through Kia Motors
8. Geico is only going to give him $12,200, I'm not sure if he had gap insurance
9. Right now they've got him in a rental which they only approved for 5 days
10. The adjustor said the car is burnt so bad you're not going to be able to determine what started it
11. I found a recall on the internet

Writer states:
1. SC113 was issued for some 2014MY Kia Fortes
2. Requested photos and copy of fire report
3. Once received, I will get it reviewed and follow up with you
4. Gave customer email address and fax number

Customer states:
1. I understand you have to do an investigation
2. He also lost about $200 to $300 worth of stuff, a cooler, a pistol
3. He also has a video
4. Okay, thank you

*** PRIORITY CHANGE 06/01/2016 03:28:07 PM SamuelKim

*** PRIORITY CHANGE 06/01/2016 03:30:05 PM SamuelKim

*** NOTES 06/01/2016 03:30 PM Pacific Daylight Time SamuelKim Action Type:Internal
IAA stock number [redacted]

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A60F5[redacted]	[redacted]	37,000

Chattanooga TN, 37421 Prod. Date: 04/17/2014 Dealer: TN039 KIA of Chattanooga

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Other

*** PHONE LOG 06/07/2016 09:40 AM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax rec'd
Received photos from customer [redacted]
I just sent the pics of my sons car and am about to fax you the fire and police report. Please let me know if you have problems asap. He is only approved for the rental car until the 9th.

Thanks
[redacted]

*** PHONE LOG 06/07/2016 09:08 AM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax rec'd
Received Incident Report via fax from customer.

*** PHONE LOG 06/07/2016 11:32 AM Pacific Daylight Time SamuelKim Action Type:Incoming call
Received message from customer:
1. This is [redacted]
2. The one whose son 2015 Kia Forte caught on fire
3. I just wanted to confirm that you got the faxes and the pictures
4. If you can, just let me know, I appreciate it [redacted]
5. Thank you

*** NOTES 06/07/2016 11:32 AM Pacific Daylight Time SamuelKim Action Type:Internal
Pending response from KMA Engineers.

*** PHONE LOG 06/07/2016 11:38 AM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax sent
Sent email to customer [redacted]
I received your photos, Incident Report and your message. Please allow me a few days to get this reviewed and I will follow up with you shortly. In the meantime, if you have any additional questions or concerns, please do not hesitate to contact me.

*** NOTES 06/07/2016 02:42 PM Pacific Daylight Time SamuelKim Action Type:Internal
Per KMA Engineers:
1. Request maintenance records

*** PHONE LOG 06/07/2016 02:43 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called and spoke with [redacted]
Writer states:
1. Where did you have the vehicle taken in for service?
2. Great, thank you

Customer states:
1. Kia of Chattanooga, they have all the records of everything
2. I know Geico has copies as well so if you can't get tham, I can have Geico send you over copies

*** NOTES 06/08/2016 08:58 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2015 FORTE KNAFX4A60F5[redacted]	[redacted]	37,000

Chattanooga TN, 37421 Prod. Date: 04/17/2014 Dealer: TN039 KIA of Chattanooga

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Other

Called dealer TN039 and spoke with Chuck in the Service Department
Writer states:
1. Requested ROs
2. Gave dealer fax number
3. Thank you

Dealer states:
1. Give me about 10 or 15 minutes

*** NOTES 06/09/2016 09:46 AM Pacific Daylight Time SamuelKim Action Type:Internal
Received ROs from dealer TN039 via fax.

*** PHONE LOG 06/09/2016 09:48 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called and spoke with [redacted]
Writer states:
1. Did you have the vehicle taken in for service anywhere else?
2. I received the ROs from Kia of Chattanooga and it looks like the vehicle is missing some maintenance
3. Requested copies of maintenance records
4. Thank you

Customer states:
1. No, as far as I know only Kia of Chattanooga
2. But I'll check with my son

*** PHONE LOG 06/14/2016 09:54 AM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax rec'd
Received email from customer [redacted]
Sam,

I am currently waiting on copies of invoices from the mechanic who did the maintenance on my sons car between Kia's service dates. He said the reason he didn't take it to Kia was he could never get in and they closed before he got off work. As soon as I get them I will forward them to you.

Thanks
[redacted]

*** PHONE LOG 06/20/2016 07:55 AM US Mountain Daylight Time DLyons Action Type:Outgoing call
[redacted] - Grand son - co buyer [redacted]
1. Cust is calling because the vehilce burnt up - wanted to determine Gap insurance for customer
2. Some of them come with compensation for down payment
3. Cust paperwork also burnt up in the vehicle.

Writer advised:
1. Apologized
2. Advised that GAP is covered by KMF
3. If customer will hold, will get with KMF so cust can deterime coverage

writer transferred to KMF

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A60F5[redacted]	[redacted]	37,000

Chattanooga TN, 37421 Prod. Date: 04/17/2014 Dealer: TN039 KIA of Chattanooga

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Other

*** PHONE LOG 06/27/2016 02:43 PM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax rec'd
Received ROs from customer via fax on 6/22

*** PHONE LOG 06/27/2016 02:43 PM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax rec'd
Received email from customer on 6/22 [redacted]
I just faxed over copies of the invoices for maintenance on Codys car. Sorry it took so long Cody finally had to take off work and go to the mechanic to get copies in person due to all of his paperwork on the car was in the glove box when it burnt. We really need to know something ASAP. It will be a month on 6/24/16 since it happened and he needs a car. His rental had to be turned back in on 6/10/16 and he is borrowing from a friend and is supposed to give that back to him this weekend. I am really trusting that Kia is going to do the right thing here. I have had a couple of lawyers contact me also since they saw the story on the local news the day it happened and I'm hoping to get this resolved without involving a lawyer. Thanks for your help.

Sincerely
[redacted]

*** PHONE LOG 06/27/2016 03:09 PM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax rec'd
Received email from customer [redacted]
Just wanted to follow up to my phone message and faxes I sent last week since you were out of the office

*** PHONE LOG 06/28/2016 10:47 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called and spoke with [redacted]
Writer states:
1. Calling in regards to your 2015 Kia Forte
2. Apologized for the delay
3. The Fire Report states the cause of ignition is undetermined after inv
4. Referred customer to insurance

Customer states:
1. My adjustor looked at the car and said it's far too burnt to determine anything
2. So you're not going to compensation him anything
3. The insurance company is paying $12,000 and that is going towards the loan
4. He still owes money on it
5. My mother owns a Kia, my brother owns a Kia, I just bought a 2015 Kia Sportage in April
6. You're not even offering a replacement car
7. We will never buy another Kia
8. There is nothing you can say right now
9. It was on the news, I've had several lawyers contact me

Writer states:
1. If you are being represented by a lawyer, please have him or her contact us

Customer states:
1. Warranty don't mean s***, karmas a b****

(Customer disconnected phone call)

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A60F5[redacted]	[redacted]	37,000

Chattanooga TN, 37421 Prod. Date: 04/17/2014 Dealer: TN039 KIA of Chattanooga

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Other

*** CASE CLOSE 06/28/2016 10:49 AM Pacific Daylight Time SamuelKim

*** NOTES 06/30/2016 03:37 PM Pacific Daylight Time SamuelKim Action Type:Internal
TREAD review complete.

*** CASE CLOSE 06/30/2016 03:37 PM Pacific Daylight Time SamuelKim

*** PHONE LOG 09/20/2016 12:41 PM US Mountain Daylight Time LLClark Action Type:Web Contact
SOCIAL MEDIA CONTACT 09/20/2016

CUSTOMER
My son bought a 2015 Kia Forte from Kia of Chattanooga brand new. 10 days after he had it in for service it caught on fire with only 37000 miles and Kia did nothing. No compensation for all the money paid in or the down payment put down not even an I'm sorry. He was in his way to pick up his [redacted] mo old daughter who wouldn't have made it out due to being strapped in a car seat. I have owned 3 Kia's until this. Very disappointed they don't stand behind their product or don't care about the ones who help keep them in business.

KMA
Hello [redacted] - We understand your frustration. Please private message your VIN and contact number and we will have a member of our team contact you. ^LC

CUSTOMER
Kia...the first step I did was contact Kia of America after Kia Of Chattanooga told us to get it off the lot and I was told Kia was not going to compensate him for anything with this lost I dealt with Samuel Kim...my son still doesn't have a car because of down payment if you need more info you can contact at [redacted] the vin# is KNAFX4A60F5[redacted]

KMA
Hi [redacted] - Thank you for the information. We located your case. We see that your case was handled on the National level. We will request that your case analyst contacts you as soon as possible. ^LC
****
****

*** NOTES 09/20/2016 12:45 PM US Mountain Daylight Time LLClark Action Type:Manager review
Dispatching back to NCA:
1. Customer alleges son's car caught fire
2. Case was previously handled and closed by SKim
3. Customer is posting on social media

*** NOTES 09/21/2016 09:55 AM Pacific Daylight Time SamuelKim Action Type:Internal
NCA reviewed case.

*** CASE CLOSE 09/21/2016 08:56 AM Pacific Daylight Time SamuelKim

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A64F[redacted]	[redacted]	2,200

Toledo , OH, 43615 Prod. Date: 06/30/2014 Dealer: OH025 Taylor KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Stall(In Idling/Unconfi

Case History

*** PHONE LOG 07/18/2016 05:09 PM Eastern Daylight Time ALockhart
Cust states:
1. The veh would start and get home on friday and my radio flashes and the part was on fire
Bill told me that I was supposed to get a rental car and I keep calling them and never heard anything and I paid 600.00 dollars for the part and I have to get to work.
2. Joe Cruze denied the warranty the system was hooked up the veh. and declined the warranty
The tow truck guy siad that part was nto fixed to begin with.
3. I will not pay for this car.
4. They told they are not doing anything else until KCAC.
5. I am need my part fixed, I want my car back.

Wrt states
1. Apologized
2. What is customer concern
3 Whow are working with at the dealership?
4. What is the dealer advising?
5. What is the customer requesting from KMA.
6. Offered to call dealer OH025.

** wrt called dealer at OH025***
Unable to speak to Scvr Manger left VM

Cust states:
1. My sysytem was not hooked up to the veh.
2. I was told that I was supposed to get an loaner

Wrt states:
1. Advised email can be sent for Rental request.
2. Gave case # and Ext and please allow for 2-3 busniesses days

*** PHONE LOG 07/20/2016 09:01 AM US Mountain Daylight Time KJackson Action Type:Incoming call
Cust stated:
1. Provided case #
2. Wanted to know what is going on
3. My veh is still at the dealer and they dont want to work on it, it almost caught fire

Writer stated:
1. I apologize for concern
2. Advised that TCS attempted to call dealer with no luck
3. She will need to collect the info and then escalate the case appropriate dept

Cust stated:
1. Well I need a rental today
2. She can call me back at my work # [redacted]

Writer stated:
1. I will advise your TCS

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A64F5[redacted]	[redacted]	2,200

Toledo , OH, 43615 Prod. Date: 06/30/2014 Dealer: OH025 Taylor KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Stall(In Idling/Unconfi

Cust stated:
1. Thank you

*** PHONE LOG 07/20/2016 12:35 PM Eastern Daylight Time ALockhart Action Type:Outgoing call
**** Wrt called cust at [redacted]
1. LEft Vm
2. Gave Case #
3. Gave Ext #

*** PHONE LOG 07/20/2016 02:30 PM Eastern Daylight Time NAllen Action Type:Incoming call
cust states
1. Need to talk to my case working
2. i have called her since last week
3. I need a rental now
4. i dont know why i have to keep chasing you all but this is rediculous

wtr states
1. Apologized
2. edu see that TCS has called her will need to get with her
3. She is working with the dealership

customer states
1. i do not want vmail i want to talk to someone now

wtr states
1. i understand your frustration I will try to get her for you
2. if she is unavailable due to a call and you are requesting to wait it may be some time

customer states
1. fine cause otherwise i wont get to talk to h er and i want this taken care of

*** NOTES 07/20/2016 02:59 PM Eastern Daylight Time NAllen Action Type:Internal
cust ended call while wating on rep or super to answer

*** PHONE LOG 07/20/2016 03:05 PM Eastern Daylight Time ABurchnell Action Type:Incoming call
Cust stated
1. The last lady had me on hold for 45 minutes and still hasn't come back to be
2. This is unacceptable I want something done today!

Wrt stated
1. Apologized
2. Let me review your notes so I can understand what is going on

----------Cust disconnected.

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A64F5[redacted]	[redacted]	2,200
Toledo , OH, 43615		Prod. Date: 06/30/2014	Dealer: OH025 Taylor KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Stall(In Idling/Unconfi

*** PHONE LOG 07/20/2016 12:12 PM US Mountain Daylight Time Albrahim Action Type:Incoming call
Customer States: [redacted]
1. Calling to know what is going on my case; gave case#
3. My Veh is still at the dealer and they don't want to work on it, it almost caught fire

Writer stated:
1. Apologize for concern
2. Requested to read the case notes and call dealer for status update
3. She will need to collect the info and then escalate the case appropriate dept
[Put Cust on Hold and Conferenced with Svc Mgr Joe @OH025]

Svc Mgr Joe States:
1. The concern is not a warranty repair
2. The Positive Battery Terminal has melted where an amplifier was attached to the battery
3. The Parts Cost = $256 + Labor Cosy= $103 labor + Tax
4. I have the parts in stock and ETA is mid morning tomorrow.

Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: SAME AS ON FILE
VIN: KNAFK4A64F5[redacted]
MY and Mileage: 2015 FORTE LX AUTO @23,199
Most recent RO# and Open Date: 7/15/2016; RO#[redacted]
Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis:
A) Concern: Cust states Veh stalled on the highway
B) Cause: The Positive Battery Terminal has melted where an amplifier was attached to the battery
C) Correction: Replace Battery Terminal
Able to Duplicate (Y or N):
Repeat Repair (Y/N), if so, how many times? 2x
Repair History of current concern with dates and mileage:
07/13/2016, RO#[redacted] @23147 miles; Adjusted the Cables
ETA for completion of repairs (if applicable): 07/21/2016
Parts on order (Y/N), if so obtain part#, order#: N
Techline Case (if applicable): N
Rental / Loaner Provided? If so, since when? N
Dealer contacted DPSM (if needed): N
Vehicle repaired? N
Customer has possession? N
Dealer Code/Selling Dealer (Y or N): OH025 /Y
Original Owner (Y or N): Y
What is current Customer Request (if needed): N/A?
If HEV vehicle, is dealer HEV certified (if needed): N/A

Customer States:
1. I was assured I will get a callback
2. Who is above TCS ALockhart

Writer States:
1. Apologized
2. Gave TL RHall's Ext 46422

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A64F5[redacted]	[redacted]	2,200

Toledo , OH, 43615 Prod. Date: 06/30/2014 Dealer: OH025 Taylor KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Stall(In Idling/Unconfi

*** PHONE LOG 07/20/2016 03:24 PM Eastern Daylight Time ALockhart Action Type:Outgoing call
Cust states:
1. It is going to cost me 400.00
2. The car did not catch on fire.
3. I will let the car sent and all the BBB
4. The part was tighten
Wrt states:
1. Advised to call the dealer
*****OH025 Wrt called***
*** Unable to speak to scvr advsior or scvr mannger****
left VM*
*** Wrt called DPSM, left VM will out of the office ffrom the 17th to 22nd training***

Wrt states:
1. Advised case will escalated
2. DPSM no contact
3. Gave Last name and TL Rhall ext46422

Cust states:
1. Asked for TCS last name and Sup name
2. Thanked and ended call.

*** NOTES 07/20/2016 05:23 PM Eastern Daylight Time ALockhart Action Type:Dealer contact
*****Dispatching the case to ECR*******
1.Cust states veh stalled on the highway, seeking GW for repairs and renta
2. Cust is requestign GW for repairs and rental coverage
3. DPSM has been contacted 2x(1 email and 1 phone call)
3. Please review the case and contact customer about concerns.

*** NOTES 07/27/2016 08:15 AM Pacific Daylight Time RRistow Action Type:Dealer contact
CECC left VM awaiting C/B.

*** NOTES 07/27/2016 12:38 PM Pacific Daylight Time RRistow Action Type:Dealer contact
CECC contacted svc:
1. What was the diagnosis of the concern?

Svc replied:
1. The battery cables over heated and melted.
2. It was customer pay.
3. The customer is at 23,000 miles.

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

*** NOTES 07/27/2016 12:43 PM Pacific Daylight Time RRistow Action Type:Dealer contact

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A64F5[redacted]	[redacted]	2,200

Toledo , OH, 43615 Prod. Date: 06/30/2014 Dealer: OH025 Taylor KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Stall(In Idling/Unconfi

The vehicle was outside the battery warranty.

*** PHONE LOG 07/28/2016 01:43 PM US Mountain Daylight Time KCampos-CE Action Type:Outgoing call
Writer called cust left vm stating
1. Call back number and case number

*** PHONE LOG 08/05/2016 11:19 AM US Mountain Daylight Time KCampos-CE Action Type:Outgoing call
Writer called cust left vm stating
1. Call back number and case number

*** NOTES 08/11/2016 01:48 PM US Mountain Daylight Time KCampos-CE Action Type:Internal
1. No cust contact
2. Pending cust call back

*** CASE CLOSE 08/11/2016 01:49 PM US Mountain Daylight Time KCampos-CE

*** CASE CLOSE 11/16/2016 04:55 PM Pacific Daylight Time SGuindi
TREAD review completed.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A62F5[redacted]	[redacted]	58,959

Southern Pine NC, 28387 Prod. Date: 10/13/2014 Dealer: NC033 Southern Pines KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

Dealer :Pinehurst Kia
Technician :Boyce Dowd
Service Manager :Diego Gastardi
Dealer Phone :9106841010
DPSM :John Gatton
Vehicle Model :FORTE
Model Year :2015
Mileage :58959
Initial comments by Technician found in TL Case #[redacted] :

*** Performed by contact: Boyce Dowd, 9106841010
*** This is a Request for Assistance ***

Problem Description :
Right side low beam headlight connector is burned out. Please Advise, need permission to replace headlight assembly.

Diagnostics Performed :
Visual inspection of bulb and connector.
Please contact dealer for additional information regarding customer handling & repair status and update customer accordingly.

*** NOTES 07/28/2016 07:00 AM US Mountain Daylight Time RWhite Action Type:Dealer contact
Writer called NC033 and states:
1 Calling to get info on veh
2 Gave cust info

Svca Alex states:
1 Both advisors are currently working with cust's
2 Obtained info for call back

*** NOTES 07/28/2016 09:27 AM US Mountain Daylight Time RJaure Action Type:Dealer contact
Mike Service Writer at NC033 States:

Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted] Cameron, NC [redacted]
VIN: KNAFX4A62F5[redacted]
MY and Mileage: 2015 Kia Forte and 58,959
Most recent RO# and Open Date: RO# [redacted] and open date 07/26/2016
Days Down at initial Service Alert report (if applicable): 2 days
Most recent Repair Issue and Diagnosis: Customer says, problem with the connector was melted inside the headlight. We orderded and replaced the headlight. Vehicle repaird.
Able to Duplicate (Y or N): Y
Repeat Repair (Y/N), if so, how many times?: None
Repair History of current concern with dates and mileage: None
ETA for completion of repairs (if applicable): 1 day
Parts on order (Y/N), if so obtain part#, order#: unknown, main wire harness ordered. There was one in the headlight that needed to be installed 2 pin connector.
Techline Case (if applicable): [redacted]
Rental / Loaner Provided? If so, since when?: No

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A62F5[redacted]	[redacted]	58,959

Southern Pine NC, 28387 Prod. Date: 10/13/2014 Dealer: NC033 Southern Pines KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Dealer contacted DPSM (if needed): Yes PWA # is G07261916
Vehicle repaired?: Yes
Customer has possession?: Yes
Dealer Code/Selling Dealer (Y or N): NC033/ Y
Original Owner (Y or N): No
What is current Customer Request (if needed): Repair of vehicle.
If HEV vehicle, is dealer HEV certified (if needed): N/A

*** PHONE LOG 07/29/2016 06:00 AM US Mountain Daylight Time RWhite Action Type:Outgoing call
Writer called cust and was unable to LVM; cust mailbox is not set up`
[!<For Internal Use Only
Call me letter sent to cust>!]

*** CASE CLOSE 07/29/2016 06:01 AM US Mountain Daylight Time RWhite

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

FORTE

2016 FORTE_ACCIDENT SCRIPTS_ALLEGED DEFECT B_EXPANDED SCOPE

Accident Report

Case [redacted]

Report Details

A-1) Who owns the vehicle?

[redacted] new orleans la [redacted]

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

[redacted]

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

[redacted]

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

1

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

passager side [redacted]

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

Daughter had trunk and mannequin school suppies and box of close

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

11/19/2018 17:00:00

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

front of the vehicle is mealted hood popped up and the metal covered with burns and tires and hub caps are burnt up and inside the seats where burnt and the inside windows broke and another vehicle near by had paint damage due to the heat

B-2) What time was 911 called?

9:40 am

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

clear and sunny

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

no

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

Doctors appointment in parking garage and when coming out they said there was a vehicle that caught fire and it was not driveable

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

off

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

no warning lights

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

no aftermarket

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

[redacted], new orleans la [redacted]

C-1) Which fire agency responded?

New orleans fire department/ not sure exactly

C-2) What is the fire report number?

na

D-1) Where is the vehicle now?

Vehilce is at the accident scene going to be moved

D-2) Have any repairs been completed?

no repairs

D-3) Was the insurance company contacted?

yes

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

na

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

Overall saftey concerns and if there was any recall

Accident Report

Case [redacted]

Report Details

A-1) Who owns the vehicle?

[redacted]

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

[redacted]

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

[redacted]

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

3

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

[redacted]

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

No

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

No other damage just car

B-2) What time was 911 called?

6:00 pm

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

No

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

No

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

Driving saw smoke coming from underneath the hood and near the window. Fire had started to spread towards wheel well.

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

Engine was on

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

No

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

No

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

Lakewood Colorado near the union

C-1) Which fire agency responded?

Jefferson County Fire Dept

C-2) What is the fire report number?

Does not have right now

D-1) Where is the vehicle now?

Towed to a junkyard not sure which one

D-2) Have any repairs been completed?

No

D-3) Was the insurance company contacted?

Yes

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

No

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

Requesting for Kia to pay off the rest of the car cause still owe money on it and cant get a new car because of it.

Accident Report

Case [redacted]

Report Details

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

FORTE

2016 FORTE_CA REPORTS_ALLEGED DEFECT B_EXPANDED SCOPE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A65G5[redacted]	[redacted]	27,098

Phoenix , AZ, 85022 Prod. Date: 11/03/2015 Dealer: AZ045 Earnhardt KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioner Operation

Case History

*** 11/20/2017 14:50:11 (GMT-07:00) Arizona ***
Contact = [redacted], Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 11/20/2017 14:47:16 (GMT-07:00) Arizona and created by Yeimy Armenta ***

Customer states:
1 I have had multiple issues
2 had same issues 5x

Writer states:
1 apologized
2 what is going on with the vehicle?

Customer states:
1 The A/C
2 The A/C Compressor
3 The A/C has gone out 4x because of the compressor

Writer states:
1Apologized
1 Is A./C broke down?

Customer states:
1 Yes, This is the 5th time at dealer this month
2 I was told that motor mount are bad too
3 vehicle stalling too
4 it was not starting
5 I would turn A/C on and it starts smoking
6 I feel that the car is going to cut fire
7 The coolant keeps leaking and car starts smoking
8 I don't want this car
9 I want out of this car now
10 I was told by the service adviser that this is a Lemon
11 He said to call you so that you can buy the car back from me
12 I try trading it in but I owe too much on it

Writer states:
1 Understand
2 Will open case
3 Have case escalated over
4 ECR will contact with in 3 business days

Customer states:
1 Well , what am I suppose to do in the mean time
2 I feel I'm going to die on this car

Writer states:
1 Apologzied
2 Did dealer not provided you with a loaner/ rental vehicle?

Customer states:
1 They did

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A65G5[redacted]	[redacted]	27,098

Phoenix , AZ, 85022 Prod. Date: 11/03/2015 Dealer: AZ045 Earnhardt KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioner Operation

2 They gave me an ugly Soul that I don't even want to drive

Writer states:
1 Apologized
2 dealer have already provided you with a loaner as a courtesy
3 customer request is not something that can be done right away
4 will need to escalated case and be review

Customer states:
1 well do whatever you have to do then

*** Phone - Call - Outbound created on 11/20/2017 15:30:04 (GMT-07:00) Arizona and created by Yeimy Armenta ***

Writer states:
1 Called Dealer
2 Spoke with Ariel service adviser

Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted], Scottsdale, AZ [redacted]
VIN: KNAFX4A65G5[redacted]
MY and Mileage: 2016 / 25160
Most recent RO# Open Date and Close date (if applicable):
RO#[redacted] 11/18/2017
Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis:
Customer says, customer states A/C blowing warm, green liquid leaking, smokes in idle, smoke coming out of engine compartment, diagnose not complete yet
Able to Duplicate (Y or N): y
Repeat Repair (Y/N), if so, how many times? Y / 3
Repair History of current concern with RO#, Open and Closed dates with mileage:
RO#[redacted] 11/11/2017- 11/15/2017, Smoke coming out of engine compartment, a/c blowing warm, no leak on air compressor, expansion valve clogged, smoke coming out of engine compartment, and the refrigerant was leaking out, replaced battery and ac expansion belt, charge a/c, Still trying to make correct diagnose

Ro#[redacted] open 11/14/2017-11/14/2017, 25,080 Miles, customer states vehicle keeps dyeing, diagnose: had to replace inhibitor switch, customer states ac blowing warm and smoke coming out of engine compartments, diagnose replaced ac compressor. Replaced ac compressor and discharge line
Ro#[redacted] 11/01/2017- 11/03/2017 smoke coming out of engine compartment coming from front area. Customer states vehicle blowing warm at all times, diagnose compressor failure, compressor replaced
Discharge line blown out, replaced compressor
ETA for completion of repairs (if applicable): N/A
Parts on order (Y/N), if so obtain part#, order#:N/A
Tech line Case (if applicable): N
Rental / Loaner Provided? If so, since when? N, 11/18/2017
Dealer contacted DPSM (if needed): N
Vehicle repaired? N
Customer has possession? N
Dealer Code/Selling Dealer (Y or N): AZ045 /
Original Owner (Y or N):

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A65G5[redacted]	[redacted]	27,098

Phoenix , AZ, 85022 Prod. Date: 11/03/2015 Dealer: AZ045 Earnhardt KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioner Operation

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

<For Internal Use Only
Ariel direct number 602-346-5407>

*** Case note has been appended from duplicated auto-case on 11/21/2017 01:01:21 (PST)

Comments from Service Alert - TL

Dealer : Earnhardt Kia
Technician : Charles Reynolds IV
Service Manager :
Dealer Phone :
DPSM : Derek Dunning
Vehicle Model : FORTE LX AUTO
Model Year : 2016
Mileage : 25276
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
Vehicle has been in for several repairs to the A/C system. Compressors have been replaces as well as the expansion valve. Concern remains the same. Concern appears to me discharge from the over pressure valve on the compressor.

[Diagnostics Performed]
Evacuated system and recovered 0.21lbs. Suspect condenser clog, but before I could look into it was told by upper management to involve tech line under service alert.

*** Case note has been appended from duplicated auto-case on 11/28/2017 07:01:43 (PST)

Comments from Multiple Tows in 90 Days

- For Reference -
Dispatch Date : 11/27/2017 11:51:57
Services Received : Tow /Unspecified
No. of Times : 1
Caller Name : [redacted]
Caller Phone : [redacted]
Tow Provider : ROYAL TOWING

Vehicle has experienced multiple tows/jumps within a 90 day period.

If the vehicle has been towed, it has been towed to ROYAL TOWING. Prior to contacting the customer for any assistance, please contact the dealer to determine the cause and the status of the vehicle.

If the vehicle has been jump started multiple times, please contact the customer to determine if there are any concerns with the vehicle and provide any assistance.

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A65G5[redacted]	[redacted]	27,098

Phoenix , AZ, 85022 Prod. Date: 11/03/2015 Dealer: AZ045 Earnhardt KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioner Operation

*** Phone - Call - Inbound created on 11/30/2017 16:20:00 (GMT-07:00) Mountain Time (US & Canada) and created by Linda Welter ***
Customer States:
1. Vehicle is going back to the shop for the 6th time.
2. I was supposed to hear back form CM

Writer States:
1.Apologized
2. Informed case has been escalated.

Customer States:
1 Thank you.
Thank you, call ended.

*** Note - Call - Inbound created on 11/30/2017 16:21:21 (GMT-07:00) Mountain Time (US & Canada) and created by Linda Welter ***
*****Forward to ECR*********
1. Customer states vehicle going to the DLR for the 6th time for ac compressor issue.
2. Vehicle down at AZ045
3. Dispatching because vehicle has been into dealer 6x for AC compressor and customer states lemon law
4. DPSM has been advised
5. Please review and follow up accordingly

*** Phone - Call - Inbound created on 11/30/2017 16:21:11 (GMT-07:00) Mountain Time (US & Canada) and created by Linda Welter ***
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*** 11/30/2017 16:28:45 (GMT-07:00) Mountain Time (US & Canada) ***
Dispatched from WIPBin = Default to Queue Western Region ECR by Linda Welter
Reason:

*** 12/01/2017 07:26:08 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue Western Region ECR to WIPBin 0. default by Esther Kong

*** 12/01/2017 07:34:14 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin ECR of Jessica Weaver by Esther Kong
Reason:

*** Phone - Call - Inbound created on 12/04/2017 12:56:41 (GMT-07:00) Arizona and created by Jessica Weaver ***
Writer called cust @[redacted]

Writer states:
1. Introduced self
2 .Apologized for a/c not working
3. Calling to follow up

Cust states:
1. My car has been in the shop 8 times

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A65G5[redacted]	[redacted]	27,098

Phoenix , AZ, 85022 Prod. Date: 11/03/2015 Dealer: AZ045 Earnhardt KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioner Operation

2. I am still in a rental
3. There have been multiple problems with this veh
4. My service adviser is the one that told me it was a Lemon

Writer states:
1. What are you requesting of Kia

Cust states:
1. I want a new car from Kia
2. I dont want this car
3. My car is still in the at the DLR

Writer states:
1 .Informed repurchase or replacement of vehicle is not an option at this time
2. Our obligation as the manufacture is to repair the veh under the terms of the warranty
3. Referred to WCIM
4. Will look into something for inconvenience once veh has been repaired and returned to you

Cust states:
1. I have told KMF that I just want to leave the veh but they told me that they would still repossess the veh even if its at the DLR
2. I really don't want this car

Writer states:
1.There are other resources such as FTS that can get involved

Cust states:
1. They told me that there was the head mechanic looking at it and something about a line were they are following instructions step by step

Writer states:
1 .Sounds as though a technical line has been opened

Cust states:
1. I was told that I would get my car back this morning
2. But I haven't gotten a call - I guess that means there is something else wrong

Writer states:
1 .Will be following up with DLR
2. Please allow 2-3 business days for follow up
3. If questions please call
4. Provided ECR phone number

Cust states:
1. Ok thank you

*** Phone - Call - Outbound created on 12/04/2017 16:24:59 (GMT-07:00) Arizona and created by Jessica Weaver ***
Writer called AZ045 spoke to Larry Service Manager

Writer states:
1 .Calling for more info

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A65G5[redacted]	[redacted]	27,098

Phoenix , AZ, 85022 Prod. Date: 11/03/2015 Dealer: AZ045 Earnhardt KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioner Operation

Larry states:
1. Was towed in for no start last week - there was no gas in the car

Writer states:
1. Was under the impression it was for a/c concern

Larry states:
1. She has been in for multiple concerns
3. The a/c was fixed but she is currently in for no start
4. I have had no problem with starting the veh
5. I am not really sure what we are looking for

Writer states:
1. Please send RO's for both the no start concern and a/c concern.

Larry states:
1. Just send me an email and I will get them sent out

Writer thanked

*** Email - External Email Sent created on 12/04/2017 16:35:37 (GMT-07:00) Arizona and created by Jessica Weaver ***
Email sent to Service Manager Larry - requested for RO's

*** Phone - Call - Inbound commitment created on 12/04/2017 16:36:19 (GMT-07:00) Arizona with Commitment Date 12/07/2017 and created by Jessica Weaver ***

*** Phone - Call - Inbound created on 12/07/2017 16:23:18 (GMT-07:00) Arizona and created by Jessica Weaver ***
Email received from Service Manager Larry - AZ045 - with RO's attached

*** Phone - Call - Inbound created on 12/07/2017 16:36:10 (GMT-07:00) Arizona and created by Jessica Weaver ***
Writer called cust @ [redacted] LVM

Writer states:
1. Calling to follow up
2. Still reviewing offer
3. Please send copy of sales contract and document showing monthly car payment
4. Provided email

Cust states:
1. If the sales contract shows my monthly payment
2. Will that be enough?

Writer states:
1 .Yes
2. Please allow mid next week for follow up

Cust states:
1. Ok thank you

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A65G5[redacted]	[redacted]	27,098

Phoenix , AZ, 85022 Prod. Date: 11/03/2015 Dealer: AZ045 Earnhardt KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioner Operation

*** Phone - Call - Inbound commitment created on 12/04/2017 16:36:19 (GMT-07:00) Arizona with Commitment Date 12/12/2017 and created by Jessica Weaver ***

*** 12/13/2017 08:10:12 (GMT-07:00) Arizona ***
Case moved into WIPBin 3. Tuesday and Sub Status of Assigned

*** Phone - Call - Inbound created on 12/13/2017 14:29:04 (GMT-07:00) Arizona and created by Jessica Weaver ***
Writer called cust @ [redacted]

Writer states:
1. Calling to follow up

Cust states:
1. Oh yeah - I recently moved so I am having a hard time locating sales contract

Writer states:
1. Will try to obtain from DLR
2. Please allow a week for follow up
3. If questions please call

Cust states:
1. Ok thank you

*** Phone - Call - Inbound commitment created on 12/04/2017 16:36:19 (GMT-07:00) Arizona with Commitment Date 12/15/2017 and created by Jessica Weaver ***

*** Phone - Call - Inbound created on 12/15/2017 12:56:29 (GMT-07:00) Arizona and created by Jessica Weaver ***
Writer called AZ045 spoke to Scott Sales Manager

Writer states:
1 .Calling to request copy of sales contract
2. Provided cust information
3. Provided fax

Scott states:
1 .I will get that out to you

Writer thanked

*** Phone - Call - Inbound commitment created on 12/04/2017 16:36:19 (GMT-07:00) Arizona with Commitment Date 12/19/2017 and created by Jessica Weaver ***

*** Phone - Call - Inbound created on 12/20/2017 09:12:25 (GMT-07:00) Arizona and created by Jessica Weaver ***
Writer called AZ045 spoke to Cameron Sales Manager

Writer states:
1 .Calling to collect sales contract per Ms. [redacted] request

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A65G5[redacted]	[redacted]	27,098

Phoenix , AZ, 85022 Prod. Date: 11/03/2015 Dealer: AZ045 Earnhardt KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioner Operation

Cameron states:
1. I will need to get some credentials

Writer states:
1. Will send email - credentials on email

Cameron states:
1. Ok
2[redacted]

Writer states:
1 .Will send now

*** Email - External Email Sent created on 12/20/2017 09:19:25 (GMT-07:00) Arizona and created by Jessica Weaver ***
Email sent to Sales Manager - requesting for copy of sales contract

*** Phone - Call - Outbound created on 12/20/2017 09:20:09 (GMT-07:00) Arizona and created by Jessica Weaver ***
Writer called cust @[redacted]

Writer states:
1 .Waiting on sales contract from DLR

Cust states:
1. I was able to locate it
2 .I sent it to you through email

Writer states:
1 .Located email
2. Thanked
3. Will follow up tomorrow with offer

Cust states:
1 .Ok thank you

*** Email - External Email Received created on 12/20/2017 09:35:24 (GMT-07:00) Arizona and created by Jessica Weaver ***
Email received 12/14/2017 - with sales contract attached

*** Email - External Email Sent created on 12/20/2017 09:36:02 (GMT-07:00) Arizona and created by Jessica Weaver ***
Email sent to service manager Larry AZ045 - requesting for RO from 4/2017

*** Phone - Call - Inbound commitment created on 12/04/2017 16:36:19 (GMT-07:00) Arizona with Commitment Date 12/21/2017 and created by Jessica Weaver ***

*** Email - External Email Received created on 12/29/2017 08:12:41 (GMT-07:00) Arizona and created by Jessica Weaver ***
Email received from customer Wed 12/27/2017 12:45 PM

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A65G5[redacted]	[redacted]	27,098

Phoenix , AZ, 85022 Prod. Date: 11/03/2015 Dealer: AZ045 Earnhardt KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioner Operation

Hi Jessica, we're you able to figure out anything that you could do to help me? I have had 3 more problems with my car and I texted my service advisor at Kia, and he ignored the text ever time.. We were having conversations about the car before, and I guess he just got tired of dealing with all the problems

*** Phone - Call - Inbound created on 12/29/2017 08:40:15 (GMT-07:00) Arizona and created by Jessica Weaver ***
Cust states:
1. Calling for update

Writer states:
1. Have received email - seeing customer is having more problems with veh as well as DLR ?

Cust states:
1. The veh keeps constantly dying
2. I have the headlights on auto
3. And if I don't switch it back from auto it wont shut off on its own and drains the battery
4. They keep telling me that everything is fine

Writer states:
1. Have you let DLR know

Cust states:
1 .I have texted my service adviser but he doesn't respond

Writer states:
1. Apologized
2. Would recommend calling into DLR main line
3. Would be happy to look into something for inconvenience but vehicle would need to be operating as designed

Cust states:
1 .So you want me to make an appointment for them to tell me nothing is wrong?
2. My monthly payment is coming up and I cant afford to pay it because I thought you were going to pay it

Writer states:
1 .Apologized for misunderstanding
2. Can not review GW offer until veh has been repaired and it operating as designed
3. If GW granted would only be on reimbursement terms and could take 30-45 days to process
4. Please make appointment at DLR - once at DLR please call writer directly

Cust states:
1. Okay thank you

*** Phone - Call - Inbound created on 12/29/2017 08:48:26 (GMT-07:00) Arizona and created by Jessica Weaver ***

<For Internal Use Only
Closing case pending customer callback with appointment time - veh with customer>

*** Phone - Call - Inbound commitment fulfilled on 12/29/2017 08:49:11 (GMT-07:00) Arizona with Commitment Date 12/21/2017 closed by Jessica Weaver ***

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A65G5[redacted]	[redacted]	27,098

Phoenix , AZ, 85022 Prod. Date: 11/03/2015 Dealer: AZ045 Earnhardt KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioner Operation

*** 12/29/2017 08:50:15 (GMT-07:00) Arizona ***
Closed with Resolution Code : Concerns Recorded
[Resolution Summary]

*** 02/02/2018 11:36:44 (GMT-07:00) Arizona ***
Reopened with Sub Status of Working

*** Phone - Call - Inbound created on 02/02/2018 11:36:56 (GMT-07:00) Arizona and created by Jessica Weaver ***
Cust states:
1. I have had the car for about a week now and this it has been operating well
2. I remember you said you would offer something for the inconvenience but you wanted to be sure vehicle operating as designed

Writer states:
1 .Please allow 2-3 business day for review

Cust states:
1. Ok thank you

*** 02/05/2018 08:23:45 (GMT-07:00) Arizona ***
Case moved into WIPBin ECR and Sub Status of Working

*** Email - External Email Sent created on 02/08/2018 10:58:30 (GMT-07:00) Arizona and created by Jessica Weaver ***
Email sent to Larry Service Manager AZ045 - requested for all customer copy RO's

*** 02/08/2018 09:59:47 (GMT-07:00) Arizona ***
Case moved into WIPBin 5. Wednesday and Sub Status of Working

*** Phone - Call - Inbound created on 02/08/2018 11:12:12 (GMT-07:00) Arizona and created by Jessica Weaver ***
Larry Service Manager AZ045 states:
1 .Calling to follow up
2. Customer vehicle was brought back in last night
3. She has been in multiple times
4. I will send you all RO's

Writer thanked

*** Phone - Call - Outbound created on 02/08/2018 11:13:15 (GMT-07:00) Arizona and created by Jessica Weaver ***
Writer called cust @[redacted]

Writer states:
1. Calling to follow up
2.. DLR states rental was approved
3. If worried about insurance - would recommend speaking with insurance company regarding insurance coverage on rental

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A65G5[redacted]	[redacted]	27,098

Phoenix , AZ, 85022 Prod. Date: 11/03/2015 Dealer: AZ045 Earnhardt KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioner Operation

Cust states:
1 .Ok that helps

Writer states:
1. Part on back order with ETA march
2. Will follow up 2/28/18
3. If questions please call

Cust states:
1 .Ok thank you

*** Phone - Call - Inbound commitment created on 02/08/2018 12:33:35 (GMT-07:00) Arizona with Commitment Date 02/28/2018 and created by Jessica Weaver ***

*** Others - Others created on 02/08/2018 12:41:07 (GMT-07:00) Arizona and created by Jessica Weaver ***
**********DISREGARD NOTES PREVIOUS NOTES on 02/08/2018 11:13:15 - ENTERED IN ERROR for different case**********

*** 02/09/2018 08:52:16 (GMT-07:00) Arizona ***
Case moved into WIPBin 7. Thursday and Sub Status of Working

*** 02/12/2018 17:12:12 (GMT-07:00) Arizona ***
Case moved into WIPBin 9. Friday and Sub Status of Working

*** Phone - Call - Outbound created on 02/14/2018 09:33:02 (GMT-07:00) Arizona and created by Jessica Weaver ***
******Call made 2/8/18********
Writer called cust @ [redacted]

Writer states:
1 .Calling to follow up
2. Was informed veh back at DLR?

Cust states:
1. Yes, I took in last night
2. Were you able to come up with an offer?

Writer states:
1. Apologized
2. Will have to wait for veh to be repaired and returned
3. Will be following along in repairs and getting additional resources involved
4. Please allow 2-3 business days for follow up
5. If questions please call

Cust states:
1. Ok thank you

*** Phone - Call - Outbound created on 02/14/2018 09:37:26 (GMT-07:00) Arizona and created by Jessica Weaver ***
Writer called AZ045 spoke to Ariel Service

Writer states:

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A65G5[redacted]	[redacted]	27,098

Phoenix , AZ, 85022 Prod. Date: 11/03/2015 Dealer: AZ045 Earnhardt KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioner Operation

1.Calling for status

Ariel states:
1. Spoke with tech - he opened up case with techline, that's the last thing I heard

Writer states:
1 .Showing techline will be sending FTS
2. Thanked

Ariel thanked

*** Phone - Call - Inbound commitment fulfilled on 02/14/2018 18:43:18 (GMT-07:00) Arizona with Commitment Date 02/28/2018 closed by Jessica Weaver ***

*** Email - Others created on 02/14/2018 18:43:20 (GMT-07:00) Arizona and created by Jessica Weaver ***

<For Internal Use Only
Email sent to ECA requesting for review>

*** Email - Others created on 02/14/2018 18:43:39 (GMT-07:00) Arizona and created by Jessica Weaver ***

<For Internal Use Only
Email received from ECA - dispatch case>

*** 02/14/2018 18:45:45 (GMT-07:00) Arizona ***
Dispatched from WIPBin = 6. Wednesday 2 to Queue Western Region Admin by Jessica Weaver
Reason:

*** 02/15/2018 15:01:53 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted, from Queue = Western Region Admin to WIPBin NEW

*** Phone - Call - Inbound commitment created on 02/15/2018 15:02:06 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/19/2018 and created by Casey Crowell ***

*** Phone - Call - Inbound commitment created on 02/15/2018 15:02:06 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/20/2018 and created by Casey Crowell ***
ECA called cust on primary #:
1. LVM for return call

*** Phone - Call - Inbound created on 02/20/2018 11:44:58 (GMT-07:00) Arizona and created by Jessica Weaver ***
Cust states:
1. My car has been in the shop for a week
2. I was told that an FTS was going to come out in a week but then I got a call from the service manager Larry
3. He said that he was going to try and get Kia to buyback the veh?

Writer states:
1. Apologized
2. Have sent case to colleague - Casey -for further assistance
3. Showing ECA called this morning

Cust states:

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A65G5[redacted]	[redacted]	27,098

Phoenix , AZ, 85022 Prod. Date: 11/03/2015 Dealer: AZ045 Earnhardt KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioner Operation

1. I do not have any missed calls
2. Would you mind if I had my mom on the phone also

Writer states:
1. No, please bring her on

***Customer conferenced mother in on call

Cust states:
1. Hello?

Cust mother states:
1. I am here

Writer states:
1. Case has been sent to ECA for handling

Cust mother states:
1. What is his title ?
2. What is your title?

Writer states:
1 .Escalated Case Administrator
2. Escalated Case Representative
3. Provided ECA phone number
4. If having difficulty contacting ECA, please call writer back

Cust states:
1. Ok thank you

*** Phone - Call - Inbound commitment fulfilled on 02/20/2018 12:04:19 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/20/2018 closed by Casey Crowell ***
ECA called cust:
1. veh is at the shop now
2. told her the FTS is coming out and they're waiting on it.
3. dlr is talking about a buy back, but they need Kia to initiate it
4. Sts Larry Donahue told her they want Kia to buy it back.
5. Larry told her to have Kia buy the car back
6. I just want a new car
7. my son has been to urgent care due to the smoke coming into the veh
8. I lost my job because I've been late to work as a result of the veh.
9. I just want a car that works.

ECA:
1. explained review process.
2. allow 2 weeks for review
3. will call when update is avail

*** Phone - Call - Inbound commitment created on 02/20/2018 12:04:29 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/21/2018 and created by Casey Crowell ***

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A65G5[redacted]	[redacted]	27,098

Phoenix , AZ, 85022 Prod. Date: 11/03/2015 Dealer: AZ045 Earnhardt KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioner Operation

*** Phone - Call - Inbound created on 02/21/2018 12:42:34 (GMT-07:00) Arizona and created by Jessica Weaver ***
Cust states:
1. I was calling to let you know that the DLR called and told me it was ready
2. So I went and picked up the vehicle and it wouldn't start
3. So the vehicle is back at the DLR again and this is the 17th rental I have been in

Writer states:
1. Apologized
2. Will note account

Cust states:
1. Also about the GW - do we have to wait until this is all over

Writer states:
1. Yes - would recommend speaking with ECA regarding that

Cust states:
1. Okay thank you

*** Phone - Call - Inbound commitment fulfilled on 02/23/2018 14:22:55 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/22/2018 closed by Casey Crowell ***

*** Phone - Call - Inbound commitment created on 02/23/2018 14:22:56 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/27/2018 and created by Casey Crowell ***

*** Phone - Call - Outbound created on 03/01/2018 16:20:07 (GMT-08:00) Pacific Time (US & Canada) and created by Casey Crowell ***
ECA called dlr: s/w Ariel
1. Geno was out here, and he set up the veh to make sure there was no tampering with the veh.
2. the veh is still there, and the cust has refused to pick up the veh.
3. they picked it up and it died immediately.
4. there was no way the customer could have tampered with it to cause any stalling.
5 FTS RO#[redacted]
6. will send via email

*** Phone - Call - Inbound commitment fulfilled on 03/01/2018 16:26:47 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/28/2018 closed by Casey Crowell ***

*** Phone - Call - Inbound commitment created on 03/01/2018 16:26:48 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/02/2018 and created by Casey Crowell ***

*** Phone - Call - Inbound created on 03/05/2018 16:17:55 (GMT-07:00) Arizona and created by Yeimy Armenta ***
Ariel- service adviser-AZ045-602-346-5407

service adviser states:
1 calling to get update on this customer case
2 vehicle has been here 2 or 3x a month
3 field tech was here but car still died when customer came to picked it up
4 customer said that he doesn't feel safe any more in the vehicle
5 I want to let you know that customer is on a rental

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A65G5[redacted]	[redacted]	27,098

Phoenix , AZ, 85022 Prod. Date: 11/03/2015 Dealer: AZ045 Earnhardt KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioner Operation

6 if ECR can reach back to me please

writer states:
1Apologize
2 ECR not available
3 will notate case
4 he will reach back in24-48 hrs
5 understand, will notate for ECR

*** Phone - Call - Inbound commitment fulfilled on 03/07/2018 11:25:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/07/2018 closed by Casey Crowell ***

*** Phone - Call - Inbound commitment created on 03/07/2018 11:25:28 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/07/2018 and created by Casey Crowell ***

*** Phone - Call - Inbound commitment fulfilled on 03/07/2018 13:57:28 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/07/2018 closed by Casey Crowell ***
ECA called cust:
1. checking status of veh

Cust:
1. veh died when I picked it up
2. FTS had just fixed it
3. I stopped making payments on the veh 2 months ago
4. SM told me to
5. he told me they were going to try to get my car bought back

ECA:
1. we are not offering repurchase
2. please continue to make payments
3. we cannot assist with repairing your credit if it is damaged from non-payment.
4. I will contact FTS to determine next step in repairs.
5. pls allow at least 1 week.

*** Phone - Call - Outbound created on 03/07/2018 13:57:37 (GMT-08:00) Pacific Time (US & Canada) and created by Casey Crowell ***

<For Internal Use Only
ECA called FTS - LVM for return call.>

*** Phone - Call - Inbound commitment created on 03/07/2018 13:58:29 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/08/2018 and created by Casey Crowell ***

*** Phone - Call - Inbound commitment created on 03/07/2018 13:58:29 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/13/2018 and created by Casey Crowell ***

*** Phone - No Callback created on 03/14/2018 15:23:21 and created by Xavier Bonner ***
DLR
1. Stated looking for Casey
2. Car has been in here for a month now and has been in twice a month since I've been working here for 8 months now.

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A65G5[redacted]	[redacted]	27,098

Phoenix , AZ, 85022 Prod. Date: 11/03/2015 Dealer: AZ045 Earnhardt KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioner Operation

Writer
1. Will check and see if they are available
2. Looks like unavailable but did leave message on your behalf
3. Will notate case also and let know you called in regards to case and to give a call back ASAP.

DLR
1. I would appreciate it just need to figure out what to do to this car.
2. Customer keeps calling every day and i don't have any updates on the vehicle so i don't know what to tell them.

*** Phone - Call - Inbound commitment fulfilled on 03/15/2018 12:49:27 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/14/2018 closed by Casey Crowell ***
FTS to come to dlr 3/16/18

*** Phone - Call - Outbound created on 03/15/2018 12:49:34 (GMT-08:00) Pacific Time (US & Canada) and created by Casey Crowell ***
ECA called dlr and s/w Larry SVCM 480-628-0457
1. Gino coming tomorrow
2. will be there to fix no-start concern
3. will discuss settlement w/ cust once veh is fixed

Larry
1. tired of this cust coming in
2. want this car fixed
3. talk to her MIL - Barb 480-550-2017
4. we won't touch the car until you guys tell us what to do
5. call me with an update if you have it.

*** Phone - Call - Inbound commitment created on 03/15/2018 12:51:44 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/16/2018 and created by Casey Crowell ***

*** Email - Internal Email Received created on 03/16/2018 11:54:18 (GMT-08:00) Pacific Time (US & Canada) and created by Casey Crowell ***

<For Internal Use Only
-----Original Message-----
From: Leon, Gino [KMA]
Sent: Friday, March 16, 2018 11:49 AM
To: Crowell, Casey [KMA]
Cc: Guss, Russell [KMA]; Dunning, Derek [KMA]
Subject:[redacted] 2016 Forte AZ045

Casey,

I have inspected the 2016 Forte KNAFX4A65G5[redacted] with 27266 miles. For a no start, no crank condition. I checked the battery, it was at 3 Volts.
I tried to perform GR8 test but battery was to low. Jump started vehicle using a jump box, drove vehicle into shop. Attempted to check battery with GR8 and found it had an internal issue. Replaced the Battery, performed draw test 8 milliamperes draw - Good. Industry standard is anything over 40 milliamperes is considered an excessive draw and needs to be traced down. I performed a GR8 battery and charging test. Good but new battery needed a charge. Performed KDS flight record, road test and DTC Scan when finished - No DTC's and Flight record was good. Miles out 27266/ Miles in 27288. Vehicle Operating as Designed. Perform final GR8 Battery Test - Battery is GOOD.

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A65G5[redacted]	[redacted]	27,098

Phoenix , AZ, 85022 Prod. Date: 11/03/2015 Dealer: AZ045 Earnhardt KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioner Operation

While performing road test also monitored A/C performance output 40 Degrees average - Good. Vehicle Operating as Designed. Since car was never released to customer yet, there were no signs of tampering or leaks.

I did notice a set of jumper cables in the backseat, upon closer inspection there are witness or burn marks on clamps indicating they were touch together at some points. I applied a tamper paint seal to positive battery cable cover.
Advise customer it's not>

*** Phone - Call - Inbound commitment fulfilled on 03/16/2018 11:55:30 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/16/2018 closed by Casey Crowell ***

*** Phone - Call - Outbound created on 03/16/2018 12:09:38 (GMT-08:00) Pacific Time (US & Canada) and created by Casey Crowell ***
ECA called cust on primary #:
1. veh is ready
2. pls go pick up
3. FTS replaced battery
4. found jumpers to have burn marks, indicating they were touched together
5. this can cause damage to battery
6. unsure of reason for this, but recommend not trying to jump another car with yours
7. could cause damage to your battery.
8 FTS also found A/C blowing cold - 40 degrees - up to spec.
9 test drove 22 miles, no concerns found

Cust:
1. OK
2. what about compensation
3. the veh has been in 19x
4. dlr told me they won't fix any more.

ECA:
1. will review
2. just got FTS report
3. will call next week.
4. cannot speak to dlr's stance on repairing your veh or not.

Cust:
1. ok
2. thank you.

*** Phone - Call - Inbound commitment created on 03/16/2018 12:13:25 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/20/2018 and created by Casey Crowell ***

*** Phone - Call - Inbound commitment fulfilled on 03/23/2018 10:00:20 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/22/2018 closed by Casey Crowell ***
ECA called cust:
1. LVM to adv dlr going to keep veh a few days
2. c/b if you are not in alt trans.
3. will f/u w/ you or dealer will when inspection is completed

*** Phone - Call - Inbound commitment created on 03/23/2018 10:00:24 (GMT-08:00) Pacific Time (US & Canada)

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A65G5[redacted]	[redacted]	27,098

Phoenix , AZ, 85022 Prod. Date: 11/03/2015 Dealer: AZ045 Earnhardt KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioner Operation

with Commitment Date 03/27/2018 and created by Casey Crowell ***

*** Phone - Call - Inbound commitment fulfilled on 03/28/2018 11:24:43 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/27/2018 closed by Casey Crowell ***
pending FTS update

*** Phone - Call - Outbound created on 03/28/2018 11:36:04 (GMT-08:00) Pacific Time (US & Canada) and created by Casey Crowell ***
ECA called cust - LVM for return call

*** Phone - Call - Inbound commitment created on 03/28/2018 11:42:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/29/2018 and created by Casey Crowell ***

*** Phone - Call - Inbound commitment fulfilled on 03/29/2018 10:23:02 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/29/2018 closed by Casey Crowell ***
ECA called cust on primary#:
Cust:
1. just want replacement veh
2. what now?

1. adv KMA will replace veh for her
2. will send email w/ explanation
3. reply back w/ agreement and will fwd more info

Cust:
1. thank you.

*** Email - External Email Sent created on 03/29/2018 10:25:14 (GMT-08:00) Pacific Time (US & Canada) and created by Casey Crowell ***
From: Crowell, Casey [KMA]
Sent: Thursday, March 29, 2018 10:25 AM
To: [redacted]
Subject: Kia Case - [redacted]

Ms. [redacted]

As we discussed, Kia Motors America would like to grant your request that your vehicle be replaced with a comparably priced new Kia vehicle. This process would require a signed settlement and release agreement at the time of delivery of the replacement vehicle.

We propose to accomplish this via a "substitution of collateral" transaction with your current lease company whereby we would replace the current collateral on your loan with a mutually agreeable brand new Kia vehicle. All other terms and conditions of the underlying loan would remain the same. Of course, the accomplishment of this transaction would be contingent upon approval by your loan company. KMA would pay the license and registration fees for the new vehicle. Should you decide to upgrade to a more expensive Kia vehicle, you would be responsible for the upgrade charge (difference in MSRP between your vehicle and the more expensive vehicle) and the sales tax associated with the upgrade charge. If the vehicle is the same trim level, and the increase in MSRP is attributed to a model year increase, then we will cover that difference.

The replacement of your vehicle would also be contingent on the physical inspection of your existing vehicle for any damage and/or excessive wear and tear. You would be held fiscally responsible for any damages beyond normal wear and tear prior to Kia's fulfillment of the replacement settlement.

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A65G5[redacted]	[redacted]	27,098

Phoenix , AZ, 85022 Prod. Date: 11/03/2015 Dealer: AZ045 Earnhardt KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioner Operation

Please review and contact me back to confirm our agreement. If there are any details omitted or additional questions you may have, please advise.

Thank you,

*** Phone - Call - Inbound commitment created on 03/29/2018 10:25:27 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/30/2018 and created by Casey Crowell ***

*** Phone - Call - Inbound commitment created on 03/29/2018 10:25:27 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/02/2018 and created by Casey Crowell ***

*** Phone - Call - Inbound created on 04/02/2018 12:34:51 (GMT-07:00) Arizona and created by Jessica Weaver ***
Larry Service Manager from AZ045 states:
1. Calling to see what was going on with this vehicle
2. Its still in at service

Writer states:
1. Apologized
2. Case is being handled by a different department
3. Will notate you called in requesting for update regarding vehicle

Larry states:
1. Okay thank you

*** Phone - Call - Inbound commitment created on 03/29/2018 10:25:27 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/09/2018 and created by Casey Crowell ***

*** Phone - Call - Inbound commitment created on 03/29/2018 10:25:27 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/13/2018 and created by Casey Crowell ***

*** Email - Internal Email Sent created on 04/12/2018 17:14:01 (GMT-08:00) Pacific Time (US & Canada) and created by Casey Crowell ***
emailed DPSM to provide update on case

*** Phone - Call - Inbound commitment fulfilled on 04/13/2018 14:11:50 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/13/2018 closed by Casey Crowell ***
ECA called cust:
1. LVM for return call

*** Phone - Call - Inbound commitment created on 04/13/2018 14:30:59 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/17/2018 and created by Casey Crowell ***

*** Phone - Call - Inbound commitment updated on 04/20/2018 13:21:36 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/25/2018 and updated by Casey Crowell ***
ECA called cust- LVM for return call.

*** Phone - Call - Inbound commitment fulfilled on 04/20/2018 16:35:42 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/25/2018 closed by Casey Crowell ***

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A65G5[redacted]	[redacted]	27,098

Phoenix , AZ, 85022 Prod. Date: 11/03/2015 Dealer: AZ045 Earnhardt KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioner Operation

ECA called cust:
1. adv to pick up veh
2. reiterated g/w offer
will f/u w/ email

*** Email - External Email Sent created on 04/20/2018 16:35:57 (GMT-08:00) Pacific Time (US & Canada) and created by Casey Crowell ***
From: Crowell, Casey [KMA]
Sent: Friday, April 20, 2018 4:36 PM
To: [redacted]
Subject: RE: [redacted]

Ms. [redacted]

Per our conversation, I am requesting you pick up your vehicle from Earnhardt Kia at your earliest convenience. We have offered to replace your vehicle for a comparably priced new vehicle through the process of substitution of collateral. In lieu of this, we have also offered $5,000.00 as a monetary cash settlement where you would keep your vehicle. These offers are valid even after you have taken possession of the vehicle from the dealership. Additionally, this has no bearing on your warranty as it stands now, and our offer reflects no change in the status of your warranty.

I will follow up with you a week from today to see how you would like to proceed.

*** Phone - Call - Inbound commitment created on 04/20/2018 16:36:33 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/27/2018 and created by Casey Crowell ***

*** Phone - Call - Outbound created on 04/27/2018 08:46:50 (GMT-08:00) Pacific Time (US & Canada) and created by Casey Crowell ***
ECA called cust on primary#
1. f/u to conversation from last week.
2. what would you like to do?

Cust:
1. I want the money
2. can you do $7,500?

ECA
1. can do $6500
2. will send release

Cust:
1. thank you.

*** Phone - Call - Inbound commitment fulfilled on 04/27/2018 08:51:51 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/27/2018 closed by Casey Crowell ***

*** Email - External Email Sent created on 04/27/2018 08:52:01 (GMT-08:00) Pacific Time (US & Canada) and created by Casey Crowell ***
emailed release to cust

*** 04/27/2018 10:30:49 (GMT-08:00) Pacific Time (US & Canada) ***

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A65G5[redacted]	[redacted]	27,098

Phoenix , AZ, 85022 Prod. Date: 11/03/2015 Dealer: AZ045 Earnhardt KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioner Operation

Goodwill #: 132302 Submitted

*** Email - External Email Received created on 05/04/2018 10:46:31 (GMT-08:00) Pacific Time (US & Canada) and created by Casey Crowell ***
From: [redacted]
Sent: Friday, May 04, 2018 9:40 AM
To: Crowell, Casey [KMA]
Subject: Re: RELEASE - [redacted] A(0).pdf

Goid morning, I was just wondering, where are you sending the check to? Can you make sure it goes to [redacted] Scottsdale AZ [redacted] Thank you

*** 05/04/2018 10:56:07 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 132620 Submitted

*** 05/04/2018 11:14:00 ***
Goodwill #: 132620 Submitted

*** 05/07/2018 15:17:47 ***
Goodwill #: 132302 Submitted

*** 05/10/2018 11:30:05 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 132302 Final Approved

*** 05/17/2018 17:03:45 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 132620 Final Approved

*** 05/22/2018 13:47:12 ***
Assigned to WIPBin NEW of Casey Crowell by Joshua Urs
Reason:

*** Phone - Call - Inbound commitment created on 05/22/2018 14:45:09 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/29/2018 and created by Casey Crowell ***

*** Phone - Call - Inbound commitment fulfilled on 06/27/2018 11:38:52 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/29/2018 closed by Casey Crowell ***

*** 06/27/2018 11:38:58 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Casey Crowell with Resolution Code : Goodwill Issued
[Resolution Summary]
Goodwill check mailed 5/22/18

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A62G5[redacted]	[redacted]	32,000
, ,		Prod. Date: 08/31/2015	Dealer:	

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

Case History

*** 03/07/2018 11:23:46 ***
Contact = [redacted], Priority = Standard, Sub Status = Dispatched

*** 03/07/2018 11:23:46 ***
Web - Note created on 03/07/2018 11:23:46 and created by [redacted]
I would like to see if there is anything that Kia can do to help me with the loss of my car due to an electrical fire? This has been nothing but headache, heartache and getting the run around with no help. I am a single mom and have no car and no money to pay for a new one all because from the beginning I was told since there is no recall on my car then was nothing anyone could do to help me.

*** 03/07/2018 11:23:46 ***
car.pdf added by [redacted] on 03/07/2018 11:23:46

*** 03/07/2018 11:23:47 ***
pictures.zip added by [redacted] on 03/07/2018 11:23:46

*** 03/08/2018 09:50:11 (GMT-07:00) Arizona ***
Accepted from Queue eWebSupport to WIPBin default by Diana Thacker

*** 03/08/2018 10:08:41 (GMT-07:00) Arizona ***
Dispatched from WIP default to Queue by

*** 03/08/2018 15:05:08 ***
Accepted from Queue ZZ Alicia Younge to WIPBin autoassigned by Alicia Younge

*** 03/27/2018 16:17:41 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIP Default to Queue by Diana Thacker

*** 03/29/2018 10:19:51 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue ZZ Nikki Perdue to WIPBin Default by Natasha Perdue

*** Phone - Call - Outbound created on 03/29/2018 14:35:58 (GMT-05:00) Eastern Time (US & Canada) and created by Natasha Perdue ***
Called customer

Writer:
1.VM has not been set up
2.Disconnected call

*** Letter - Letter Sent created on 03/29/2018 14:36:26 (GMT-05:00) Eastern Time (US & Canada) and created by Natasha Perdue ***
Sent CML to customer

*** 03/30/2018 08:12:15 (GMT-05:00) Eastern Time (US & Canada) ***
Closed with Resolution Code : Letter Sent
[Resolution Summary]
Sent CML by mail and by email to customer

*** 04/04/2018 13:24:16 ***
Reopened with Sub Status of Working

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A62G5[redacted]	[redacted]	32,000
, ,		Prod. Date: 08/31/2015	Dealer:	

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

*** Phone - Call - Inbound created on 04/04/2018 13:32:03 and created by Xavier Bonner ***
Customer states
1. Calling cause i got an email for to call.
2. Was because of fire to vehicle.

Writer states
1. Apologized
2. Ran fire script

Customer states
1. Whatever KIA can do to help i would greatly appreciate it.
2. Been freaked out ever since.

*** Note - Others created on 04/04/2018 13:35:18 and created by Xavier Bonner ***
1 Customer alleges car caught fire while driving
2 Vehicle is currently at a junk yard
3 Customer is requesting any kind of assistance or for Kia to pay off remaining balance on vehicle so can get another one.
4 Please review and follow up accordingly

*** 04/04/2018 13:36:35 ***
Dispatched from WIPBin = 1. Default to Queue National CA by Xavier Bonner
Reason:

*** 04/05/2018 07:59:51 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted, from Queue = National CA to WIPBin 1.1 Default/IC

*** Phone - Call - Inbound created on 04/16/2018 16:35:26 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr Called Desiree V.
1.Voicemail not set up, could not LVM

*** Phone - Call - Inbound commitment created on 04/19/2018 10:59:45 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/26/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 05/03/2018 08:37:06 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/26/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 05/03/2018 08:37:07 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr Called Desiree V.
1.Voicemail not set up, could not LVM

*** 05/03/2018 08:37:16 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Letter Sent
[Resolution Summary]
Sent CML by mail and by email to customer

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFZ5A35G5[redacted]	[redacted]	53,670

Cathedral City CA, 92234 Prod. Date: 01/05/2016 Dealer: CA244 Palm Springs KIA

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

Case History

*** 07/02/2018 07:41:32 (GMT-08:00) Pacific Time (US & Canada) ***
Contact = [redacted], Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 07/02/2018 07:42:24 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
See attached RO and photo.

Customer Vehicle VIN: KNAFZ5A35G5[redacted]

Palm Springs Kia Vehicle VIN: 3KPFL4A77JE[redacted]

Customer vehicle was driven in on 06/25/2018 at 9:50am with a Brake light issue. It was diagnosed the same day with part being ordered and parked in the location the fire occurred. The part order was an IPM/Smart Junction Box. The fire started sometime between 8:15pm and 9:36pm on 06/26/2018. I was notified by Cathedral City Police at 9:36pm and Fire Department was already onsite.

Fire Captain, Stephen Tumir, stated that fire started inside/under hood of customer vehicle. Fire Department Case Number: [redacted]. Stephen Tumir Phone: 760-770-8200, email: stumir@cathedralcity.gov

*** 07/02/2018 08:19:25 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 1. Intro Calls of Ryan Ristow by Jeff Stroup
Reason:

*** Phone - Call - Outbound created on 07/02/2018 08:36:57 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt contacted the customer and left a VM requesting a C/B.

*** Phone - Call - Outbound created on 07/02/2018 08:38:15 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt contacted the svc mgr:
1. Calling to see what happened.

Svc mgr replied:
1. Customer came in with a brake concern.
2. Tech diagnosed it as needing a Smart Junction Box
3. Ordered the part and it sat for two days.
4. Was unable to find any codes.

Wrt replied;
1. Okay, please send some photos.

*** Email - External Email Received commitment created on 07/02/2018 08:42:12 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/02/2018 and created by Ryan Ristow ***

*** Email - External Email Received commitment updated on 07/02/2018 10:03:27 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/03/2018 and updated by Ryan Ristow ***

*** Phone - Call - Outbound created on 07/02/2018 10:03:29 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt contacted the dealer;

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 FORTE KNAFZ5A35G5[redacted]	[redacted]	53,670

Cathedral City CA, 92234 Prod. Date: 01/05/2016 Dealer: CA244 Palm Springs KIA

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

1. is the customer in a rental?

The dealer replied;
1 The customer left with a Stinger the day they brought the car in.

Wrt replied;
1. Okay, thanks for the info.

*** 07/02/2018 10:04:23 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1. Intro Calls and Sub Status of Assigned

*** Phone - Call - Inbound created on 07/02/2018 13:08:15 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Customer left a VM for wrt using cell phone

*** Phone - Call - Outbound created on 07/02/2018 13:12:50 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt tried to reach the customer at her cell phone number. VM is not yet set up.

*** Phone - Call - Inbound created on 07/02/2018 14:20:44 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Customer called in:
1. Retunring your call.

Wrt replied:
1. We are investigating the concern.
2. would you be able to provide the insurance contact.

The customer replied:
1. No problem.
2. her name is [redacted]

Wrt replied;
1. Thanks for the info.
2. The insurance apparently wants to pick up the vehicle.

The customer replied;
1. Yeah, they became more interested in possible arson after I told them my life was threatened twice.
2. I am a transgender.

Wrt replied;
1. Okay, once I have more info I will give you a call.

*** Email - External Email Received commitment fulfilled on 07/03/2018 13:10:15 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/03/2018 closed by Ryan Ristow ***
Photos received.

*** Phone - Call - Outbound created on 07/03/2018 13:13:47 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt left a VM for insurance rep Andy Wolf at 913-827-5294.
The claim number is [redacted]

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFZ5A35G5[redacted]	[redacted]	53,670

Cathedral City CA, 92234 Prod. Date: 01/05/2016 Dealer: CA244 Palm Springs KIA

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

*** Phone - Call - Inbound commitment created on 07/03/2018 13:18:46 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/09/2018 and created by Ryan Ristow ***

*** Phone - Call - Inbound commitment fulfilled on 07/09/2018 10:59:47 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/09/2018 closed by Ryan Ristow ***
Copart website shoes the vehicle was towed to San Bernardino.

*** Others - Others commitment created on 07/09/2018 11:00:03 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/10/2018 and created by Ryan Ristow ***

*** Others - Others commitment created on 07/09/2018 10:59:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/13/2018 and created by Ryan Ristow ***

*** Others - Others commitment created on 07/09/2018 10:59:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/12/2018 and created by Ryan Ristow ***

*** Others - Others commitment updated on 07/12/2018 10:35:27 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/17/2018 and updated by Ryan Ristow ***

*** Phone - Call - Outbound created on 07/12/2018 10:36:04 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt contacted the insurance:
1. Calling in regards to the vehicle at Copart San Bernardino.
2. Were both vehicle brought there?

Insurance rep replied:
1. I do not know, we are not the insurer for that vehicle.

Wrt replied:
1. I see, can we have permission to inspect?

Insurance rep replied;
1. We have our own investigator who wanted to do a joint inspection.
2. His name is Tom Lepper, 408-691-2779.
3. Contact him to coordinate.

Wrt replied:
1. Thanks for the info.

*** Email - External Email Sent created on 07/12/2018 10:43:09 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt requested location of 2nd vehicle.

*** Others - Others commitment created on 07/09/2018 10:59:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/24/2018 and created by Ryan Ristow ***

*** Others - Others commitment created on 07/09/2018 10:59:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/27/2018 and created by Ryan Ristow ***

*** Others - Others commitment created on 07/09/2018 10:59:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/20/2018 and created by Ryan Ristow ***

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFZ5A35G5[redacted]	[redacted]	53,670

Cathedral City CA, 92234 Prod. Date: 01/05/2016 Dealer: CA244 Palm Springs KIA

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

*** Others - Others commitment created on 07/09/2018 10:59:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/20/2018 and created by Ryan Ristow ***

*** Others - Others commitment created on 07/09/2018 10:59:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/24/2018 and created by Ryan Ristow ***

*** Others - Others commitment created on 07/09/2018 10:59:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/27/2018 and created by Ryan Ristow ***

*** Others - Others commitment created on 07/09/2018 10:59:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/31/2018 and created by Ryan Ristow ***

*** Others - Others commitment created on 07/09/2018 10:59:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/03/2018 and created by Ryan Ristow ***

*** Others - Others commitment created on 07/09/2018 10:59:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/10/2018 and created by Ryan Ristow ***

*** Others - Others commitment created on 07/09/2018 10:59:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/14/2018 and created by Ryan Ristow ***

*** Others - Others commitment created on 07/09/2018 10:59:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/17/2018 and created by Ryan Ristow ***
Wrt requested inspection date

*** Others - Others commitment created on 07/09/2018 10:59:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/21/2018 and created by Ryan Ristow ***

*** Others - Others commitment created on 07/09/2018 10:59:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/24/2018 and created by Ryan Ristow ***

*** Others - Others commitment created on 07/09/2018 10:59:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/28/2018 and created by Ryan Ristow ***

*** Others - Others commitment created on 07/09/2018 10:59:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/31/2018 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 09/04/2018 08:18:11 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/31/2018 closed by Ryan Ristow ***

*** Others - Others commitment created on 09/04/2018 08:18:30 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/07/2018 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 09/06/2018 08:55:25 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/07/2018 closed by Ryan Ristow ***
Wrt confirmed KMA had permission for inspection on 9/10/18

*** Others - Others commitment created on 09/06/2018 08:55:46 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/11/2018 and created by Ryan Ristow ***

*** Others - Others commitment created on 09/06/2018 08:55:29 (GMT-08:00) Pacific Time (US & Canada) with

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFZ5A35G5[redacted]	[redacted]	53,670

Cathedral City CA, 92234 Prod. Date: 01/05/2016 Dealer: CA244 Palm Springs KIA

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

Commitment Date 09/17/2018 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 09/14/2018 11:30:33 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/17/2018 closed by Ryan Ristow ***
Wrt reviewed with KMA engineers:
1. KMA engineer inspected the vehicle 9/10/18.
2. Preliminary results indicate that the origin of the fire was the engine.
3. The cause of the fire was undetermined.
4. KMA engineer noted that there were aftermarket components observed on the front of the engine.

*** 09/14/2018 11:31:37 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Ryan Ristow with Resolution Code : Concerns Recorded
[Resolution Summary]
Case closed pending further contact.

*** 09/19/2018 09:34:14 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened by Stephanie Mondragon with Sub Status of Working

*** Letter - Letter Received created on 09/19/2018 09:38:32 (GMT-08:00) Pacific Time (US & Canada) and created by Stephanie Mondragon ***
NCA received letter from Farmers' Insurance. Letter states:

1. Our initial investigation has established that the above loss may have been caused by the malfunction of your product.
2. Our insured's 2016 Kia Forte caught fire while it was parked and unoccupied at your dealership.
3. By virtue of our subrogation rights we shall seek reimbursement from you for the amount of the damages.
4. Please supply the name, phone number and file number of your representative contact.

Attaching and dispatching to NCA

*** 09/19/2018 09:45:04 (GMT-08:00) Pacific Time (US & Canada) ***
Dispatched from WIPBin = Default to Queue National CA by Stephanie Mondragon
Reason:

*** 09/20/2018 07:58:50 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 09/20/2018 08:16:31 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 1. Intro Calls of Ryan Ristow by Jeff Stroup
Reason:

*** Email - External Email Sent created on 09/20/2018 09:49:29 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Email sent to the insurance:

Tonya,

I am in receipt of your subrogation request dated 9/2/18. I am writing to inform you that we have inspected the vehicle 9/10/18. Our preliminary inspection indicated that the origin of the fire was the engine and the cause of the fire was undetermined. The KMA engineer also noted that there were aftermarket components observed on the front of the engine.

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFZ5A35G5[redacted]	[redacted]	53,670

Cathedral City CA, 92234 Prod. Date: 01/05/2016 Dealer: CA244 Palm Springs KIA

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

I understand that you believe there is a different cause and origin. If you are able to provide your cause and origin report, I am happy to have the KMA engineers review that information. I will close the case pending documents supporting your claim.

Best,

*** 09/20/2018 09:50:22 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Ryan Ristow with Resolution Code : Information Given
[Resolution Summary]
Case closed pending further contact.

*** 10/02/2018 15:30:33 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened by Ryan Ristow with Sub Status of Working

*** Others - Others created on 10/02/2018 15:30:47 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Tread review completed.

*** 10/02/2018 15:31:12 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Ryan Ristow with Resolution Code : Information Given
[Resolution Summary]
Case closed pending further contact.

*** 10/09/2018 10:56:46 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened by Ryan Ristow with Sub Status of Working

*** Others - Others commitment created on 10/09/2018 10:57:06 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/12/2018 and created by Ryan Ristow ***

*** 10/09/2018 10:58:55 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1. Intro Calls and Sub Status of Working

*** Email - External Email Received created on 10/12/2018 07:58:38 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Email received from insurance:
Ryan,

Can you please advise what aftermarket parts were found on the vehicle? Based on our c&o report, the fire was caused by a manufacturer defect. Please see the attached report. Thanks!

Tonya DeBoer
Litigation Claims Representative
Subrogation Claims Department
Farmers Texas County Mutual Insurance Company
P.O. Box 268994
Oklahoma City, OK 73126-8994
Office: (616) 803-7610
Fax: (877) 217-1389 (Please include your claim number)

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFZ5A35G5[redacted]	[redacted]	53,670

Cathedral City CA, 92234 Prod. Date: 01/05/2016 Dealer: CA244 Palm Springs KIA

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

*** Email - External Email Received created on 10/12/2018 07:59:14 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Email received from the insurance:
Ryan,

I emailed you back on 9/21 regarding this claim and have not received a response. Can you please advise what aftermarket parts were found on the vehicle? I also sent you a copy of the c&o report that supports that this was caused by a manufacturer defect. Please review and advise of your position on this claim. Thanks!

Tonya DeBoer
Litigation Claims Representative
Subrogation Claims Department
Farmers Texas County Mutual Insurance Company
P.O. Box 268994
Oklahoma City, OK 73126-8994
Office: (616) 803-7610
Fax: (877) 217-1389 (Please include your claim number)

*** Others - Others commitment fulfilled on 10/12/2018 08:04:09 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/12/2018 closed by Ryan Ristow ***
Wrt reviewed with KMA engineer:
1.Advise that we need photos supporting the claim.
2. Advise that the aftermarket part found was not identifiable due to burn damage engineer was just able to see a metal structure that housed an after market part that is foreign to the vehicle.

*** Email - External Email Sent created on 10/12/2018 08:04:20 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Tonya,

I was able to review the initial report you provided with the KMA engineers. Do you have any photos supporting the claim of the fuse box? Also, our engineer was unable to identify the aftermarket part because it was to burnt. He just noticed a metal structure that is foreign to the engine, but he does not know what it contained.

Best,

*** Email - External Email Received commitment created on 10/12/2018 08:04:53 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/19/2018 and created by Ryan Ristow ***

*** 10/12/2018 08:06:34 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1. Intro Calls and Sub Status of Working

*** Email - External Email Received commitment fulfilled on 10/19/2018 09:06:47 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/19/2018 closed by Ryan Ristow ***
Photos received.

*** Others - Others commitment created on 10/19/2018 09:07:04 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/23/2018 and created by Ryan Ristow ***

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFZ5A35G5[redacted]	[redacted]	53,670

Cathedral City CA, 92234 Prod. Date: 01/05/2016 Dealer: CA244 Palm Springs KIA

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

*** Others - Others commitment fulfilled on 10/23/2018 16:43:33 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/23/2018 closed by Ryan Ristow ***
Wrt reviewed the photos provided with the KMA engineers:
1. Refer insurance to photograph number 26 that they provided.
2. The area that they identified as the short-circuit area is an aftermarket part.

*** Email - External Email Sent created on 10/23/2018 16:48:28 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Email sent to the insurance:

Tonya,

I reviewed the photos provided with the KMA engineers. I would like to bring your attention to photos 26, 27 and 28. In these photos, your investigator identified them as the short circuit area. The metal bracket structure in these photos is the aftermarket metal structure that our engineer noticed when investigating the vehicle. Based off of this information, we will be denying the claim at this time pending new information.

Best,

*** 10/23/2018 16:49:03 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Ryan Ristow with Resolution Code : Information Given
[Resolution Summary]
Case closed pending further contact.

*** 11/29/2018 10:26:10 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened by Ryan Ristow with Sub Status of Working

*** Others - Others created on 11/29/2018 10:26:15 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
1. Dealer contacted KMA and requested update.
2. Wrt contacted svc mgr and advised on current status of case.

*** 11/29/2018 10:28:05 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Ryan Ristow with Resolution Code : Information Given
[Resolution Summary]
Case closed pending further contact.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A61G5[redacted]	[redacted]	37,000
, ,		Prod. Date: 04/16/2015	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

*** 08/29/2018 07:13:18 ***
Contact = Bree [redacted] Priority = Standard, Sub Status = Dispatched

*** 08/29/2018 07:13:19 ***
Web - Note created on 08/29/2018 07:13:18 and created by Bree [redacted]
The low beam headlight connector on the driver side continues to burn out. I've had the connector replaced 4 times with each connector only lasting around one week. There is something melting the connector port. The first time my headlight went out, I replaced the light bulb and headlight connector myself. After about 2 weeks, the headlight wen out again and I took it to an automotive shop. The service technician replaced the headlight and I let him know that I had already replaced it two weeks ago. He told me to call the dealership and ask about any recalls. I called the dealership where I purchased my used Kia and they basically gave me the run around only to eventually tell me to contact Kia directly. After the headlight went out again for the third time, the service technician showed me what was happening and we took pictures. The new connector lasted about 5 days this time and I recently replaced the connector for the fourth time. I commute about an hour for my other job about three times a week and I really need my headlight to work.

*** 08/29/2018 07:13:19 ***
IMG_1024.jpg added by [redacted] on 08/29/2018 07:13:19

*** 08/29/2018 08:02:25 (GMT-07:00) Arizona ***
Accepted from Queue eWebSupport to WIPBin Web Cases by Tomas Soto

*** 08/29/2018 08:03:20 (GMT-07:00) Arizona ***
Dispatched from WIP Web Cases to Queue Callcenter by

*** 08/29/2018 10:25:39 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Callcenter to WIPBin Inbox by Ashley Lewis

*** 08/29/2018 10:25:46 (GMT-07:00) Arizona ***
Accepted from Queue to WIPBin ECR LITE WORKING by Justina Sinclair

*** 08/29/2018 10:30:20 (GMT-07:00) Arizona ***
Dispatched from WIP ECR LITE WORKING to Queue ZZ Michael Haynes by Tomas Soto

*** 08/30/2018 08:32:55 (GMT-07:00) Arizona ***
Accepted from Queue ZZ Michael Haynes to WIPBin D Luxury by Michael Haynes

*** 08/31/2018 16:21:34 (GMT-07:00) Arizona ***
Case moved into WIPBin D Luxury and Sub Status of Working

*** Phone - Call - Inbound commitment created on 09/17/2018 17:03:02 (GMT-07:00) Arizona with Commitment Date 09/18/2018 and created by Michael Haynes ***

*** Phone - Call - Inbound commitment fulfilled on 09/18/2018 12:00:45 (GMT-07:00) Arizona with Commitment Date 09/18/2018 closed by Michael Haynes ***

*** Phone - Call - Outbound created on 09/18/2018 12:00:52 (GMT-07:00) Arizona and created by Michael Haynes ***
The writer contacts [redacted]

The writer states:
1. Apologizes issues

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A61G5[redacted]	[redacted]	37,000
, ,		Prod. Date: 04/16/2015	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

2. Has this been to a Kia dealer's service dept?

[redacted] states:
1. No, because I bought it from a used lot that wasn't a Kia dealer
2. I called the selling dealer and they said call Kia

The writer states:
1. Apologizes, we do not have techs at KCAC
2. We will need to have this looked at by a Kia dealer's service dept
3. Goes over 5/60k PTW, BLW and RA

[redacted] states:
1. Thank you so much for the call

*** 09/18/2018 12:03:32 (GMT-07:00) Arizona ***
Closed by Michael Haynes with Resolution Code : Referred to Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A6XG5[redacted]	[redacted]	1

Kenner , LA, 70062 Prod. Date: 01/21/2016 Dealer: LA032 Premier KIA of Kenner

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

Case History

*** 11/20/2018 13:01:17 ***
Contact = [redacted], Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 11/20/2018 13:01:22 and created by Johnathan Jimenez ***
Cust states
1. Calling in today because my vehicle caught fire

Wrt states
1. Thanked and apologized
2. Ran fire script
3. Advised customer that case is being processed to national department and 2 to 3 business days for contact
4. provided case #

Cust states
1. Thanked

Wrt states
1. Thanked and ended call

*** Phone - Call - Inbound created on 11/20/2018 13:23:42 and created by Johnathan Jimenez ***
*** CALL TO ACTION ***
Forward to NCA
1 Customer alleges vehicle caught fire
2 Vehicle is currently down at parking garage at scene
3 Customer is requesting info and has safety concerns
4 Please review and follow up accordingly

*** 11/20/2018 13:25:52 ***
Dispatched from WIPBin = Default to Queue National CA by Johnathan Jimenez
Reason: Customer alleges vehicle caught fire

*** 11/21/2018 07:35:08 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 11/21/2018 07:46:29 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin Intro Calls of Ashley Vazquez by Jeff Stroup
Reason:

*** Phone - Call - Outbound created on 11/29/2018 15:30:06 and created by Ashley Vazquez ***
Wtr spoke with customer:
1. Calling in regards to case
2. Please advise
Customer states:
1. My car was parked on the second floor
2. When I got to it, it looked like it had exploded, the windows, the top of hood was melted
3. It is undrivable
Wtr states:
1. I apologize that that happened
2. Were you and everyone around the vehicle okay?
Customer states:
1. Yes, we are all okay.

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A6XG5[redacted]	[redacted]	1

Kenner , LA, 70062 Prod. Date: 01/21/2016 Dealer: LA032 Premier KIA of Kenner

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

2. I have not settled with insurance but I have an open claim
3. I have a question, can I get a record of maintenance records from you regarding my vehicle?
Wtr states:
1. I can go ahead and verify to see if I can get that information to you
2. What is the current status of the vehicle?
3. Were you able to take any photos/videos or any fire reports filed?
Customer states:
1. I don't have the current location of the vehicle with me
2. I was able to take videos of the vehicle
Wtr states:
1. I will go ahead and send you an email requesting all the information we spoke about
2. verified listed email address
Customer thanked

*** Email - External Email Received created on 11/29/2018 15:41:29 and created by Ashley Vazquez ***
Wtr emailed customer stating:
Hello Mrs. [redacted]

Thank you for taking the time to speak with me.

At this time, I would like to request from you any photos/videos that you may have of the vehicle as well as any reports you may have filed. Once I receive those, I will go ahead and review with our team of engineers and we will go from there on the next steps. I would also like to request your insurance information including adjuster name, phone number and claim number as well as the current location of the vehicle.

I have also attached the maintenance document you requested. Please let me know if you have any questions.
Thank you,

*** Phone - Call - Inbound commitment created on 11/29/2018 15:42:19 with Commitment Date 12/03/2018 and created by Ashley Vazquez ***

*** 11/29/2018 15:42:45 ***
Case moved into WIPBin Intro Calls and Sub Status of Assigned

*** Email - External Email Received created on 12/05/2018 15:54:34 and created by Ashley Vazquez ***
Wtr recieved customer videos of vehicle

*** Email - External Email Sent created on 12/05/2018 15:54:58 and created by Ashley Vazquez ***
Wtr emailed customer stating:
Mrs. [redacted]

This is confirmation that I have received the videos that you have attached. Please give me a few days to review the attachments with my team of engineers. Once I go ahead and finish the review, I will give you a call regarding the next steps. Please give me a call if you have any further questions in the meantime.

Thank you,

*** Others - Others commitment created on 12/05/2018 15:59:01 with Commitment Date 12/10/2018 and created by Ashley Vazquez ***

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A6XG5[redacted]	[redacted]	1

Kenner , LA, 70062 Prod. Date: 01/21/2016 Dealer: LA032 Premier KIA of Kenner

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

*** Phone - Call - Inbound commitment fulfilled on 12/05/2018 16:03:13 with Commitment Date 12/03/2018 closed by Ashley Vazquez ***

*** Others - Others commitment created on 12/05/2018 15:57:34 with Commitment Date 12/11/2018 and created by Ashley Vazquez ***

*** Others - Others commitment fulfilled on 12/13/2018 09:16:43 with Commitment Date 12/11/2018 closed by Ashley Vazquez ***

*** Others - Others created on 12/13/2018 09:16:44 and created by Ashley Vazquez ***
Reviewed with engineers

*** Others - Others created on 12/13/2018 09:17:07 and created by Ashley Vazquez ***
PER LEGAL - WE HAVE BEEN INFORMED ABOUT THE OPERATIVE FACTS OF CASE [redacted] WE BELIEVE THAT THERE IS A REASONABLE PROSPECT THAT THIS CASE MAY END UP IN LITIGATION AND REQUEST CA TO PERFORM AN INSPECTION TO PROTECT THE COMPANY IN THE EVENT OF LITIGATION. THIS WILL CONFIRM THAT ANY INSPECTION REPORTS WILL BE SUBJECT TO THE ATTORNEY CLIENT PRIVILEGE.

*** Phone - Call - Outbound created on 12/13/2018 09:19:08 and created by Ashley Vazquez ***
Wtr spoke with customer:
1. Calling in regards to case
2. Videos you sent in were reviewed with engineers
3. We would like to inspect vehicle, but would need your insurance information
Customer states:
1. Joseph Hilstock
Affirmative Agencies inc.
Email: joseph.hilstock@usmsga.com
CL# [redacted]
(225) 421-2718
Fax: (844) 499-7566
2900 Westfork Dr. Suite 605
Baton Rouge , La 70827
2. Would also like to request if I can help with a loaner car?
Wtr states:
1. We can reimburse up to $35 a day if you would like to get in a rental
Customer states cannot afford to spend that everyday
Wtr will verify with dealer for possible loaner
Customer thanked

*** Phone - Call - Outbound created on 12/13/2018 09:23:24 and created by Ashley Vazquez ***
Wtr contacted dlr and spoke with svc manager
1. request loaner or rental for customer
2. gave information
Svc manager will help set up customer
wtr thanked

*** Phone - Call - Inbound commitment created on 12/13/2018 09:26:45 with Commitment Date 12/14/2018 and created by Ashley Vazquez ***

*** 12/14/2018 17:52:11 ***
Case moved into WIPBin Pending Customer Docs and Sub Status of Assigned

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A6XG5[redacted]	[redacted]	1

Kenner , LA, 70062 Prod. Date: 01/21/2016 Dealer: LA032 Premier KIA of Kenner

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

*** Phone - Call - Outbound created on 12/17/2018 10:37:13 and created by Ashley Vazquez ***
Wtr called insurance adjuster
1. gave contact information
2. requested call back

*** Phone - Call - Outbound created on 12/18/2018 10:54:02 and created by Ashley Vazquez ***
Wtr called insurance and requested to speak with supervisor of adjuster
1. contact information is Cody Washington 225-421-2716
2. wtr was transferred and left VM for call back

*** Phone - Call - Inbound commitment created on 12/18/2018 10:56:21 with Commitment Date 12/19/2018 and created by Ashley Vazquez ***

*** Phone - Call - Outbound created on 12/18/2018 15:50:50 and created by Ashley Vazquez ***
Superior Forensics Inspection Request Sent

*** Phone - Call - Inbound commitment fulfilled on 12/19/2018 08:13:45 with Commitment Date 12/14/2018 closed by Ashley Vazquez ***

*** Phone - Call - Inbound commitment fulfilled on 01/08/2019 17:16:44 with Commitment Date 12/19/2018 closed by Ashley Vazquez ***

*** Others - Others created on 01/10/2019 16:02:20 and created by Ashley Vazquez ***
Tread Review Complete.

*** Note - Others created on 02/15/2019 11:43:52 and created by Ashley Vazquez ***
reviewed with engineers
1. cause undetermined

*** Phone - Call - Outbound created on 02/15/2019 11:45:16 and created by Ashley Vazquez ***
wtr left vm for customer call back

*** Phone - Call - Outbound created on 02/18/2019 12:07:17 and created by Ashley Vazquez ***
wtr left VM for call back

*** Email - External Email Sent created on 02/18/2019 12:09:24 and created by Ashley Vazquez ***
Wtr emailed customer stating:
Hello Mrs. [redacted]

I have tried reaching out to the phone number at [redacted], but I have been unable to reach you. Please let me know what the best time to reach you is or if there is a different number that I can contact.

Thank you,

*** Phone - Call - Outbound created on 02/19/2019 11:45:42 and created by Ashley Vazquez ***
Wtr left VM for call back

*** Email - External Email Sent created on 02/19/2019 11:47:36 and created by Ashley Vazquez ***

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A6XG5[redacted]	[redacted]	1

Kenner , LA, 70062 Prod. Date: 01/21/2016 Dealer: LA032 Premier KIA of Kenner

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

Wtr emailed customer stating:
Hello Mrs. [redacted]

I wanted to follow up again on your case as we have received our investigators report and reviewed with our engineers. Please give me a call back at your earliest convenience.

Thank you,

*** Phone - Call - Outbound created on 02/20/2019 12:06:51 and created by Ashley Vazquez ***
Wtr called customer and left VM for call back

*** Email - External Email Sent created on 02/20/2019 12:07:20 and created by Ashley Vazquez ***
Wtr emailed customer stating:
Hello Mrs. [redacted]

Please give me call back when you get a chance today as we have completed the review on your case. Your rental vehicle does have to be returned by the end of the day Friday or it will become customer pay.

Thank you,

*** Phone - Call - Outbound created on 02/21/2019 11:58:19 and created by Ashley Vazquez ***
Wtr spoke with [redacted]:
1. Calling in regards to case
2. I have rec'd a report back and I was able to review with our engineers
3. Based on the investigators findings and engineer review, the cause of the fire was undetermined.
4. I understand that you were in the process of settling with your insurance
5. At this time, I can go ahead & offer assistance with goodwill for out pocket expenses (deductible)
Customer states:
1. Yes, I had a $500 deductible
2. And I was not in a rental but I had to take uber to places
3. So with all the fires going on, nothing is going to be done about my car
Wtr states:
1. Your vehicle is not under any recall
2. And from our findings we were unable to see that the fire was due to a manufacturer concern
3. At this time I would only be offering GW assistance
4. Explained subro
Customer states:
1. Okay I understand
2. I will send documents over to you

*** 03/11/2019 14:55:13 ***
Goodwill #: 147313 Submitted

*** 03/15/2019 12:37:22 ***
Case moved into WIPBin Pending Insurance Call Back and Sub Status of Assigned

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A6XG5[redacted]	[redacted]	1

Kenner , LA, 70062 Prod. Date: 01/21/2016 Dealer: LA032 Premier KIA of Kenner

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

*** 04/08/2019 16:03:36 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 147313 Submitted

*** 04/09/2019 07:50:49 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 147313 Final Approved

*** Note - Others created on 04/10/2019 14:14:28 and created by Ashley Vazquez ***
EFI Check Sent 4/10/19

*** 04/11/2019 08:36:56 ***
Closed by Ashley Vazquez with Resolution Code : Information Given
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A68G5[redacted]	[redacted]	69,870

Toledo , OH, 43615 Prod. Date: 03/07/2016 Dealer: OH025 Taylor KIA

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

Case History

*** 03/22/2019 12:49:52 ***
Contact = [redacted], Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 03/22/2019 12:52:57 and created by Andera Moon ***
[redacted] Niece of [redacted] stated
1. aunt bought kia under warranty
2. called RSA
3. closest kia is 36 miles
4. veh will not stay started
5. i spoke to DLR and they told me to call KCAC

Wrt stated
1. Apologized
2. Confirm contact info
*343 E HULL ST EDGERTON OH 43517 *
3. there are no open SC related to the engine of the veh
4. once you get a diagnosis for the concern
5. if it is repair that can be completed under warranty we would be more than happy to review the receipts for reimbursement
6. at this time since we dont know what is causing your veh not to start i can not guarantee anything until we get the veh to the DLR

cust stated
1. Thank you

wrt stated
1. Anything else i can help you with?

Cust stated
1. No thank you.

*** 03/22/2019 12:55:56 ***
Closed by Andera Moon with Resolution Code : Referred to Dlr
[Resolution Summary]

*** 03/26/2019 13:21:19 (GMT-07:00) Arizona ***
Reopened by William Bushong with Sub Status of Working

*** Phone - Call - Inbound created on 03/26/2019 13:22:59 (GMT-07:00) Arizona and created by William Bushong ***
cust states
1. my car is at the dealer
2. i need a rental because i have alot of doctors appointments
3. the dealer told me to call KCAC

writer states
1. apologized
2. let me call the dealer

*** called OH025 ***

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A68G5[redacted]	[redacted]	69,870

Toledo , OH, 43615 Prod. Date: 03/07/2016 Dealer: OH025 Taylor KIA

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

service adviser todd

writer states
1. what is the standing of the diagnosis?

dealer states
1. we are still looking at the car

writer states
1. i will tell the cust that you will call them once the diagnosis is complete
2. that way you can let them know if it is a covered repair or not and get them a rental if it is

*** ended call wth OH025 ***

writer states
1. the dealer is still diagnosing
2. once they determine if this is a covered repair or not they will call you
3. if it is covered they will get you a rental

cust states
1. we have been waiting and waiting
2. they said it was an internal problem

*** Phone - Call - Outbound commitment created on 03/26/2019 13:34:22 (GMT-07:00) Arizona with Commitment Date 03/27/2019 and created by William Bushong ***

*** Phone - Call - Inbound created on 03/26/2019 13:38:25 (GMT-07:00) Arizona and created by William Bushong ***

cust states
1. the steve taylor Kia told us over the phone to stick a hanger up the vent of the ac and heater to fix it in july 2018
2. i want to file a formal complaint
3. i got a payment on this car soon
4. i will not pay for a car that can't go

writer states
1. apologized
2. i will let the service manager know
3. i will email the DPSM

*** Phone - Call - Inbound created on 03/26/2019 13:42:45 (GMT-07:00) Arizona and created by William Bushong ***

cust states
1. the dealer told us to get the oil change history
2. we can't leave the house

writer states
1. thank you for letting me know that
2. as per WCIM if the vehicle broke down do to neglect that would void the warranty

cust states
1. i am getting a lawyer

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A68G5[redacted]	[redacted]	69,870

Toledo , OH, 43615 Prod. Date: 03/07/2016 Dealer: OH025 Taylor KIA

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

2. i am going to the newspaper

*** Phone - Call - Outbound commitment fulfilled on 03/28/2019 11:26:01 (GMT-07:00) Arizona with Commitment Date 03/27/2019 closed by William Bushong ***

*** Case [redacted] is sent on 3/28/2019 11:27:58 by William Bushong
To: mmcanelly@kiausa.com
Cc: wbushong@kiaconsumeraffairs.com
Title: NO ACTION REQUIRED - Dealer Complaint:OH025, [redacted]

*** Phone - Call - Outbound created on 03/28/2019 11:33:37 (GMT-07:00) Arizona and created by William Bushong ***
Service Adviser Bob OH025

Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted] EDGERTON OH [redacted]
VIN: KNAFK4A68G5[redacted]
MY and Mileage: 2016 Forte and 69871 miles
Most recent RO# and Open Date: [redacted] and open 3/25/2019 still open
Days Down at initial Service Alert report (if applicable): 3 days
Most recent Repair Issue and Diagnosis: Customer says, CEL is on, white smoke from under hood and exast, car stalling; dealer, found anti-freeze in the oil, we believe an internal engine issue, we requested maintenance records from the customer, this engine brakedown is not related to the ac
Able to Duplicate (Y or N): yes
Repeat Repair (Y/N), if so, how many times?: no
Repair History of current concern with dates and mileage: n/a
ETA for completion of repairs (if applicable): waiting for cust to get their oil change records
Parts on order (Y/N), if so obtain part#, order#: no
Techline Case (if applicable): no
Rental / Loaner Provided? If so, since when?: we offered a rental but the cust has no way of coming here to get it
Dealer contacted DPSM (if needed): no
Vehicle repaired?: no
Customer has possession?: no
Dealer Code/Selling Dealer (Y or N): yes
Original Owner (Y or N): yes

*** Email - Internal Email Sent created on 03/28/2019 11:34:31 (GMT-07:00) Arizona and created by William Bushong ***
*** sent email to DPSM about cust concern ***

*** Phone - Call - Outbound created on 03/28/2019 11:35:01 (GMT-07:00) Arizona and created by William Bushong ***
Acting Service Manager Todd OH025

writer states
1. explained cust concern

dealer states
1. i will review this

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A68G5[redacted]	[redacted]	69,870

Toledo , OH, 43615 Prod. Date: 03/07/2016 Dealer: OH025 Taylor KIA

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

*** Phone - Call - Outbound created on 03/28/2019 11:40:47 (GMT-07:00) Arizona and created by William Bushong ***
writer states
1. apologized
2. i called the dealer
3. i reported your concern to the acting SM and DPSM
4. the dealer is waiting for the oil change records

cust states
1. we will send the oil change records today

*** Phone - Call - Outbound commitment created on 03/28/2019 11:51:00 (GMT-07:00) Arizona with Commitment Date 04/02/2019 and created by William Bushong ***

*** Note - Others created on 03/30/2019 17:32:34 (GMT-07:00) Arizona and created by Thomas Morales ***

<For Internal Use Only
Fire Tread complete>

*** Phone - Call - Outbound commitment fulfilled on 04/10/2019 10:40:37 (GMT-07:00) Arizona with Commitment Date 04/02/2019 closed by William Bushong ***

*** Phone - Call - Outbound created on 04/10/2019 10:40:39 (GMT-07:00) Arizona and created by William Bushong ***
service adviser josh OH025

writer states
1. status of repair?

dealer states
1. still waiting for oil change records

*** Phone - Call - Outbound commitment created on 04/10/2019 10:45:14 (GMT-07:00) Arizona with Commitment Date 04/17/2019 and created by William Bushong ***

*** Phone - Call - Outbound created on 04/23/2019 12:45:30 (GMT-07:00) Arizona and created by William Bushong ***
service adviser bob oh025

writer states
1. status of repair?

dealer states
1. cust was unable to provide oil change records
2. this is cust pay
3. the car is still here
4. we are waiting for their answer
5. techline said it was not covered

*** Phone - Call - Outbound commitment fulfilled on 04/23/2019 12:48:56 (GMT-07:00) Arizona with Commitment

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A68G5[redacted]	[redacted]	69,870

Toledo , OH, 43615 Prod. Date: 03/07/2016 Dealer: OH025 Taylor KIA

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

Date 04/17/2019 closed by William Bushong ***

*** Phone - Call - Outbound created on 04/23/2019 12:48:57 (GMT-07:00) Arizona and created by William Bushong ***
*** called cust, no answer, no option for vm ***

*** Phone - Call - Outbound commitment created on 04/23/2019 12:50:41 (GMT-07:00) Arizona with Commitment Date 05/08/2019 and created by William Bushong ***

*** Case note has been appended from duplicated auto-case on 05/17/2019 01:01:58 (PST)

Comments from UPER

Part ordered for customer vehicle has been placed into the UPER status on05/16/2019 00:00:00

Dealer Name : TAYLOR CADILLAC, INC. Taylor Kia
Dealer Contact name : KARL EWBANK
Dealer Phone : 419 842 8811
Part No# : 285V2 2EH00R Taylor Kia
Order No# : [redacted]
Order Qty# : 1

Dealer Comment : CAR DOWN SINCE 3/25...UPER FOR CSI...CUSTOMER IN RENTAL

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

*** Phone - Call - Outbound commitment fulfilled on 06/19/2019 09:19:18 (GMT-07:00) Arizona with Commitment Date 05/08/2019 closed by William Bushong ***

*** Phone - Call - Outbound created on 06/19/2019 09:19:21 (GMT-07:00) Arizona and created by William Bushong ***
service adviser josh OH025

writer states
1. status of repair?

dealer states
1. this has been approved from techline
2. we ordered an engine
3. the cust is in a rental

*** Phone - Call - Inbound created on 06/19/2019 09:26:26 (GMT-07:00) Arizona and created by William Bushong ***
writer states
1. apologized
2. the dealer is replacing the engine
3. they say you are in a rental

cust states
1. i don't have a rental

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A68G5[redacted]	[redacted]	69,870

Toledo , OH, 43615 Prod. Date: 03/07/2016 Dealer: OH025 Taylor KIA

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

2. i don't have the $100 deposit for the rental

writer states
1. apologized
2. because this is a engine replacement i am sending your case to ECR
3. they will be in contact with you in 3 business days

*** Case 13097108 is sent on 6/19/2019 9:29:32 by William Bushong
To: mmcanelly@kiausa.com
Cc: wbushong@kiaconsumeraffairs.com
Title: NO ACTION REQUIRED - Case Escalation:OH025, [redacted] [redacted]

*** Phone - Call - Inbound created on 06/19/2019 09:29:44 (GMT-07:00) Arizona and created by William Bushong ***
*** sent email to DPSM about case going to ECR ***

*** Note - Others created on 06/19/2019 09:30:03 (GMT-07:00) Arizona and created by William Bushong ***
*** Call to Action ECR ***

Forward to ECR

1. Cust vehicle is down at OH025
2. SC033 is replacing the engine
3. advised DPSM
4. Dispatching for review and follow up

*** Case 13097108 is sent on 6/19/2019 9:32:33 by William Bushong
To: BHernandez@kiaconsumeraffairs.com; ThomasM@kiaconsumeraffairs.com
Cc: wbushong@kiaconsumeraffairs.com
Title: Case [redacted]

*** Email - Internal Email Sent created on 06/19/2019 09:31:31 (GMT-07:00) Arizona and created by William Bushong ***
*** sent email to APM and TL requesting case dispatch to ECR ***

*** Note - Others created on 06/19/2019 09:51:55 (GMT-07:00) Arizona and created by Thomas Morales ***

<For Internal Use Only
Approved for escalation to ECR due to engine being replaced.>

*** 06/19/2019 11:29:57 (GMT-07:00) Arizona ***
Dispatched from WIPBin = Working to Queue Central Region ECR by William Bushong
Reason:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A66G5[redacted]	[redacted]	0

Athens , GA, 30606 Prod. Date: 03/07/2016 Dealer: GA084 Bulldog KIA

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

Case History

*** PHONE LOG 01/13/2017 03:51 PM Pacific Daylight Time BCrosby
NCA rec'd letter from Progressive Insurance. Letter states:
1. Please consider this letter notice that the above captioned veh has been declared a total loss.
2. If we do not receive a response within 30 days of this letter, the inspection of the veh will be completed on 1/17/2017.

Attaching and dispatching to NCA.

*** PHONE LOG 01/20/2017 08:23 AM Pacific Daylight Time RRistow Action Type:Outgoing call
Wrt left message for Justin Gwyn(Progressive Insurance).

*** PHONE LOG 01/25/2017 11:16 AM Pacific Daylight Time RRistow Action Type:Outgoing call
Wrt left VM for Justin Gwyn. Pending C/B.

*** PHONE LOG 01/30/2017 12:35 PM Pacific Daylight Time RRistow Action Type:Incoming call
Wrt received VM from Justin Gwyn:
1. We sent out notice for an inspection.
2. Give me a call if you have any questions.

*** PHONE LOG 01/30/2017 04:31 PM Pacific Daylight Time RRistow Action Type:Outgoing call
Wrt left VM for Justin. Pending C/B.

*** PHONE LOG 01/31/2017 01:48 PM Eastern Daylight Time JJones Action Type:Incoming call
cust states
1. calling in because my car caught on fire 12/5/16
2. my insurance company said it was a oil change and coils that caused the fire
3. i keep getting calls about owing money like 500.00

wrt states
1. apologized
2. advised cust that i would note the account for hi case manager and they will contact him back

cust states:
1. thank you
2. yes i need to ask what are the next steps i need them to tell me

*** PHONE LOG 02/01/2017 09:11 AM Pacific Daylight Time RRistow Action Type:Outgoing call
Wrt left VM for Progressive insurance. Pending C/B.

*** PHONE LOG 02/01/2017 09:34 AM Pacific Daylight Time RRistow Action Type:Outgoing call
Wrt contacted the customer:
1. Returning your call from yesterday.
2. We have received a subrogation letter from your insurance.
3. Explained subrogation.

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A66G5[redacted]	[redacted]	0

Athens , GA, 30606 Prod. Date: 03/07/2016 Dealer: GA084 Bulldog KIA

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

Customer replied:
1. So I am just out $5000.00.
2. I though I had GAP insurance.

Wrt replied:
1. Unfortunately, the money comes from whatever amount you agreed to when you signed over the title.
2. In regards to GAP insurance, that is something that I would not have info on.
3. You would have to contact your financer or the dealer sales team.

Customer replied:
1. Okay well the insurance told me that they believe the concern was caused by a bad oil change and coil.

Wrt replied:
1. Okay, I will continue to work with the insurance.
2. If it is seen as a manufactureres defect, your deductable would be reimbursed.

*** PHONE LOG 02/03/2017 09:18 AM Pacific Daylight Time RRistow Action Type:Outgoing call
Wrt left msg for Blair Darst. (Insurance)

*** PHONE LOG 02/03/2017 09:41 AM Pacific Daylight Time RRistow Action Type:Outgoing call
Wrt contacted Blair Darst with Cunningham Investigative Services:
1. Requested photos and fire report.

*** PHONE LOG 02/10/2017 01:17 PM Pacific Daylight Time RRistow Action Type:Ltr/email/fax rec'd
Mr. Ryan,
Here are the images that you requested. This case is has been dragging out a good bit. Please review with others and get back to me. I will set up a joint destructive scene exam for the middle of February.

*** PHONE LOG 02/10/2017 01:17 PM Pacific Daylight Time RRistow Action Type:Ltr/email/fax sent
Blair and Justin,

The customer informed us that he was told that the fire was possibly caused by a bad oil change or perhaps another concern. Please have the vehicle inspected as our engineers will not be able to make it in a timely manner. Please let me know if you find a vehicle defect.

Thanks,

*** PHONE LOG 02/23/2017 11:12 AM Pacific Daylight Time RRistow Action Type:Ltr/email/fax rec'd
Ryan,
I have heard from Kia and they will not be sending anyone to the exam. Please let me know if February 28th at 8:30 am is a good day for you. Please let me know by the end of this week.

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A66G5[redacted]	[redacted]	0

Athens , GA, 30606 Prod. Date: 03/07/2016 Dealer: GA084 Bulldog KIA

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

Blair Darst, IAAI-CFI, NAFI-CVFI
Cunningham Investigative Services
P.O. Box 1279
Snellville, Georgia 30078
Cell: 404-285-8907
Office: 770-978-1251
blair@cunnighamfire.com <mailto:blair@cunnighamfire.com>

*** PHONE LOG 02/23/2017 11:12 AM Pacific Daylight Time RRistow Action Type:Ltr/email/fax sent
Blair,

I believe there may be a mix up. I am with Kia as well. We will not be participating in the joint inspection, as our engineers will not be able to make it in a timely manner.

Thanks,

<image001.png> Ryan Ristow Consumer Affairs Kia Motors America 111 Peters Canyon Irvine, CA 92606
Phone: (949) 430-3349 Fax: (949) 299-3229 RRistow@kiausa.com <mailto:RRistow@kiausa.com>

*** PHONE LOG 02/23/2017 11:12 AM Pacific Daylight Time RRistow Action Type:Ltr/email/fax rec'd
You are correct I sent this to the wrong person. Thanks for giving me the heads up.

Blair Darst, IAAI-CFI, NAFI-CVFI
Cunningham Investigative Services
P.O. Box 1279
Snellville, Georgia 30078
Cell: 404-285-8907
Office: 770-978-1251
blair@cunnighamfire.com <mailto:blair@cunnighamfire.com>

*** CASE CLOSE 03/06/2017 04:37 PM Pacific Daylight Time RRistow
Closed pending customer/insurance contact.

*** PHONE LOG 03/17/2017 03:17 PM Pacific Daylight Time RRistow Action Type:Ltr/email/fax rec'd
Ryan,
Myself as well as Chris Singh with Athens Bulldog completed the inspection of the burnt vehicle. Attached is an image from behind the engine just on the passenger side of the exhaust manifold. I believe this is a fracture of the intake or exhaust manifold in the area of cylinder #2

*** PHONE LOG 03/17/2017 03:18 PM Pacific Daylight Time RRistow Action Type:Ltr/email/fax sent
Blair,

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A66G5[redacted]	[redacted]	0

Athens , GA, 30606 Prod. Date: 03/07/2016 Dealer: GA084 Bulldog KIA

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

Did you check the oil level in the vehicle? If so can you send me a picture of the dip stick as well?

Thanks,

*** NOTES 03/20/2017 08:11 AM Pacific Daylight Time RRistow Action Type:Dealer contact
Wrt requested all the ROs from the dealer.

*** PRIORITY CHANGE 03/20/2017 08:12:26 AM RRistow

*** NOTES 03/22/2017 09:57 AM Pacific Daylight Time RRistow Action Type:Dealer contact
Wrt requested call back from dealer to obtain service ROs.

*** NOTES 03/23/2017 12:54 PM Pacific Daylight Time RRistow Action Type:Dealer contact
Wrt requested ROs for review.

*** NOTES 03/24/2017 12:19 PM Pacific Daylight Time RRistow Action Type:Dealer contact
Wrt rerequested the ROs.

*** NOTES 03/27/2017 06:54 AM Pacific Daylight Time RRistow Action Type:Dealer contact
1. Svc Mgr sent vehicle history.
2. Wrt requested customer copies of the ROs.

*** NOTES 03/28/2017 10:14 AM Pacific Daylight Time BCrosby Action Type:NCA Corresp. rec'd
NCA rec'd letter from Progressive. Letter states:
1. Please accept this letter as formal notice of subro rights.
2. Investigation indicates damages was a direct result of a manufacturer defect.

Attaching and assigning to RRistow.

*** NOTES 03/28/2017 12:38 PM Pacific Daylight Time RRistow Action Type:Dealer contact
Wrt contacted service;
1. Calling to verify something I am reading on a customer's RO.
2. The history shows the customer had an MPI and the master tech pack?
3. What is the master tech pack?

Service replied:
1. That is an oil change and a tire rotation.

*** PHONE LOG 04/05/2017 01:15 PM Pacific Daylight Time RRistow Action Type:Outgoing call
Wrt left msg for Christine Schniuk.(insurance)

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A66G5[redacted]	[redacted]	0

Athens , GA, 30606 Prod. Date: 03/07/2016 Dealer: GA084 Bulldog KIA

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

*** PHONE LOG 04/11/2017 07:36 AM Pacific Daylight Time RRistow Action Type:Outgoing call
Wrt left a VM for Christine with Progressive Insurance.

*** PHONE LOG 04/18/2017 07:02 AM Pacific Daylight Time RRistow Action Type:Outgoing call
Wrt contacted Christine Shaniuk with Progressive subrogation:
1. We agree to pay the amount requested for subro.
2. Wanted to see if you would be willing to scrap the vehicle.
3. We would give the payment less salvage.

Christine replied:
1. No problem.
2. Just send that in writing.

*** PHONE LOG 04/18/2017 07:15 AM Pacific Daylight Time RRistow Action Type:Ltr/email/fax sent
Good Morning Christine,

Per our conversation, please sign and return the attached release.

Best,

*** PHONE LOG 04/25/2017 06:57 AM Pacific Daylight Time RRistow Action Type:Ltr/email/fax rec'd
Hi Ryan,

Normally in a situation like this, we would sell salvage, send you the final demand, and sign a release for this amount.

Are you ok with proceeding this way?

Thanks,
Christine

*** PHONE LOG 04/25/2017 06:57 AM Pacific Daylight Time RRistow Action Type:Ltr/email/fax sent
No problem Christine. Let me know when you get the amount back.

Best,

*** PHONE LOG 04/25/2017 06:58 AM Pacific Daylight Time RRistow Action Type:Ltr/email/fax rec'd
Will do - thanks!

*** CASE CLOSE 04/25/2017 06:59 AM Pacific Daylight Time RRistow
Case closed pending contact from Progressive Insurance.

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A66G5[redacted]	[redacted]	0

Athens , GA, 30606 Prod. Date: 03/07/2016 Dealer: GA084 Bulldog KIA

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

*** PHONE LOG 05/11/2017 09:15 AM Pacific Daylight Time RRistow Action Type:Ltr/email/fax rec'd
FINAL SUBROGATION DEMAND AND PICS
DIRECT ALL INQUIRIES TO: Christine Shaniuk <Christine_Shaniuk@Progressive.com
<mailto:Christine_Shaniuk@Progressive.com>>

*** PHONE LOG 05/11/2017 09:16 AM Pacific Daylight Time RRistow Action Type:Ltr/email/fax sent
Christine,

Thank you, just to verify. The demands requested are:
$899.91 for the rental
$13,164.68 for the vehicle.
$500.00 for the deductible.
$120. For the money due to Copart.

Best,

*** PHONE LOG 05/11/2017 09:16 AM Pacific Daylight Time RRistow Action Type:Ltr/email/fax rec'd
Yes, that is correct.

Thanks!
Chrisitne

*** PHONE LOG 05/11/2017 09:17 AM Pacific Daylight Time RRistow Action Type:Ltr/email/fax sent
Christine,

Attached is the update GW offer release.

Best,

*** 05/15/2017 08:34:43 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin GW to be processed and Sub Status of Working
*** 05/17/2017 14:17:09 (GMT-08:00) Pacific Time (US & Canada) ***
Wymbs Expert photos.pdf added by Ryan Ristow on 05/17/2017 14:17:09

*** 05/17/2017 14:17:22 (GMT-08:00) Pacific Time (US & Canada) ***
Kia.zip added by Ryan Ristow on 05/17/2017 14:17:22

*** 05/17/2017 14:17:59 (GMT-08:00) Pacific Time (US & Canada) ***
Kia.zip added by Ryan Ristow on 05/17/2017 14:17:59

*** 05/17/2017 14:18:44 (GMT-08:00) Pacific Time (US & Canada) ***
Wymbs Expert photos.pdf added by Ryan Ristow on 05/17/2017 14:18:44

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A66G5[redacted]	[redacted]	0

Athens , GA, 30606 Prod. Date: 03/07/2016 Dealer: GA084 Bulldog KIA

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

*** 05/22/2017 07:56:10 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 120058 Submitted

*** 05/22/2017 13:51:24 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 8. Pending GW Submission and Sub Status of Working
*** 05/25/2017 09:26:56 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 120058 Submitted

*** 07/18/2017 08:00:44 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Goodwill Issued
[Resolution Summary]
Case closed pending customer contact.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A61G5[redacted]	[redacted]	6,800

Copiague , NY, 11726 Prod. Date: 03/02/2016 Dealer: NY108 Revolution KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Oil(Leakage)

Case History

*** PHONE LOG 02/20/2017 12:21 PM Eastern Daylight Time CSalyers
Multiple Kia Owner

Customer States:
spanish interpretor #248303
VIN KNAFX4A61G5[redacted]
1. calling about my Forte
2. want to confirm how old the veh is

Wrt States:
1. advised warranty start date was 7/23/16

Customer States:
1. last month had oil changed at dlr
2. yesterday while driving a red light came up on the dash
3. we stopped and saw tons of oil on the ground
4. took us 4 hours to get the veh towed

Wrt States:
1. apologized

Customer States:
1. car arrived at the kia dlr around 8
2. haven't heard from the dlr today
3. need to know if going to fix or give me a rental/loaner?

Wrt States:
1. have you reached out to the dlr?

Customer States:
1. yes 4 times and evertime being told person is busy

Wrt States:
1. what dlr is the veh at?

Customer States:
1. Revolution Kia- (631) 991-3910

Wrt States:
1. would you care if I placed you on hold and try to reach them?

Customer States:
1. sure that'll be fine

wrt placed customer on hold

wrt called NY108 spoke with Louann

Wrt States:
1. looking to see if any updates

Louann states:

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A61G5[redacted]	[redacted]	6,800

Copiague , NY, 11726 Prod. Date: 03/02/2016 Dealer: NY108 Revolution KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Oil(Leakage)

1. we will start to diagnose after lunch

wrt states:
1. do we have a loner available?

Louann states:
1. they have to be licensed drive over 25
2. if they are then send them my way I'll work them in a demo
NY1208 left the call

wrt states:
1. spoke with louann and they haven't gotten to her veh yet
2. but advised if licensed drive over 25 they can get in a veh

Customer States:
1. my daughter is only [redacted]
2. when we went in Dec was told couldn't get until [redacted]

Wrt States:
1. apologized
2. advised to please go down to dlr and speak with louann and she can help if licensed drive over 25

Customer States:
1. who is going to take charge of the veh

Wrt States:
1. advsied we've opened a case and will partner with the dlr to see diangosis and suggested repair

Customer States:
1. ok thank you

*** NOTES 02/20/2017 12:24 PM Eastern Daylight Time CSalyers Action Type:Manager review
wrt also advised customer of Medford, MA address in which to submit for reimbursement of tow from yesterday

*** PHONE LOG 02/21/2017 03:57 PM Eastern Daylight Time CSalyers Action Type:Incoming call
Customer States: spanish interpretor
1. [redacted] started this yesterday

Wrt States:
1. advise need to reach out to the dlr to get diagnosis from them as they hadn't taken it back yesterday

Customer States:
1. the dlr advise it was just a filter
2. they didn't give me a veh
3. took veh home and lights came on again and veh started smoking

Wrt States:
1. did the dlr advise filter was replaced and sent home with the veh?

Customer States:

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A61G5[redacted]	[redacted]	6,800

Copiague , NY, 11726 Prod. Date: 03/02/2016 Dealer: NY108 Revolution KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Oil(Leakage)

1. they didn't give me anything
2. they told me today they couldn't do anything until Friday

Wrt States:
1. so your veh is back at the dlr?

Customer States:
1. went back at 9 gave them my veh and they gave me a loaner/rental
2. am I going to get another veh since this one is only 7 months old

Wrt States:
1. what are you requesting of Kia?

Customer States:
1. I want a veh with no problems or give me my money back

Wrt States:
1. advise i will obtain information from dlr and then work to esc her concerns to ECR
2. advised of WCIM
3. advised to give 2-3 days for ECR to be in touch

Customer States:
1. ok thank you

*** PHONE LOG 02/21/2017 04:04 PM Eastern Daylight Time CSalyers Action Type:Outgoing call

wrt called NY108 spoke with Frank

Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: same
VIN: KNAFX4A61G5[redacted]
MY and Mileage: '16 & 6,812
Most recent RO# [redacted] and Open Date: 2/20/17
Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis:
Concern:
oil light was blinking and saw smoke

Cause:
raised to inspect for leaks and didn't see, did hear lower end knock, did confirm light was on

Correction: none

Able to Duplicate (Y or N): Y
Repeat Repair (Y/N), if so, how many times?: N
Repair History of current concern with dates and mileage: n/a
ETA for completion of repairs (if applicable): not at this time
Parts on order (Y/N), if so obtain part#, order#: n/a
Techline Case (if applicable): not yet

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A61G5[redacted]	[redacted]	6,800

Copiague , NY, 11726 Prod. Date: 03/02/2016 Dealer: NY108 Revolution KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Oil(Leakage)

Rental / Loaner Provided? If so, since when?: loaner
Dealer contacted DPSM (if needed): N
Vehicle repaired?: N
Customer has possession?: N
Dealer Code/Selling Dealer (Y or N): Y
Original Owner (Y or N): Y
What is current Customer Request (if needed): N/A
If HEV vehicle, is dealer HEV certified (if needed): N/A

*** NOTES 02/21/2017 04:57 PM Eastern Daylight Time CSalyers Action Type:Manager review
wrt emailed DPSM Christopher Capuzzo

*** NOTES 02/21/2017 04:57 PM Eastern Daylight Time CSalyers Action Type:Manager review
Call To Action ECR
1. Customer states red light came up on dash and saw oil on the ground
2. NY108 did confirm engine knock and oil light on
3. Dispatching as customer doesn't want in the veh anymore.
4. DPSM and WCIM have been advised.
5. Please review and contact the customer.

*** PHONE LOG 02/24/2017 09:15 AM US Mountain Daylight Time BLewis-EA Action Type:Outgoing call
ECR called customer and LVM:
1. Introduced self
2. Would like to discuss concerns with 2016 Forte
3. Requesting call back
4. Left writer contact info

*** SUBCASE [redacted] CREATED 02/24/2017 09:15 AM US Mountain Daylight Time BLewis-EA
Follow up with dealer need more details as to what is going on

*** PHONE LOG 02/27/2017 01:03 PM Eastern Daylight Time StaceyBaker Action Type:Outgoing call
***Custmer states:
1. My case number is: [redacted]

Writer states:
1. Apologized
2. Advised escalated case with BLewis.
3. Advised ECR is available.
4. Advised will transfer call to ECR

***Contacted ECR and transfered call.

*** PHONE LOG 02/27/2017 11:26 AM US Mountain Daylight Time BLewis-EA Action Type:Incoming call

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A61G5[redacted]	[redacted]	6,800

Copiague , NY, 11726 Prod. Date: 03/02/2016 Dealer: NY108 Revolution KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Oil(Leakage)

Customer called using language line and states:
1. I have an open case now and want to know what steps are being taken to fix this
2. I am mad with this company

Writer states:
1. Apologized
2.At this time I do not have more info can contact the dealer to find out what is going on

Customer states:
1. No I have had my vehicle at the dealer for 7 days
2. I do not want this vehicle no one has called me about this

Writer states:
1. Understand
2. Can follow up with the dealer but I have no information regarding the vehicle
3. Not sure if I do not have the right # on file can give correct # to call

Customer states:
1. [redacted]
2. My daughters phone was called
3. I was told they are replacing the engine
4. I do not want my daughter to have this vehicle anymore
5. I will not pick up the vehicle

Writer states:
1. Understand
2. You would need to look up state laws and take steps if you would like to proceed with that
3. We are here to get the vehicle R&R under terms of warranty
4. Can offer GW once repaired and you are satisfied with repairs

Customer states:
1. I will not be taking this vehicle back but you can call the dealer to see what they tell you

Writer states:
1. Ok let me call the dealer

***ECR called NY108 and states;
1. Looking for info

Joe states:
1. We have the engine ordered

Writer states:
1. Ok we need to get UPER status
2. ECC will follow up and make sure we get part ASAP

Joe thanked call ended***

Writer states:
1. Ok part is on order I have requested to have part expedited
2. We will be working to get vehicle back to you as soon as possible

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A61G5[redacted]	[redacted]	6,800

Copiague , NY, 11726 Prod. Date: 03/02/2016 Dealer: NY108 Revolution KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Oil(Leakage)

Customer states:
1. This is my daughters vehicle
2. She took it in with a red light on and they sent her on her way
3. The vehicle then caught fire
4. Would you put your child back in the vehicle

Writer states:
1. Understand
2. I am a mother as well
3. That is why we are working to get a new engine in vehicle to make sure we keep your daughter safe
4. Once the vehicle is picked up and you are ok with the repairs we can discuss GW

Customer thanked call ended

*** NOTES 03/01/2017 11:45 AM Pacific Daylight Time APimentel Action Type:Internal
ECA Reviewed

*** NOTES 03/02/2017 09:50 AM Pacific Daylight Time KPenfield Action Type:Dealer contact
EECC called NY108 spoke to Lou Ann (Svc Adv)

Wrt Sts:
1. Calling about cust
2. Yesterday she said the vehicle caught on fire?
3. Does she have any reason to believe the vehicle caught on fire?

Lou Ann Sts:
1. No she has no reason at all to think that
2. Oil was leaking on the exhaust so there was smoke
3. But no fire at all

Wrt Sts:
1. Wanted to verify
2. Attempting to get ETA for engine
3. Thanked

*** NOTES 03/02/2017 09:52 AM Pacific Daylight Time KPenfield Action Type:Internal
EECC confirmed that Part #: 285V2 2EH00 Order #: [redacted] is on UPER. Requested ETA from MPA.

*** NOTES 03/07/2017 08:51 AM Pacific Daylight Time KPenfield Action Type:Internal
EECC requested updated ETA for Part #: 285V2 2EH00 Order #: [redacted] from MPA.

*** NOTES 03/07/2017 10:21 AM Pacific Daylight Time KPenfield Action Type:Internal
EECC confirmed with MPA that the ETA for Part #: 285V2 2EH00 Order #: [redacted] is 3/17/17

*** PHONE LOG 03/14/2017 10:00 AM US Mountain Daylight Time BLewis-EA Action Type:Outgoing call

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A61G5[redacted]	[redacted]	6,800

Copiague , NY, 11726 Prod. Date: 03/02/2016 Dealer: NY108 Revolution KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Oil(Leakage)

ECR called customer and states:
1. Following up
2. Parts should ship 3/17
3. Will follow up once in the dealer

Customer states:
1. Ok is the vehicle going to be repaired to the same state as before

Writer states:
1. There was an issue prior we are going to repair to keep from having an issue

Customer thanked call ended

*** PHONE LOG 03/20/2017 12:48 PM US Mountain Daylight Time BHardt-SO Action Type:Outgoing call
Wrt called cust, stated:
1. Calling in f/u to cust's case.

Cust states:
1. Please c/b alter on [redacted]
2. Thanked.

Wrt thanked.

*** NOTES 03/22/2017 08:50 AM Pacific Daylight Time KPenfield Action Type:Dealer contact
EECC called NY108 spoke to Lou Ann (Svc Adv)

Wrt Sts:
1. Calling to get update on veh
2. Gave cust info

Lou Ann Sts:
1. Should be rolling out of here today or tomorrow

Wrt Sts:
1. Great will follow up tomorrow or Friday to check on repairs

Louann Sts:
1. Do you know what is going on with her?

Wrt Sts:
1. I know she has requested a repurchase from Kia
2. I do hope she will pick up her vehicle once it is ready
3. If she does refuse to pick up the vehicle please indicate on the RO the date that the veh was ready for pick up

Louann Sts:
1. Well she is in one of my loaners
2. I told her as soon as this was ready she needs to return the loaner

Wrt Sts:
1. Absolutely

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A61G5[redacted]	[redacted]	6,800

Copiague , NY, 11726 Prod. Date: 03/02/2016 Dealer: NY108 Revolution KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Oil(Leakage)

2. I will follow up
3. Thanked

*** PHONE LOG 03/24/2017 09:05 AM Eastern Daylight Time ESwecker Action Type:Incoming call
*** Translator Call ***

Cust states:
1. I am calling because I am wanting to file a complaint on the dlr.
2. They have not been able to tell me anything for months, and now they call me and demand me to come to pick the veh up.
3. I feeling they do not care, and I just want to be treat nice.

Writer states:
1. Apologize.
2. Adv that we can file the complaint with the dlr, and then f/u with the DPSM.

Cust states:
1. My CM stated that I was going to get a application on the issue I had with the vehicle.

Writer states:
1. Apologize that I would not know anything about the application she refering to because I am not in the ECR dept.
2. Adv that she would need to leave a msg with the CM if she has any questions about that.

Cust states:
1. I would like her to call me at [redacted]

Writer states:
1. Adv that I will note the case.

Cust states:
1. Okay, thank you.

*** PHONE LOG 03/27/2017 08:43 AM Eastern Daylight Time DTrent Action Type:Outgoing call
Cust states
1 i have some additional issues that i need taken care of

wtr states
1 apologized
2 i can try and answer your questions but your CM is who you need to speak with since your case has been escalated

Cust states
1 ok
2 i'll wait on her to call me back
3 i was told about a form i needed to fill out to get compensation

*** NOTES 03/27/2017 08:51 AM Pacific Daylight Time KPenfield Action Type:Dealer contact
EECC called NY108 spoke to Lou Ann (Svc Adv)

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A61G5[redacted]	[redacted]	6,800

Copiague , NY, 11726 Prod. Date: 03/02/2016 Dealer: NY108 Revolution KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Oil(Leakage)

Wrt Sts:
1. Gave cust info
2. Calling to check if cust has brought back loaner/ picked up their veh?

Lou Ann Sts:
1. No she is holding our loaner hostage
2. I talked to her Friday and she said she would bring back the loaner when she is willing and able
3. I told her we need it back
4. If she wants to leave her vehicle here fine
5. But she can't have our loaner

Wrt Sts:
1. We will reach out to the customer and advise that she will be charged
2. Thanked

*** PHONE LOG 03/27/2017 08:11 AM US Mountain Daylight Time BLewis-EA Action Type:Outgoing call
ECR called customer and LVM:
1. Following up
2. Requesting callback
3. Left contact info

*** PHONE LOG 03/27/2017 08:33 AM US Mountain Daylight Time BLewis-EA Action Type:Incoming call
Customer called and requested translator ECR called Language line:
1. Just got a call
2. They told me the car was ready they want me to pick it up this last weekend but my daughter was in school and could not bring the vehicle
3. They were pressuring me that the car needed to be picked up and were not nice

Writer states:
1. Understand
2. We will need the vehicle picked up today

Customer states:
1. My vehicle was there for 1 month
2. I was never contacted during this time and now I am suppose to just do what they want
3. I will pick up the vehicle when I want to

Writer states:
1. Understand but if the vehicle is ready needs to be picked
2. It has been ready for a few days and you will need to pick up today
3. If not the dealer can start to charge for storage and $75 a day for rental

Customer states:
1. Are you crazy
2. I want compensation

Writer states:
1. The vehicle must be picked up first before we can discuss GW

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A61G5[redacted]	[redacted]	6,800

Copiague , NY, 11726 Prod. Date: 03/02/2016 Dealer: NY108 Revolution KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Oil(Leakage)

Customer states:
1. Who is going to guarantee this
2. Do I need to go to court

Writer states:
1. You are free to do what you feel you need to do
2. Cannot offer GW unless the vehicle has been picked up and you are satisfied with the repairs

Customer states:
1. So how does this work what do I need to do

Writer states:
1. I will follow up with you 1-2 weeks after vehicle is picked up to make sure everything is ok
2. At that point we can review case for GW and discuss
3. Once the offer is accepted typically takes 4-6 weeks before you would receive GW

Customer states:
1. So what about my guarantee
2. What happens if this happens again in a few months

Writer states:
1. The vehicle will still have your 10/100k PTW and 5/60k BLW
2. You are covered for defects

Customer states:
1. Ok I will get the vehicle
2. Thank you

Writer thanked call ended

*** NOTES 03/29/2017 07:32 AM Pacific Daylight Time KPenfield Action Type:Dealer contact
EECC called NY108 spoke to Lou Ann (Svc Adv)

Wrt Sts:
1. Calling to collect RO
2. Provided cust info
3. Provided fax #
4. Thanked

*** NOTES 03/30/2017 11:28 AM Pacific Daylight Time KPenfield Action Type:Internal
EECC attached RO's to subcase

*** NOTES 04/11/2017 09:09 AM Pacific Daylight Time KPenfield Action Type:Internal
EECC reviewed w/ ECR

*** PHONE LOG 04/13/2017 07:56 AM US Mountain Daylight Time HSanchez Action Type:Incoming call
Customer states (via Spanish interpreter):

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A61G5[redacted]	[redacted]	6,800

Copiague , NY, 11726 Prod. Date: 03/02/2016 Dealer: NY108 Revolution KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Oil(Leakage)

1. I am calling about a concern or existing case.
2. Provided case#.
3. I basically want to check on the GW offer previously discussed.

Writer states:
1. Apologized.
2. Verified customer name.
3. Advised customer ECR BLewis is currently unavailable.
4. Have vehicle repairs been completed?

Customer states:
1. Yes, vehicle repairs have been completed and I have had the car back for two or three weeks and it has not reoccurred.

Writer states:
1. Will ensure case is notes accordingly.
- ECR will follow up with customer as soon as possible.

Customer states:
1. Please contact me back at the following number.
- [redacted]

*** PHONE LOG 04/13/2017 10:48 AM US Mountain Daylight Time BLewis-EA Action Type:Outgoing call
ECR called customer from language line and states:
1. Following up
2. See you have not had any issues since you have returned the vehicle
3. Would like to offer 1 months reimbursement for inconveniences

Customer states:
1. Are you kidding me
2. I am not going to settle for $160
3. The vehicle is only 7 months old and had all this issues

Writer states:
1. Can offer a 3 year care plan as well
2. Explained what plan includes

Customer states:
1. All of that came with the vehicle
2. What are you going to do

Writer states:
1. What are you requesting

Customer states:
1. I do not know

Writer states:
1. Send me your sales contract
2. I will review and see what I would be able to offer

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A61G5[redacted]	[redacted]	6,800

Copiague , NY, 11726 Prod. Date: 03/02/2016 Dealer: NY108 Revolution KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Oil(Leakage)

Customer sates:
1. I do not have the sales contract
2. You will need to get that
3. They told me that I am not authorized to get the docs

Writer states:
1. Will need this in order to process GW
2. You can call the finance company and get a copy
3. But when you left the dealer they should have given you a copy

Customer states:
1. I have the paper stating what the payment is
2. Where can I send this

Writer states:
1. Gave fax and email

Customer states:
1. I will send it to you tomorrow

Writer thanked call ended

*** PHONE LOG 04/18/2017 11:12 AM US Mountain Daylight Time MLepe Action Type:Incoming call
Cust states
1. [redacted]
2. I have a case, Brittney told me to mail in some information But it said it as invalid
3. Could I get a new email or fax to mail in.

Writer states
1. Apologized
2. Case is being handled by ECR
3. TCS is currently unavailable
4. May I connect you to her VM?

Cust states
1. Yes
Transferred to TCS VM

*** PHONE LOG 04/21/2017 06:24 AM US Mountain Daylight Time BLewis-EA Action Type:Outgoing call
ECR called customer and LVM:
1. Following up
2. See you had invalid email
3. Gave email
4. Any questions call me
5. Left contact info

*** PHONE LOG 04/27/2017 05:48 AM US Mountain Daylight Time BLewis-EA Action Type:Outgoing call
ECR called customer and LVM:

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A61G5[redacted]	[redacted]	6,800

Copiague , NY, 11726 Prod. Date: 03/02/2016 Dealer: NY108 Revolution KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Oil(Leakage)

1. Following up
2. Requesting callback
3. Left contact info

*** PHONE LOG 05/03/2017 05:30 AM US Mountain Daylight Time BLewis-EA Action Type:Incoming call
VM from customer 6:53 5/2/17:
1. [redacted]
2. [redacted]

*** PHONE LOG 05/04/2017 01:33 PM US Mountain Daylight Time BLewis-EA Action Type:Outgoing call
ECR calle4d customer and states;
1. Following up
2 Have not received docs

Customer states:
1. I sent them to an email
2. Verified had wrong email

Writer states:
1. Gave correct email

Customer states:
1. Ok I am sending them now

Writer states:
1. Ok
2. See payment is $169
3. Previously offered to reimburse 1 months payment and 3 year Kia care plan

Customer states:
1. Can you just do 3 months payment

Writer states:
1. That can be done totaling $507.00
2. Will send docs to be singed
3. Once I get them back will send for processing
4. You should then receive check within 4-6 weeks

Customer thanked call ended

*** NOTES 05/04/2017 01:42 PM US Mountain Daylight Time BLewis-EA Action Type:Manager review
Sent offer letter and release

*** SUBCASE [redacted] - NOTES 05/11/2017 06:17 AM US Mountain Daylight Time BLewis-EA Action

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFX4A61G5[redacted]	[redacted]	6,800

Copiague , NY, 11726 Prod. Date: 03/02/2016 Dealer: NY108 Revolution KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Oil(Leakage)

Type:Manager review
Offer letter and release attached to case please process GW offer

*** PHONE LOG 05/11/2017 06:24 AM US Mountain Daylight Time BLewis-EA Action Type:Ltr/email/fax sent
Hello,

Thank you for getting the documents back to me. I am sending everything for processing today. You should receive your check within 4-6 weeks. If you have any questions or concerns please feel free to contact me.

*** 05/16/2017 14:38:59 (GMT-08:00) Pacific Time (US & Canada) ***
ESPANA2.pdf added by Krysta Penfield on 05/16/2017 14:38:58

*** 05/16/2017 14:40:23 (GMT-08:00) Pacific Time (US & Canada) ***
Espana.pdf added by Krysta Penfield on 05/16/2017 14:40:23

*** 05/16/2017 15:01:26 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 120042 Submitted

*** 05/17/2017 12:20:31 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 120042 Submitted

*** 05/17/2017 12:22:14 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 120042 Submitted

*** 05/17/2017 12:39:08 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 120042 Submitted

*** 05/18/2017 15:28:06 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 120042 Final Approved

*** 05/30/2017 14:57:49 (GMT-08:00) Pacific Time (US & Canada) ***
Sub Case [redacted] Closed, with Resolution Code:

*** Phone - Call - Inbound created on 05/30/2017 14:58:25 (GMT-08:00) Pacific Time (US & Canada) and created by Krysta Penfield ***
EECC mailed check # [redacted] in the amount of 507.00 to cust via USPS

*** 05/30/2017 16:59:39 ***
Espana check.pdf deleted by on 05/30/2017 16:59:39

*** Phone - Call - Outbound created on 05/31/2017 14:12:48 (GMT-07:00) Arizona and created by Brittany Lewis ***
ECR called customer and LVM:
1. Following up
2. Check has been mailed out
3. Any questions or concerns call me
4. Left contact info

*** 05/31/2017 14:13:13 (GMT-07:00) Arizona ***
Closed with Resolution Code : Goodwill Issued

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A62G5[redacted]	[redacted]	14,334

Chamblee , GA, 30341 Prod. Date: 11/27/2015 Dealer: GA089 Ed Voyles KIA of Chambl

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioner Operation

Case History

Dealer :Ed Voyles Kia of Chamblee
Technician :David Richardson
Service Manager :Jason Leon
Dealer Phone :7702347800
DPSM :Harrison Baik
Vehicle Model :FORTE
Model Year :2016
Mileage :14334
Initial comments by Technician found in TL Case #[redacted] :

*** Performed by contact: David Richardson, 7709528881
*** This is a Request for Assistance ***

Problem Description :
Customer complains of warm AC. Also of noise that can be heard in vehicle while driving.

Diagnostics Performed :
this car previously was in for the AC high side pressure reaching pop off valve pressures. Was advised to try another control head. I did and it apparently fixed it. It is back now with the same conditions. AC high pressure reached 474psi and pop off valve released pressure. At that time the AC request to ecu was YES... The compressor on by ecu was OFF. But yet the compressor was ON.
Please contact dealer for additional information regarding customer handling & repair status and update customer accordingly.

*** NOTES 03/13/2017 06:30 AM US Mountain Daylight Time WBushong Action Type:Dealer contact
Mike Service Advisor
dealer states
1. Diamond Brown Service Advisor will be in tomorrow, she was assigned to the case who can answer further questions

Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted] griffin, ga, 30224
VIN: KNAFK4A62G5[redacted]
MY and Mileage: Forte 2016 and 14334
Most recent RO# and Open Date: [redacted] and 3/6/17
Days Down at initial Service Alert report (if applicable): n/a
Most recent Repair Issue and Diagnosis: Customer says, oil change and looked at a/c, the a/c was not blowing out forcefully
Able to Duplicate (Y or N):
Repeat Repair (Y/N), if so, how many times?: 4
Repair History of current concern with dates and mileage: 1/27/17 and 2/10/17 and 2/24/17
ETA for completion of repairs (if applicable):
Parts on order (Y/N), if so obtain part#, order#:
Techline Case (if applicable): [redacted]
Rental / Loaner Provided? If so, since when?: y
Dealer contacted DPSM (if needed):
Vehicle repaired?: n
Customer has possession?: n
Dealer Code/Selling Dealer (Y or N):
Original Owner (Y or N):
What is current Customer Request (if needed): N/A

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A62G5[redacted]	[redacted]	14,334

Chamblee , GA, 30341 Prod. Date: 11/27/2015 Dealer: GA089 Ed Voyles KIA of Chambl

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioner Operation

If HEV vehicle, is dealer HEV certified (if needed): N/A

*** NOTES 03/14/2017 07:27 AM US Mountain Daylight Time WBushong Action Type:Dealer contact
Diamond Brown Service Advisor
writer states
1. is the car still in the shop?
dealer states
1. yes
writer states
1. were you able to duplicate the issue?
dealer states
1. she came in 1/27/2017 for a leaking and smoke, we openned a tech line case regarding that issue; she came back 3/6/2017 for the a/c not blowing cool air which we were sometimes able to duplicated
writer states
1. what the ETA for completion of repairs?
dealer states
1. not sure yet
writer states
1. did you contact the DPSM?
dealer states
1. no
writer states
1. did your dealer sell the customer this car?
dealer states
1. no

*** PHONE LOG 03/15/2017 07:41 AM US Mountain Daylight Time WBushong Action Type:Outgoing call
*** left a voicemail ***
writer states
1. i called the dealer and they are still working on your vehicle
2. i will call the dealer tomorrow for an update
3. i will call you back on friday with the information
4. call us back if you have any questions
5. gave case number and phone number and extension

*** NOTES 03/16/2017 05:44 AM US Mountain Daylight Time WBushong Action Type:Dealer contact
Writer called GA089 and LVM for Svc Adv Diamond Brown :
1. Following up on customer concerns on when the eta for repairs will be
2. Gave 800#, case#, and writer Ext.
3. Requested callback for further assistance

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A62G5[redacted]	[redacted]	14,334

Chamblee , GA, 30341 Prod. Date: 11/27/2015 Dealer: GA089 Ed Voyles KIA of Chambl

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioner Operation

*** NOTES 03/16/2017 06:34 AM US Mountain Daylight Time WBushong Action Type:Dealer contact
service manager jeff

writer states
1. is the repair complete?
dealer states
1. repair is complete and the customer has her vehicle

*** PHONE LOG 03/17/2017 06:09 AM US Mountain Daylight Time WBushong Action Type:Outgoing call
*** left a voicemail ***
writer states
1. good morning
2. i am escalating your case to a higher office because of number of visits for the same event
3. apologize for the inconvenience

*** NOTES 03/17/2017 06:10 AM US Mountain Daylight Time WBushong Action Type:Manager review
*** call to action ***
1. customer has been to the dealer 4 times regarding A/C repair issue

*** SUBCASE [redacted] CREATED 03/17/2017 01:34 PM US Mountain Daylight Time BHardt-SO
Obtain RO review and veh.'s status.

*** PRIORITY CHANGE 03/17/2017 01:53:28 PM AJudson-WE

*** SUBCASE [redacted] CLOSED 03/20/2017 01:31 PM Pacific Daylight Time BThompson
Per previous notes vehicle repaired

*** PHONE LOG 03/20/2017 01:57 PM US Mountain Daylight Time AJudson-WE Action Type:Outgoing call
Writer called customer and left VM:
1. Gave name, direct number [redacted] and case number.
2. Received information that vehicle was at dealer for service.
3. Calling to verify customer concerns were resolved?
4. Request callback.

*** CASE CLOSE 03/20/2017 01:58 PM US Mountain Daylight Time AJudson-WE

*** CASE CLOSE 03/31/2017 08:28 AM US Mountain Daylight Time SCoder
Fire Tread reivew complete-SCH

*** 07/13/2017 12:21:52 (GMT-07:00) Arizona ***
Reopened with Sub Status of Working

*** Phone - Call - Inbound created on 07/13/2017 12:23:54 (GMT-07:00) Arizona and created by Angel Soto ***

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A62G5[redacted]	[redacted]	14,334

Chamblee , GA, 30341 Prod. Date: 11/27/2015 Dealer: GA089 Ed Voyles KIA of Chambl

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioner Operation

Cust states:
1. My veh has been in the shop since Jan. off and on about 10 times for an AC concern
2. Just picked up the veh and had to turn around and take it back to the dlr for the AC

Writer states:
1. Apologized
2. Verified cust info
3. Writer will cb once info is received

Cust states:
1. With so many times that the veh has been to the dlr I am sure Kia is not going to repair this
2. I am very frustrated
3. And I want you to know I have never heard from any upper mgt at the dlr after being a repeat cust.

*** Phone - Call - Inbound commitment created on 07/13/2017 13:16:22 (GMT-07:00) Arizona with Commitment Date 07/14/2017 and created by Angel Soto ***

*** Phone - Call - Inbound created on 07/14/2017 07:25:29 (GMT-07:00) Arizona and created by Angel Soto ***
Writer called GA089
1. need veh info

Jeff P&S Dir:
Customer Name: [redacted]
Customer phone #:
Customer address:
VIN: KNAFK4A62G5[redacted]
MY and Mileage: 2016 Forte, 16450
Most recent RO# and Open Date: dont have a new RO yet, 07/13/17
Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis: Customer says,
1. AC not working, cust left and got a couple blocks and came back

1. I am going into a mtg
2. Can you call back and ask for Diamond, she is on a test drive

*** Phone - Call - Inbound created on 07/14/2017 10:34:29 (GMT-07:00) Arizona and created by Angel Soto ***
Writer called GA089 and states:
1. calling for veh info

Diamond SVCA:
Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted] Griffin GA [redacted]
VIN: KNAFK4A62G5[redacted]
MY and Mileage: 2016 Forte, 16525
Most recent RO# and Open Date: [redacted] 07/14/17
Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis: Customer says,
1. Cust picked up veh, drove a few blocks went over a bump and the AC went out again
2. We have another tech checking the veh
3. If he cant diagnose the concern we are going to try to get an FTS out
4. At this point there is no diagnosis

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A62G5[redacted]	[redacted]	14,334

Chamblee , GA, 30341 Prod. Date: 11/27/2015 Dealer: GA089 Ed Voyles KIA of Chambl

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioner Operation

Able to Duplicate (Y or N): Y
Repeat Repair (Y/N), if so, how many times?: Y
Repair History of current concern with dates and mileage:
1. 01/27/17, RO [redacted] 12316 miles, cust states something leaking and smoke is visible, when defrost is on the compressor engages but the fan for AC does not, replaced control head for an internal short
2. 02/24/17, RO [redacted] 13862 miles, veh AC not blowing cool air, applied stabilant, working as designed
3. 03/20/17, RO [redacted] 14460 miles, loud noise occurs and veh started smoking, found AC clutch coil was energized even when AC was off, replaced AC clutch coil
4. 04/14/17, RO [redacted] 14561 miles, while at stop sign veh started smoking and freon began leaking and loud noise occurred, re shimmied AC clutch and adjusted air gap
5. 06/02/17, RO [redacted] 16511 miles, whining noise from AC then AC clicks and shuts off, AC clutch was too close to the compressor so they reshimmied it
ETA for completion of repairs (if applicable): unknown
Parts on order (Y/N), if so obtain part#, order#: N
Techline Case (if applicable): N not yet but they will be opening one
Rental / Loaner Provided? If so, since when?: Y 07/13/17
Dealer contacted DPSM (if needed): N
Vehicle repaired?: Customer has possession?: N N
Dealer Code/Selling Dealer (Y or N): GA089 N
Original Owner (Y or N): Y
What is current Customer Request (if needed): N/A
If HEV vehicle, is dealer HEV certified (if needed):

*** Phone - Call - Inbound created on 07/14/2017 10:52:09 (GMT-07:00) Arizona and created by Angel Soto ***
Writer called cust 2Xs and phone didnt ring

*** Phone - Call - Inbound created on 07/14/2017 11:09:29 (GMT-07:00) Arizona and created by Angel Soto ***
Writer called GA089
1. Everytime I call cust I dial the number and it doesnt ring

Diamond SVCA:
1. Verified cust number

Writer states:
1. that is what I have

Diamond SVCA:
1. Let me try calling her
HOLD
OFF HOLD
2. That is the right number, just spoke to her

*** Phone - Call - Inbound created on 07/14/2017 11:14:23 (GMT-07:00) Arizona and created by Angel Soto ***
Writer called cust and stated:
1. Wanted to let you know that I am sending case to the escalation office for further assistance
2. Pls give them approx 3 business days for contact

Cust states:
1. It has been there before I think but that is ok
2. Any help will do
3. Thank you

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A62G5[redacted]	[redacted]	14,334

Chamblee , GA, 30341 Prod. Date: 11/27/2015 Dealer: GA089 Ed Voyles KIA of Chambl

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioner Operation

*** Phone - Call - Inbound commitment fulfilled on 07/14/2017 11:15:38 (GMT-07:00) Arizona with Commitment Date 07/14/2017 closed by Angel Soto ***

*** Phone - Call - Inbound created on 07/14/2017 11:18:44 (GMT-07:00) Arizona and created by Angel Soto ***
Writer sent case to DPSM Harrison Baik

*** Phone - Call - Inbound created on 07/14/2017 11:34:42 (GMT-07:00) Arizona and created by Angel Soto ***
Dispatching:
1. 2016 veh, low miles
2. Veh been to the dlr 6 times for an AC concern, veh is at the dlr and still not diagnosed and repaired
3. Assist Determination

*** 07/14/2017 11:36:15 (GMT-07:00) Arizona ***
Dispatched from WIPBin = Working Cases to Queue Southern Region 2 by Angel Soto
Reason:

*** 07/14/2017 14:29:32 (GMT-07:00) Arizona ***
Accepted from Queue Southern Region 2 to WIPBin DEFAULT by Jeremy Carrifee

*** Phone - Call - Outbound commitment created on 07/14/2017 15:45:20 (GMT-07:00) Arizona with Commitment Date 07/18/2017 and created by Jeremy Carrifee ***

*** 07/14/2017 15:52:17 (GMT-07:00) Arizona ***
Sub Case [redacted] Opened, Owner = Kristina Pedrosa, Priority = Standard, Assigned = 07/14/2017 15:52:17
[Initial Description]
Obtain repair status
Vehicle has been down for A/C concern 6 times

*** Sub Case # : [redacted]-1 Phone - Call - Outbound created on 07/18/2017 09:20:34 (GMT-08:00) Pacific Time (US & Canada) and created by Kristina Pedrosa ***
SECC contacted Jeff (svc mgt) GA089 requesting for an update.

Jeff states:
1. As of last night, the tech had been unable to duplicate any problems or find anything wrong with it
2. The adv did see the problem when she dropped it off though
3. I will speak to the tech and get back to you

*** Sub Case # : [redacted]-1 Phone - Call - Outbound created on 07/18/2017 09:52:32 (GMT-08:00) Pacific Time (US & Canada) and created by Kristina Pedrosa ***
SECC contacted by Jeff (svc mgt) GA089 with an update.

Jeff states:
1. Cust has been in 6 times for this concern
2. We were finally able to duplicate her AC concern
3. The AC compressor stopped pumping
4. We will be replacing the compressor

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A62G5[redacted]	[redacted]	14,334

Chamblee , GA, 30341 Prod. Date: 11/27/2015 Dealer: GA089 Ed Voyles KIA of Chambl

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioner Operation

Wtr states:
1. Will follow up

*** Sub Case # [redacted] Phone - Call - Inbound created on 07/20/2017 08:07:44 (GMT-08:00) Pacific Time (US & Canada) and created by Kristina Pedrosa ***
SECC contacted by Jeff (svc mgt) GA089 with an update.

Jeff states:
1. Part came in this morning

Wtr states:
1. Will follow up

*** Phone - Call - Outbound commitment fulfilled on 07/20/2017 08:30:19 (GMT-07:00) Arizona with Commitment Date 07/18/2017 closed by Jeremy Carrifee ***

*** Phone - Call - Inbound created on 07/20/2017 08:30:21 (GMT-07:00) Arizona and created by Jeremy Carrifee ***
Customer states:
1. The dlr just called me and said the parts are there.
2. But I do not trust them.

Writer states:
1. Yes per the notes this morning the dlr said they did get the parts.
2. We will follow up with them and I will call you on Monday.

Customer states:
1. Okay

*** Phone - Call - Inbound commitment created on 07/20/2017 08:33:31 (GMT-07:00) Arizona with Commitment Date 07/24/2017 and created by Jeremy Carrifee ***

*** Phone - Call - Inbound commitment created on 07/20/2017 08:33:31 (GMT-07:00) Arizona with Commitment Date 07/26/2017 and created by Jeremy Carrifee ***

*** Phone - Call - Outbound created on 07/25/2017 07:22:32 (GMT-07:00) Arizona and created by Jeremy Carrifee ***
Writer states:
1. Advised customer I should have an update today.

Customer states:
1 I picked up my car and everything was fine but the next day the a/c started ticking and now the a/c is just blowing the fan no cold air.

Writer states:
1. apologized that the a/c is not working after repair
2. do you know when you will be taking it back in?

Customer states:
1. I am really busy at work so I do not know at this point.

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A62G5[redacted]	[redacted]	14,334

Chamblee , GA, 30341 Prod. Date: 11/27/2015 Dealer: GA089 Ed Voyles KIA of Chambl

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioner Operation

Writer states:
1. Okay I will follow up with you at the end of the week

Customer states:
1. That would be great thank you

Writer states:
1. Your welcome

*** Sub Case # : [redacted]-1 Phone - Call - Outbound created on 07/25/2017 07:28:43 (GMT-07:00) Arizona and created by Jeremy Carrifee ***
customer picked up vehicle last week
customer states a/c only blows the fan and ticking sound from a/c
customer will take vehicle back to dlr will follow up on 7/28/2017

*** Phone - Call - Inbound commitment fulfilled on 07/25/2017 07:30:28 (GMT-07:00) Arizona with Commitment Date 07/26/2017 closed by Jeremy Carrifee ***

*** Phone - Call - Inbound commitment created on 07/25/2017 07:30:43 (GMT-07:00) Arizona with Commitment Date 07/27/2017 and created by Jeremy Carrifee ***

*** Sub Case # : [redacted] Phone - Call - Outbound created on 07/31/2017 08:51:10 (GMT-08:00) Pacific Time (US & Canada) and created by Kristina Pedrosa ***
SECC contacted Jeff (svc mgr) GA089 regarding cust veh.

*** Phone - Call - Inbound commitment created on 07/25/2017 07:30:43 (GMT-07:00) Arizona with Commitment Date 08/02/2017 and created by Jeremy Carrifee ***

*** Sub Case # : [redacted] Phone - Call - Outbound created on 08/02/2017 14:18:43 (GMT-08:00) Pacific Time (US & Canada) and created by Kristina Pedrosa ***
SECC contacted Wydell (svc) GA089 requesting for an update.

Wydell states:
1. Replaced evap temp sensor
2. We just need to test drive it

Wtr states:
1. Will follow up

*** Phone - Call - Outbound commitment fulfilled on 08/02/2017 15:37:16 (GMT-07:00) Arizona with Commitment Date 08/02/2017 closed by Jeremy Carrifee ***

*** Phone - Call - Outbound created on 08/02/2017 15:37:24 (GMT-07:00) Arizona and created by Jeremy Carrifee ***
Writer states:
1. Advised customer dlr has Replaced evap temp sensor
2. As of today they are test driving the vehicle.
3. I should have an update soon.

customer states:

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A62G5[redacted]	[redacted]	14,334

Chamblee , GA, 30341 Prod. Date: 11/27/2015 Dealer: GA089 Ed Voyles KIA of Chambl

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioner Operation

1. I do not trust their repair.
2. I think I will look into the lemon law if Kia does not buy the car back.

Writer states:
1. Apologized a buyback or trade in is not an option at this time
2. Our obligation as the manufacture is to repair the vehicle under the warranty
3. Referred customer to WCIM

Customer states:
1. Okay well thank you for the follow up

Writer states:
1. Your welcome

*** Phone - Call - Inbound commitment created on 08/02/2017 15:41:16 (GMT-07:00) Arizona with Commitment Date 08/04/2017 and created by Jeremy Carrifee ***

*** Sub Case # : [redacted] Phone - Call - Outbound created on 08/04/2017 09:56:46 (GMT-08:00) Pacific Time (US & Canada) and created by Kristina Pedrosa ***
SECC contacted Diamond (svc) GA089 requesting for an update.

Diamond states:
1. Cust picking up the veh tomorrow

Wtr states:
1. Thank you

*** Phone - Call - Inbound commitment created on 08/02/2017 15:41:16 (GMT-07:00) Arizona with Commitment Date 08/07/2017 and created by Jeremy Carrifee ***

*** Phone - Call - Outbound created on 08/07/2017 15:19:12 (GMT-07:00) Arizona and created by Jeremy Carrifee ***
Writer states:
1. Called customer no answer left VM
2. Gave ECR contact information for callback

*** Phone - Call - Outbound commitment fulfilled on 08/07/2017 15:19:23 (GMT-07:00) Arizona with Commitment Date 08/07/2017 closed by Jeremy Carrifee ***

*** Phone - Call - Inbound commitment created on 08/07/2017 15:19:25 (GMT-07:00) Arizona with Commitment Date 08/14/2017 and created by Jeremy Carrifee ***

*** Sub Case # : [redacted] Phone - Call - Outbound created on 08/08/2017 14:12:26 (GMT-08:00) Pacific Time (US & Canada) and created by Kristina Pedrosa ***
SECC verified with Jeff (svc mgr) GA089, veh has been repaired and released.

*** 08/08/2017 14:15:27 (GMT-08:00) Pacific Time (US & Canada) ***
Sub Case [redacted] Closed, with Resolution Code: Repaired at Dlr

*** Phone - Call - Outbound commitment fulfilled on 08/15/2017 15:36:33 (GMT-07:00) Arizona with Commitment Date 08/14/2017 closed by Jeremy Carrifee ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[redacted]	[redacted]	KNAFK4A62G5[redacted]	[redacted]	14,334

Chamblee , GA, 30341 Prod. Date: 11/27/2015 Dealer: GA089 Ed Voyles KIA of Chambl

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioner Operation

*** Phone - Call - Outbound created on 08/15/2017 15:37:33 (GMT-07:00) Arizona and created by Jeremy Carrifee ***
Writer states:
1. Asked customer about repair.

Customer states:
1. Well it does work but it take about 20 minutes for it to get real cold.

writer states:
1. I am not `sure it is OAD if you want to take the vehicle back you can and the dlr can determine that.

customer states:
1. Okay thank you i will think about it

Writer states:
1. Your welcome
2. call me if you need to

*** 08/15/2017 15:43:28 (GMT-07:00) Arizona ***
Closed with Resolution Code : Information Given
[Resolution Summary]

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

FORTE



AudaExplore

Autosource

Market-Driven Valuation™

American Family Insurance is dedicated to delivering exceptional service to you in reference to your claim [redacted] on a 2014 Kia Forte LX 4D Sedan. American Family Insurance has selected Audatex, an independent vehicle valuation company, to prepare a comprehensive vehicle valuation for your vehicle. This valuation report was prepared specifically for your vehicle and represents a fair and accurate value driven by the retail used vehicle market.

In these pages, you will find:

=> Vehicle Inspection

=> Valuation Detail

Market Value

$16,256



The Valuation Process

The breadth and depth of the Audatex used vehicle database makes Autosource the most comprehensive market-driven valuation process available. Audatex has been determining locally sensitive, fair, and accurate market values for vehicles since 1985, with more than 30 million vehicles valued. The Autosource Market Value includes vehicles for sale at dealerships and private party sellers, starting right in the local market.

Vehicle Base		Mileage		Options		Condition		Market Value
$15,241	+	$620	+	$395	+	$0	=	$16,256

Vehicle Description

VIN: KNAFK4A67E5[redacted]

2014 Kia Forte LX 4D Sedan

400 Miles Actual

4cyl Gasoline 1.8

6-Speed Automatic

Interior			
Air Conditioning	Cruise Control	Center Console
Electronic Compass	Floor Mats	Bucket Seats
Garage Door Opener	Intermittent Wipers	Lighted Entry System
Power Door Locks	Power Windows	Split Folding Rear Seat

[redacted]

	Velour/Cloth Seats	Tachometer	Trip Computer
	Tire Pressure Monitor	Tilt & Telescopic Steer	
Exterior	Rear Window Defroster	Keyless Entry System	Heated Power Mirrors
	Mud/Splash Guards	Rem Trunk-L/Gate Release	Tinted Glass
	Steel Wheels		
Mechanical	Power Brakes	Power Steering	Stability Cntrl Suspensn
Safety	Automatic Dimming Mirror	Auto Headlamp Control	Dual Airbags
	Anti-Lock Brakes	Daytime Running Lights	Head Airbags
	Halogen Headlights	Side Airbags	Traction Control System
Entertainment	MP3 Player	AM/FM CD Player	Sirius Satellite Radio
	Strg Wheel Radio Control	USB Audio Input	Wireless Phone Connect
	Wireless Audio Streaming		
Packages	HomeLink Univ. Transmit., Automatic Dimming Mirror, Electronic Compass, Garage Door Opener		
Trim Levels	*LX, EX, EX Premium		* Indicates your trim level

A detailed description of your vehicle was provided to Autosource by a trained appraiser. Contact American Family Insurance if revisions are necessary.

Vehicle Condition

Seats	Good. Rated Tyipical, Car Is 2 Weeks Old With Less Than 500 Miles, New Condition.
Carpets	Good. Rated Tyipical, Car Is 2 Weeks Old With Less Than 500 Miles, New Condition.
Int Trim	Good. Rated Tyipical, Car Is 2 Weeks Old With Less Than 500 Miles, New Condition.
Glass	Good. Rated Tyipical, Car Is 2 Weeks Old With Less Than 500 Miles, New Condition.
Headliner	Good. Rated Tyipical, Car Is 2 Weeks Old With Less Than 500 Miles, New Condition.
Body	Good. Rated Tyipical, Car Is 2 Weeks Old With Less Than 500 Miles, New Condition.
Paint	Good. Rated Tyipical, Car Is 2 Weeks Old With Less Than 500 Miles, New Condition.
Ext Trim	Good. Rated Tyipical, Car Is 2 Weeks Old With Less Than 500 Miles, New Condition.
Engine	Well Maintained. Rated Tyipical, Car Is 2 Weeks Old With Less Than 500 Miles, New Condition.
Transmission	Well Maintained. Rated Tyipical, Car Is 2 Weeks Old With Less Than 500 Miles, New Condition.Transmission Inaccessible
Front Tires	New. All Four Tires Were A Matching Set Of Nexen. Both Front Tires Were 9/32
Rear Tires	New. Both Rear Tires Were 9/32

[redacted]

Market Overview



What is my Vehicle Market Value based on?

[redacted] **Marion Indiana**--Research for your vehicle was based on market analysis originating from your zip code.

Fair and accurate market valuations must balance geographic location with comparability of one vehicle to others. Having the largest and most current database of vehicles for sale provides a comprehensive view of your vehicle's market. In addition to the vehicle inventories received directly from dealerships, Autosource finds comparable vehicle information for vehicles in the same places most buyers look for them--local and national internet websites, vehicle guides, publications and partnerships representing more than 10,000 independent vehicle sources.

How did Autosource make adjustments for my vehicle?

The main factors that affect the retail selling price and marketability of a vehicle are **mileage, equipment and condition**. Therefore, Autosource valuations include adjustments that fairly consider the differences between your vehicle and the typical vehicle found in the market.

- **Mileage**
  - Typical mileage is based on hundreds of inspected vehicles
  - The mileage adjustment is based on 8.50 cents per mile specific to the 2014 Kia Forte LX 4D Sedan in the state of Indiana. Mileage adjustments are capped at 40% of the vehicle's starting value.
- **Equipment**
  - Typical equipment represents the most common options for the 2014 Kia Forte LX 4D Sedan in the United States
  - Equipment adjustments are based on the manufacturer's retail price, adjusted for depreciation
- **Condition**
  - Typical condition is based on hundreds of inspected vehicles
  - Condition adjustments are based on a percentage of the vehicle's value

Valuation Detail

	Typical Vehicle	Your Vehicle	Adjustment
Vehicle Base Price	Marion Market		**$15,241**
Odometer	7,693 Mi(Typical)	400 Mi(Actual)	620
Convenience Options		Mud/Splash Guards	85
Packages		HomeLink Univ. Transmit.	310

Market Driven Value	**$16,256**
Deductible	-100.00
Net Adjusted Market Value	$16,156.00

Comparable Vehicle Details

The following comparables represent a sample of the vehicles used to calculate the Vehicle Base Price. The complete list of vehicles is available upon request. These vehicles have been recently offered for sale in the market place.

[redacted]

1 **2014 Kia Forte LX 2WD 4D Sedan** **KNAFK4A6XE[redacted]** Adjusted Price: **$15,040**

Stock# [redacted] 1,653 Miles. 4 Cylinder 1.8 Engine, Automatic Transmission, Auto Headlamp Control, Air Conditioning, Dual Airbags, Anti-Lock Brakes, Center Console, Rear Window Defroster, Daytime Running Lights, Bucket Seats, Head Airbags, Halogen Headlights, Intermittent Wipers, Illuminated Visor Mirror, Lighted Entry System, Heated Power Mirrors, MP3 Player, Power Brakes, Power Door Locks, Power Steering, Power Windows, AM/FM CD Player, 2nd Row Head Airbags, Split Folding Rear Seat, Rem Trunk-L/Gate Release, Side Airbags, Stability Cntrl Suspensn, Velour/Cloth Seats, Sirius Satellite Radio, Strg Wheel Radio Control, Tachometer, Trip Computer, Traction Control System, Tinted Glass, Tire Pressure Monitor, Tilt & Telescopic Steer, USB Audio Input, Steel Wheels, Wireless Phone Connect, Wireless Audio Streaming. Offered for sale by Butler Auto Group in Indianapolis, IN, (317)251-1441. Advertised 02/23/14. The advertised price of $16,000 was adjusted to account for typical negotiation.

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2 **2014 Kia Forte LX 2WD 4D Sedan** Adjusted Price: **$15,979**

Stock# [redacted] 7,033 Miles. 4 Cylinder 1.8 Engine, 6 Speed Manual, Auto Headlamp Control, Air Conditioning, Dual Airbags, Anti-Lock Brakes, Center Console, Rear Window Defroster, Daytime Running Lights, Bucket Seats, Head Airbags, Halogen Headlights, Intermittent Wipers, Lighted Entry System, Heated Power Mirrors, MP3 Player, Power Brakes, Power Door Locks, Power Steering, Power Windows, AM/FM CD Player, 2nd Row Head Airbags, Split Folding Rear Seat, Rem Trunk-L/Gate Release, Side Airbags, Stability Cntrl Suspensn, Velour/Cloth Seats, Sirius Satellite Radio, Strg Wheel Radio Control, Tachometer, Trip Computer, Traction Control System, Tinted Glass, Tire Pressure Monitor, Tilt & Telescopic Steer, USB Audio Input, Steel Wheels, Wireless Phone Connect, Wireless Audio Streaming. Offered for sale by a dealer in Lima, OH, (855)812-6478. Advertised 03/10/14. The advertised price of $16,999 was adjusted to account for typical negotiation. VIN Not Advertised.

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3 **2014 Kia Forte LX 2WD 4D Sedan** Adjusted Price: **$16,919**

Stock# [redacted] 7,714 Miles. 4 Cylinder 1.8 Engine, 6 Speed Manual, Auto Headlamp Control, Air Conditioning, Dual Airbags, Anti-Lock Brakes, Center Console, Rear Window Defroster, Daytime Running Lights, Bucket Seats, Head Airbags, Halogen Headlights, Intermittent Wipers, Lighted Entry System, Heated Power Mirrors, MP3 Player, Power Brakes, Power Door Locks, Power Steering, Power Windows, AM/FM CD Player, 2nd Row Head Airbags, Split Folding Rear Seat, Rem Trunk-L/Gate Release, Side Airbags, Stability Cntrl Suspensn, Velour/Cloth Seats, Sirius Satellite Radio, Strg Wheel Radio Control, Tachometer, Trip Computer, Traction Control System, Tinted Glass, Tire Pressure Monitor, Tilt & Telescopic Steer, USB Audio Input, Steel Wheels, Wireless Phone Connect, Wireless Audio Streaming. Offered for sale by a dealer in Lima, OH, (855)812-6478. Advertised 03/11/14. The advertised price of $17,999 was adjusted to account for typical negotiation. VIN Not Advertised.

---

4 **2014 Kia Forte LX 2WD 4D Sedan** **KNAFK4A62E[redacted]** Adjusted Price: **$14,104**

Stock# [redacted] 3,033 Miles. 4 Cylinder 1.8 Engine, Automatic Transmission, Auto Headlamp Control, Air Conditioning, Dual Airbags, Anti-Lock Brakes, Center Console, Rear Window Defroster, Daytime Running Lights, Bucket Seats, Head Airbags, Halogen Headlights, Intermittent Wipers, Lighted Entry System, Heated Power Mirrors, MP3 Player, Power Brakes, Power Door Locks, Power Steering, Power Windows, AM/FM CD Player, 2nd Row Head Airbags, Split Folding Rear Seat, Rem Trunk-L/Gate Release, Side Airbags, Stability Cntrl Suspensn, Velour/Cloth Seats, Sirius Satellite Radio, Strg Wheel Radio Control, Tachometer, Trip Computer, Traction Control System, Tinted Glass, Tire Pressure Monitor, Tilt & Telescopic Steer, USB Audio Input, Steel Wheels, Wireless Phone Connect, Wireless Audio Streaming, Overdrive. Offered for sale by Car Loans Express in Cincinnati, OH, (513)247-5626. Advertised 03/09/14. The advertised price of $15,004 was adjusted to account for typical negotiation.

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5 **2014 Kia Forte LX 2WD 4D Sedan** **KNAFK4A63E[redacted]** Adjusted Price: **$14,570**

Stock# [redacted] 11,996 Miles. 4 Cylinder 1.8 Engine, 6 Speed Manual, Auto Headlamp Control, Air Conditioning, Dual Airbags, Anti-Lock Brakes, Center Console, Rear Window Defroster, Daytime Running Lights, Bucket Seats, Head Airbags, Halogen Headlights, Intermittent Wipers, Illuminated Visor Mirror, Lighted Entry System, Heated Power Mirrors, MP3 Player, Power Brakes, Power Door Locks, Power Steering, Power Windows, AM/FM CD Player, 2nd Row Head Airbags, Split Folding Rear Seat, Rem Trunk-L/Gate Release, Side Airbags, Stability Cntrl Suspensn, Velour/Cloth Seats, Sirius Satellite Radio, Strg Wheel Radio Control, Tachometer, Trip Computer, Traction Control System, Tinted Glass, Tire Pressure Monitor, Tilt & Telescopic Steer, USB Audio Input, Steel Wheels, Wireless Phone Connect, Wireless Audio Streaming. Offered for sale by River Oaks Hyundai Kia in Calumet City, IL, (708)868-6500. Advertised 02/02/14. The advertised price of $15,500 was adjusted to account for typical negotiation.

Indiana Regulatory Statement

A person who knowingly and with intent to defraud an insurer files a statement of claim containing any false, incomplete, or misleading information commits a felony.

Report Generated by Audatex, a Solera Company

US Pat. No 7912740B2

US Pat. No 8200513B2

US Pat. No 8468038B2

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Administrative Data

Jan Alspach
American Family Insurance
Indiana Branch
Scanning Center
6000 American Parkway
Madison WI 53783

Claimant	
Insured	[redacted]
Claim	[redacted]
Loss Date	03/10/2014
Loss Type	Comp
Policy	[redacted]
Other	

Owner Name	[redacted]
Owner First Name	[redacted]
Inspection City	MARION
Inspection State	IN
Reinspection Event	

VINSOURCE Analysis

VIN	KNAFK4A67E5[redacted]
Decodes as	2014 Kia Forte LX 4D Sedan
Accuracy	Decodes Correctly
History	Activity was reported
AudaVIN	No

- **Autosource activity: (NONE).**
- **Autotrak activity: (NONE).**
- **Audatex/Estimating activity: (NONE)**
- **Sales history activity: (NONE)**

NICB Report

NICB/ISO Member	A075 AMERICAN FAMILY MUTUAL INSURANCE COMPANY
Claim	[redacted]
Type of Loss	PROPERTY/CASUALTY
Loss Date	03/10/14
Phone	[redacted]

Vehicle Salvage Title Summary

No Branded title history found for this VIN.

Processed on 03/13/14 4:50 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

Reported Phone Number Analysis

No Vehicles Advertised at (765) 251-3263

Vehicle Description

VIN: KNAFK4A67E5[redacted]

2014 Kia Forte LX 4D Sedan
400 Miles Actual
4cyl Gasoline 1.8
6-Speed Automatic

Interior	Air Conditioning	Cruise Control	Center Console
	Electronic Compass	Floor Mats	Bucket Seats
	Garage Door Opener	Intermittent Wipers	Lighted Entry System
	Power Door Locks	Power Windows	Split Folding Rear Seat
	Velour/Cloth Seats	Tachometer	Trip Computer
	Tire Pressure Monitor	Tilt & Telescopic Steer	
Exterior	Rear Window Defroster	Keyless Entry System	Heated Power Mirrors
	Mud/Splash Guards	Rem Trunk-L/Gate Release	Tinted Glass
	Steel Wheels		
Mechanical	Power Brakes	Power Steering	Stability Cntrl Suspensn
Safety	Automatic Dimming Mirror	Auto Headlamp Control	Dual Airbags
	Anti-Lock Brakes	Daytime Running Lights	Head Airbags
	Halogen Headlights	Side Airbags	Traction Control System
Entertainment	MP3 Player	AM/FM CD Player	Sirius Satellite Radio
	Strg Wheel Radio Control	USB Audio Input	Wireless Phone Connect
	Wireless Audio Streaming		
Packages	HomeLink Univ. Transmit., Automatic Dimming Mirror, Electronic Compass, Garage Door Opener		
Trim Levels	*LX, EX, EX Premium	* Indicates your trim level	

A detailed description of your vehicle was provided to Autosource by a trained appraiser. Contact American Family Insurance if revisions are necessary.

Vehicle Valuation Detail

Typical Vehicle

	Typical Vehicle	Loss Vehicle	Adjustment
City/State	Marion, IN	Marion, IN	
Price	$15,241		$15,241
Description			
Year	2014	2014	
Make	Kia	Kia	
Model	Forte	Forte	
Edition	LX	LX	
Door	4D	4D	
Body	Sedan	Sedan	
Drive	2WD	2WD	

	Typical Vehicle	Loss Vehicle	Adjustment
Engine	4 Cylinder 1.8 Engine	4 Cylinder 1.8 Engine	0
Transmission	6-Speed Automatic	6-Speed Automatic	0
Color	Not Applicable	MILKY BEIGE MET	
Odometer	7,693 Mi(Typical)	400 Mi(Actual)	620
Equipment			
Convenience Options		Automatic Dimming Mirror	0
	Auto Headlamp Control	Auto Headlamp Control	
	Air Conditioning	Air Conditioning	
	Tire Pressure Monitor	Tire Pressure Monitor	
	Strg Wheel Radio Control	Strg Wheel Radio Control	
	Cruise Control	Cruise Control	
		Mud/Splash Guards	85
	Rear Window Defroster	Rear Window Defroster	
	Daytime Running Lights	Daytime Running Lights	
	Floor Mats	Floor Mats	
	Rem Trunk-L/Gate Release	Rem Trunk-L/Gate Release	
		Garage Door Opener	0
	Tilt & Telescopic Steer	Tilt & Telescopic Steer	
Other Optional Equipment	Wireless Phone Connect	Wireless Phone Connect	
	Halogen Headlights	Halogen Headlights	
	Intermittent Wipers	Intermittent Wipers	
		Keyless Entry System	0
	Lighted Entry System	Lighted Entry System	
	Tachometer	Tachometer	
	Anti-Lock Brakes	Anti-Lock Brakes	
	Center Console	Center Console	
	Side Airbags	Side Airbags	
		Electronic Compass	0
	2nd Row Head Airbags		0
	Stability Cntrl Suspensn	Stability Cntrl Suspensn	
	Wireless Audio Streaming	Wireless Audio Streaming	
	Head Airbags	Head Airbags	
	Dual Airbags	Dual Airbags	
	Tinted Glass	Tinted Glass	
	Traction Control System	Traction Control System	
	Trip Computer	Trip Computer	
Power Accessories	Power Steering	Power Steering	
	Heated Power Mirrors	Heated Power Mirrors	
	Power Windows	Power Windows	
	Power Brakes	Power Brakes	
	Power Door Locks	Power Door Locks	
Radio/Phone/Alarm Options	Sirius Satellite Radio	Sirius Satellite Radio	
	MP3 Player	MP3 Player	
	USB Audio Input	USB Audio Input	
	AM/FM CD Player	AM/FM CD Player	
Seat Options	Velour/Cloth Seats	Velour/Cloth Seats	
	Split Folding Rear Seat	Split Folding Rear Seat	
	Bucket Seats	Bucket Seats	

[redacted]

	Typical Vehicle	Loss Vehicle	Adjustment
Wheel Options	Steel Wheels	Steel Wheels	
Packages		HomeLink Univ. Transmit.	310
		Autosource Value Before Condition Adjustments	16,256
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	Good	
Mechanical			
Engine	Well Maintained	Well Maintained	
Transmission	Well Maintained	Well Maintained	
Tires			
Front Tires	New	New	
Rear Tires	New	New	
		Total Condition Adjustments	**0**
		Prior Damage	0
		Condition Adjustment	0
		Net Condition Adjustment	**0**
		Total Condition Adjusted Market Value	**$16,256**
		General Sales Tax %	
		Title Fee	
Warning			
The market value displayed may not reflect the activity detected by VINSOURCE and/or NICB research.		Transfer Fee	
		Deductible	-100.00
		Net Adjusted Value	
		Salvage/Other	-

REPRESENTATIVE VEHICLES

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 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 469522042, as determined by the vehicle owner's principally garaged area. Autosource located 11, 2014 Kia Forte 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 11 comparable vehicles is $178,350 for an average price of $16,214.

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 2014 Kia Forte, the difference

[redacted]

between the asking price and selling price is generally 6%. 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 8.50 cents per mile has been applied.

Taking into consideration the vehicle specifics, the fair market value is $16,256.

1

Vehicle	2014 Kia Forte LX 2WD 4D Sedan			Phone	(317)251-1441
City	Indianapolis	State	IN	Price	$16,000
Date	02/23/14	Distance	55mi	Veh Adj	$0
VIN	KNAFK4A6XE5[redacted]	Stock	[redacted]	Adj Price	$16,000
Seller	Butler Auto Group	Odometer	1,653		
Source	Autotrader.com				
Details	4 Cylinder 1.8 Engine, Automatic Transmission, Auto Headlamp Control, Air Conditioning, Dual Airbags, Anti-Lock Brakes, Center Console, Rear Window Defroster, Daytime Running Lights, Bucket Seats, Head Airbags, Halogen Headlights, Intermittent Wipers, Illuminated Visor Mirror, Lighted Entry System, Heated Power Mirrors, MP3 Player, Power Brakes, Power Door Locks, Power Steering, Power Windows, AM/FM CD Player, 2nd Row Head Airbags, Split Folding Rear Seat, Rem Trunk-L/Gate Release, Side Airbags, Stability Cntrl Suspensn, Velour/Cloth Seats, Sirius Satellite Radio, Strg Wheel Radio Control, Tachometer, Trip Computer, Traction Control System, Tinted Glass, Tire Pressure Monitor, Tilt & Telescopic Steer, USB Audio Input, Steel Wheels, Wireless Phone Connect, Wireless Audio Streaming				

2

Vehicle	2014 Kia Forte LX 2WD 4D Sedan			Phone	(855)812-6478
City	Lima	State	OH	Price	$16,999
Date	03/10/14	Distance	83mi	Veh Adj	$0
VIN		Stock	[redacted]	Adj Price	$16,999
Seller	Dealer	Odometer	7,033		
Source	Cars.com				
Details	4 Cylinder 1.8 Engine, 6 Speed Manual, Auto Headlamp Control, Air Conditioning, Dual Airbags, Anti-Lock Brakes, Center Console, Rear Window Defroster, Daytime Running Lights, Bucket Seats, Head Airbags, Halogen Headlights, Intermittent Wipers, Lighted Entry System, Heated Power Mirrors, MP3 Player, Power Brakes, Power Door Locks, Power Steering, Power Windows, AM/FM CD Player, 2nd Row Head Airbags, Split Folding Rear Seat, Rem Trunk-L/Gate Release, Side Airbags, Stability Cntrl Suspensn, Velour/Cloth Seats, Sirius Satellite Radio, Strg Wheel Radio Control, Tachometer, Trip Computer, Traction Control System, Tinted Glass, Tire Pressure Monitor, Tilt & Telescopic Steer, USB Audio Input, Steel Wheels, Wireless Phone Connect, Wireless Audio Streaming				

3

Vehicle	2014 Kia Forte LX 2WD 4D Sedan			Phone	(855)812-6478
City	Lima	State	OH	Price	$17,999
Date	03/11/14	Distance	83mi	Veh Adj	$0
VIN		Stock	[redacted]	Adj Price	$17,999
Seller	Dealer	Odometer	7,714		
Source	Cars.com				
Details	4 Cylinder 1.8 Engine, 6 Speed Manual, Auto Headlamp Control, Air Conditioning, Dual Airbags, Anti-Lock Brakes, Center Console, Rear Window Defroster, Daytime Running Lights, Bucket Seats, Head Airbags, Halogen Headlights, Intermittent Wipers, Lighted Entry System, Heated Power Mirrors, MP3 Player, Power Brakes, Power Door Locks, Power Steering, Power Windows, AM/FM CD Player, 2nd Row Head Airbags, Split Folding Rear Seat, Rem Trunk-L/Gate Release, Side Airbags, Stability Cntrl Suspensn, Velour/Cloth Seats, Sirius Satellite Radio, Strg Wheel Radio Control, Tachometer, Trip Computer, Traction Control System, Tinted Glass, Tire Pressure Monitor, Tilt & Telescopic Steer, USB Audio Input, Steel Wheels, Wireless Phone Connect, Wireless Audio Streaming				

4

Vehicle	2014 Kia Forte LX 2WD 4D Sedan			Phone	(513)247-5626
City	Cincinnati	State	OH	Price	$15,004
Date	03/09/14	Distance	115mi	Veh Adj	$0
VIN	KNAFK4A62E5[redacted]	Stock	[redacted]	Adj Price	$15,004
Seller	Car Loans Express	Odometer	3,033		

Source	Autotrader.com
Details	4 Cylinder 1.8 Engine, Automatic Transmission, Auto Headlamp Control, Air Conditioning, Dual Airbags, Anti-Lock Brakes, Center Console, Rear Window Defroster, Daytime Running Lights, Bucket Seats, Head Airbags, Halogen Headlights, Intermittent Wipers, Lighted Entry System, Heated Power Mirrors, MP3 Player, Power Brakes, Power Door Locks, Power Steering, Power Windows, AM/FM CD Player, 2nd Row Head Airbags, Split Folding Rear Seat, Rem Trunk-L/Gate Release, Side Airbags, Stability Cntrl Suspensn, Velour/Cloth Seats, Sirius Satellite Radio, Strg Wheel Radio Control, Tachometer, Trip Computer, Traction Control System, Tinted Glass, Tire Pressure Monitor, Tilt & Telescopic Steer, USB Audio Input, Steel Wheels, Wireless Phone Connect, Wireless Audio Streaming, Overdrive

5

Vehicle	2014 Kia Forte LX 2WD 4D Sedan			Phone	(708)868-6500
City	Calumet City	State	IL	Price	$15,500
Date	02/02/14	Distance	121mi	Veh Adj	$0
VIN	KNAFK4A63E5[redacted]	Stock	[redacted]	Adj Price	$15,500
Seller	River Oaks Hyundai Kia	Odometer	11,996		

Source	Autotrader.com
Details	4 Cylinder 1.8 Engine, 6 Speed Manual, Auto Headlamp Control, Air Conditioning, Dual Airbags, Anti-Lock Brakes, Center Console, Rear Window Defroster, Daytime Running Lights, Bucket Seats, Head Airbags, Halogen Headlights, Intermittent Wipers, Illuminated Visor Mirror, Lighted Entry System, Heated Power Mirrors, MP3 Player, Power Brakes, Power Door Locks, Power Steering, Power Windows, AM/FM CD Player, 2nd Row Head Airbags, Split Folding Rear Seat, Rem Trunk-L/Gate Release, Side Airbags, Stability Cntrl Suspensn, Velour/Cloth Seats, Sirius Satellite Radio, Strg Wheel Radio Control, Tachometer, Trip Computer, Traction Control System, Tinted Glass, Tire Pressure Monitor, Tilt & Telescopic Steer, USB Audio Input, Steel Wheels, Wireless Phone Connect, Wireless Audio Streaming

Valuation Notes

- **Loss vehicle description was provided by American Family Insurance**
- **Adjustments of Special Note**
  - A mileage adjustment of 8.50 cents per mile/kilometer has been applied. This adjustment is based on the vehicle year, vehicle category and market area. Mileage adjustments are capped at 40% of the vehicle's starting value.
  - No special adjustments were made for this vehicle.
  - 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 Marion, Indiana.
- **Conditioning Notes**
  - **INTERIOR**
    - **Seats**: Rated tyipical, car is 2 weeks old with less than 500 miles, new condition.
    - **Carpets**: Rated tyipical, car is 2 weeks old with less than 500 miles, new condition.
    - **Int Trim**: Rated tyipical, car is 2 weeks old with less than 500 miles, new condition.
    - **Glass**: Rated tyipical, car is 2 weeks old with less than 500 miles, new condition.
    - **Headliner**: Rated tyipical, car is 2 weeks old with less than 500 miles, new condition.
  - **EXTERIOR**
    - **Body**: Rated tyipical, car is 2 weeks old with less than 500 miles, new condition.
    - **Paint**: Rated tyipical, car is 2 weeks old with less than 500 miles, new condition.
    - **Ext Trim**: Rated tyipical, car is 2 weeks old with less than 500 miles, new condition.
  - **MECHANICAL**
    - **Engine**: Rated tyipical, car is 2 weeks old with less than 500 miles, new condition.
    - **Transmission**: Rated tyipical, car is 2 weeks old with less than 500 miles, new condition. Transmission inaccessible
  - **TIRES**
    - **Front Tires**: All four tires were a matching set of Nexen. Both front tires were 9/32
    - **Rear Tires**: Both rear tires were 9/32

[redacted]

Salvage Valuation

Salvage value is unavailable.

Recall Bulletins

No recall bulletins have been issued that apply to this vehicle

Original Equipment Guide

	Engine Options	
*	4 Cylinder 1.8 Engine	STD

	Other Optional Equipment	
*	Anti-Lock Brakes	STD
*	Center Console	STD
*	Dual Airbags	STD
*	Electronic Compass	
*	Head Airbags	STD
*	Halogen Headlights	STD
*	Intermittent Wipers	STD
*	Keyless Entry System	
*	Lighted Entry System	STD
	2nd Row Head Airbags	STD
	Remote Starter	$495
*	Side Airbags	STD
*	Stability Cntrl Suspensn	STD
	Rear Spoiler	$295
*	Tachometer	STD
*	Trip Computer	STD
*	Traction Control System	STD
*	Tinted Glass	STD
	Wheel Locks	$55
*	Wireless Phone Connect	STD
*	Wireless Audio Streaming	STD

	Radio/Phone/Alarm Options	
*	AM/FM CD Player	STD
*	MP3 Player	STD
*	Sirius Satellite Radio	STD
*	USB Audio Input	STD

	Wheel Options	
	Aluminum/Alloy Wheels	
*	Steel Wheels	STD

	Transmission Options	
	6 Speed Manual	STD
*	6-Speed Automatic	$1,500

	Convenience Options	
*	Air Conditioning	STD
*	Automatic Dimming Mirror	
*	Auto Headlamp Control	STD
	Cargo/Trunk Mat	$95
*	Cruise Control	TYP
	Cargo/Trunk Net	$50
*	Rear Window Defroster	STD
*	Daytime Running Lights	STD
*	Floor Mats	$115
*	Garage Door Opener	
	Illuminated Visor Mirror	
*	Mud/Splash Guards	$95
*	Rem Trunk-L/Gate Release	STD
*	Strg Wheel Radio Control	STD
*	Tire Pressure Monitor	STD
*	Tilt & Telescopic Steer	STD

	Power Accessories	
*	Heated Power Mirrors	STD
*	Power Brakes	STD
*	Power Door Locks	STD
*	Power Steering	STD
*	Power Windows	STD

	Seat Options	
*	Bucket Seats	STD
*	Split Folding Rear Seat	STD
*	Velour/Cloth Seats	STD

	Option Packages		
	Cargo Package	$80	Includes Cargo Tray
*	HomeLink Univ. Transmit.	$350	Includes Automatic Dimming Mirror, Electronic Compass, Garage Door Opener

Popular Package	$900	Includes Aluminum/Alloy Wheels, Cruise Control, Illuminated Visor Mirror, Keyless Entry System, Mirrors With Turn Signal, Tweeters
Protection Package	$175	
Rear Bumper Applique	$75	

Base retail price	$16,700
Loss Vehicle manufacturer's suggested retail price as reported	**$18,760**

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

* Indicates loss vehicle equipment.

Vehicle Locator Service

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.

About Your Valuation

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.

Indiana Regulatory Statement

A person who knowingly and with intent to defraud an insurer files a statement of claim containing any false, incomplete, or misleading information commits a felony.

Report Generated by Audatex, a Solera Company

US Pat. No 7912740B2

US Pat. No 8200513B2

US Pat. No 8468038B2

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AMERICAN FAMILY INSURANCE
SCANNING CENTER
6000 AMERICAN PARKWAY
MADISON, WI 53783-0001
1-800-MYAMFAM (1-800-692-6326)

***** ESTIMATE *****

03/11/2014 09:56 AM

Owner

Owner: [redacted]
Address: [redacted]
City State Zip: MARION, IN [redacted]
FAX: [redacted]

Control Information

Claim # : [redacted]
Loss Date/Time: 03/10/2014 08:00 AM
Deductible: $100.00
File # :
Insured Policy # : [redacted]
Loss Type: Comprehensive
Accounting # : Grant

Ins. Company: American Family Insurance
Company Contact: American Family Insurance Co.
Address: 6000 American Parkway
City State Zip: Madison, WI 53783
Work/Day:
FAX:

Insured: [redacted]
Address:
[redacted]

Inspection

Inspection Date: 03/11/2014 09:54 AM
Inspection Location: Matthews Buick Pontiac Body Shop
Address: 1101 N BALDWIN AVE
City State Zip: MARION, IN 46952
Primary Impact: Non-Collision
Driveable: No
Inspection Type: Field
Contact:
(765)662-3831
Secondary Impact:
Rental Assisted:

Assigned Date/Time:
First Contact Date/Time:
Received Date/Time: 03/10/2014 04:39 PM
Appointment Date/Time: 03/11/2014 08:00 AM

Appraiser Name: Jan Alspach
Address: Scanning Center
6000 American Parkway
City State Zip: Madison, WI 53783
Email: jalspach@amfam.com
Appraiser License # :
Work/Day: (800)692-6326x21013
Home/Evening:
FAX: (866)948-9739

Repairer

Target Complete Date/Time:
Days To Repair: 0

Remarks

NO SUPPLEMENTS APPROVED WITHOUT PRIOR AUTHORIZATION BY AMFAM
NO SUPPLEMENT WILL BE PAID WITHOUT INVOICES OR PHOTOS OF THE ADDITIONAL REPAIRS.

[redacted]

Prior damages to vehicle: None

Vehicle

2014 Kia Forte LX 4 DR Sedan
4cyl Gasoline 1.8
6-Speed Automatic

Lic.Plate:	[redacted]	**Lic State:**	IN
Lic Expire:		**VIN:**	KNAFK4A67E5[redacted]
Prod Date:		**Mileage:**	400
Veh Insp# :		**Mileage Type:**	Actual
Condition:		**Code:**	KA473B
Ext. Color:	MILKY BEIGE MET	**Int. Color:**	
Ext. Refinish:	Two-Stage	**Int. Refinish:**	
Ext. Paint Code:	M9Y	**Int. Trim Code:**	

Options

AM/FM CD Player	Air Conditioning	Anti-Lock Brakes
Auto Headlamp Control	Automatic Dimming Mirror	Automatic Trans
Bucket Seats	Center Console	Cruise Control
Daytime Running Lights	Dual Airbags	Electronic Compass
Floor Mats	Garage Door Opener	Halogen Headlights
Head Airbags	Heated Power Mirrors	Intermittent Wipers
Keyless Entry System	Lighted Entry System	MP3 Player
Mud/Splash Guards	Power Brakes	Power Door Locks
Power Steering	Power Windows	Rear Window Defroster
Rem Trunk-L/Gate Release	Side Airbags	Sirius Satellite Radio
Split Folding Rear Seat	Stability Cntrl Suspensn	Steel Wheels
Strg Wheel Radio Control	Tachometer	Tilt & Telescopic Steer
Tinted Glass	Tire Pressure Monitor	Traction Control System
Trip Computer	USB Audio Input	Velour/Cloth Seats
Wireless Audio Streaming	Wireless Phone Connect	

Damages

Line	Op	Guide	MC	Description	MFR.Part No.	Price	ADJ%	B%	Hours	R
1	SB			Photo total loss	Sublet Repair	$16,256.00*				SM*

1 Items

Estimate Total & Entries

Labor	Rate	Replace Hrs	Repair Hrs	Total Hrs
Sheet Metal (SM)	$44.00			
Mech/Elec (ME)	$70.00			
Frame (FR)	$55.00			
Refinish (RF)	$44.00			
Paint Materials	$28.00			

Sublet Repairs	$16,256.00	
Towing	$135.00	
Gross Total		**$16,391.00**
Less: Deductible		$100.00-
Net Total		**$16,291.00 TOTAL LOSS**

[redacted]

Alternate Parts Y/00/00/00/00/00 CUM 00/00/00/00/00/00 Zip Code: 46604 Restricted North 10/10
Recycled Parts NOT APPLICABLE

Audatex Estimating 6.0.843 ES 03/13/2014 02:58 PM REL 6.0.843 DT 02/01/2014 DB 03/08/2014
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INDIANA FRAUD WARNING: A PERSON WHO KNOWINGLY AND WITH INTENT TO DEFRAUD AN INSURER FILES A STATEMENT OF CLAIM CONTAINING ANY FALSE, INCOMPLETE, OR MISLEADING INFORMATION COMMITS A FELONY.

Op Codes

* = User-Entered Value	E = Replace OEM	NG = Replace NAGS
EC = Replace Economy	OE = Replace PXN OE Srpls	UE = Replace OE Surplus
ET = Partial Replace Labor	EP = Replace PXN	EU = RECYCLED PART
TE = Partial Replace Price	PM = Replace PXN Reman/Reblt	UM = Replace Reman/Rebuilt
L = Refinish	PC = Replace PXN Reconditioned	UC = Replace Reconditioned
TT = Two-Tone	SB = Sublet Repair	N = Additional Labor
BR = Blend Refinish	I = Repair	IT = Partial Repair
CG = Chipguard	RI = R & I Assembly	P = Check
AA = Appearance Allowance	RP = Related Prior Damage	

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Clm: [redacted] DOL: 03/10/2014 Policy: [redacted] CAT:

Financial Summary & Transactions

Loss Paid-to-Date: $16,905.80 **Deductible(s) Applied-to-Date: $100.00** **Expense Paid-to-Date: $863.55**

Filtered by: No filter applied. All items displayed.

Loss Payments:	$16,905.80	**Loss Credits:**	$0.00	**Expense Payments:**	$863.55	**Expense Credits:**	$0.00
Claim:	$16,905.80	**Claim:**	$0.00	**Legal:**	$0.00	**Legal:**	$0.00
Salvage:	$0.00	**Salvage:**	$0.00	**Medical:**	$0.00	**Medical:**	$0.00
Subrogation:	$0.00	**Subrogation:**	$0.00	**Other:**	$863.55	**Other:**	$0.00

Display By: Chronological Order

Displaying 5 item(s). **Sorted By:** Descending Trans Date

Trans Date	Trans #	Transaction	Pay To / Payor	Party - Peril	Amount	Status
04/18/2014	[redacted]	Payment - Expense - Other	SHAND FORENSIC INVESTIGATIONS	[redacted] Comp - Misc. Non-Collision & Fire Theft Wind (059): $825.00	$825.00	Issued
		Trans Message: OTHER EXPENSE				
04/15/2014	[redacted]	Group Pay - Loss - Claim	ENTERPRISE RENT A CAR	[redacted] Rental Reimbursement (022): $749.80	$749.80	Reconciled
		Trans Message: Group Payment as of 04/15/2014				
04/15/2014	[redacted]	Group Pay - Expense - Other	CARFAX INC	[redacted] Comp - Misc. Non-Collision & Fire Theft Wind (059): $11.99	$11.99	Reconciled
		Trans Message: Group Payment as of 04/15/2014				
04/09/2014	[redacted]	Group Pay - Expense - Other Group Pay - Expense - Other	AUDATEX	[redacted] Comp - Misc. Non-Collision & Fire Theft Wind (059): $18.00 Comp - Misc. Non-Collision & Fire Theft Wind (059): $8.56	$26.56	Issued
		Trans Message: Group Payment as of 04/09/2014				
03[redacted]14	[redacted]	Payment - Loss - Claim	HCA EXCHANGE INC	[redacted] Comp - Misc. Non-Collision & Fire Theft Wind (059): $16,156.00	$16,156.00	Reconciled
		Trans Message: A LOSS OCCURRING ON 03/10/2014 $100 DEDUCTIBLE APPLIED TOTAL LOSS PAYMENT FOR ACCT[redacted]				

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KNOX COUNTY SHERIFF
Offense Report
INCIDENT NUMBER: [redacted]

INCIDENT INFORMATION

Date Reported: 04/19/2014 Time: 2136
Report Officer: KN863 (MCDERMETJARED)
Reviewed By: KN4 (RANDALL)
Officer Making Rpt: KN863 (MCDERMETJARED)
Supervisor: KN4 (RANDALL)
Date Occurred: 04/19/2014 Time: 2136
Location: 2000 KNOX ROAD 500E Pref: Apt:
City: GALESBURG State: IL Zip: 61401-
Latest Poss Date: 4/19/2014 Time: 2136
Associated Offense #:
Rpt District: 0016 Beat: NO Shift: 2
Command Area: 02
Damage Prop: Stolen Property: Stolen Vehicle:
Disposition: Disposition Date:

OFFENSES

Offense: 7313 (Fire/explosion)
IBR Code: Att/Comp: UCR: 9999 UCR Arson:

WITNESS/INV PARTY

Invol Type: OWNER Name: [redacted]
Juvenile: NO
Address: [redacted] GALESBURG, IL [redacted]
Bldg: Apt #:
Contact: [redacted] SSN: DOB: [redacted] Sex: F Race: W
DL Number: State: Hgt: Wgt: Hair: Eyes:
Employer: Contact:
Emp Addr:
Bldg: Apt #:

VEHICLE

Date and Time Last Updated: 5/7/2014 3:45:02 PM Officer Signed ID: KN863

Rec Type:
Year: 2013 Make: KIA Model:
Style: 4D Color 1: Color 2:
Tag Type: Tag State: MO Tag Num: [redacted]
Vin: KNAGM4AD3D5[redacted]
Value Stolen: Date Reported: 4/19/2014 Time:
Value Recvrd: Date Recvrd: Time:

TOTAL VALUE STOLEN: $0
TOTAL VALUE RECOVERED: $0

NARRATIVE

[redacted]

KNOX COUNTY SHERIFF
Offense Report
INCIDENT NUMBER: [redacted]

On April 19, 2014, approx. 2138hrs I, Deputy McDermet, was dispatched to 2050 Knox Rd. 500E in reference to a vehicle on fire. Deputy Robertson responded for assistance.

Upon arrival I was advised the registered owner of the vehicle was en route to the vehicle. I observed the vehicle, a 2013 Kia 4dr baring Missouri registration #[redacted], parked in the grass on the west side of the roadway. The vehicle was seen by first responders as they were en route to an accident up the road. The vehicle was fully engulfed in flames and unsure if anyone was inside. Henderson fire responded and was able to get the vehicle fire out.

I met with the registered owner, [redacted] who stated the vehicle was having mechanical problems and she pulled over. The vehicle electricity failed and she was unable to drive it any further. [redacted] called for a tow to respond and get the vehicle and she was able to get a ride to Galesburg, IL. She stated she was gone for approx. 45 min to an hour before she got the call stating her car was on fire.

I confirmed with Anno and Sons Towing that [redacted] contacted them prior to the fire for the vehicle to be towed.

It was determined the vehicle caught fire due to mechanical issues. I took pictures of the vehicle for documentation and the vehicle was towed from the scene by Anno and Sons Towing.

Deputy J. McDermet #KN863

OFFENSE REPORT #[redacted] REVIEWED BY MCDERMETJARED ON 5/7/2014 10:48:41 AM

OFFENSE REPORT #[redacted] APPROVED BY RANDALL, BART ON 5/7/2014 3:46:24 PM

[redacted]

AMERICAN FAMILY INSURANCE

6000 American Pkwy | Madison, WI 53783-0001 | 1-800-MY AMFAM (692-6326) | amfam.com

March 14, 2014

RECEIVED
MAR 21 2014
CONSUMER AFFAIRS

69-NKN003

KIA MOTORS
ATTN NEW CLAIM NOTICE
PO BOX 52410
IRVINE CA 92619-2410

RE: Our Claim Number: [redacted]
Our Policy Number:
Our Insured:
Date of Loss: March 10, 2014
Our Company Name: American Family Mutual Insurance Company

Dear Sir:

Our insured, [redacted] purchased a 2014 KIA FLX, vin KNAFK4A67E5[redacted] very recently.

On 3-10-14, the car started on fire. There was less than 300 miles on the vehicle. The car was purchased from KIA of Muncie, Indiana.
The car is available for inspection.

Please contact me as soon as possible on this potential claim.

Sincerely,

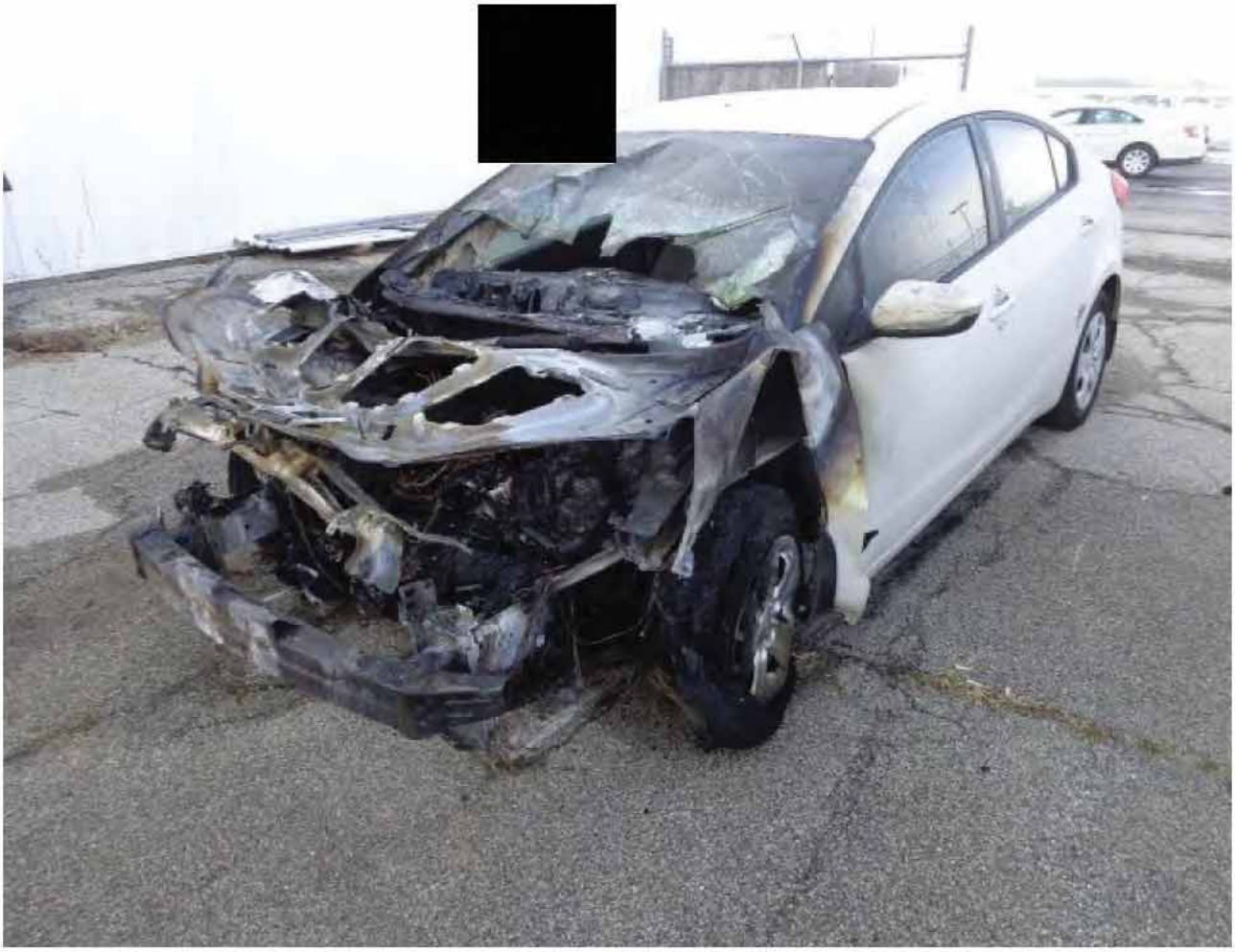
[redacted]

Nancy K Noles
Subrogation Senior Adjuster
American Family Mutual Insurance Company
1-800-MYAMFAM (1-800-692-6326) X 44784
nnoles@amfam.com
Fax: (866) 364-0982
www.amfam.com/claims

Enc:

[redacted]















Attached: 03/13/14 06:50am

DEBRIS PUT INTO REAR SEATS



Attached: 03/13/14 06:50am

TOW BILL



Attached: 03/13/14 06:50am

VIN



Attached: 03/13/14 06:50am

INTERIOR



Attached: 03/13/14 06:50am

MILEAGE ATTEMPT



Attached: 03/13/14 06:50am

SEAT



Attached: 03/13/14 06:50am

CARPET



Attached: 03/13/14 06:50am

DOOR TRIM PANEL



Attached: 03/13/14 06:50am

HEADLINER



Attached: 03/13/14 06:50am



Attached: 03/13/14 06:50am

STEREO



Attached: 03/13/14 06:50am

LF FRT

SUNVISOR



Attached: 03/13/14 06:50am

RT FRT



Attached: 03/13/14 06:50am

RT REAR



Attached: 03/13/14 06:50am

LF REA



Attached: 03/13/14 06:50am

PLATE



Attached: 03/13/14 06:50am

SAT STEREO



Attached: 03/13/14 06:51am

STEERING WHEEL CONTROLS



Attached: 03/13/14 06:50am

LF FRT DAMAGE

Attached: 03/13/14 06:51am

RT FRT DAMAGE



Attached: 03/13/14 06:51am

ENGINE ON RT SIDE

A S hotos or laim um er [redacted]



Attached: 03/13/14 06:51am

ENGINE FROM CENTER



Attached: 03/13/14 06:51am

LF SIDE ENGINE AREA...
BATTERY, FUES BOX



Attached: 03/13/14 06:51am

RT SIDE ENGINE

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

FORTE



Claimant or Kia, or to others with the prior written consent of the Kia. In the event Claimant or Kia discloses any of the terms of this settlement or agreement as allowed by this paragraph, such party shall prior to such disclosure, secure in writing from the person or entity to whom disclosure is made, other than a court, such party's or entity's agreement to maintain the disclosed information in confidence.

Print Claimant's Name: [redacted]

By: [redacted]

Date: 5/10/15

Print Claimant's Name: [redacted]

By: [redacted]

Date: 5/10/15

[redacted]

Consumer Assistance Center Case Report

Printed By: JMojica | **Case Number -** [redacted] | 02/24/2015 11:11:30 AM

Case Details

Title: Customer complaint vehicle caught fire, product liability

VIN: KNAFK4A66E5[redacted] | **Mileage:** 14600 | **Status:** Working

Year:2014 | **Model:FORTE SEDAN**

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

Owner: Jeannie Mojica | **Owner Email:** JMojica@kiausa.com

Case Type Level1: Complaint

Case Type Level2: Quality

Case Type Level3: Product Liability

Case Type Level4: Fire/Explosion

Contact Details

Name: [redacted]

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

Address1: [redacted]

Address2:

City: Redlands | **State:** CA | **Zip:** [redacted] | **Email:** [redacted]

Dealer Details

Code: CA211

Name: Riverside Kia

Case History

*** PHONE LOG 01/30/2015 04:26:25 PM (Local Time) JMiller Action Type:
Customer States: [redacted] (mother)
1. Do not know the mileage 14,600 in 4/2014
2. The vehicle caught on fire and burned up
3. 911 was called and an investigator was called out and we believe that it was due to the recall that came out
4. Will be incurring costs to fly out to her from Denver to CA and will need to be getting a new car
5. Need expenses for lodging eating and any expenses that are incurred due to this
6. Want to be compensated for the hassle as well
7. We do have pictures

Writer Advised:
1. Apologized
2. Ran Accident script
3. KMA will contact customer back in 2-3 business days
4. Case will be escalated to National office

Customer States:
1. I really believe this is due to the SC that just was released for these vehicles

Writer Advised:
1. Has not been released on all the VIN numbers yet
2. Not showing it currently
3. Your vehicle was produced within production dates of Dec. 5, 2012 through Jan. 27, 2014 however all SC are VIN specific so cannot at this point say for sure if vehicle was affected.
4. Customer mentioned that pictures are available can customer send pictures in?

Customer States:
1. They are the property of the insurance company need to ask them first

Writer Advised:
1. Okay will document tha pictures may be available
2. Provided case number

[redacted]

Case History

Customer thanked and transferred to NCA
[!<For Internal Use Only:
>!]

*** CASE DISPATCHED 01/30/2015 04:26:30 PM (Local Time) JMiller
from WIP Default to Queue National CA.

*** CASE ACCEPTED 02/02/2015 07:40:04 AM (Local Time) JeffStroup
from Queue National CA to WIP Inbox/Need To Call.

*** PHONE LOG 02/03/2015 11:06:21 AM (Local Time) RHoward Action Type: Incoming call
Travis with Progressive Insurance called:
1. Calling regarding case

Writer:
1. Case is being handled by NCA
2. I can see if the Case Manager is available, if not it would be their VM

Travis:
1. Ok
2. Can I have an address where I can send information to

Writer:
1. Provided [redacted], Irvine, CA [redacted]

Travis:
1. Ok thank you

Writer transferred to NCA JMojica VM
[!<For Internal Use Only:
>!]

*** PHONE LOG 02/03/2015 01:40:51 PM (Local Time) JMojica Action Type: Outgoing call
Wtr attempted to contact customer:
1. Phone was answered, but no response to wtr after several "hellos".
[!<For Internal Use Only:
>!]

*** PHONE LOG 02/04/2015 08:55:56 AM (Local Time) JMojica Action Type: Incoming call
Travis with Progressive left VM:
1. She made a claim about her vehicle.
2. Just trying to get some info from you, see if we will be setting up a joint inspection.
3. Please c/b at 916-246-3077, cl #: [redacted]
[!<For Internal Use Only:
>!]

*** PHONE LOG 02/04/2015 05:16:39 PM (Local Time) JMojica Action Type: Outgoing call
Wtr left VM for Travis with Progressive:
1. Provided cl #.
2. Wtr has not been able to communicate with customer yet.
3. Wtr still needs docs.
4. If agent is able to send docs please do so, it would be very much appreciated.
5. Provided email address.
6. Provided c/b and case #.
[!<For Internal Use Only:
>!]

*** PHONE LOG 02/09/2015 09:10:05 AM (Local Time) JMojica Action Type: Outgoing call
Ms. [redacted] left VM:
1. I have been waiting for a phone call since Wednesday.
2. I am not only disappointed in the car now I am disappointed in Kia's service as well.
3. I think you have been working with Travis with Progressive.
4. C/b at [redacted]
[!<For Internal Use Only:
>!]

*** PHONE LOG 02/09/2015 09:12:36 AM (Local Time) JMojica Action Type: Incoming call
Travis w/Progressive left VM:
1. Just following up to see if you want to set up an inspection.
2. Please c/b at 916-246-3077.

[!<For Internal Use Only:
>!]

*** PHONE LOG 02/09/2015 04:39:29 PM (Local Time) JMojica Action Type: Outgoing call

[redacted]

Case History
Wtr left VM for Ms. [redacted]
1. Apologized that we have not been able to communicate.
2. Wtr did attempt to make contact last week, someone answered but did not speak and there was no VM option.
3. Anyway, requested pictures and copy of fire or police report.
4. Provided email address, c/b #, and case # for reference.
5. Thanked and disconnected.
[!<For Internal Use Only:
>!]

*** PHONE LOG 02/09/2015 04:42:35 PM (Local Time) JMojica Action Type: Outgoing call
wtr left VM for Travie w/Progressive:
1. Referred to cl #.
2. Requested pictures and copy of fire report.
3. Provided email address, c/b #, and case # for reference.
[!<For Internal Use Only:
>!]

*** PHONE LOG 02/10/2015 11:59:14 AM (Local Time) MFlynn Action Type: Incoming call
Cust gave case numbber and states:
1. I need to speak to someone regarding this case

Writer states:
1. Apologized, i'll see if cae manager is available, your case has been escalated beyond this just a moment

Cust states:
1. Thank you. What is your last name?

Writer states:
1. My last name is Flynn
2. One moment please
[!<For Internal Use Only:
>!]

*** PHONE LOG 02/10/2015 12:54:38 PM (Local Time) JMojica Action Type: Incoming call
Incoming call from KCAC through Irvine Receptionist:

Customer (Ms. [redacted]
1. I am upset with how Kia is handling this.
2. I was told I would hear back last week and nobody called.

Wtr:
1. Apologized for the miscommunication.
2. Wtr called last week but nobody answered.
3. Wtr left VM yesterday and had not heard back until now.

Customer:
1. I will check my phone to see if that is true.
2. I did not get anything.
3. I am not trying to be unreasonable.
4. We expect to be compensated for this.

Wtr:
1. Apologized, wtr is here to help.
2. Kia in no way takes this lightly and would like to look further into this.
3. In order to do so, wtr needs to make sure that all docs available are sent to KMA for further review.
4. Wtr just check email and apparently Travis w/ins. sent over some pictures via email.
5. Wtr does not see an incident report.
6. Does customer have the incident report?

Customer:
1. I don't have it but I will request it from Travis, he should have it.
2. This has been very frustrating for us.
3. My daughter could have been killed.
4. She called me and told me her car was on fire.
5. I asked if she had called 911 and she said yes.
6. I heard the sirens over the phone at that point so I knew she would be ok.
7. Anyway, I think the ins. co. should have a preliminary report.
8. They sent someone to look at the car, but they are wanting to see if Kia is going to be sending someone out for a joint inspection.
9. The car is at Copart in Colton, CA.

Wtr:
1. Ok, wtr will request fire report and prelim report from Travis.
2. Does customer happen to know where vehicle was previously serviced?
3. If so, when was the last time and what was the mileage?

Customer:

[redacted]

Case History
1. She had it serviced at the dealer where she bought it.
2. The last time was 4/2014 at about 14K miles.
3. She got a job closer to her home as of August so she didn't drive as much then.
4. So, she drove the most during her first year of owning the car versus this past year because of work.
5. Anyway, that is another thing that upsets me.
6. And I know why they do it, but it still upsets me.
7. The ins. co. went based of 14K miles for the valuation of the car eventhough we knew it was more but they couldn't prove it because there's really nothing left of the car.
8. They are only paying $13,000 when we paid $18,000 on the car.

Wtr:
1. Has customer settled with ins. co.?
2. Wtr can understand.

Customer:
1. They haven't cut a check yet.
2. Honestly, I am not even going to cash it.
3. I think Kia needs to step up to the plate.
4. My husband flew out there to help her get another car.
5. We expect to be reimbursed for his expenses as well.
6. We expect to be compensated.
7. I am not unreasonable.

Wtr:
1. As previously mentioned, wtr will need to gather all docs and avialable info so case can be reviewed.
2. Once case is reviewed, wtr will c/b .
3. Verified c/b #.
4. Thanked and disconnected.
[!<For Internal Use Only:
>!]

*** PHONE LOG 02/10/2015 12:55:17 PM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
From: Travis Pembroke [mailto:Travis_Pembroke@Progressive.com]
Sent: Tuesday, February 10, 2015 10:58 AM
To: Mojica, Jeannie [KMA]
Subject: Progressive United Financial Casualty Insurance claim #[redacted], Kia Motors claim #[redacted]

Hello Jeanie,

I have attached the pictures of [redacted], 2014 Kia Forte, VIN: KNAFK4A66E5[redacted]

Let me know if you need anything else!

Travis R Pembroke
Fire and Theft Rep
4141 Ruffin Rd
San Diego, CA 92123
Direct: (916) 246-3077

[!<For Internal Use Only:
>!]

*** PHONE LOG 02/10/2015 01:10:20 PM (Local Time) JMojica Action Type: Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Tuesday, February 10, 2015 1:10 PM
To: 'Travis Pembroke'
Subject: RE: Progressive United Financial Casualty Insurance claim #[redacted], Kia Motors claim #[redacted]

Travis,

Thank you for the pictures. Do you have a copy of the fire report that you could send over? Also, has Progressive inspected the vehicle?
If so, please send me any docs you have on the inspection that took place.

Thank you,

[!<For Internal Use Only:
>!]

*** NOTES 02/11/2015 04:19:07 PM (Local Time) SGuindi Action Type: NCA Corresp. rec'd
NCA rec'd letter from Progressive. Letter states:
1. The above captioned loss has been reported to us.
2. Indications are that responsibility may rest with Kia Motors.
3. We wish to advise you that we have been called upon to make payment under our insured's policy and will seek reimbursement from you at the conclusion of the claim.

Attaching to case and reassigning to JMojica.

[redacted]

Case History
[!<For Internal Use Only:
>!]

*** CASE YANKED 02/11/2015 04:19:34 PM (Local Time) SGuindi
Yanked by SGuindi into WIPbin default.

*** PHONE LOG 02/12/2015 11:41:08 AM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
From: Travis Pembroke [mailto:Travis_Pembroke@Progressive.com]
Sent: Wednesday, February 11, 2015 1:15 PM
To: Mojica, Jeannie [KMA]
Subject: RE: Progressive United Financial Casualty Insurance claim #[redacted], Kia Motors claim #[redacted]

Hello Jeannie,

We have the fire ordered but have not received it at this time. We did hire Russ Auker with Forensic Vehicle Investigations, Inc., to complete the fire evaluation. If you would like to discuss the results of the evaluation or arrange a joint inspection please contact him.

Russ Auker: 916-790-4179

Travis R Pembroke
Fire and Theft Rep
705 Palomar Airport Rd. Ste 300
Carlsbad, CA 92011
Direct: (916) 246-3077
Fax: (760) 268-0136

[!<For Internal Use Only:
>!]

*** PHONE LOG 02/12/2015 11:44:29 AM (Local Time) JMojica Action Type: Outgoing call
Wtr spoke to SA Ryan:
1. SA stated there is only 1 RO for vehicle:
-4/18/14 at 14,632 miles for free oil change.
2. SA faxing over RO.
[!<For Internal Use Only:
>!]

*** PHONE LOG 02/12/2015 11:59:26 AM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
Wtr received RO:

A fax has arrived from remote ID '9513433203'.

2/12/2015 11:44:25 AM Transmission Record
Received from remote ID: 9513433203
Inbound user ID KMACA-RIGHTFAX, routing code 0
Result: (0/352;0/0) Successful Send
Page record: 1 - 1
Elapsed time: 00:35 on channel 5

[!<For Internal Use Only:
>!]

*** PHONE LOG 02/13/2015 03:52:39 PM (Local Time) JMojica Action Type: Outgoing call
Wtr:
1. Calling in reference to vehicle.
2. Wtr requested ROs from dlr.
3. Dlr informed wtr that there was only one RO from 4/2014 at 14,600 miles roughly.
4. Does customer know if there are any other maintenance docs?

Customer (Ms. [redacted]
1. No, I think it was just the one.
2. I will double check with her though.
3. The problem is she doesn't keep any docs.
4. Even with her medical invoices she just tosses.
5. I've had to ask her about ER visit bills and she doesn't remember.
6. Unless I told her to, I don't think she would've done any maintenance.

Wtr:
1. Ok, if customer could ask.
2. If it is not too much trouble, of course.
3. Provided email address.
4. If anything else becomes available, please send it over.

Customer:
1. Ok, thank you.
2. We really just want to be made whole.

[redacted]

Case History
3. We bought the car with cash, there was no loan.
4. Progressive was supposed to cut us a check, but I haven't received it yet.
5. And I don't plan on cashing it anyway.
6. I know once you settle, that is it and there is no going back.
7. So, I really want Kia to do the right thing.
8. The situation could have been so much worse.

Wtr:
1. Wtr can definitely understand.
2. Wtr will review case and get back to customer.
3. Wtr thanked and disconnected.

[!<For Internal Use Only:
>!]

*** PHONE LOG 02/18/2015 12:40:00 PM (Local Time) JMojica Action Type: Outgoing call
Wtr attempted to contact Travis w/Progressive:
1. Outgoing message stated agent is OOO.
2. Supervisor Jim Robins is available at 858-609-2750
[!<For Internal Use Only:
>!]

*** NOTES 02/18/2015 12:40:46 PM (Local Time) JMojica Action Type: Internal
KMA Engineer will be inspecting the vehicle.
[!<For Internal Use Only:
>!]

*** PHONE LOG 02/18/2015 12:44:54 PM (Local Time) JMojica Action Type: Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Wednesday, February 18, 2015 12:45 PM
To: 'Travis Pembroke'; 'russaukerfvi@yahoo.com'
Subject: RE: Progressive United Financial Casualty Insurance claim # [redacted] Kia Motors claim # [redacted]

Travis,

Kia would like to set up a joint inspection. My engineer, Eric Sauck, is available on 2/26/15 at 10am and the week of 3/9/15 (any day at 10am). Can you please contact Copart to authorize that Kia inspect this vehicle so I can schedule a date with Russ?

Thank you,

[!<For Internal Use Only:
>!]

*** NOTES 02/18/2015 12:45:24 PM (Local Time) JMojica Action Type: Dealer contact
Vehicle is located at:
Copart
1203 Rancho Ave.
Colton, CA
[!<For Internal Use Only:
>!]

*** PHONE LOG 02/18/2015 12:49:00 PM (Local Time) JMojica Action Type: Outgoing call
Wtr:
1. Calling to provide update to customer.
2. Informed customer that engineer will be inspecting the vehicle.
3. Wtr will be working on scheduling inspection and will contact customer once date is set.

Customer:
1. Ok, thank you so much for the phone call.
2. I hope Kia is sending their best engineer so we can better understand what happened.

Wtr:
1. Only the best!
2. Wtr will c/b once more info is available.
3. Thanked and disconnected.
[!<For Internal Use Only:
>!]

*** PHONE LOG 02/23/2015 05:03:04 PM (Local Time) JMojica Action Type: Outgoing call
Wtr spoke to Jeannette w/ Copart in Colton, CA:
1. Wtr confirmed Kia is authorized to inspect 2/26/15 at 10am.
2. Jeannette provided lot #: [redacted] and requested that engineer call Copart 1hr prior to arrival so vehicle can be ready for inspection upon arrival.
3. Wtr thanked and disconnected.
[!<For Internal Use Only:
>!]

[redacted]

Case History

*** PHONE LOG 02/23/2015 05:04:20 PM (Local Time) JMojica Action Type: Outgoing call
Wtr spoke to Ms. [redacted]
1. Wtr informed customer that inspection will take place on 2/26/15.
2. Wtr will c/b once results of inspection are available.
3. Wtr thanked and disconnected.
[!<For Internal Use Only:
>!]

*** PHONE LOG 02/23/2015 05:06:14 PM (Local Time) JMojica Action Type: Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Monday, February 23, 2015 5:06 PM
To: 'Russ Auker'
Subject: RE: Progressive United Financial Casualty Insurance claim #[redacted], Kia Motors claim #[redacted]

Russ,

I just confirmed with Copart in Colton, CA that we are all set for the inspection on 2/26/15 at 10am.

Thank you,

[!<For Internal Use Only:
>!]

Attachments to Case:

File Name	Location
[redacted] Carfax.pdf	\\copubs\ClarifyObj\CA_Attachments\[redacted] Carfax.pdf
[redacted] Pictures.pdf	\\copubs\ClarifyObj\CA_Attachments\[redacted] Pictures.pdf
[redacted] 2.11.15.pdf	\\copubs\ClarifyObj\CA_Attachments\[redacted] 2.11.15.pdf

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

[redacted]

Claims Office
4141 Ruffin Road Ste. 150
San Diego, CA 92123
Telephone: 858-503-4870
Facsimile: 858-292-1724

PROGRESSIVE®

Underwritten by: **United Financial Casualty Company**

Claim number: [redacted]
Date of loss: 01/27/2015
Today's date: 02/09/2015

RECEIVED
FEB 11 2015
CONSUMER AFFAIRS

KIA Motors
RE: #[redacted]
111 PETERS CANYON RD
Irvine, CA 92606-1790

The above captioned loss has been reported to us. Indications are that responsibility may rests with Kia Motors. We wish to advise you that we have been called upon to make payment under our insured's policy and will seek reimbursement from you at the conclusion of the claim.

Any interim payment to our insured should protect our interests as well.

Thank you for your courtesy and cooperation in this matter.

Sincerely,

[redacted]

Travis Pembroke, 916-246-3077
Claims Representative

tpembro1@progressive.com

TRP/tp

[redacted]

PROGRESSIVE

Payment Address
Progressive-Subro
24344 Network Place
Chicago, IL 60673-1243

Document Address
P.O. Box 512929
Los Angeles, CA
90051-0929

Phone: (877) 818-0139
Fax: (888) 781-6947

RECEIVED
MAR 17 2015
CONSUMER AFFAIRS

March 11, 2015

KIA
111 PETERS CANYON RD.
IRVINE, CA 92606-1790

Type of Loss:	Vehicle Fire
VIN\DOT Number:	KNAFK4A66E5[redacted]
Year:	2014
Make:	KIA
Model:	FORTE LX 4D
Your Claim No:	N/A
Our Insured:	[redacted]
Address:	[redacted] REDLANDS, CA [redacted]
Our Claim No:	[redacted]
Date of Loss:	01-27-15
Damages:	$15,625.64

NOTICE OF SUBROGATION CLAIM

Please accept this letter as formal notice of our subrogation rights in regard to the above-captioned claim. Demand is hereby made upon you for payment of United Financial Casualty Company damages and those of our insured.

Our investigation indicates damages to our insured's vehicle was a direct result of a manufacturer's defect or negligence on your behalf. Enclosed please find all supporting documentation.

Please acknowledge receipt of my subrogation demand and forward your payment of $15,625.64 to my attention, payable to "United Financial Casualty Company , as subrogee of [redacted], and remit to the following address:

Progressive-Subro
24344 Network Place
Chicago, IL 60673--1243

You can contact me at the number listed below should you need additional documentation or to discuss this claim.

Thank you for your anticipated cooperation.

Stjepan J Jukanovic
United Financial Casualty Company
Subrogation Representative
Phone: 440-910-5682
Fax (888) 781-6947
Steve.Jukanovic@Progressive.com
Enclosure

[redacted]

PROGRESSIVE

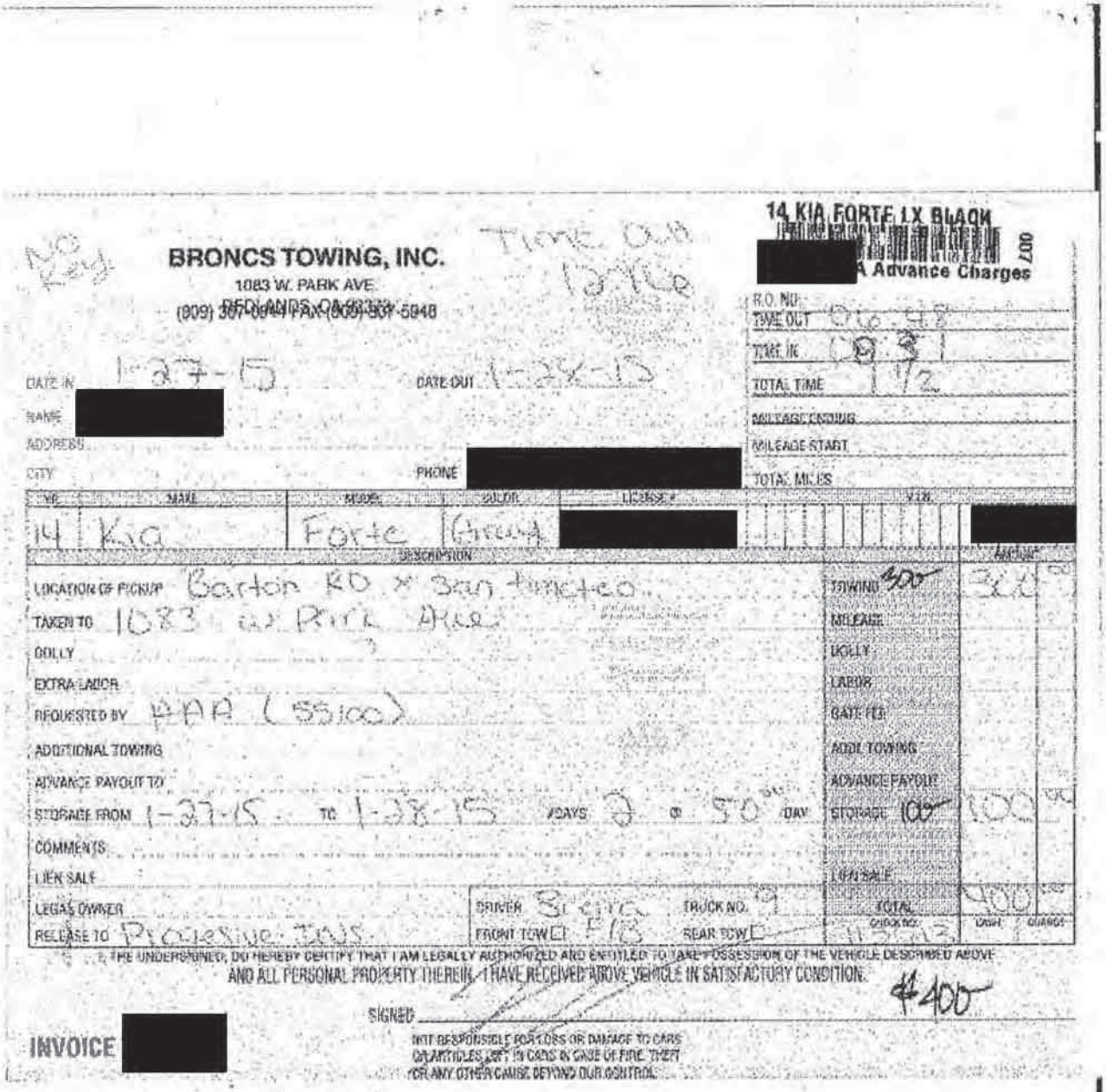
Payment Address
Progressive-Subro
24344 Network Place
Chicago, IL 60673-1243

Document Address
P.O. Box 512929
Los Angeles, CA
90051-0929

Phone: (877) 818-0139
Fax: (888) 781-6947

Subrogation 03-10-15 08:05 AM ET [redacted]
Authored By: STJEPAN JUKANOVIC
NEW PRODUCT LIABILTY DEMAND REFERRAL
LOSS STATE: CA
VEHICLE ON HOLD: IV SOLD
TIRE KEPT: N/A
STATUTE: 01/27/18
DAMAGES: $ 15,125.64 + DED 500.00 = 15625.64
LIAB/FACTS OF LOSS: FIRE
EXPERT HIRED: YES
EVIDENCE IN OUR FAVOR: RECALL
SUMMARY OF EVENTS/LIABILITY DECISION: NI DRIVING IV FOR APPROX 15 MINS WHEN
FIRE STARTED. NI WAS ALONE WHEN LOSS OCCURRED.
**
C&O JOINT INSPECT SET UP WITH KIA ON THE 26TH OF FEB- PGR AWAITING C&O REPORT.

[redacted]



BRONCS TOWING, INC.
1083 W. PARK AVE.
REDLANDS, CA 92373
(909) 307-0941 FAX (909) 307-5948

14 KIA FORTE LX BLACK
[redacted]
007
Advance Charges

R.O. NO.
TIME OUT 0:16 PM
TIME IN 09:31
TOTAL TIME 1 1/2
MILEAGE ENDING
MILEAGE START
TOTAL MILES

DATE IN 1-27-15 DATE OUT 1-28-15
NAME [redacted]
ADDRESS
CITY PHONE [redacted]

YR	MAKE	MODEL	COLOR	LICENSE #	VIN
14	Kia	Forte	Grey	[redacted]	[redacted]

DESCRIPTION — AMOUNT

LOCATION OF PICKUP Barton RD & Sam Francisco
TAKEN TO 1083 W Park Ave
DOLLY
EXTRA LABOR
REQUESTED BY AAA (55100)
ADDITIONAL TOWING
ADVANCE PAYOUT TO
STORAGE FROM 1-27-15 TO 1-28-15 2 DAYS @ 50.00 /DAY
COMMENTS
LIEN SALE
LEGAL OWNER
RELEASE TO Progressive Towing

TOWING 300 — 300
MILEAGE
DOLLY
LABOR
GATE FEE
ADDL TOWING
ADVANCE PAYOUT
STORAGE 100 — 100.00
LIEN SALE
TOTAL 400 — 400.00
CHECK NO. — CASH — CHARGE

DRIVER Steve TRUCK NO. 13
FRONT TOW EI FB REAR TOW

I, THE UNDERSIGNED, DO HEREBY CERTIFY THAT I AM LEGALLY AUTHORIZED AND ENTITLED TO TAKE POSSESSION OF THE VEHICLE DESCRIBED ABOVE AND ALL PERSONAL PROPERTY THEREIN. I HAVE RECEIVED ABOVE VEHICLE IN SATISFACTORY CONDITION. $400

SIGNED _____

INVOICE [redacted]

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL

Copart Access

Invoice Display

Lot #: [redacted]

Go to Lot Display: Lot # [redacted] New Search

COPART AUTO AUCTIONS
1203 S. RANCHO AVE
COLTON, CA 92324
PHONE (909) 825-7600
TAX ID# 942867490

Date 3/11/15
Visit us at www.copart.com
All Amounts are in USD

FINAL INVOICE

Copart Lot# [redacted] 7 CA - SAN BERNARDINO
Loss Date 1/27/15
Called In 1/27/15
P/U Cleared 1/28/15
Pickup Date 1/28/15
Original Title 2/16/15
Trans Title 2/17/15
Sale Document 2/27/15
Loss Type BURN
Description 14 KIA FORTE LX BLACK
Vehicle ID# KNAFK4A66E5[redacted]
License#/ST [redacted] CA
Mileage UNREADABLE
Pickup From BRONCS TOWING
1083 W PARK AVE
REDLANDS, CA 92373
(909) 307-0944

P832 PIP977A
PROGRESSIVE CLAIMS MAIL PROCES
PROGRESSIVE-FIRE/THEFT CALIF
PO BOX 512928
LOS ANGELES, CA 90051

Claim# [redacted]
Policy#
Loss Code
Reference#
Insured
Owner

ADVANCE CHARGES PAID BY COPART		
TOW SERVICE	300.00	
STORAGE	100.00	
TOTAL ADVANCE CHARGES	400.00	
COPART SERVICE CHARGES		
VEHICLE LICENSING FEE	10.00	VEHICLE LICENSE REFUND
TITLE PROCESSING	25.50	NON REPAIRABLE
PIP PROGRAM CHARGE	95.00	
TOTAL COPART SERVICE CHARGES	130.50	
TOTAL DUE COPART	530.50	
PROCEEDS FROM SALE	100.00CR	*Bid Raised By Internet*
NET DUE COPART	430.50	

Lot# [redacted]
Sale Date 3/05/15
Sale Amount 100.00
ACV 13931.61
Return .7%
Cert# [redacted]
Payment From Buyer 3/09/15
Reported To NICB 3/09/15

SALE INFORMATION
Sold To 581852 SAMSON AUTO SALVAGE (JUNK)
8103 S ALAMEDA ST
LOS ANGELES, CA 90001
(323) 583-1094
Item# 4059 Invoice Date 3/11/15
Invoice Amount 430.50 USD
REMIT TO: COPART
4610 WEST AMERICA DRIVE
FAIRFIELD, CA 94534

Display as PDF

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```
CMSD2340 /CMSM2340              P A C M A N                    MAR 11 15 -  8:58
OPID: MXN0054                CLAIM PAYMENT INQUIRY             TERMID: ?01H
INSD: [redacted]                                               POL: [redacted]
DOL : JAN 27 15  CA-SD FRT-GRP-   CLM: [redacted]  ACTIVE      REP: K  SHIPPS

 PAY TO THE ORDER OF:                    TOTAL DRAFT AMOUNT:        14,695.14

 LINE 1: [redacted]ONLY*****************************************
 LINE 2:  ******************************************************
 LINE 3:

 ADDRESS: [redacted]

CITY: GREENWOOD VILLAGE                  ST/PR* CO  ZIP/CPC: [redacted]      CNTRY* USA

IN PAYMENT OF:  COMP-14 KIA FORTE-LESS DED-FULL AND FINAL

1099     ? N    FEDERAL TAX ID:              LAST UPDT REP: TRP0010
CDS CODE * 39 PCL  EFT TRACE #:              ISSUING REP:  T PEMBROKE
BANK CODE* AS2     ISSUE DATE : FEB 10 15    APPROVED BY:  J ROBBINS
STATE    * CA      AREA       * 045          REVIEW DATE:     00 00
STOP RSN *         DRAFT #    : [redacted]   REVIEWED BY:

COMMAND:
```

[redacted]

```
CMSD2340 /CMSM2340              P A C M A N                    MAR 11 15 -  8:58
OPID: MXN0054                CLAIM PAYMENT INQUIRY             TERMID: ?01H
INSD: [redacted]                                               POL: [redacted]
DOL : JAN 27 15  CA-SD FRT-GRP-   CLM: [redacted] ACTIVE       REP: K  SHIPPS

 PAY TO THE ORDER OF:                    TOTAL DRAFT AMOUNT:          430.50

 LINE 1:  COPART AUTO AUCTIONS
 LINE 2:
 LINE 3:

 ADDRESS: 4610 W AMERICA DR

CITY: FAIRFIELD                          ST/PR* CA  ZIP/CPC: 94534-4186  CNTRY* US

IN PAYMENT OF:  Progressive Invoice Number: [redacted]

1099     ? N    FEDERAL TAX ID:              LAST UPDT REP: A094656
CDS CODE *         EFT TRACE #:   7784675   ISSUING REP:  J VON LEHMDEN
BANK CODE* 1CD     ISSUE DATE : MAR 06 15   APPROVED BY:
STATE    * CA      AREA       *             REVIEW DATE:      00 00
STOP RSN *         DRAFT #    : [redacted]  REVIEWED BY:

COMMAND:
```

[redacted]

J.D. POWER
McGRAW HILL FINANCIAL

mitchell

Vehicle Valuation Report

Prepared for: Progressive Group of Insurance Companies
(800) 321-9843

Summary

Claim Information

Claim Number: [redacted]
Policy Number:
Owner:
Address:

Version #: 2
Coverage Type of Loss: COMPREHENSIVE
Loss Date: 01/27/2015
Reported Date: 01/27/2015
Valuation Report Date: 02/09/2015 08:39:42
Valuation Report ID: [redacted]

Vehicle Information

Loss Vehicle: 2014 KIA FORTE LX 4D SDN 1.8L 4 Cyl Gas A 2WD
VIN: KNAFK4A66E5[redacted]
Mileage: 25,603 miles
Title History: No

Location: CO 80111
Exterior Color:
License Plate:

Valuation Summary

Base Value:	**$13,931.61**
Loss Vehicle Adjustments	
Condition Adjustment:	$0.00
Prior Damage Adjustment:	$0.00
After Market Parts Adjustment:	$0.00
Refurbishment Adjustment:	$0.00
Title History Adjustment:	$0.00
Market Value:	**$13,931.61**
Settlement Adjustments	
Deductible:	-$500.00
Settlement Value:	**$13,431.61**

Title History Comments:

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

[redacted]

Loss Vehicle Detail

Loss vehicle: **2014 KIA FORTE LX 4D SDN 1.8L 4 Cyl Gas A 2WD**

Standard Equipment

Exterior	
Automatic Headlights With Automatic Off and Time Delay	Automatic High/Low Beam Control Twin Projector Beam Halogen Headlights
Daytime Running Lights	Front and Rear Body Color Bumpers
Steel Wheels, Front 15-in. X 6-in. and Rear 15-in. X 6-in.	

Interior	
AM/FM Radio Seek, Scan, Speed Sensitive Volume and 4 Speakers Total, CD Player, MP3 Player, SiriusXM Satellite Radio	Auxiliary Audio Input Jack
Cloth Seats	Dual Body Color Folding Power Adjustable Heated Exterior Rearview Mirrors
Front and Rear Power Windows With Driver One-Touch Down	Front Dual Reclining Bucket Seats Driver Side Adjusts 6 Ways Total, Adjustable Seat Height, Passenger Side Adjusts 4 Ways Total, Adjustable Headrests and Fold-Down Center Armrest
Front Vanity Mirror	In-Glass Radio Antenna
Interior Air Filter	Manual Air Conditioning
Memory Device Reader	Rear HVAC Ducts
Rear Window Defroster	Seat Type=bench
Steering Wheel Mounted Controls For Audio	Tinted Glass
Trip Computer With Trip Odometer	Variable Intermittent Windshield Wipers
Wireless Communication Access For Bluetooth Enabled Devices with Bluetooth Streaming Audio	

Mechanical	
4-Wheel Anti-Lock Brakes	Front Power 279-mm Ventilated Disc and Rear Power 262-mm Disc Brakes
Hill Start Control	Power Electric Rack and Pinion Variable Assisted Steering
Telescopic Steering Column	Tilt Steering Column
Traction Control Controlled By Engine Management	Vehicle Stability Control System

Safety	
Child Safety Door Locks Located On Rear Doors	Driver Airbag
Front and Rear Side Head Curtain Airbags	Front Pretensioners
Front Seatbelt Height Adjusters	Keyless Entry Operated Via Key Fob
Locking Fuel Filler	Multi-Function Remote Operates Door Lock/Unlock
Passenger Airbag	Passenger Airbag Cutoff Sensor
Power Door Locks Operated Via Key and Remote With Automatic Locking	Power Trunk Lock/Unlock Via Interior Switch
Rear Center 3-Point Seatbelts	Remote Fuel Door Release Located Inside Vehicle
Remote Trunk/Decklid Release Located Inside Vehicle	Seat Mounted Front Side Airbags
Side Guard Door Beams	

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[redacted]

Loss Vehicle Base Value

Loss vehicle: **2014 KIA FORTE LX 4D SDN 1.8L 4 Cyl Gas A 2WD**

Comparable Vehicle Information

Search Radius used for this valuation: **75 miles from loss vehicle zip/postal code.**

Typical Mileage for this vehicle: **10,000 miles**

#	Vehicle Description	Mileage	Location	Distance From Loss Vehicle	Price	Adjusted Value
1	2014 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	9,085	80121	4 miles	$14,998.00 List Price	$14,038.64
2	2014 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	10,157	80110	8 miles	$15,988.00 List Price	$13,940.66
3	2014 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	11,483	80010	8 miles	$14,985.00 List Price	$13,146.35
4	2014 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	9,567	80215	15 miles	$15,980.00 List Price	$13,896.32
5	2014 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	10,697	80215	15 miles	$15,980.00 List Price	$13,968.63
6	2014 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	11,415	80215	15 miles	$15,980.00 List Price	$14,014.57
7	2014 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	9,846	80234	21 miles	$14,998.00 List Price	$14,087.94
8	2014 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	9,238	80234	21 miles	$14,998.00 List Price	$14,048.55
9	2014 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	9,837	80922	52 miles	$14,998.00 List Price	$14,087.36
10	2014 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	9,833	80922	52 miles	$14,998.00 List Price	$14,087.10
					Base Value:	**$13,931.61**

Loss Vehicle Adjustments

Loss vehicle: **2014 KIA FORTE LX 4D SDN 1.8L 4 Cyl Gas A 2WD**

Condition Adjustments

Condition Adjustment:	**$0.00**	**Overall Condition:**	**3.00-Good**	**Typical Vehicle Condition:**	**3.00**

[redacted]

Category	Condition		Comments
Interior			
SEATS	Typical		unable to assess due to burn
CARPET	Typical		unable to assess due to burn
GLASS	Typical		unable to assess due to burn
DOORS/INTERIOR PANELS	Typical		unable to assess due to burn
HEADLINER	Typical		unable to assess due to burn
DASH/CONSOLE	Typical		unable to assess due to burn
Exterior			
PAINT	Typical		unable to assess due to burn
TRIM	Typical		unable to assess due to burn
VINYL/CONVERTIBLE TOP	Typical		
BODY	Typical		unable to assess due to burn
Mechanical			
ENGINE	Typical		unable to assess due to burn
TRANSMISSION	Typical		unable to assess due to burn
Tire	Typical		no excess wear to rear, unable to assess fr

Typical condition reflects a vehicle that is in ready-for-sale condition and reflects normal wear and tear for that vehicle type / age.

Comments:

Comparable Vehicles

Loss vehicle: **2014 KIA FORTE LX 4D SDN 1.8L 4 Cyl Gas A 2WD**

Comparable Vehicles

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[redacted]

1	2014 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $14,998.00

VIN: KNAFX4A63E[redacted]
Stock No: [redacted]
Listing Date: 01/17/2015
ZIP/Postal Code: 80121
Distance from Loss Vehicle: 4 miles
Source: DEALER WEB LISTING - CARS.COM
CARMAX SOUTH BROADWAY
5850 S BROADWAY
LITTLETON CO 80121
303-390-3176

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			$0.00
Mileage	25,603	9,085	-$959.36

Total Adjustments: -$959.36
Adjusted Price: $14,038.64

2	2014 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $15,988.00

VIN: KNAFX4A64E[redacted]
Stock No: [redacted]
Listing Date: 12/20/2014
ZIP/Postal Code: 80110
Distance from Loss Vehicle: 8 miles
Source: DEALER WEB LISTING - CARS.COM
THE SHARPEST RIDES
2245 S RARITAN
ENGLEWOOD CO 80110
720-971-6655

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$1,168.00
Mileage	25,603	10,157	-$879.34

Total Adjustments: -$2,047.34
Adjusted Price: $13,940.66

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

[redacted]

3	2014 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $14,985.00

VIN: KNAFX4A64E5[redacted]
Stock No: [redacted]
Listing Date: 01/17/2015
ZIP/Postal Code: 80010
Distance from Loss Vehicle: 8 miles
Source: DEALER WEB LISTING - CARS.COM
SHORTLINE KIA
100 NORTH HAVANA ST
AURORA CO 80010
303-364-2200

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$1,094.00
Mileage	25,603	11,483	-$744.65

Total Adjustments: -$1,838.65
Adjusted Price: $13,146.35

4	2014 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $15,980.00

VIN: KNAFX4A62E5[redacted]
Stock No: [redacted]
Listing Date: 01/26/2015
ZIP/Postal Code: 80215
Distance from Loss Vehicle: 15 miles
Source: DEALER WEB LISTING - VAST.COM
AUTOMOTIVE AVENUES
10701 WEST 6TH AVENUE
LAKEWOOD CO 80215
303-750-5000

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$1,167.00
Mileage	25,603	9,567	-$916.68

Total Adjustments: -$2,083.68
Adjusted Price: $13,896.32

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

[redacted]

5	2014 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $15,980.00

VIN: KNAFX4A61E5[redacted]
Stock No: [redacted]
Listing Date: 01/26/2015
ZIP/Postal Code: 80215
Distance from Loss Vehicle: 15 miles
Source: DEALER WEB LISTING - VAST.COM
AUTOMOTIVE AVENUES
10701 WEST 6TH AVENUE
LAKEWOOD CO 80215
303-750-5000

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$1,167.00
Mileage	25,603	10,697	-$844.37

Total Adjustments: -$2,011.37
Adjusted Price: $13,968.63

6	2014 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $15,980.00

VIN: KNAFX4A60E5[redacted]
Stock No: [redacted]
Listing Date: 01/26/2015
ZIP/Postal Code: 80215
Distance from Loss Vehicle: 15 miles
Source: DEALER WEB LISTING - VAST.COM
AUTOMOTIVE AVENUES
10701 WEST 6TH AVENUE
LAKEWOOD CO 80215
303-750-5000

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$1,167.00
Mileage	25,603	11,415	-$798.43

Total Adjustments: -$1,965.43
Adjusted Price: $14,014.57

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7	2014 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $14,998.00

VIN: KNAFX4A62E5[redacted]
Stock No: [redacted]
Listing Date: 12/24/2014
ZIP/Postal Code: 80234
Distance from Loss Vehicle: 21 miles
Source: DEALER WEB LISTING - CARS.COM
CARMAX 104TH AVE-FEDERAL HEIGHTS
2600 W 104TH AVE
FEDERAL HEIGHTS CO 80234
303-357-8152

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			$0.00
Mileage	25,603	9,846	-$910.06

Total Adjustments: -$910.06
Adjusted Price: $14,087.94

8	2014 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $14,998.00

VIN: KNAFX4A62E5[redacted]
Stock No: [redacted]
Listing Date: 01/10/2015
ZIP/Postal Code: 80234
Distance from Loss Vehicle: 21 miles
Source: DEALER WEB LISTING - CARS.COM
CARMAX 104TH AVE-FEDERAL HEIGHTS
2600 W 104TH AVE
FEDERAL HEIGHTS CO 80234
303-357-8152

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			$0.00
Mileage	25,603	9,238	-$949.45

Total Adjustments: -$949.45
Adjusted Price: $14,048.55

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

9	2014 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $14,998.00

VIN: KNAFX4A60E5[redacted]
Stock No: [redacted]
Listing Date: 01/26/2015
ZIP/Postal Code: 80922
Distance from Loss Vehicle: 52 miles
Source: DEALER WEB LISTING - VAST.COM
CARMAX COLORADO SPRINGS
4010 TUTT BOULEVARD
COLORADO SPRINGS CO 80922
877-751-2073

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			$0.00
Mileage	25,603	9,837	-$910.64

Total Adjustments: -$910.64
Adjusted Price: $14,087.36

10	2014 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $14,998.00

VIN: KNAFX4A63E5[redacted]
Stock No: [redacted]
Listing Date: 01/26/2015
ZIP/Postal Code: 80922
Distance from Loss Vehicle: 52 miles
Source: DEALER WEB LISTING - VAST.COM
CARMAX COLORADO SPRINGS
4010 TUTT BOULEVARD
COLORADO SPRINGS CO 80922
877-751-2073

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			$0.00
Mileage	25,603	9,833	-$910.90

Total Adjustments: -$910.90
Adjusted Price: $14,087.10

Sub-Model Comparison

Sub-Model Description	Configuration	Original MSRP
2014 KIA FORTE LX	4D SDN 1.8L 4 Cyl Gas 2WD	$17,400.00

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Vehicle Valuation Methodology Explanation

WorkCenter Total Loss was built through a joint partnership between J.D. Power and Associates vehicle valuation division Power Information Network (P.I.N.) and Mitchell International, a leading provider of claims processing solutions to private passenger insurers.

WorkCenter Total Loss produces accurate and easy-to-understand vehicle valuations via this five step process:

Step 1 - Locate Comparable Vehicles

Locate vehicles similar to the loss vehicle in the same market area. WorkCenter Total Loss finds these vehicles in AutoTrader.com, Cars.com, Vast.com and directly from dealerships.

Step 2 - Adjust Comparable Vehicles

Make adjustments to the prices of the comparable vehicles. The comparable vehicles are identical to the loss vehicle except where adjustments are itemized. There are several types of comparable vehicle adjustments

- Projected Sold Adjustment - an adjustment to reflect consumer purchasing behavior (negotiating a different price than the listed price).
- Mileage Adjustment - an adjustment for differences in mileage between the comparable vehicle and the loss vehicle.
- Equipment- adjustments for differences in equipment between the comparable vehicle (e.g. equipment packages and options) and the loss vehicle.

Step 3 - Calculate Base Vehicle Value

The base vehicle value is calculated by averaging the adjusted prices of the comparable vehicles.

Step 4 - Calculate Loss Vehicle Adjustments

There are four types of loss vehicle adjustments:

- Condition Adjustment:

  Adjustments to account for the condition of the loss vehicle prior to the loss.

- Prior Damage Adjustment:

  Adjustments to account for any prior damage present on the loss vehicle prior to the loss.

- After Market Part Adjustment:

  Adjustments to account for any after market parts present on the loss vehicle prior to the loss.

- Refurbishment Adjustment:

  Adjustments to account for any refurbishment performed on the loss vehicle prior to the loss.

Step 5 - Calculate the Market Value

The Market Value is calculated by applying the loss vehicle adjustments to the base value.

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Progressive Group of Insurance Companies

Settlement Summary

Claim Information

Claim Number: [redacted]
Policy Number:
Owner :

Coverage Type of Loss: COMPREHENSIVE
Loss Date: 01/27/2015
Reported Date: 01/27/2015
Valuation Report ID: [redacted]

Vehicle Information

Loss Vehicle: 2014 KIA FORTE LX 4D SDN 1.8L 4 Cyl Gas A 2WD
VIN: KNAFK4A66E5[redacted]
Mileage: 25,603 miles
Title History: No

Location: CO 80111
Exterior Color:
License Plate:
Title History Comments:

Loan Information		Payment Information	
Lien Holder Payoff:	$0.00	**Lien Holder Payment(s):**	$0.00
Loan/Lease Payoff Coverage:	$0.00	**Net to Owner:**	$14,695.14

Settlement

Stated Amount:	$0.00
Actual Cash Value:	$13,931.61
Base Value:	$13,931.61
Title History Adjustment:	-$0.00
Refurbishment Adjustment:	$0.00
After Market Parts Adjustment:	$0.00
Condition Adjustment:	$0.00
Prior Damage Adjustment:	-$0.00
Market Value:	$ 13,931.61
Settlement Adjustment(Pre-Tax):	$0.00
Fees:	$149.00
Taxes:	$1,114.53
Company Obtains:	$0.00
Net Settlement:	$15,195.14
Settlement Adjustment(Post-Tax):	$0.00
Deductible:	-$500.00
Other Adjustments:	$ 0.00
Total Settlement:	$14,695.14

Adjuster License #:
Comments:

Date: 1/28/2015 03:26 PM
Estimate ID: [redacted]
Estimate Version: 0
Committed
Profile ID:

United Financial Casualty Company

1955 CHICAGO AVENUE, SUITE 120, RIVERSIDE, CA 92507
(909) 721-0140

Damage Assessed By: Jon Ball (909) 721-0140 Claim Rep: TRAVIS PEMBROKE
Classification:

* Product Type Auto
* Date of Loss: 1/27/2015
* Deductible: 500.00
* Claim Number: [redacted]

Insured: [redacted]
Claimant:
Owner:

Mitchell Service: 911665

Description: 2014 Kia Forte LX Vehicle Production Date: 00/00
Body Style: 4D Sed Drive Train: 1.8L Inj 4 Cyl 6A FWD
VIN: KNAFK4A66E5[redacted]
OEM/ALT: O Search Code: None
Color: BLACK
Options: PASSENGER AIRBAG, DRIVER AIRBAG, POWER LOCK, POWER WINDOW, REAR WINDOW DEFOGGER
MANUAL AIR CONDITION, TILT STEERING COLUMN, TELESCOPIC STEERING COLUMN
ANTI-LOCK BRAKE SYS., TRACTION CONTROL, AUXILIARY INPUT, SATELLITE RADIO
AUTOMATIC TRANSMISSION, TINTED GLASS, TRIP COMPUTER, VARIABLE ASSISTED STEERING
SIDE AIRBAGS, AUTOMATIC HEADLIGHTS, SIDE HEAD CURTAIN AIRBAGS
DAYTIME RUNNING LIGHTS, AM/FM STEREO CD/MP3 PLAYER, ELECTRONIC STABILITY CONTROL
FRONT BUCKET SEATS, INTERIOR AIR FILTER, KEYLESS ENTRY SYSTEM, POWER DISC BRAKES
POWER LIFTGATE\TRUNK, STEERING WHEEL AUDIO CONTROLS

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
				MANUAL ENTRIES			
1	[redacted]	BDY *	REPAIR	all	Existing		0.0*

* - 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

III. Additional Costs	Amount
Total Additional Costs	0.00

IV. Adjustments	Amount
Insurance Deductible	500.00-
Subtotal of Adjustments Exceeds Gross Total	
Customer Responsibility	0.00

ESTIMATE RECALL NUMBER: 01/28/2015 15:25:58 [redacted]
Mitchell Data Version: OEM: JAN_15_V0128
Software Version: 7.1.175

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Date: 1/28/2015 03:26 PM
Estimate ID: [redacted]
Estimate Version: 0
Committed
Profile ID:

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

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

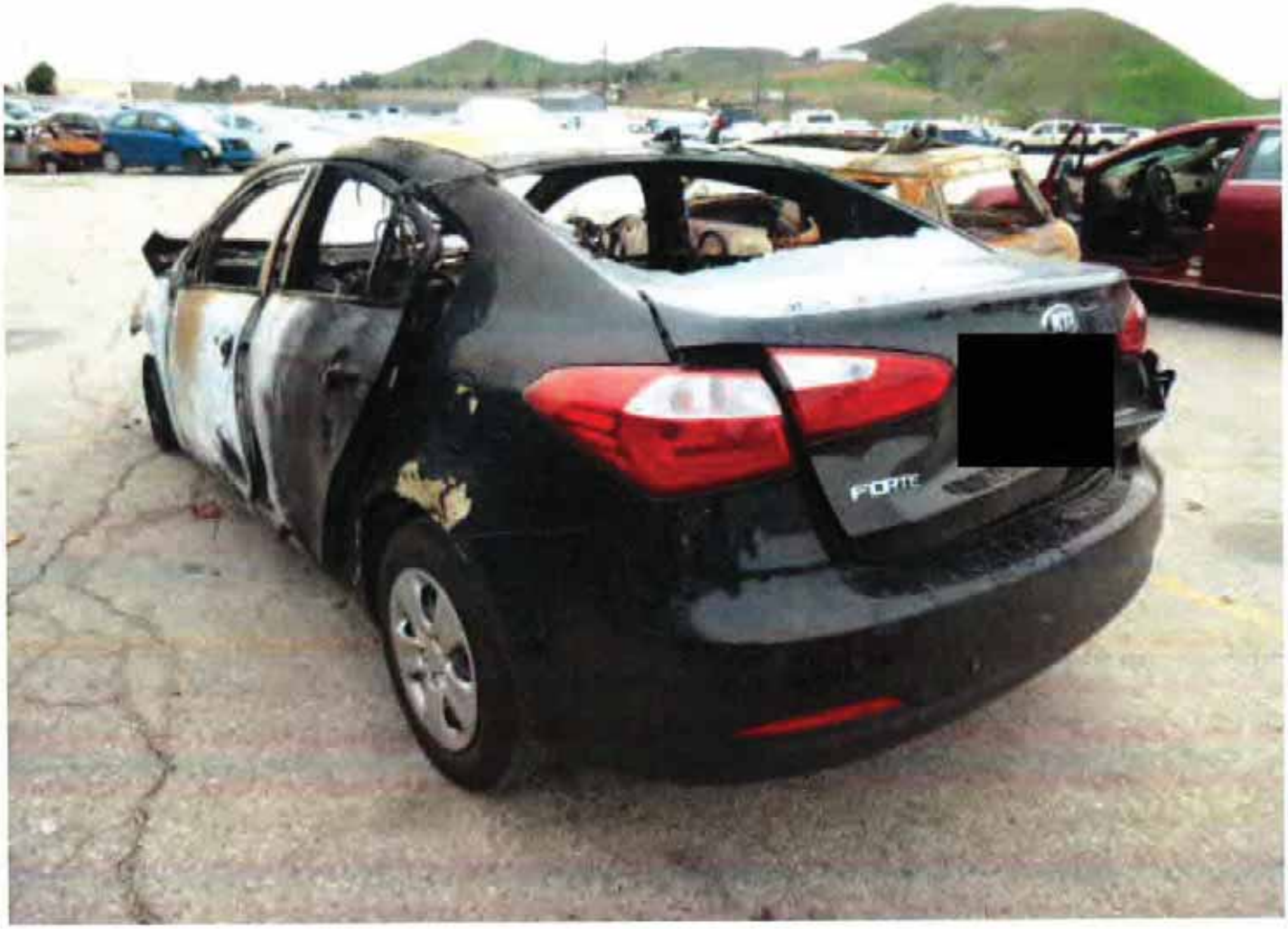
Event Log

File Created:	01/28/2015 03:18:36 PM
Estimate Started:	01/28/2015 03:25:51 PM
Estimate Printed:	Estimate not printed
Estimate Committed:	01/28/2015 03:25:58 PM
Estimate Uploaded:	01/28/2015 03:26:02 PM

ESTIMATE RECALL NUMBER: 01/28/2015 15:25:58 [redacted]
Mitchell Data Version: OEM: JAN_15_V0128
Software Version: 7.1.175

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FORTE











PROGRESSIVE

Payment Address
Progressive-Subro
24344 Network Place
Chicago, IL 60673-1243

Document Address
P.O. Box 512929
Los Angeles, CA
90051-0929

Phone: (877) 818-0139
Fax: (888) 781-6947

March 11, 2015

RECEIVED
APR 06 2015
CONSUMER AFFAIRS

KIA
111 PETERS CANYON RD.
IRVINE, CA 92606-1790

Type of Loss:	Vehicle Fire
VIN\DOT Number:	KNAFK4A66E[redacted]
Year:	2014
Make:	KIA
Model:	FORTE LX 4D
Your Claim No:	N/A
Our Insured:	[redacted]
Address:	[redacted] REDLANDS, CA [redacted]
Our Claim No:	[redacted]
Date of Loss:	01-27-15
Damages:	$15,625.64 PROGRESSIVE PAID
Insured Out of Pocket:	$3,976.06

NOTICE OF SUBROGATION CLAIM

Please accept this letter as formal notice of our subrogation rights in regard to the above-captioned claim. Demand is hereby made upon you for payment of United Financial Casualty Company damages and those of our insured.

Our investigation indicates damages to our insured's vehicle was a direct result of a manufacturer's defect or negligence on your behalf. Enclosed please find all supporting documentation.

Please acknowledge receipt of my subrogation demand and forward your payment of $15,625.64 to my attention, payable to "United Financial Casualty Company , as subrogee of [redacted] and remit to the following address:

Progressive-Subro
24344 Network Place
Chicago, IL 60673--1243

You can contact me at the number listed below should you need additional documentation or to discuss this claim.

Thank you for your anticipated cooperation.

Stjepan J Jukanovic
United Financial Casualty Company
Subrogation Representative
Phone: 440-910-5682
Fax (888) 781-6947
Steve_Jukanovic@Progressive.com
Enclosure

Received Date: 03/11/2015

PROGRESSIVE

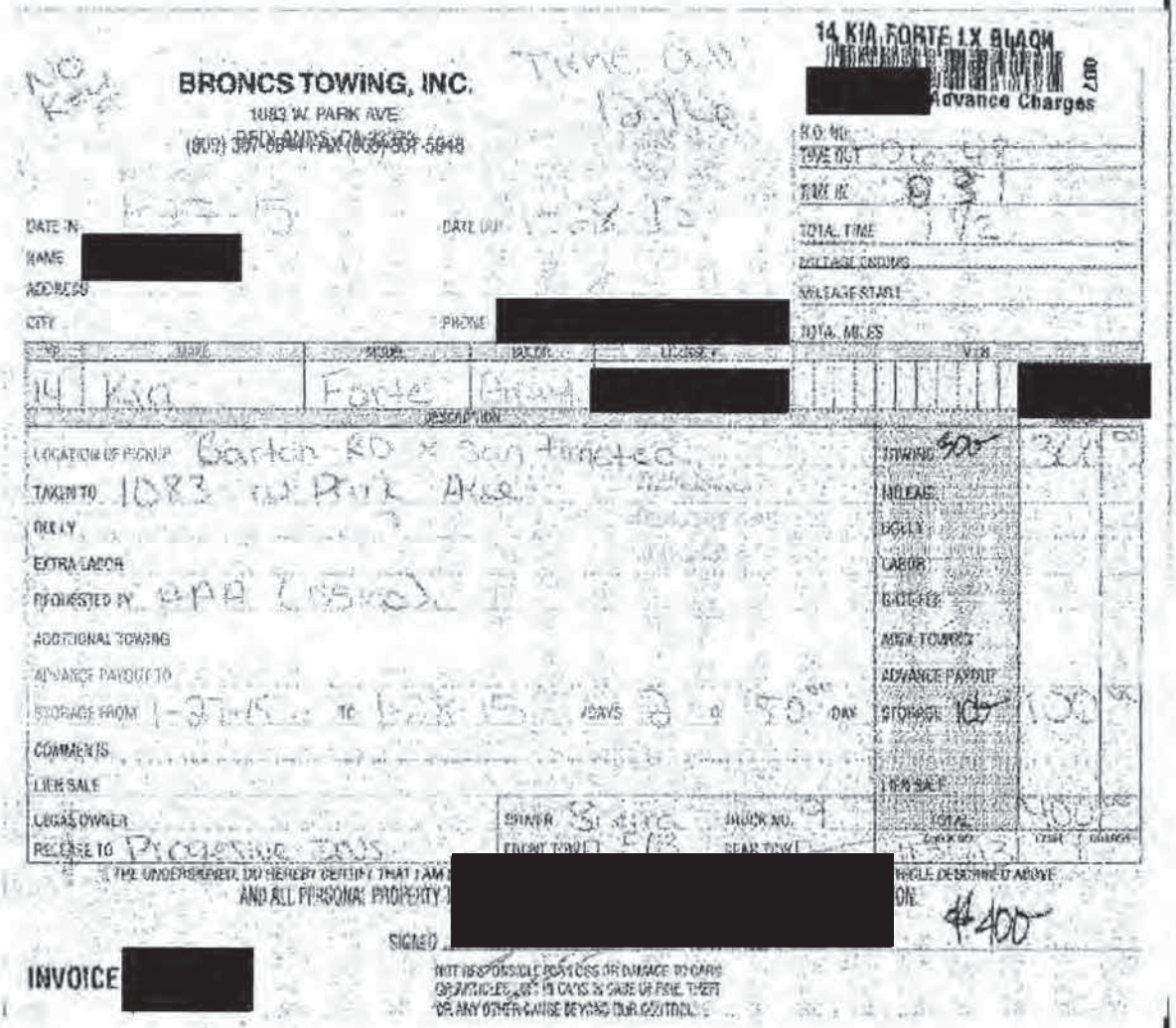
Payment Address
Progressive-Subro
24344 Network Place
Chicago, IL 60673-1243

Document Address
P.O. Box 512929
Los Angeles, CA
90051-0929

Phone: (877) 818-0139
Fax: (888) 781-6947

Subrogation 03-10-15 08:05 AM ET [redacted]
Authored By: STJEPAN JUKANOVIC
NEW PRODUCT LIABILTY DEMAND REFERRAL
LOSS STATE: CA
VEHICLE ON HOLD: IV SOLD
TIRE KEPT: N/A
STATUTE: 01/27/18
DAMAGES: $ 15,125.64 + DED 500.00 = 15625.64
LIAB/FACTS OF LOSS: FIRE
EXPERT HIRED: YES
EVIDENCE IN OUR FAVOR: RECALL
SUMMARY OF EVENTS/LIABILITY DECISION: NI DRIVING IV FOR APPROX 15 MINS WHEN
FIRE STARTED. NI WAS ALONE WHEN LOSS OCCURRED.
**
C&O JOINT INSPECT SET UP WITH KIA ON THE 26TH OF FEB- PGR AWAITING C&O REPORT.

Received Date: 03/11/2015



BRONCS TOWING, INC.
1083 W. PARK AVE.
[redacted]

14 KIA FORTE LX BLACK
[redacted]
Advance Charges

R.O. NO.
TIME OUT
TIME IN 9 31
TOTAL TIME
VOLTAGE READING
MILEAGE START
TOTAL MILES

DATE IN [redacted] DATE OUT
NAME [redacted]
ADDRESS
CITY PHONE [redacted]

NO.	MAKE	MODEL	MILES	LICENSE	VIN
14	Kia	Forte	Grey	[redacted]	[redacted]

DESCRIPTION

LOCATION OF PICKUP Barton RD x Sam Houston
TAKEN TO 1083 W Park Ave
DOLLY
EXTRA LABOR
REQUESTED BY PPD [illegible]
ADDITIONAL TOWING
ADVANCE PAYOUT TO
STORAGE FROM 1-3-15 TO 1-5-15 DAYS 3 @ 50 DAY
COMMENTS
LIEN SALE
LEGAL OWNER
RELEASE TO Progressive [illegible]

TOWING	300
RELEASE	
DOLLY	
LABOR	
MISC. FEES	
MISC. TOWING	
ADVANCE PAYOUT	
STORAGE	150
LIEN SALE	
TOTAL	450

OWNER [illegible] JACK NO.
FRONT TOOL [illegible] REAR TOOL

I THE UNDERSIGNED, DO HEREBY CERTIFY THAT I AM [redacted] VEHICLE DESCRIBED ABOVE AND ALL PERSONAL PROPERTY [illegible] ON $400

SIGNED [redacted]

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR VEHICLES OR IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL

INVOICE [redacted]

Invoice Display

Lot #: 16252335

Go to Lot Display: Lot # [redacted]

New Search

COPART AUTO AUCTIONS
1203 S. RANCHO AVE
COLTON, CA 92324
PHONE (909) 825-7600
TAX ID# 942867490

Date 3/11/15

Visit us at www.copart.com
All Amounts are in USD

FINAL INVOICE

Copart Lot# [redacted] 7 CA - SAN BERNARDINO
Loss Date 1/27/15
Called In 1/27/15
P/U Cleared 1/28/15
Pickup Date 1/28/15
Original Title 2/16/15
Trans Title 2/17/15
Sale Document 2/27/15
Loss Type BURN
Description 14 KIA FORTE LX BLACK
Vehicle ID# KNAFX4A65E5[redacted]
License#/ST [redacted] CA
Mileage UNREADABLE
Pickup From BRONCS TOWING
1083 W PARK AVE
REDLANDS, CA 92373
(909) 307-0944

P832 PIPS77A
PROGRESSIVE CLAIMS MAIL PROCES
PROGRESSIVE-FIRE/THEFT CALIF
PO BOX 512928
LOS ANGELES, CA 90051

Claim# [redacted]
Policy#
Loss Code
Reference#
Insured
Owner

ADVANCE CHARGES PAID BY COPART		
TOW SERVICE	300.00	
STORAGE	100.00	
TOTAL ADVANCE CHARGES	400.00	
COPART SERVICE CHARGES		
VEHICLE LICENSING FEE	10.00	VEHICLE LICENSE REFUND
TITLE PROCESSING	25.50	NON REPAIRABLE
PIP PROGRAM CHARGE	95.00	
TOTAL COPART SERVICE CHARGES	130.50	
TOTAL DUE COPART	530.50	
PROCEEDS FROM SALE	100.00CR	*Bid Raised By Internet*
NET DUE COPART	430.50	

SALE INFORMATION

Lot# [redacted]
Sale Date 3/05/15
Sale Amount 100.00
ACV 13931.61
Return .7%
Cert# [redacted]
Payment From Buyer 3/09/15
Reported To NICB 3/09/15

Sold To 581852 SAMSON AUTO SALVAGE (JUNK)
8103 S ALAMEDA ST
LOS ANGELES, CA 90001
(323) 583-1094

Item# 4059
Invoice Date 3/11/15
Invoice Amount 430.50 USD

REMIT TO: COPART
4610 WEST AMERICA DRIVE
FAIRFIELD, CA 94534

Display as PDF

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```
CMSD2340 /CMSM2340              P A C M A N                    MAR 11 15 -  8:58
OPID: MXN0054                CLAIM PAYMENT INQUIRY             TERMID: ?01H
INSD: [redacted]                                               POL: [redacted]
DOL : JAN 27 15  CA-SD FRT-GRP-   CLM: [redacted] ACTIVE       REP: K  SHIPPS

 PAY TO THE ORDER OF:                  TOTAL DRAFT AMOUNT:        14,695.14

 LINE 1: [redacted]**************************************
 LINE 2: ************************************************************
 LINE 3:

 ADDRESS: [redacted]

CITY: GREENWOOD VILLAGE                ST/PR* CO  ZIP/CPC: [redacted]      CNTRY* USA

IN PAYMENT OF:  COMP-14 KIA FORTE-LESS DED-FULL AND FINAL

1099     ? N    FEDERAL TAX ID:              LAST UPDT REP: TRP0010
CDS CODE * 39 PCL  EFT TRACE #:              ISSUING REP:  T PEMBROKE
BANK CODE* AS2     ISSUE DATE : FEB 10 15    APPROVED BY:  J ROBBINS
STATE    * CA      AREA       * 045          REVIEW DATE:     00 00
STOP RSN *         DRAFT #    : [redacted]   REVIEWED BY:

COMMAND:
```

Received Date: 03/11/2015

CMSD2340 /CMSM2340 P A C M A N MAR 11 15 - 8:58
OPID: MXN0054 CLAIM PAYMENT INQUIRY TERMID: 701H
INSD: [redacted] POL: [redacted]
DOL : JAN 27 15 CA-SD FRT-GRP- CLM: [redacted] ACTIVE REP: K SHIPPS

PAY TO THE ORDER OF: TOTAL DRAFT AMOUNT: 430.50

LINE 1: COPART AUTO AUCTIONS
LINE 2:
LINE 3:

ADDRESS: 4610 W AMERICA DR

CITY: FAIRFIELD ST/PR* CA ZIP/CPC: 94534-4186 CNTRY* US

IN PAYMENT OF: Progressive Invoice Number: [redacted]

1099 ? N FEDERAL TAX ID: LAST UPDT REP: A094656
CDS CODE * EFT TRACE #: [redacted] ISSUING REP: J VON LEHMDEN
BANK CODE* 1CD ISSUE DATE : MAR 06 15 APPROVED BY:
STATE * CA AREA * REVIEW DATE: 00 00
STOP RSN * DRAFT # : [redacted] REVIEWED BY:

COMMAND:

Received Date: 03/11/2015

J.D. POWER
McGRAW HILL FINANCIAL

mitchell

Vehicle Valuation Report

Prepared for: Progressive Group of Insurance Companies
(800) 321-9843

Summary

Claim Information

Claim Number: [redacted]
Policy Number:
Owner:
Address:

Version #: 2
Coverage Type of Loss: COMPREHENSIVE
Loss Date: 01/27/2015
Reported Date: 01/27/2015
Valuation Report Date: 02/09/2015 08:39:42
Valuation Report ID: [redacted]

Vehicle Information

Loss Vehicle: 2014 KIA FORTE LX 4D SDN 1.8L 4 Cyl Gas A 2WD
VIN: KNAFK4A66E5[redacted]
Mileage: 25,503 miles
Title History: No

Location: CO 80111
Exterior Color:
License Plate:

Valuation Summary

Base Value:	**$13,931.61**
Loss Vehicle Adjustments	
Condition Adjustment:	$0.00
Prior Damage Adjustment:	$0.00
After Market Parts Adjustment:	$0.00
Refurbishment Adjustment:	$0.00
Title History Adjustment:	$0.00
Market Value:	**$13,931.61**
Settlement Adjustments	
Deductible:	-$500.00
Settlement Value:	**$13,431.61**

Title History Comments:

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Received Date: 03/11/2015

Loss Vehicle Detail

Loss vehicle: **2014 KIA FORTE LX 4D SDN 1.8L 4 Cyl Gas A 2WD**

Standard Equipment

Exterior	
Automatic Headlights With Automatic Off and Time Delay	Automatic High/Low Beam Control Twin Projector Beam Halogen Headlights
Daytime Running Lights	Front and Rear Body Color Bumpers
Steel Wheels, Front 15-in. X 6-in. and Rear 15-in. X 6-in.	

Interior	
AM/FM Radio Seek, Scan, Speed Sensitive Volume and 4 Speakers Total, CD Player, MP3 Player, SiriusXM Satellite Radio	Auxiliary Audio Input Jack
Cloth Seats	Dual Body Color Folding Power Adjustable Heated Exterior Rearview Mirrors
Front and Rear Power Windows With Driver One-Touch Down	Front Dual Reclining Bucket Seats Driver Side Adjusts 6 Ways Total, Adjustable Seat Height, Passenger Side Adjusts 4 Ways Total, Adjustable Headrests and Fold-Down Center Armrest
Front Vanity Mirror	In-Glass Radio Antenna
Interior Air Filter	Manual Air Conditioning
Memory Device Reader	Rear HVAC Ducts
Rear Window Defroster	Seat Type=bench
Steering Wheel Mounted Controls For Audio	Tinted Glass
Trip Computer With Trip Odometer	Variable Intermittent Windshield Wipers
Wireless Communication Access For Bluetooth Enabled Devices with Bluetooth Streaming Audio	

Mechanical	
4-Wheel Anti-Lock Brakes	Front Power 279-mm Ventilated Disc and Rear Power 262-mm Disc Brakes
Hill Start Control	Power Electric Rack and Pinion Variable Assisted Steering
Telescopic Steering Column	Tilt Steering Column
Traction Control Controlled By Engine Management	Vehicle Stability Control System

Safety	
Child Safety Door Locks Located On Rear Doors	Driver Airbag
Front and Rear Side Head Curtain Airbags	Front Pretensioners
Front Seatbelt Height Adjusters	Keyless Entry Operated Via Key Fob
Locking Fuel Filler	Multi-Function Remote Operates Door Lock/Unlock
Passenger Airbag	Passenger Airbag Cutoff Sensor
Power Door Locks Operated Via Key and Remote With Automatic Locking	Power Trunk Lock/Unlock Via Interior Switch
Rear Center 3-Point Seatbelt	Remote Fuel Door Release Located Inside Vehicle
Remote Trunk/Decklid Release Located Inside Vehicle	Seat Mounted Front Side Airbags
Side Guard Door Beams	

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Received Date: 03/11/2015

Loss Vehicle Base Value

Loss vehicle: **2014 KIA FORTE LX 4D SDN 1.8L 4 Cyl Gas A 2WD**

Comparable Vehicle Information

Search Radius used for this valuation: **75 miles from loss vehicle zip/postal code.**

Typical Mileage for this vehicle: **10,000 miles**

#	Vehicle Description	Mileage	Location	Distance From Loss Vehicle	Price	Adjusted Value
1	2014 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	9,085	80121	4 miles	$14,998.00 List Price	$14,038.64
2	2014 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	10,157	80110	8 miles	$15,988.00 List Price	$13,940.66
3	2014 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	11,463	80010	8 miles	$14,985.00 List Price	$13,146.35
4	2014 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	9,567	80215	15 miles	$15,980.00 List Price	$13,896.32
5	2014 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	10,697	80215	15 miles	$15,980.00 List Price	$13,966.63
6	2014 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	11,415	80215	15 miles	$15,980.00 List Price	$14,014.57
7	2014 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	9,846	80234	21 miles	$14,998.00 List Price	$14,087.94
8	2014 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	9,238	80234	21 miles	$14,998.00 List Price	$14,048.55
9	2014 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	9,637	80922	52 miles	$14,998.00 List Price	$14,087.36
10	2014 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	9,833	80922	52 miles	$14,998.00 List Price	$14,087.10
					Base Value:	**$13,931.61**

Loss Vehicle Adjustments

Loss vehicle: **2014 KIA FORTE LX 4D SDN 1.8L 4 Cyl Gas A 2WD**

Condition Adjustments

Condition Adjustment:	**$0.00**	**Overall Condition: 3.00-Good**		**Typical Vehicle Condition: 3.00**	

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Received Date: 03/11/2015

Category	Condition		Comments
Interior			
SEATS	Typical		unable to assess due to burn
CARPET	Typical		unable to assess due to burn
GLASS	Typical		unable to assess due to burn
DOORS/INTERIOR PANELS	Typical		unable to assess due to burn
HEADLINER	Typical		unable to assess due to burn
DASH/CONSOLE	Typical		unable to assess due to burn
Exterior			
PAINT	Typical		unable to assess due to burn
TRIM	Typical		unable to assess due to burn
VINYL/CONVERTIBLE TOP	Typical		
BODY	Typical		unable to assess due to burn
Mechanical			
ENGINE	Typical		unable to assess due to burn
TRANSMISSION	Typical		unable to assess due to burn
Tire	Typical		no excess wear to rear. unable to assess fr

Typical condition reflects a vehicle that is in ready-for-sale condition and reflects normal wear and tear for that vehicle type / age.

Comments:

Comparable Vehicles

Loss vehicle: **2014 KIA FORTE LX 4D SDN 1.8L 4 Cyl Gas A 2WD**

Comparable Vehicles

Received Date: 03/11/2015

1	2014 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $14,998.00

VIN: KNAFX4A63E5[redacted]
Stock No: [redacted]
Listing Date: 01/17/2015
ZIP/Postal Code: 80121
Distance from Loss Vehicle: 4 miles
Source: DEALER WEB LISTING - CARS.COM
CARMAX SOUTH BROADWAY
5850 S BROADWAY
LITTLETON CO 80121
303-390-3176

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			$0.00
Mileage	25,603	9,085	-$959.36

Total Adjustments: -$959.36
Adjusted Price: $14,038.64

2	2014 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $15,988.00

VIN: KNAFX4A64E5[redacted]
Stock No: [redacted]
Listing Date: 12/20/2014
ZIP/Postal Code: 80110
Distance from Loss Vehicle: 8 miles
Source: DEALER WEB LISTING - CARS.COM
THE SHARPEST RIDES
2245 S RARITAN
ENGLEWOOD CO 80110
720-971-6655

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$1,168.00
Mileage	25,603	10,157	-$879.34

Total Adjustments: -$2,047.34
Adjusted Price: $13,940.66

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Received Date: 03/11/2015

3	2014 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $14,985.00

VIN: KNAFX4A64E5[redacted]
Stock No: [redacted]
Listing Date: 01/17/2015
ZIP/Postal Code: 80010
Distance from Loss Vehicle: 8 miles
Source: DEALER WEB LISTING - CARS.COM
SHORTLINE KIA
100 NORTH HAVANA ST
AURORA CO 80010
303-364-2200

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			$1,094.00
Mileage	25,603	11,483	-$744.65

Total Adjustments: -$1,838.65
Adjusted Price: $13,146.35

4	2014 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $15,980.00

VIN: KNAFX4A62E5[redacted]
Stock No: [redacted]
Listing Date: 01/26/2015
ZIP/Postal Code: 80215
Distance from Loss Vehicle: 15 miles
Source: DEALER WEB LISTING - VAST.COM
AUTOMOTIVE AVENUES
10701 WEST 6TH AVENUE
LAKEWOOD CO 80215
303-750-5000

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$1,167.00
Mileage	25,603	9,567	-$916.68

Total Adjustments: -$2,083.68
Adjusted Price: $13,896.32

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Received Date: 03/11/2015

5	2014 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $15,980.00

VIN: KNAFX4A61E5[redacted]
Stock No: [redacted]
Listing Date: 01/26/2015
ZIP/Postal Code: 80215
Distance from Loss Vehicle: 15 miles
Source: DEALER WEB LISTING - VAST.COM
AUTOMOTIVE AVENUES
10701 WEST 6TH AVENUE
LAKEWOOD CO 80215
303-750-5000

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$1,167.00
Mileage	25,603	10,697	-$844.37

Total Adjustments: -$2,011.37
Adjusted Price: $13,968.63

6	2014 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $15,980.00

VIN: KNAFX4A60E5[redacted]
Stock No: [redacted]
Listing Date: 01/26/2015
ZIP/Postal Code: 80215
Distance from Loss Vehicle: 15 miles
Source: DEALER WEB LISTING - VAST.COM
AUTOMOTIVE AVENUES
10701 WEST 6TH AVENUE
LAKEWOOD CO 80215
303-750-5000

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$1,167.00
Mileage	25,603	11,415	-$798.43

Total Adjustments: -$1,965.43
Adjusted Price: $14,014.57

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7	2014 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $14,998.00

VIN: KNAFX4A62E5[redacted]
Stock No: [redacted]
Listing Date: 12/24/2014
ZIP/Postal Code: 80234
Distance from Loss Vehicle: 21 miles
Source: DEALER WEB LISTING - CARS.COM
CARMAX 104TH AVE-FEDERAL HEIGHTS
2800 W 104TH AVE
FEDERAL HEIGHTS CO 80234
303-357-8152

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			$0.00
Mileage	25,603	9,846	-$910.06

Total Adjustments: -$910.06
Adjusted Price: $14,087.94

8	2014 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $14,998.00

VIN: KNAFX4A62E5[redacted]
Stock No: [redacted]
Listing Date: 01/10/2015
ZIP/Postal Code: 80234
Distance from Loss Vehicle: 21 miles
Source: DEALER WEB LISTING - CARS.COM
CARMAX 104TH AVE-FEDERAL HEIGHTS
2800 W 104TH AVE
FEDERAL HEIGHTS CO 80234
303-357-8152

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			$0.00
Mileage	25,603	9,238	-$949.45

Total Adjustments: -$949.45
Adjusted Price: $14,048.55

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Received Date: 03/11/2015

9	2014 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $14,998.00

VIN: KNAFX4A60E5[redacted]
Stock No: [redacted]
Listing Date: 01/26/2015
ZIP/Postal Code: 80922
Distance from Loss Vehicle: 52 miles
Source: DEALER WEB LISTING - VAST.COM
CARMAX COLORADO SPRINGS
4010 TUTT BOULEVARD
COLORADO SPRINGS CO 80922
877-751-2073

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			$0.00
Mileage	25,603	9,837	-$910.64

Total Adjustments: -$910.64
Adjusted Price: $14,087.36

10	2014 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $14,998.00

VIN: KNAFX4A63E5[redacted]
Stock No: [redacted]
Listing Date: 01/26/2015
ZIP/Postal Code: 80922
Distance from Loss Vehicle: 52 miles
Source: DEALER WEB LISTING - VAST.COM
CARMAX COLORADO SPRINGS
4010 TUTT BOULEVARD
COLORADO SPRINGS CO 80922
877-751-2073

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			$0.00
Mileage	25,603	9,833	-$910.90

Total Adjustments: -$910.90
Adjusted Price: $14,087.10

Sub-Model Comparison

Sub-Model Description	Configuration	Original MSRP
2014 KIA FORTE LX	4D SDN 1.8L 4 CYL Gas 2WD	$17,400.00

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Received Date: 03/11/2015

Vehicle Valuation Methodology Explanation

WorkCenter Total Loss was built through a joint partnership between J.D. Power and Associates vehicle valuation division Power Information Network (P.I.N.) and Mitchell International, a leading provider of claims processing solutions to private passenger insurers.

WorkCenter Total Loss produces accurate and easy-to-understand vehicle valuations via this five step process:

Step 1 - Locate Comparable Vehicles

Locate vehicles similar to the loss vehicle in the same market area. WorkCenter Total Loss finds these vehicles in AutoTrader.com, Cars.com, Vast.com and directly from dealerships.

Step 2 - Adjust Comparable Vehicles

Make adjustments to the prices of the comparable vehicles. The comparable vehicles are identical to the loss vehicle except where adjustments are itemized. There are several types of comparable vehicle adjustments:

- Projected Sold Adjustment - an adjustment to reflect consumer purchasing behavior (negotiating a different price than the listed price).
- Mileage Adjustment - an adjustment for differences in mileage between the comparable vehicle and the loss vehicle.
- Equipment- adjustments for differences in equipment between the comparable vehicle (e.g. equipment packages and options) and the loss vehicle.

Step 3 - Calculate Base Vehicle Value

The base vehicle value is calculated by averaging the adjusted prices of the comparable vehicles.

Step 4 - Calculate Loss Vehicle Adjustments

There are four types of loss vehicle adjustments:

- Condition Adjustment:

  Adjustments to account for the condition of the loss vehicle prior to the loss.

- Prior Damage Adjustment:

  Adjustments to account for any prior damage present on the loss vehicle prior to the loss.

- After Market Part Adjustment:

  Adjustments to account for any after market parts present on the loss vehicle prior to the loss.

- Refurbishment Adjustment:

  Adjustments to account for any refurbishment performed on the loss vehicle prior to the loss.

Step 5 - Calculate the Market Value

The Market Value is calculated by applying the loss vehicle adjustments to the base value.

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Received Date: 03/11/2015

Progressive Group of Insurance Companies

Settlement Summary

Claim Information

Claim Number: [redacted]
Policy Number:
Owner :

Coverage Type of Loss: COMPREHENSIVE
Loss Date: 01/27/2015
Reported Date: 01/27/2015
Valuation Report ID: [redacted]

Vehicle Information

Loss Vehicle: 2014 KIA FORTE LX 4D SDN 1.8L 4 Cyl Gas A 2WD
VIN: KNAFK4A66E5[redacted]
Mileage: 25,603 miles
Title History: No

Location: CO 80111
Exterior Color:
License Plate:
Title History Comments:

Loan Information		Payment Information	
Lien Holder Payoff:	$0.00	**Lien Holder Payment(s):**	$0.00
Loan/Lease Payoff Coverage:	$0.00	**Net to Owner:**	$14,695.14

Settlement

Stated Amount:	$0.00
Actual Cash Value:	$13,931.61
Base Value:	$13,931.61
Title History Adjustment:	-$0.00
Refurbishment Adjustment:	$0.00
After Market Parts Adjustment:	$0.00
Condition Adjustment:	$0.00
Prior Damage Adjustment:	-$0.00
Market Value:	$ 13,931.61
Settlement Adjustment(Pre-Tax):	$0.00
Fees:	$149.00
Taxes:	$1,114.53
Company Obtains:	$0.00
Net Settlement:	$15,195.14
Settlement Adjustment(Post-Tax):	$0.00
Deductible:	-$500.00
Other Adjustments:	$ 0.00
Total Settlement:	$14,695.14

Adjuster License #:
Comments:

Date: 1/28/2015 03:25 PM
Estimate ID: [redacted]
Estimate Version: 0
Committed
Profile ID:

United Financial Casualty Company

1955 CHICAGO AVENUE, SUITE 120, RIVERSIDE, CA 92507
(909) 721-0140

Damage Assessed By: Jon Ball (909) 721-0140 Claim Rep: TRAVIS PEMBROKE
Classification:

* Product Type: Auto
* Date of Loss: 1/27/2015
* Deductible: 500.00
* Claim Number: [redacted]
Insured:
Claimant:
Owner:

Mitchell Service: 911665

Description: 2014 Kia Forte LX
Body Style: 4D Sed
VIN: KNAFK4A66E5[redacted]
OEM/ALT: O
Color: BLACK
Options: PASSENGER AIRBAG, DRIVER AIRBAG, POWER LOCK, POWER WINDOW, REAR WINDOW DEFOGGER
MANUAL AIR CONDITION, TILT STEERING COLUMN, TELESCOPIC STEERING COLUMN
ANTI-LOCK BRAKE SYS., TRACTION CONTROL, AUXILIARY INPUT, SATELLITE RADIO
AUTOMATIC TRANSMISSION, TINTED GLASS, TRIP COMPUTER, VARIABLE ASSISTED STEERING
SIDE AIRBAGS, AUTOMATIC HEADLIGHTS, SIDE HEAD CURTAIN AIRBAGS
DAYTIME RUNNING LIGHTS, AM/FM STEREO CD/MP3 PLAYER, ELECTRONIC STABILITY CONTROL
FRONT BUCKET SEATS, INTERIOR AIR FILTER, KEYLESS ENTRY SYSTEM, POWER DISC BRAKES
POWER LIFTGATE\TRUNK, STEERING WHEEL AUDIO CONTROLS

Vehicle Production Date: 00/00
Drive Train: 1.8L Inj 4 Cyl 6A FWD
Search Code: None

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
				MANUAL ENTRIES			
1	[redacted]	BDY *	REPAIR	oil	Existing		0.0

* - 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

III. Additional Costs	Amount
Total Additional Costs	0.00

IV. Adjustments	Amount
Insurance Deductible	500.00-
Subtotal of Adjustments Exceeds Gross Total	
Customer Responsibility	0.00

ESTIMATE RECALL NUMBER: 01/28/2015 15:25:58 [redacted]
Mitchell Data Version: DEM: JAN_15_V0128
Software Version: 7.1.'75

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Received Date: 03/11/2015

Date: 1/28/2015 03:26 PM
Estimate ID: [redacted]
Estimate Version: 0
Committed
Profile ID:

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

Point(s) of Impact

16 Non-Collision (P)

Event Log

File Created:	01/28/2015 03:18:36 PM
Estimate Started:	01/28/2015 03:25:51 PM
Estimate Printed:	Estimate not printed
Estimate Committed:	01/28/2015 03:25:58 PM
Estimate Uploaded:	01/28/2015 03:26:02 PM

ESTIMATE RECALL NUMBER: 01/28/2015 15:25:58 [redacted]
Mitchell Data Version: OEM: JAN_15_V0128
Software Version: 7.1.75

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Received Date: 03/11/2015

Progresssive Claim [redacted]

Date	Payee	Expense	Amount	Paid Via
2/7/2015	Southwest Airfare	Airfare	239.60	Amazon Visa *0955
2/9/2015	Southwest Airfare	Airfare	364.10	Amazon Visa *0955
2/11/2015	Crescent Bay	Lodging	625.00	Amazon Visa *0955
2/11/2015	Nicks	Dining	105.00	Amazon Visa *0955
2/12/2015	Parkview Terrace	Apartment Gate Card	25.00	Check 135
2/12/2015	Tortilla Republic	Dining	72.00	Amazon Visa *0955
2/12/2015	Jack in the Box	Dining	10.56	Amazon Visa *0955
2/13/2015	Cash	Cash	102.50	Debit Card
2/13/2015	The Lumbery	Dining	140.00	Amazon Visa *0955
2/13/2015	Ruby's	Dining	48.02	Amazon Visa *0955
2/13/2015	2013 Hyundai Elantra	Vehicle Replacement	1893.43	Check [redacted] - Progressive Settlement - $14695.14 / Cost of Used Vehicle $16588.57
2/14/2015	Fontana 76	Fuel	28.86	Amazon Visa *0955
2/14/2015	Thrifty Car Rental	Rental Car	222.27	Amazon Visa *0955
2/14/2015	Wendy's	Dining	7.00	Amazon Visa *0955
2/14/2015	Madison Square	Dining	32.72	Amazon Visa *0955
3/11/2015	Thrifty Car Rental	Rental Car	15.00	Amazon Visa *0955
3/20/2015	Thrifty Car Rental	Rental Car	45.00	Amazon Visa *0955
	Total:		**3976.06**	

Accident Report

Case [redacted]

Report Details

1. Who Owns the Vehicle?
<Provide Owner Name, Address, and Phone>
[redacted]

2. Who Was Driving the Vehicle and how many passengers were there, if any?
<Provide Driver's Name, Address, and Phone>
[redacted]
Address - on file
Phone number - mother does not want to provide, daughter has a mental condition

3. Do You Own the Vehicle?
No

4. What is the Age of the Driver?
<Driver's Age>
[redacted]

5. What Was the Date and Time of the Accident?
<DATE> and <TIME>
1/27/2015 at 7:27 AM

6. Describe the Road Weather Conditions at the Time of the Accident.
<ROAD WEATHER CONDITIONS>
Clear and dry

7. What Speed was the Vehicle Traveling?

<VEHICLE SPEED>
Mother does not know, probably whatever the posted speed limit

8. Were any Other Vehicles Involved in the Accident?
No

9. Were There Any Injuries?
No

10. Was Anyone Taken by Ambulance to The Hospital?
No

11. Is Anyone Currently Under Medical Attention for this Incident?
Yes, <Who and For What>
[redacted] is not under any physical medical attention possibly will need mental
[redacted] will be seeing a counselor due to being extremely upset

12. Describe the Incident in Detail, including the approximate vehicle speeds
<INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>
[redacted] was driving the vehicle. Other drivers were indicating to her that her vehicle was on fire, pulled to the side of the road did not put it in park (car rolled backwards) 911 was called for assistance. Flames were seen from the engine area of the vehicle.

13. Were the Police Contacted?
Yes

14. What is the Name of the Officer, Department, and Badge Number?
<Officer Name, Department, Badge>
Officer - Bustamante
Department - Loma Linda Sherrifs dept
Badge Number - Unknown

15. What is the Police Report Number?

<POLICE REPORT NUMBER>
Report number - [redacted]

16. Was the Insurance Company Contacted?
Yes, <Name, Address, and Phone of Insurance Company, Policy #, and Claim #>
Name - Progressive
Address - Unknown
Phone number - 916-246-3077 (travis is working the case with progressive)
Policy number - [redacted]

17. Have You Settled With the Insurance Company?
No

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

19. Where is the Vehicle Now?
<VEHICLE LOCATION>
Does not want to disclose were the vehicle is, Progressive may want to tell you and thats fine. I am concerned that Kia may go out and try to protect themselves and change something on the vehicle.

20. Have Any Repairs Been Completed?
No

21. Were Parties Wearing Seatbelts?
Yes

22. Did the Airbag(s) Deploy?
No

23. Was Airbag Light on prior to accident?
No

24. What action are you requesting of Kia?
<RESOLUTION SOUGHT>
Will be incurring costs to fly out to her from Denver to CA and will need to be getting a new car. Need expenses for lodging eating and any expenses that are incurred due to this. Want to be compensated for the hassle as well. Want to get more then what KBB is willing to offer for the vehicle. Want a new vehicle as well. Want this to be investigated.

25. Have you reviewed the airbag section of the owners manual?
Yes - In order to consider your request, we will need you to provide us with copies of:
i. Copy of Police Report (if available)
ii. Pictures of vehicle (front, rear and side views)
Not Applicable

CARFAX® Vehicle History Report™

US $39.99

An independent company established in 1986

Vehicle Information:
2014 KIA FORTE LX
VIN: KNAFK4A66E5[redacted]
SEDAN 4 DR
1.8L 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
- 1 Service record available
- Personal vehicle
- 13 Last reported odometer reading
- $160 Above retail book value



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 2/3/15 at 4:36:38 PM (EST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

CARFAX Price Calculator™

Adjust the value of this 2014 Kia Forte LX based on the information available in this report

1) Retail Book Value	2) CARFAX Price Adjustment™	3) Adjusted Retail Value
$ 0	+ $160	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	2013
Type of owner	Personal
Estimated length of ownership	1 yr. 8 mo.
Owned in the following states/provinces	California
Estimated miles driven per year	---
Last reported odometer reading	13

CARFAX 1 OWNER

CARFAX 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

CARFAX 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

CARFAX Detailed History

Glossary

Owner 1

Purchased:	2013
Type:	Personal
Where:	California
Est. length owned:	5/16/13 - present (1 yr. 8 mo.)

Date:	Mileage:	Source:	Comments:
04/15/2013	8	Riverside Mitsubishi Kia Riverside, CA 951-509-1000 riversidemitsubishi.com	Pre-delivery inspection completed
04/15/2013		Riverside Mitsubishi Kia Riverside, CA 951-509-1000 riversidemitsubishi.com	Vehicle offered for sale
05/02/2013	13	Riverside Mitsubishi Kia Riverside, CA 951-509-1000 riversidemitsubishi.com	Vehicle sold
05/16/2013		California Motor Vehicle Dept. Loma Linda, CA	Title issued or updated First owner reported Titled or registered as personal vehicle Loan or lien reported

03/10/2014	California Motor Vehicle Dept. Redlands, CA	Registration updated when owner moved the vehicle to a new location
08/20/2014	California Motor Vehicle Dept. Redlands, CA	Title issued or updated Loan or lien released

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 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

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+

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Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512, 8,600,823; 8,595,079; 8,606,648; 7,505,838.
2/3/15 4:36:38 PM (EST)

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	
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 GOODWILL OVER $500.00 REQUIRES A SIGNED OFFER LETTER OR RELEASE
✓	ANY GOODWILL 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) or 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.

Kia RCAA Case Scorecard

KIA MOTORS

Analyst JMAJICA Date of Review 7/27/15

Case# [redacted] Customer Name [redacted]

Case Handling Result:

- [ ] Repair
- [ ] Info Provided
- [x] Goodwill
- [ ] ADL-Goodwill
- [ ] Voluntary Repurchase/SOC
- [ ] BBB Arbitration Repurchase/SOC
- [ ] ADL- Repurch./SOC
- [ ] BBB-Goodwill
- [ ] No Assistance
- [ ] Lawsuit Goodwill
- [ ] Lawsuit Repurchase/SOC
- [ ] Compliment

RCAM Review & Evaluation:

- [ ] 24/24 If "No" _____
- [ ] Positive Language. Comments: _____
- [ ] Case Mgmt. (i.e., Resolution Model, etc.) _____
- [ ] Case Documenting (i.e., logical, clear, thorough, etc.) _____
- [ ] TREAD Coding. Comments: _____
- [ ] Other _____

Areas of Strength:

Areas of Improvement:

RCAM Signature & Date

7/27/15 16:07:57 Kia Motors America Page: 1
MOJICAJ Request for Goodwill Assistance CSR400P

CASE: [redacted] 2 CLRFY: [redacted] KNAFK4A66E5[redacted]
RSP DLR: 90202 DIST: 01 REGION: NA MODEL: 2014 FORTE LX
WARRANTY START DATE: 5/02/13 MILES: 025603
REASON FOR GOODWILL: SS Subrogation Settlement
CAUSE: MS MISC
PART#: 25385 A6000
PART DESC: RESISTOR NATIONAL RCVD REQST: 00 00 00
SPECIFIC OFFER: CH CASH SETTLEMENT NATIONAL SENT CHECK: 00 00 00

GOODWILL COMMENTS:
7/27/15 JM: UNITED FINANCIAL CASUALTY COMPANY CONTACTED KMA DUE TO THERMAL EVENT. KMA ENGINEER ATTENDED JOINT INSPECTION. CAUSE OF FIRE WAS DETERMINED TO BE THE COOLING FAN RESISTOR/SC113. UNITED FINANCIAL CASUALTY CO. TO BE REIMBURSED FOR MONEY PAID OUT ON CLAIM FOR THEIR INSURED'S VEHICLE.

CHECK REQUEST: MAKE CHECK PAYABLE TO:
UNITED FINANCIAL CASUALTY COMPANY DEALER CODE:
24344 NETWORK PLACE
CHICAGO IL 60673

TOTAL AMOUNT: $ 15956.14

GWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWG

JEANNIE MOJICA _____ DATE: 7/27/15

BRAD HOLT _____ DATE: _____

MICHELE CAMERON _____ DATE: _____

JAMIE AN _____ DATE: _____

JOHN CROWE _____ DATE: _____

* * * * * [redacted] – GOODWILL EXPENSE * * * * *

PROGRESSIVE

Payment Address
Progressive-Subro
24344 Network Place
Chicago, IL 60673-1243

Document Address
P.O. Box 512929
Los Angeles, CA
90051-0929

Phone: (877) 818-0139
Fax: (888) 781-6947

March 11, 2015

RECEIVED
APR 06 2015
CONSUMER AFFAIRS

KIA
111 PETERS CANYON RD.
IRVINE, CA 92606-1790

Type of Loss:	Vehicle Fire
VIN\DOT Number:	KNAFK4A66E5[redacted]
Year:	2014
Make:	KIA
Model:	FORTE LX 4D
Your Claim No:	N/A
Our Insured:	[redacted]
Address:	[redacted] REDLANDS, CA [redacted]
Our Claim No:	[redacted]
Date of Loss:	01-27-15
Damages:	$15,625.64 PROGRESSIVE PAID
Insured Out of Pocket:	$3,976.06

NOTICE OF SUBROGATION CLAIM

Please accept this letter as formal notice of our subrogation rights in regard to the above-captioned claim. Demand is hereby made upon you for payment of United Financial Casualty Company damages and those of our insured.

Our investigation indicates damages to our insured's vehicle was a direct result of a manufacturer's defect or negligence on your behalf. Enclosed please find all supporting documentation.

Please acknowledge receipt of my subrogation demand and forward your payment of $15,625.64 to my attention, payable to "United Financial Casualty Company , as subrogee of [redacted] and remit to the following address:

Progressive-Subro
24344 Network Place
Chicago, IL 60673--1243

You can contact me at the number listed below should you need additional documentation or to discuss this claim.

Thank you for your anticipated cooperation.

Stjepan J Jukanovic
United Financial Casualty Company
Subrogation Representative
Phone: 440-910-5682
Fax (888) 781-6947
Steve_Jukanovic@Progressive.com
Enclosure

Received Date: 03/11/2015

PROGRESSIVE

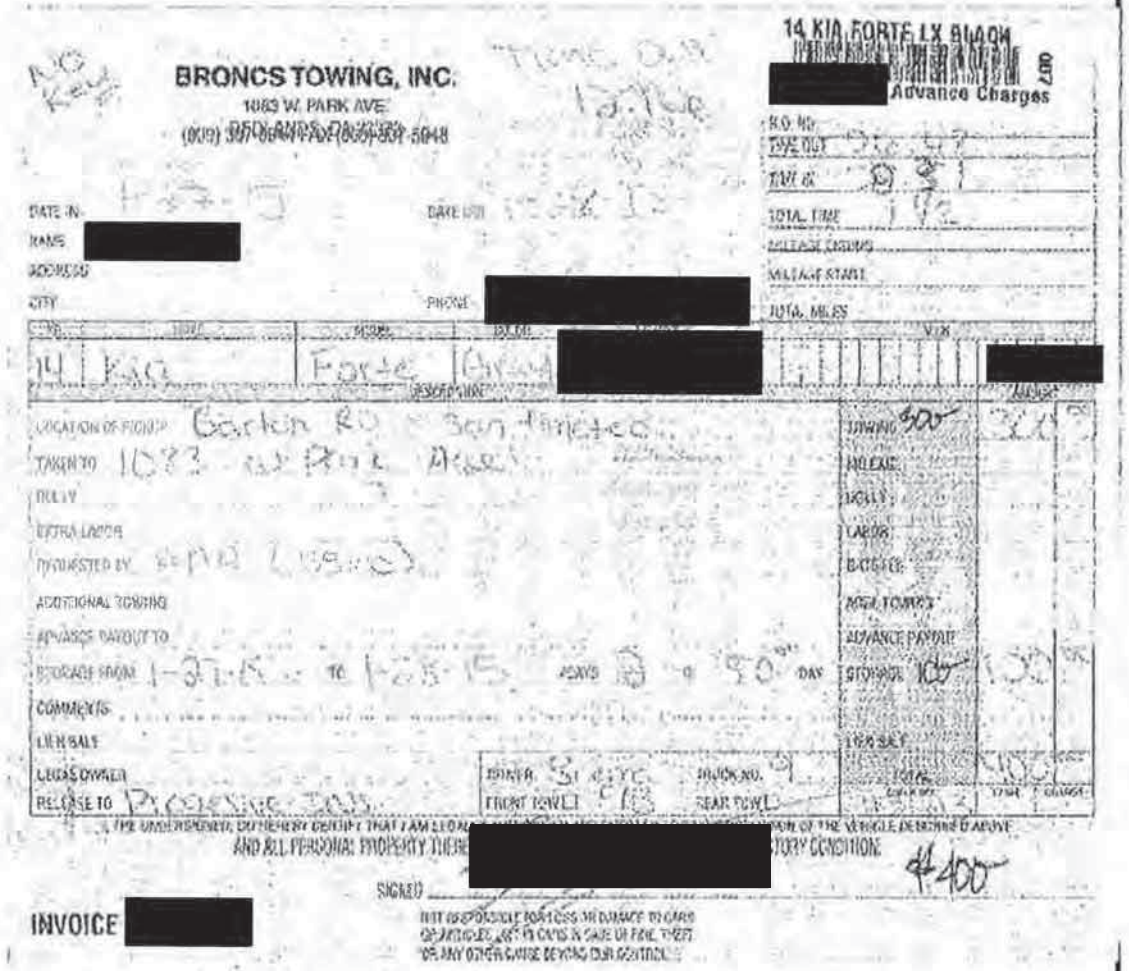
Payment Address
Progressive-Subro
24344 Network Place
Chicago, IL 60673-1243

Document Address
P.O. Box 512929
Los Angeles, CA
90051-0929

Phone: (877) 818-0139
Fax: (888) 781-6947

Subrogation 03-10-15 08:05 AM ET [redacted]
Authored By: STJEPAN JUKANOVIC
NEW PRODUCT LIABILTY DEMAND REFERRAL
LOSS STATE: CA
VEHICLE ON HOLD: IV SOLD
TIRE KEPT: N/A
STATUTE: 01/27/18
DAMAGES: $ 15,125.64 + DED 500.00 = 15625.64
LIAB/FACTS OF LOSS: FIRE
EXPERT HIRED: YES
EVIDENCE IN OUR FAVOR: RECALL
SUMMARY OF EVENTS/LIABILITY DECISION: NI DRIVING IV FOR APPROX 15 MINS WHEN
FIRE STARTED. NI WAS ALONE WHEN LOSS OCCURRED.
**
C&O JOINT INSPECT SET UP WITH KIA ON THE 26TH OF FEB- PGR AWAITING C&O REPORT.

Received Date: 03/11/2015



BRONCS TOWING, INC.
1083 W. PARK AVE.
[redacted]

14 KIA FORTE LX BLACK
[redacted]
Advance Charges

R.O. NO.
TIME OUT
TIME IN
TOTAL TIME
RELEASE DRIVER
MILEAGE START
TOTAL MILES

DATE IN
NAME [redacted]
ADDRESS
CITY
PHONE [redacted]

YR	MAKE	MODEL	BLDG	VIN
14	Kia	Forte	[redacted]	[redacted]

LOCATION OF PICKUP Barker Rd & Sam Houston
TAKEN TO 1083 W Park Ave
RELAY
EXTRA LABOR
REQUESTED BY Repo Lopez
ADDITIONAL TOWING
ADVANCE PAYOUT TO
STORAGE FROM 1-31-15 TO 1-05-15 ADAYS @ $20 DAY
COMMENTS
LIEN SALE
LEGAL OWNER
RELEASE TO Processing 2015

TOWING $00
RELEASE
DOLLY
LABOR
B.O.O.T.S.
MISC. CHARGES
ADVANCE PAYOUT
STORAGE 100
LIEN SALE
TOTAL

DRIVER
TRUCK NO.
FRONT TOWED
REAR TOWED

I THE UNDERSIGNED, DO HEREBY CERTIFY THAT I AM LEGALLY AUTHORIZED TO TAKE POSSESSION OF THE VEHICLE DESCRIBED ABOVE AND ALL PERSONAL PROPERTY THERE[redacted] TORY CONDITION.

$400

SIGNED

INVOICE [redacted]

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES, NOR TO CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

Invoice Display

Lot #: [redacted]

Go to Lot Display: Lot # [redacted]

New Search

COPART AUTO AUCTIONS
1203 S. RANCHO AVE
COLTON, CA 92324
PHONE (909) 825-7600
TAX ID# 942867490

Date 3/11/15

Visit us at www.copart.com
All Amounts are in USD

FINAL INVOICE

Copart Lot# [redacted] 7 CA - SAN BERNARDINO

Loss Date	1/27/15
Called In	1/27/15
P/U Cleared	1/28/15
Pickup Date	1/28/15
Original Title	2/16/15
Trans Title	2/17/15
Sale Document	2/27/15
Loss Type	BURN
Description	14 KIA FORTE LX BLACK
Vehicle ID#	[redacted]
License#/ST	[redacted] CA
Mileage	UNREADABLE
Pickup From	BRONCS TOWING 2083 W PARK AVE REDLANDS, CA 92373 (909) 307-0944

P832 PIP977A
PROGRESSIVE CLAIMS MAIL PROCES
PROGRESSIVE-FIRE/THEFT CALIF
PO BOX 512928
LOS ANGELES, CA 90051

Claim#	[redacted]
Policy#	
Loss Code	
Reference#	
Insured	
Owner	

ADVANCE CHARGES PAID BY COPART		
TOW SERVICE	300.00	
STORAGE	100.00	
TOTAL ADVANCE CHARGES	400.00	
COPART SERVICE CHARGES		
VEHICLE LICENSING FEE	10.00	VEHICLE LICENSE REFUND
TITLE PROCESSING	25.50	NON REPAIRABLE
PIP PROGRAM CHARGE	95.00	
TOTAL COPART SERVICE CHARGES	130.50	
TOTAL DUE COPART	530.50	
PROCEEDS FROM SALE	100.00CR	*Mid Raised My Internet*
NET DUE COPART	430.50	

SALE INFORMATION

Lot#	[redacted]
Sale Date	3/05/15
Sale Amount	100.00
ACV	13931.61
Return	.7%
Cert#	MR0450382
Payment From Buyer	3/09/15
Reported To NICB	3/09/15

Sold To 581852 SAMSON AUTO SALVAGE (JUNK)
8103 S ALAMEDA ST
LOS ANGELES, CA 90001
(323) 583-1094

Item# 4059 Invoice Date 3/11/15
Invoice Amount 430.50 USD

REMIT TO: COPART
4610 WEST AMERICA DRIVE
FAIRFIELD, CA 94534

Display as PDF

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```
CMSD2340 /CMSM2340              P A C M A N                    MAR 11 15 -  8:58
OPID: MXN0054                CLAIM PAYMENT INQUIRY             TERMID: ?01H
INSD: [redacted]                                               POL: [redacted]
DOL : JAN 27 15  CA-SD FRT-GRP-   CLM: [redacted] ACTIVE       REP: K  SHIPPS

 PAY TO THE ORDER OF:                    TOTAL DRAFT AMOUNT:        14,695.14

 LINE 1: [redacted]**************************************
 LINE 2: ************************************************************
 LINE 3:

 ADDRESS: [redacted]

CITY: GREENWOOD VILLAGE                  ST/PR* CO  ZIP/CPC: [redacted]      CNTRY* USA

IN PAYMENT OF:  COMP-14 KIA FORTE-LESS DED-FULL AND FINAL

1099     ? N    FEDERAL TAX ID:              LAST UPDT REP: TRP0010
CDS CODE * 39 PCL  EFT TRACE #:              ISSUING REP:  T PEMBROKE
BANK CODE* AS2     ISSUE DATE : FEB 10 15    APPROVED BY:  J ROBBINS
STATE    * CA      AREA       * 045          REVIEW DATE:     00 00
STOP RSN *         DRAFT #    : [redacted]   REVIEWED BY:

COMMAND:
```

Received Date: 03/11/2015

```
CMSD2340 /CMSM2340              P A C M A N                    MAR 11 15 -  8:58
OPID: MXN0054                CLAIM PAYMENT INQUIRY             TERMID: 201H
INSD: [redacted]                                               POL: [redacted]
DOL : JAN 27 15  CA-SD PRT-GRP-   CLM: [redacted] ACTIVE       REP: K  SHIPPS

 PAY TO THE ORDER OF:                  TOTAL DRAFT AMOUNT:          430.50

 LINE 1:  COPART AUTO AUCTIONS
 LINE 2:
 LINE 3:

 ADDRESS: 4610 W AMERICA DR

CITY: FAIRFIELD                        ST/PR* CA  ZIP/CPC: 94534-4186  CNTRY* US

IN PAYMENT OF:  Progressive Invoice Number: [redacted]

1099     ? N    FEDERAL TAX ID:          LAST UPDT REP: A094656
CDS CODE *         EFT TRACE #: [redacted] ISSUING REP:  J VON LEHMDEN
BANK CODE* 1CD     ISSUE DATE : MAR 06 15  APPROVED BY:
STATE    * CA      AREA       *            REVIEW DATE:      00 00
STOP RSN *         DRAFT #    : [redacted] REVIEWED BY:

COMMAND:
```

J.D. POWER
McGRAW HILL FINANCIAL

mitchell

Vehicle Valuation Report

Prepared for: Progressive Group of Insurance Companies
(800) 321-9843

Summary

Claim Information

Claim Number: [redacted]
Policy Number:
Owner:
Address:

Version #: 2
Coverage Type of Loss: COMPREHENSIVE
Loss Date: 01/27/2015
Reported Date: 01/27/2015
Valuation Report Date: 02/09/2015 08:39:42
Valuation Report ID: [redacted]

Vehicle Information

Loss Vehicle: 2014 KIA FORTE LX 4D SDN 1.8L 4 Cyl Gas A 2WD
VIN: KNAFK4A66E5[redacted]
Mileage: 25,603 miles
Title History: No

Location: CO 80111
Exterior Color:
License Plate:

Valuation Summary

Base Value:	**$13,931.61**
Loss Vehicle Adjustments	
Condition Adjustment:	$0.00
Prior Damage Adjustment:	$0.00
After Market Parts Adjustment:	$0.00
Refurbishment Adjustment:	$0.00
Title History Adjustment:	$0.00
Market Value:	**$13,931.61**
Settlement Adjustments	
Deductible:	-$500.00
Settlement Value:	**$13,431.61**

Title History Comments:

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Received Date: 03/11/2015

Loss Vehicle Detail

Loss vehicle: 2014 KIA FORTE LX 4D SDN 1.8L 4 Cyl Gas A 2WD

Standard Equipment

Exterior	
Automatic Headlights With Automatic Off and Time Delay	Automatic High/Low Beam Control Twin Projector Beam Halogen Headlights
Daytime Running Lights	Front and Rear Body Color Bumpers
Steel Wheels, Front 15-in. X 6-in. and Rear 15-in. X 6-in.	

Interior	
AM/FM Radio Seek, Scan, Speed Sensitive Volume and 4 Speakers Total, CD Player, MP3 Player, SiriusXM Satellite Radio	Auxiliary Audio Input Jack
Cloth Seats	Dual Body Color Folding Power Adjustable Heated Exterior Rearview Mirrors
Front and Rear Power Windows With Driver One-Touch Down	Front Dual Reclining Bucket Seats Driver Side Adjusts 6 Ways Total, Adjustable Seat Height, Passenger Side Adjusts 4 Ways Total, Adjustable Headrests and Fold-Down Center Armrest
Front Vanity Mirror	In-Glass Radio Antenna
Interior Air Filter	Manual Air Conditioning
Memory Device Reader	Rear HVAC Ducts
Rear Window Defroster	Seat Type-bench
Steering Wheel Mounted Controls For Audio	Tinted Glass
Trip Computer With Trip Odometer	Variable Intermittent Windshield Wipers
Wireless Communication Access For Bluetooth Enabled Devices with Bluetooth Streaming Audio	

Mechanical	
4-Wheel Anti-Lock Brakes	Front Power 279-mm Ventilated Disc and Rear Power 262-mm Disc Brakes
Hill Start Control	Power Electric Rack and Pinion Variable Assisted Steering
Telescopic Steering Column	Tilt Steering Column
Traction Control Controlled By Engine Management	Vehicle Stability Control System

Safety	
Child Safety Door Locks Located On Rear Doors	Driver Airbag
Front and Rear Side Head Curtain Airbags	Front Pretensioners
Front Seatbelt Height Adjusters	Keyless Entry Operated Via Key Fob
Locking Fuel Filler	Multi-Function Remote Operates Door Lock/Unlock
Passenger Airbag	Passenger Airbag Occupant Sensor
Power Door Locks Operated Via Key and Remote With Automatic Locking	Power Trunk Lock/Unlock Via Interior Switch
Rear Center 3-Point Seatbelt	Remote Fuel Door Release Located Inside Vehicle
Remote Trunk/Decklid Release Located Inside Vehicle	Seat Mounted Front Side Airbags
Side Guard Door Beams	

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Received Date: 03/11/2015

Loss Vehicle Base Value

Loss vehicle: **2014 KIA FORTE LX 4D SDN 1.8L 4 Cyl Gas A 2WD**

Comparable Vehicle Information

Search Radius used for this valuation: **75 miles from loss vehicle zip/postal code.**

Typical Mileage for this vehicle: **10,000 miles**

#	Vehicle Description	Mileage	Location	Distance From Loss Vehicle	Price	Adjusted Value
1	2014 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	9,085	80121	4 miles	$14,998.00 List Price	$14,038.64
2	2014 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	10,157	80110	8 miles	$15,988.00 List Price	$13,940.66
3	2014 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	11,483	80010	8 miles	$14,965.00 List Price	$13,146.35
4	2014 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	9,567	80215	15 miles	$15,980.00 List Price	$13,896.32
5	2014 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	10,697	80215	15 miles	$15,980.00 List Price	$13,966.63
6	2014 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	11,416	80215	15 miles	$15,980.00 List Price	$14,014.57
7	2014 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	9,048	80234	21 miles	$14,998.00 List Price	$14,087.94
8	2014 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	9,236	80234	21 miles	$14,998.00 List Price	$14,048.55
9	2014 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	9,637	80922	52 miles	$14,998.00 List Price	$14,083.36
10	2014 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	9,833	80922	52 miles	$14,998.00 List Price	$14,087.10
					Base Value:	$13,931.61

Loss Vehicle Adjustments

Loss vehicle: **2014 KIA FORTE LX 4D SDN 1.8L 4 Cyl Gas A 2WD**

Condition Adjustments

Condition Adjustment:	$0.00	Overall Condition: 3.00-Good	Typical Vehicle Condition: 3.00

Received Date: 03/11/2015

Category	Condition		Comments
Interior			
SEATS	Typical		unable to assess due to burn
CARPET	Typical		unable to assess due to burn
GLASS	Typical		unable to assess due to burn
DOORS/INTERIOR PANELS	Typical		unable to assess due to burn
HEADLINER	Typical		unable to assess due to burn
DASH/CONSOLE	Typical		unable to assess due to burn
Exterior			
PAINT	Typical		unable to assess due to burn
TRIM	Typical		unable to assess due to burn
VINYL/CONVERTIBLE TOP	Typical		
BODY	Typical		unable to assess due to burn
Mechanical			
ENGINE	Typical		unable to assess due to burn
TRANSMISSION	Typical		unable to assess due to burn
Tire	Typical		no excess wear to rear, unable to assess fr

Typical condition reflects a vehicle that is in ready-for-sale condition and reflects normal wear and tear for that vehicle type / age.

Comments:

Comparable Vehicles

Loss vehicle: **2014 KIA FORTE LX 4D SDN 1.8L 4 Cyl Gas A 2WD**

Comparable Vehicles

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Received Date: 03/11/2015

1	2014 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $14,998.00

VIN: KNAFX4A63E5[redacted]
Stock No: [redacted]
Listing Date: 01/17/2015
ZIP/Postal Code: 80121
Distance from Loss Vehicle: 4 miles
Source: DEALER WEB LISTING - CARS.COM
CARMAX SOUTH BROADWAY
5850 S BROADWAY
LITTLETON CO 80121
303-390-3176

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			$0.00
Mileage	25,603	9,085	-$959.36

Total Adjustments: -$959.36
Adjusted Price: $14,038.64

2	2014 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $15,988.00

VIN: KNAFX4A64E5[redacted]
Stock No: [redacted]
Listing Date: 12/20/2014
ZIP/Postal Code: 80110
Distance from Loss Vehicle: 8 miles
Source: DEALER WEB LISTING - CARS.COM
THE SHARPEST RIDES
2245 S RARITAN
ENGLEWOOD CO 80110
720-971-6658

Adjustments	Loss Vehicle	This Vehicle	Amount
[redacted]			[redacted]
Mileage	25,603	10,157	-$879.34

Total Adjustments: -$2,047.34
Adjusted Price: $13,940.66

Received Date: 03/11/2015

3	2014 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $14,985.00

VIN: KNAFX4A64E[redacted]
Stock No: [redacted]
Listing Date: 01/17/2015
ZIP/Postal Code: 80010
Distance from Loss Vehicle: 8 miles
Source: DEALER WEB LISTING - CARS.COM
SHORTLINE KIA
100 NORTH HAVANA ST
AURORA CO 80010
303-364-2200

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$1,094.00
Mileage	25,603	11,483	-$744.65

Total Adjustments: -$1,838.65
Adjusted Price: $13,146.35

4	2014 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $15,980.00

VIN: KNAFX4A62E[redacted]
Stock No: [redacted]
Listing Date: 01/26/2015
ZIP/Postal Code: 80215
Distance from Loss Vehicle: 15 miles
Source: DEALER WEB LISTING - VAST.COM
AUTOMOTIVE AVENUES
10701 WEST 6TH AVENUE
LAKEWOOD CO 80215
303-750-5000

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$1,167.00
Mileage	25,603	9,567	-$916.68

Total Adjustments: -$2,083.68
Adjusted Price: $13,896.32

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Received Date: 03/11/2015

5	2014 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $15,980.00

VIN: KNAFX4A61E5[redacted]
Stock No: [redacted]
Listing Date: 01/26/2015
ZIP/Postal Code: 80215
Distance from Loss Vehicle: 15 miles
Source: DEALER WEB LISTING - VAST.COM
AUTOMOTIVE AVENUES
10701 WEST 6TH AVENUE
LAKEWOOD CO 80215
303-750-5000

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$1,167.00
Mileage	25,603	10,697	-$844.37

Total Adjustments: -$2,011.37
Adjusted Price: $13,968.63

6	2014 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $15,980.00

VIN: KNAFX4A60E5[redacted]
Stock No: [redacted]
Listing Date: 01/26/2015
ZIP/Postal Code: 80215
Distance from Loss Vehicle: 15 miles
Source: DEALER WEB LISTING - VAST.COM
AUTOMOTIVE AVENUES
10701 WEST 6TH AVENUE
LAKEWOOD CO 80215
303-750-5000

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$1,167.00
Mileage	25,603	11,415	-$798.43

Total Adjustments: -$1,965.43
Adjusted Price: $14,014.57

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Received Date: 03/11/2015

7	2014 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $14,998.00

VIN: KNAFX4A62E5[redacted]
Stock No: [redacted]
Listing Date: 12/24/2014
ZIP/Postal Code: 80234
Distance from Loss Vehicle: 21 miles
Source: DEALER WEB LISTING - CARS.COM
CARMAX 104TH AVE-FEDERAL HEIGHTS
2800 W 104TH AVE
FEDERAL HEIGHTS CO 80234
303-357-8152

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			$0.00
Mileage	25,603	9,846	-$910.06

Total Adjustments: -$910.06
Adjusted Price: $14,087.94

8	2014 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $14,998.00

VIN: KNAFX4A62E[redacted]
Stock No: [redacted]
Listing Date: 01/10/2015
ZIP/Postal Code: 80234
Distance from Loss Vehicle: 21 miles
Source: DEALER WEB LISTING - CARS.COM
CARMAX 104TH AVE-FEDERAL HEIGHTS
2800 W 104TH AVE
FEDERAL HEIGHTS CO 80234
303-357-8152

Adjustments	Loss Vehicle	This Vehicle	Amount
[redacted]			[redacted]
Mileage	25,603	9,238	-$949.45

Total Adjustments: -$949.45
Adjusted Price: $14,048.55

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Received Date: 03/11/2015

9	2014 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $14,998.00

VIN: KNAFX4A60E5[redacted]
Stock No: [redacted]
Listing Date: 01/26/2015
ZIP/Postal Code: 80922
Distance from Loss Vehicle: 52 miles
Source: DEALER WEB LISTING - VAST.COM
CARMAX COLORADO SPRINGS
4010 TUTT BOULEVARD
COLORADO SPRINGS CO 80922
877-751-2073

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			$0.00
Mileage	25,603	9,637	-$910.64

Total Adjustments: -$910.64
Adjusted Price: $14,087.36

10	2014 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $14,998.00

VIN: KNAFX4A63E5[redacted]
Stock No: [redacted]
Listing Date: 01/26/2015
ZIP/Postal Code: 80922
Distance from Loss Vehicle: 52 miles
Source: DEALER WEB LISTING - VAST.COM
CARMAX COLORADO SPRINGS
4010 TUTT BOULEVARD
COLORADO SPRINGS CO 80922
877-751-2073

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			$0.00
Mileage	25,603	9,833	-$910.90

Total Adjustments: -$910.90
Adjusted Price: $14,087.10

Sub-Model Comparison

Sub-Model Description	Configuration	Original MSRP
2014 KIA FORTE LX	4D SDN 4 1.8L 4 DR GAS 2WD	$17,400.00

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Received Date: 03/11/2015

Vehicle Valuation Methodology Explanation

WorkCenter Total Loss was built through a joint partnership between J.D. Power and Associates vehicle valuation division Power Information Network (P.I.N.) and Mitchell International, a leading provider of claims processing solutions to private passenger insurers.

WorkCenter Total Loss produces accurate and easy-to-understand vehicle valuations via this five step process:

Step 1 - Locate Comparable Vehicles

Locate vehicles similar to the loss vehicle in the same market area. WorkCenter Total Loss finds these vehicles in AutoTrader.com, Cars.com, Vast.com and directly from dealerships.

Step 2 - Adjust Comparable Vehicles

Make adjustments to the prices of the comparable vehicles. The comparable vehicles are identical to the loss vehicle except where adjustments are itemized. There are several types of comparable vehicle adjustments:

- Projected Sold Adjustment - an adjustment to reflect consumer purchasing behavior (negotiating a different price than the listed price).
- Mileage Adjustment - an adjustment for differences in mileage between the comparable vehicle and the loss vehicle.
- Equipment- adjustments for differences in equipment between the comparable vehicle (e.g. equipment packages and options) and the loss vehicle.

Step 3 - Calculate Base Vehicle Value

The base vehicle value is calculated by averaging the adjusted prices of the comparable vehicles.

Step 4 - Calculate Loss Vehicle Adjustments

There are four types of loss vehicle adjustments:

- Condition Adjustment:

  Adjustments to account for the condition of the loss vehicle prior to the loss.

- Prior Damage Adjustment:

  Adjustments to account for any prior damage present on the loss vehicle prior to the loss.

- After Market Part Adjustment:

  Adjustments to account for any after market parts present on the loss vehicle prior to the loss.

- Refurbishment Adjustment:

  Adjustments to account for any refurbishment performed on the loss vehicle prior to the loss.

Step 5 - Calculate the Market Value

The Market Value is calculated by applying the loss vehicle adjustments to the base value.

Received Date: 03/11/2015

Progressive Group of Insurance Companies

Settlement Summary

Claim Information

Claim Number: [redacted]
Policy Number:
Owner :

Coverage Type of Loss: COMPREHENSIVE
Loss Date: 01/27/2015
Reported Date: 01/27/2015
Valuation Report ID: [redacted]

Vehicle Information

Loss Vehicle: 2014 KIA FORTE LX 4D SDN 1.8L 4 Cyl Gas A 2WD
VIN: KNAFK4A68E5[redacted]
Mileage: 25,603 miles
Title History: No

Location: CO 80111
Exterior Color:
License Plate:
Title History Comments:

Loan Information		Payment Information	
Lien Holder Payoff:	$0.00	**Lien Holder Payment(s):**	$0.00
Loan/Lease Payoff Coverage:	$0.00	**Net to Owner:**	$14,695.14

Settlement

Stated Amount:	$0.00
Actual Cash Value:	$13,931.61
Base Value:	$13,931.61
Title History Adjustment:	-$0.00
Refurbishment Adjustment:	$0.00
After Market Parts Adjustment:	$0.00
Condition Adjustment:	$0.00
Prior Damage Adjustment:	-$0.00
Market Value:	$ 13,931.61
Settlement Adjustment(Pre-Tax):	$0.00
Fees:	$149.00
Taxes:	$1,114.53
Company Obtains:	$0.00
Net Settlement:	$15,195.14
Settlement Adjustment(Post-Tax):	$0.00
Deductible:	-$500.00
Other Adjustments:	$ 0.00
Total Settlement:	$14,695.14

Adjuster License #:
Comments:

Date: 1/28/2015 03:26 PM
Estimate ID: [redacted]
Estimate Version: 0
Committed
Profile ID:

United Financial Casualty Company

1955 CHICAGO AVENUE, SUITE 120, RIVERSIDE, CA 92507
(909) 721-0140

Damage Assessed By: Jon Ball (909) 721-0140 Claim Rep: TRAVIS PEMBROKE
Classification:

* Product Type: Auto
* Date of Loss: 1/27/2015
* Deductible: 500.00
* Claim Number: [redacted]

Insured: [redacted]
Claimant:
Owner:

Mitchell Service: 911665

Description: 2014 Kia Forte LX
Body Style: 4D Sed
VIN: KNAFK4A66E[redacted]
OEM/ALT: O
Color: BLACK
Options: PASSENGER AIRBAG, DRIVER AIRBAG, POWER LOCK, POWER WINDOW, REAR WINDOW DEFOGGER
MANUAL AIR CONDITION, TILT STEERING COLUMN, TELESCOPIC STEERING COLUMN
ANTI-LOCK BRAKE SYS., TRACTION CONTROL, AUXILIARY INPUT, SATELLITE RADIO
AUTOMATIC TRANSMISSION, TINTED GLASS, TRIP COMPUTER, VARIABLE ASSISTED STEERING
SIDE AIRBAGS, AUTOMATIC HEADLIGHTS, SIDE HEAD CURTAIN AIRBAGS
DAYTIME RUNNING LIGHTS, AM/FM STEREO CD/MP3 PLAYER, ELECTRONIC STABILITY CONTROL
FRONT BUCKET SEATS, INTERIOR AIR FILTER, KEYLESS ENTRY SYSTEM, POWER DISC BRAKES
POWER LIFTGATE/TRUNK, STEERING WHEEL AUDIO CONTROLS

Vehicle Production Date: 00/00
Drive Train: 1.8L Inj 4 Cyl 6A FWD
Search Code: None

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
				MANUAL ENTRIES			
1	[redacted]	BDY *	REPAIR	rt	Existing		0.0*

* - 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

III. Additional Costs	Amount
Total Additional Costs	0.00

IV. Adjustments	Amount
Insurance Deductible	500.00-
Subtotal of Adjustments Exceeds Gross Total	
Customer Responsibility	0.00

ESTIMATE RECALL NUMBER: 01/28/2015 15:25:58 [redacted]
Mitchell Data Version: DEM: JAN_15_V0128
Software Version: 7.1.175

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Received Date: 03/11/2015

Date: 1/28/2015 03:26 PM
Estimate ID: [redacted]
Estimate Version: 0
Committed
Profile ID:

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

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

Event Log

File Created:	01/28/2015 03:16:36 PM
Estimate Started:	01/28/2015 03:25:01 PM
Estimate Printed:	Estimate not printed
Estimate Committed:	01/28/2015 03:25:58 PM
Estimate Uploaded:	01/28/2015 03:26:02 PM

ESTIMATE RECALL NUMBER: 01/28/2015 15:25:58 [redacted]
Mitchell Data Version: OEM: JAN_15_V0128
Software Version: 7.1.175

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Received Date: 03/11/2015

Consumer Assistance Center Case Report

Printed By: JMojica | **Case Number -** [redacted] | 07/27/2015 02:39:48 PM

Case Details

Title: Customer complaint vehicle caught fire, product liability; subro demand rec'd

VIN: KNAFK4A66E[redacted] | **Mileage:** 14600 | **Status:** Working

Year:2014 | **Model:FORTE SEDAN**

Priority: Escalated | **Severity:** High | **Call Source:** Insurance Demand Ltr

Owner: Jeannie Mojica | **Owner Email:** JMojica@kiausa.com

Case Type Level1: Complaint

Case Type Level2: Quality

Case Type Level3: Product Liability

Case Type Level4: Fire/Explosion

Contact Details

Name: [redacted]

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

Address1: [redacted]

Address2:

City: Redlands | **State:** CA | **Zip:** [redacted] | **Email:** [redacted]

Dealer Details

Code: CA211

Name: Riverside Kia

Case History

*** PHONE LOG 01/30/2015 04:26:25 PM (Local Time) JMiller Action Type:
Customer States: [redacted]
1. Do not know the mileage 14,600 in 4/2014
2. The vehicle caught on fire and burned up
3. 911 was called and an investigator was called out and we believe that it was due to the recall that came out
4. Will be incurring costs to fly out to her from Denver to CA and will need to be getting a new car
5. Need expenses for lodging eating and any expenses that are incurred due to this
6. Want to be compensated for the hassle as well
7. We do have pictures

Writer Advised:
1. Apologized
2. Ran Accident script
3. KMA will contact customer back in 2-3 business days
4. Case will be escalated to National office

Customer States:
1. I really believe this is due to the SC that just was released for these vehicles

Writer Advised:
1. Has not been released on all the VIN numbers yet
2. Not showing it currently
3. Your vehicle was produced within production dates of Dec. 5, 2012 through Jan. 27, 2014 however all SC are VIN specific so cannot at this point say for sure if vehicle was affected.
4. Customer mentioned that pictures are available can customer send pictures in?

Customer States:
1. They are the property of the insurance company need to ask them first

Writer Advised:
1. Okay will document tha pictures may be available
2. Provided case number

Case History

Customer thanked and transferred to NCA

*** CASE DISPATCHED 01/30/2015 04:26:30 PM (Local Time) JMiller
from WIP Default to Queue National CA.

*** CASE ACCEPTED 02/02/2015 07:40:04 AM (Local Time) JeffStroup
from Queue National CA to WIP Inbox/Need To Call.

*** PHONE LOG 02/03/2015 11:06:21 AM (Local Time) RHoward Action Type: Incoming call
Travis with Progressive Insurance called:
1. Calling regarding case

Writer:
1. Case is being handled by NCA
2. I can see if the Case Manager is available, if not it would be their VM

Travis:
1. Ok
2. Can I have an address where I can send information to

Writer:
1. Provided 111 Peters Canyon Road, Irvine, CA 92606

Travis:
1. Ok thank you

Writer transferred to NCA JMojica VM

*** PHONE LOG 02/03/2015 01:40:51 PM (Local Time) JMojica Action Type: Outgoing call
Wtr attempted to contact customer:
1. Phone was answered, but no response to wtr after several "hellos".

*** PHONE LOG 02/04/2015 08:55:56 AM (Local Time) JMojica Action Type: Incoming call
Travis with Progressive left VM:
1. She made a claim about her vehicle.
2. Just trying to get some info from you, see if we will be setting up a joint inspection.
3. Please c/b at 916-246-3077, cl #: [redacted]

*** PHONE LOG 02/04/2015 05:16:39 PM (Local Time) JMojica Action Type: Outgoing call
Wtr left VM for Travis with Progressive:
1. Provided cl #.
2. Wtr has not been able to communicate with customer yet.
3. Wtr still needs docs.
4. If agent is able to send docs please do so, it would be very much appreciated.
5. Provided email address.
6. Provided c/b and case #.

*** PHONE LOG 02/09/2015 09:10:05 AM (Local Time) JMojica Action Type: Outgoing call
Ms. [redacted] left VM:
1. I have been waiting for a phone call since Wednesday.
2. I am not only disappointed in the car now I am disappointed in Kia's service as well.
3. I think you have been working with Travis with Progressive.
4. C/b at [redacted]

*** PHONE LOG 02/09/2015 09:12:36 AM (Local Time) JMojica Action Type: Incoming call
Travis w/Progressive left VM:
1. Just following up to see if you want to set up an inspection.
2. Please c/b at 916-246-3077.

*** PHONE LOG 02/09/2015 04:39:29 PM (Local Time) JMojica Action Type: Outgoing call
Wtr left VM for Ms. [redacted]
1. Apologized that we have not been able to communicate.
2. Wtr did attempt to make contact last week, someone answered but did not speak and there was no VM option.
3. Anyway, requested pictures and copy of fire or police report.
4. Provided email address, c/b #, and case # for reference.
5. Thanked and disconnected.

*** PHONE LOG 02/09/2015 04:42:35 PM (Local Time) JMojica Action Type: Outgoing call
wtr left VM for Travie w/Progressive:
1. Referred to cl #.
2. Requested pictures and copy of fire report.
3. Provided email address, c/b #, and case # for reference.

*** PHONE LOG 02/10/2015 11:59:14 AM (Local Time) MFlynn Action Type: Incoming call

Case History
Cust gave case numbber and states:
1. I need to speak to someone regarding this case

Writer states:
1. Apologized, i'll see if cae manager is available, your case has been escalated beyond this just a moment

Cust states:
1. Thank you. What is your last name?

Writer states:
1. My last name is Flynn
2. One moment please

*** PHONE LOG 02/10/2015 12:54:38 PM (Local Time) JMojica Action Type: Incoming call
Incoming call from KCAC through Irvine Receptionist:

Customer (Ms. [redacted]
1. I am upset with how Kia is handling this.
2. I was told I would hear back last week and nobody called.

Wtr:
1. Apologized for the miscommunication.
2. Wtr called last week but nobody answered.
3. Wtr left VM yesterday and had not heard back until now.

Customer:
1. I will check my phone to see if that is true.
2. I did not get anything.
3. I am not trying to be unreasonable.
4. We expect to be compensated for this.

Wtr:
1. Apologized, wtr is here to help.
2. Kia in no way takes this lightly and would like to look further into this.
3. In order to do so, wtr needs to make sure that all docs available are sent to KMA for further review.
4. Wtr just check email and apparently Travis w/ins. sent over some pictures via email.
5. Wtr does not see an incident report.
6. Does customer have the incident report?

Customer:
1. I don't have it but I will request it from Travis, he should have it.
2. This has been very frustrating for us.
3. My daughter could have been killed.
4. She called me and told me her car was on fire.
5. I asked if she had called 911 and she said yes.
6. I heard the sirens over the phone at that point so I knew she would be ok.
7. Anyway, I think the ins. co. should have a preliminary report.
8. They sent someone to look at the car, but they are wanting to see if Kia is going to be sending someone out for a joint inspection.
9. The car is at Copart in Colton, CA.

Wtr:
1. Ok, wtr will request fire report and prelim report from Travis.
2. Does customer happen to know where vehicle was previously serviced?
3. If so, when was the last time and what was the mileage?

Customer:
1. She had it serviced at the dealer where she bought it.
2. The last time was 4/2014 at about 14K miles.
3. She got a job closer to her home as of August so she didn't drive as much then.
4. So, she drove the most during her first year of owning the car versus this past year because of work.
5. Anyway, that is another thing that upsets me.
6. And I know why they do it, but it still upsets me.
7. The ins. co. went based of 14K miles for the valuation of the car eventhough we knew it was more but they couldn't prove it because there's really nothing left of the car.
8. They are only paying $13,000 when we paid $18,000 on the car.

Wtr:
1. Has customer settled with ins. co.?
2. Wtr can understand.

Customer:
1. They haven't cut a check yet.
2. Honestly, I am not even going to cash it.
3. I think Kia needs to step up to the plate.
4. My husband flew out there to help her get another car.
5. We expect to be reimbursed for his expenses as well.

6. We expect to be compensated.
7. I am not unreasonable.

Wtr:
1. As previously mentioned, wtr will need to gather all docs and avialable info so case can be reviewed.
2. Once case is reviewed, wtr will c/b .
3. Verified c/b #.
4. Thanked and disconnected.

*** PHONE LOG 02/10/2015 12:55:17 PM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
From: Travis Pembroke [mailto:Travis_Pembroke@Progressive.com]
Sent: Tuesday, February 10, 2015 10:58 AM
To: Mojica, Jeannie [KMA]
Subject: Progressive United Financial Casualty Insurance claim #[redacted], Kia Motors claim #[redacted]

Hello Jeanie,

I have attached the pictures of [redacted] 2014 Kia Forte, VIN: KNAFK4A66E5[redacted]

Let me know if you need anything else!

Travis R Pembroke
Fire and Theft Rep
4141 Ruffin Rd
San Diego, CA 92123
Direct: (916) 246-3077

*** PHONE LOG 02/10/2015 01:10:20 PM (Local Time) JMojica Action Type: Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Tuesday, February 10, 2015 1:10 PM
To: 'Travis Pembroke'
Subject: RE: Progressive United Financial Casualty Insurance claim #[redacted] Kia Motors claim #[redacted]

Travis,

Thank you for the pictures. Do you have a copy of the fire report that you could send over? Also, has Progressive inspected the vehicle? If so, please send me any docs you have on the inspection that took place.

Thank you,

*** NOTES 02/11/2015 04:19:07 PM (Local Time) SGuindi Action Type: NCA Corresp. rec'd
NCA rec'd letter from Progressive. Letter states:
1. The above captioned loss has been reported to us.
2. Indications are that responsibility may rest with Kia Motors.
3. We wish to advise you that we have been called upon to make payment under our insured's policy and will seek reimbursement from you at the conclusion of the claim.

Attaching to case and reassigning to JMojica.

*** CASE YANKED 02/11/2015 04:19:34 PM (Local Time) SGuindi
Yanked by SGuindi into WIPbin default.

*** PHONE LOG 02/12/2015 11:41:08 AM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
From: Travis Pembroke [mailto:Travis_Pembroke@Progressive.com]
Sent: Wednesday, February 11, 2015 1:15 PM
To: Mojica, Jeannie [KMA]
Subject: RE: Progressive United Financial Casualty Insurance claim #[redacted] Kia Motors claim #[redacted]

Hello Jeannie,

We have the fire ordered but have not received it at this time. We did hire Russ Auker with Forensic Vehicle Investigations, Inc., to complete the fire evaluation. If you would like to discuss the results of the evaluation or arrange a joint inspection please contact him.

Russ Auker: 916-790-4179

Travis R Pembroke
Fire and Theft Rep
705 Palomar Airport Rd. Ste 300
Carlsbad, CA 92011
Direct: (916) 246-3077
Fax: (760) 268-0136

*** PHONE LOG 02/12/2015 11:44:29 AM (Local Time) JMojica Action Type: Outgoing call

Case History
Wtr spoke to SA Ryan:
1. SA stated there is only 1 RO for vehicle:
-4/18/14 at 14,632 miles for free oil change.
2. SA faxing over RO.

*** PHONE LOG 02/12/2015 11:59:26 AM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
Wtr received RO:

A fax has arrived from remote ID '9513433203'.

2/12/2015 11:44:25 AM Transmission Record
Received from remote ID: 9513433203
Inbound user ID KMACA-RIGHTFAX, routing code 0
Result: (0/352;0/0) Successful Send
Page record: 1 - 1
Elapsed time: 00:35 on channel 5

*** PHONE LOG 02/13/2015 03:52:39 PM (Local Time) JMojica Action Type: Outgoing call
Wtr:
1. Calling in reference to vehicle.
2. Wtr requested ROs from dlr.
3. Dlr informed wtr that there was only one RO from 4/2014 at 14,600 miles roughly.
4. Does customer know if there are any other maintenance docs?

Customer (Ms. [redacted]
1. No, I think it was just the one.
2. I will double check with her though.
3. The problem is she doesn't keep any docs.
4. Even with her medical invoices she just tosses.
5. I've had to ask her about ER visit bills and she doesn't remember.
6. Unless I told her to, I don't think she would've done any maintenance.

Wtr:
1. Ok, if customer could ask.
2. If it is not too much trouble, of course.
3. Provided email address.
4. If anything else becomes available, please send it over.

Customer:
1. Ok, thank you.
2. We really just want to be made whole.
3. We bought the car with cash, there was no loan.
4. Progressive was supposed to cut us a check, but I haven't received it yet.
5. And I don't plan on cashing it anyway.
6. I know once you settle, that is it and there is no going back.
7. So, I really want Kia to do the right thing.
8. The situation could have been so much worse.

Wtr:
1. Wtr can definitely understand.
2. Wtr will review case and get back to customer.
3. Wtr thanked and disconnected.

*** PHONE LOG 02/18/2015 12:40:00 PM (Local Time) JMojica Action Type: Outgoing call
Wtr attempted to contact Travis w/Progressive:
1. Outgoing message stated agent is OOO.
2. Supervisor Jim Robins is available at 858-609-2750

*** NOTES 02/18/2015 12:40:46 PM (Local Time) JMojica Action Type: Internal
KMA Engineer will be inspecting the vehicle.

*** PHONE LOG 02/18/2015 12:44:54 PM (Local Time) JMojica Action Type: Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Wednesday, February 18, 2015 12:45 PM
To: 'Travis Pembroke'; 'russaukerfvi@yahoo.com'
Subject: RE: Progressive United Financial Casualty Insurance claim # [redacted] Kia Motors claim # [redacted]

Travis,

Kia would like to set up a joint inspection. My engineer, Eric Sauck, is available on 2/26/15 at 10am and the week of 3/9/15 (any day at 10am). Can you please contact Copart to authorize that Kia inspect this vehicle so I can schedule a date with Russ?

Thank you.

Case History

*** NOTES 02/18/2015 12:45:24 PM (Local Time) JMojica Action Type: Dealer contact
Vehicle is located at:
Copart
1203 Rancho Ave.
Colton, CA

*** PHONE LOG 02/18/2015 12:49:00 PM (Local Time) JMojica Action Type: Outgoing call
Wtr:
1. Calling to provide update to customer.
2. Informed customer that engineer will be inspecting the vehicle.
3. Wtr will be working on scheduling inspection and will contact customer once date is set.

Customer:
1. Ok, thank you so much for the phone call.
2. I hope Kia is sending their best engineer so we can better understand what happened.

Wtr:
1. Only the best!
2. Wtr will c/b once more info is available.
3. Thanked and disconnected.

*** PHONE LOG 02/23/2015 05:03:04 PM (Local Time) JMojica Action Type: Outgoing call
Wtr spoke to Jeannette w/ Copart in Colton, CA:
1. Wtr confirmed Kia is authorized to inspect 2/26/15 at 10am.
2. Jeannette provided lot #: [redacted] and requested that engineer call Copart 1hr prior to arrival so vehicle can be ready for inspection upon arrival.
3. Wtr thanked and disconnected.

*** PHONE LOG 02/23/2015 05:04:20 PM (Local Time) JMojica Action Type: Outgoing call
Wtr spoke to Ms. [redacted]
1. Wtr informed customer that inspection will take place on 2/26/15.
2. Wtr will c/b once results of inspection are available.
3. Wtr thanked and disconnected.

*** PHONE LOG 02/23/2015 05:06:14 PM (Local Time) JMojica Action Type: Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Monday, February 23, 2015 5:06 PM
To: 'Russ Auker'
Subject: RE: Progressive United Financial Casualty Insurance claim # [redacted] Kia Motors claim # [redacted]

Russ,

I just confirmed with Copart in Colton, CA that we are all set for the inspection on 2/26/15 at 10am.

Thank you,

*** EMAIL OUT 02/24/2015 11:12:19 AM (Local Time) JMojica Action Type: External email
You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Kia Consumer Affairs Dept. at 949.468.4619 AND delete this email.

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

<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_[redacted]_JMojica_02-24-2015111128.doc>>

*** PHONE LOG 03/03/2015 12:43:43 PM (Local Time) JMojica Action Type: Outgoing call
Wtr:
1. Is Ms [redacted] available?

Ms. [redacted]
1. No, she is on the other line with the insurance company right now.

Wtr:
1. Ok, is this Ms. [redacted]?

Ms. [redacted]
1. Yes.

Wtr:
1. Hi, I am calling about your vehicle.
2. I am not sure if Ms. [redacted] informed you but one of our engineer's inspected your vehicle last week.
3. I was calling to f/u with Ms. [redacted]
4. I can hold for her, if she won't be too long.
5. Unless it is ok that I talk to you?

Case History
Ms. [redacted]
1. You can talk to me.
2. I think she will be a while.

Wtr:
1. This is still an ongoing investigation, but I should have more info from my engineer soon.
2. However, I do have a few questions about the incident.

Ms. [redacted] in the background)
1. Tell her I will call her back later or if she could call me back later.

Ms. [redacted]
1. She said if you could c/b later or if she could c/b later.

Wtr:
1. Ok, no worries.
2. I will expect her call.
3. Thanked and disconnected.

*** PHONE LOG 03/16/2015 09:21:51 AM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
From: [redacted]
Sent: Sunday, March 15, 2015 8:02 PM
To: Mojica, Jeannie [KMA]; travis_pembroke@progressive.com; russaukerfvi@yahoo.com
Subject: 2014 KIA Forte - Progressive Claim # [redacted]

Ms. Mojica,

I left you a message on March 9, 2015 at approximately 1334 hours.
As of this date, we have not received a reply nor an update regarding this investigation.

We would have hoped that by this time KIA would have responded to this most important issue.

Please provide an update so we may consider our options.

Mr. Pembroke:
We have not yet cashed the check from Progressive as we do not consider this issue closed or settled.

Regards
[redacted]

*** PHONE LOG 03/16/2015 10:02:46 AM (Local Time) JMojica Action Type: Web Contact
From: Mojica, Jeannie [KMA]
Sent: Monday, March 16, 2015 11:03 AM
To: [redacted]
Subject: RE: 2014 KIA Forte - Progressive Claim # [redacted] Kia Case #: [redacted]

Ms. [redacted]

I have some questions I would like to ask your daughter since she was present at the time of the incident (i.e. were there any noises or anything unusual prior to the incident? What was the location and speed at the time of the incident? etc.). Also, I do need a copy of the police and/or fire report.

Are you both available to talk today? Please let me know your availability so we can set up a time to talk.

Thank you,

*** PHONE LOG 03/17/2015 01:17:50 PM (Local Time) JMojica Action Type: Web Contact
From: [redacted]
Sent: Monday, March 16, 2015 5:10 PM
To: Mojica, Jeannie [KMA]; russaukerfvi@yahoo.com; travis_pembroke@progressive.com
Subject: RE: 2014 KIA Forte - Progressive Claim # [redacted] Kia Case #: [redacted]

Ms. Mojica,

Kate has spoken with Mr. Russ Auker. He should have a copy of the police report and I understand he has submitted his report. The location of the incident should be noted in the police report.

There were no noises or anything unusual prior to the incident.
She was travelling between 30 and 40 mph prior to the incident.

We would like to understand how soon this will be resolved. Do we need to escalate?

[redacted]

Case History

*** NOTES 03/17/2015 05:40:53 PM (Local Time) SGuindi Action Type: NCA Corresp. rec'd
NCA rec'd letter from Progressive Insurance. Letter states:
1. Please accept this letter as formal notice of our subrogation rights in regard to the above-captioned claim.
2. Our investigation indicates damages to our insured's vehicle was a direct result of a manufacturer's defect or negligence on your behalf.
3. Attached please find all supporting documentation.
4. Please acknowledge receipt of my subrogation demand and forward your payment of $15,625.64 to my attention.

Attaching to case and reassigning to JMojica.

*** CASE YANKED 03/17/2015 05:40:57 PM (Local Time) SGuindi
Yanked by SGuindi into WIPbin default.

*** CASE PRIORITY CHANGED 03/17/2015 05:41:23 PM (Local Time) SGuindi
from priority Standard to priority Escalated

*** PHONE LOG 03/18/2015 03:09:11 PM (Local Time) JMojica Action Type: Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Wednesday, March 18, 2015 4:09 PM
To: 'steve_jukanovic@progressive.com'
Subject: Kia Case #: [redacted] CI #: [redacted]

Steve,

I received your notice of subrogation for the claim # in subject. Can you please send me a copy of the police report?

Thank you,

*** PHONE LOG 03/19/2015 01:08:19 PM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
From: Stjepan J Jukanovic [mailto:Steve_Jukanovic@Progressive.com]
Sent: Thursday, March 19, 2015 5:32 AM
To: Mojica, Jeannie [KMA]
Subject: RE: Kia Case #: [redacted] CI #: [redacted]

Attached is the report as requested. What is the status regarding the subrogation demand. Thank you.

Sincerely,

Stjepan Jukanovic
Subrogation Specialist Senior
Tel: 440-910-5682
Fax: 888-781-6947
Email: Steve_Jukanovic@progressive.com <mailto:Steve_Jukanovic@progressive.com>

Payment Address
Progressive
Subrogation Payment Processing Center
24344 Network Place
Chicago IL 60673

Correspondence Address
Progressive
PO Box 512929
Los Angeles CA 90051

*** NOTES 03/27/2015 03:35:24 PM (Local Time) JMojica Action Type: Internal
TREAD REVIEW COMPLETE

*** PHONE LOG 03/30/2015 11:04:22 AM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
From: [redacted]
Sent: Saturday, March 21, 2015 11:32 AM
To: Mojica, Jeannie [KMA]; russaukerfvi@yahoo.com; travis_pembroke@progressive.com
Subject: RE: 2014 KIA Forte - Progressive Claim # [redacted] Kia Case #: [redacted]

Ms. Mojica,

As we have not yet heard back from you, we can only assume this is not being handled in an expeditious manner.

We are now contemplating legal action including a class action suit.

We are asking for $25000 plus whatever costs Progressive has incurred as the result of this incident. A comparatively minute settlement for our costs and inconvenience.

Please respond within the next 7 days as we are making arrangements to move forward.

Case History

Thank you,
[redacted]

*** PHONE LOG 03/30/2015 11:23:32 AM (Local Time) JMojica Action Type: Outgoing call
Wtr left VM for Ms. [redacted] requesting c/b.

*** PHONE LOG 03/30/2015 11:37:30 AM (Local Time) KBrazzle Action Type: Incoming call
Cust States:
1. I am wanting to speak to some one in the National office.
2. I have not heard from JMojica in some time now and am done waiting, i want to speak to her supervisor because this is unacceptable. I dont want to talk to her. I have left numerous VM and sent e mails but have not got a reply.

Writer Advised:
1. Apologized.
2. Will send request to writers supervisor for cust contact at the supervisor level in NCA.
3. Advised cust 24-48 business hours for call.

Cust thanked writer.

*** PHONE LOG 04/01/2015 10:33:01 AM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
From: Miquiel Noble [mailto:Miquiel_Noble@Progressive.com]
Sent: Tuesday, March 31, 2015 6:55 AM
To: Mojica, Jeannie [KMA]
Cc: Stjepan J Jukanovic
Subject: [redacted]

*** PHONE LOG 04/01/2015 11:53:44 AM (Local Time) JeffStroup Action Type: Outgoing call
wtr spoke with [redacted] and stated:
1. calling in reference to vehicle
2. how may i help you

Ms. [redacted] stated:
1. KMA met with the insurance for an inspection 2/26 and i havent heard anything since then
2. we are the legal for Kate because she cant sign any legal documents
3. we have settled with insurance and recieved the check but in no way think this is over

wtr stated:
1. apologized for concerns
2. i do see that we have inspected the vehicle but at this time dont see that we have accepted or denied the subrogation
3. wtr advised customer about subrogation process

Ms. [redacted] stated:
1. the insurance company sent somebody out there with KMA and said it was your fault
2. so i think we should be reimbursed as it was deemed a defect

wtr stated:
1. i see we have recieved a subrogation demand but dont see that we have recieved the cause and origin report from the insurance company

Ms. [redacted] stated:
1. oh, i thought they sent it to you
2. i will call Steven at insurance and have him email it to you
3. we also sent Steven some more reimbursement request earlier this week so that they can add that on to your bill as well

wtr stated:
1. that is not a probrem
2. subrogatoin at times can be a lengthy process
3. since you have been assisted by your insurance company, if there is a settlement they would request any reimbursements they have paid out to you

Ms. [redacted] stated:
1. but there is more that im asking for
2. i had to go buy a new vehicle and the money didnt cost purchasing another vehicle

wtr stated:
1. you have my email address so the insurance can forward the cause and origin report
2. you can also email any information that you have that you are requesting reimbursement for

Ms [redacted] stated:
1. all we want is about $25,000
2. or we can contact the news, media, blog about it as well

wtr stated:
1. again, i dont believe we have come to any settlement with your insurance
2. if there is a settlement, your insurance would subrogate for any monies they would reimburse you

Case History
3. if you are asking for additional items, you can also email them to us for review

Ms. [redacted] stated:
1. ok, we will email the items over

*** NOTES 04/06/2015 04:34:43 PM (Local Time) SGuindi Action Type: NCA Corresp. rec'd
NCA rec'd letter from Progressive. Letter states:
1. Please accept this letter as formal notice of our subrogation rights in regard to the above-captioned claim.
2. Our investigation indicates damages to our insured's vehicle was a direct result of a manufacturer's defect or negligence on your behalf.
3. Enclosed please find all supporting documentation.

Attaching to case and reassigning to JMojica.

*** CASE YANKED 04/06/2015 04:34:47 PM (Local Time) SGuindi
Yanked by SGuindi into WIPbin default.

*** PHONE LOG 04/07/2015 02:06:28 PM (Local Time) JMojica Action Type: Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Tuesday, April 07, 2015 3:06 PM
To: 'Miquiel Noble'
Cc: Stjepan J Jukanovic
Subject: RE: [redacted]

All,

Do you have a Cause and Origin report? If so, please send me a copy.

Thank you,

*** PHONE LOG 04/08/2015 03:12:02 PM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
From: Stjepan J Jukanovic [mailto:Steve_Jukanovic@Progressive.com]
Sent: Wednesday, April 08, 2015 7:47 AM
To: Mojica, Jeannie [KMA]
Subject: RE: [redacted]

Attached is the c&o. What is the status of our subrogation demand?

Sincerely,

Stjepan Jukanovic
Subrogation Specialist Senior
Tel: 440-910-5682
Fax: 888-781-6947
Email: Steve_Jukanovic@progressive.com <mailto:Steve_Jukanovic@progressive.com>

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Subrogation Payment Processing Center
24344 Network Place
Chicago IL 60673

Correspondence Address
Progressive
PO Box 512929
Los Angeles CA 90051

*** PHONE LOG 04/21/2015 04:35:35 PM (Local Time) JeffStroup Action Type: Ltr/email/fax rec'd
Hello Jeff,

Yes, we can.
We can forward receipts we have - and then as previously supplied, we noted they were charged to a Visa card.

Would you need a copy of the Visa Statement?

Thank you
[redacted]

From: JStroup@kiausa.com <mailto:JStroup@kiausa.com>
To: [redacted]
Subject: RE: Progressive Claim #[redacted]
Date: Tue, 21 Apr 2015 20:31:06 +0000
[redacted]

Case History
We are currently reviewing your request for the out of pocket expenses you incurred. Would you be able to forward any receipts so we may further review the request? Please advise.

Thank you,

Jeff Stroup
Consumer Affairs Field Operations Manager
Kia Motors America
111 Peters Canyon Road Irvine, CA 92606
P: (949)468-4620 F: (949)468-4509
jstroup@kiausa.com <mailto:jstroup@kiausa.com>

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From: [redacted]
Sent: Friday, April 03, 2015 7:06 AM
To: Stroup, Jeff [KMA]; steve_jukanovic@progressive.com <mailto:steve_jukanovic@progressive.com>
Subject: FW: Progressive Claim #[redacted]

Hello Jeff,

I apologize for my delay in response.
Here is the list of out-of-pocket expenses we incurred as the result of the vehicle fire. As discussed, we feel this is an extraordinarily reasonable request.

We are still considering other options to get the word out to other KIA owners as had Kate been driving under other circumstances (such as on a highway) the results of this fire could have been fatal.

Hopefully, KIA will review the information provided and an agreement may be reached quickly.

Steve:

I spoke with Jeff Stroup of KIA on April 1, 2015 at 1255 for about 20 minutes.
He was reviewing our case and said KIA has not yet received the report from the forensic vehicle investigation.

Will you please ensure Jeff receives a copy of the report?

Regards,
[redacted]

*** PHONE LOG 04/21/2015 04:40:35 PM (Local Time) JeffStroup Action Type: Ltr/email/fax sent
I apologize as I don't have the file directly in front of me. An example is I believe there was 2 or 3 rental charges, would you have the rental receipts or just the Visa bill? If you provide the visa bill, we may need to ask a few questions (example: what dates did the first rental go from/to, etc.)

Or if you prefer, we can schedule a quick time to speak over the phone for further assistance. Please let me know.

Thank you,

*** PHONE LOG 04/23/2015 02:20:31 PM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
From: Stjepan J Jukanovic [mailto:Steve_Jukanovic@Progressive.com]
Sent: Wednesday, April 22, 2015 6:31 AM
To: Mojica, Jeannie [KMA]
Subject: [redacted]

What is the status of Progressives subrogation, when can I expect the release to be sent?

Sincerely,

Stjepan Jukanovic
Subrogation Specialist Senior
Tel: 440-910-5682
Fax: 888-781-6947

Case History
Email: Steve_Jukanovic@progressive.com <mailto:Steve_Jukanovic@progressive.com>

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Progressive
Subrogation Payment Processing Center
24344 Network Place
Chicago IL 60673

Correspondence Address
Progressive
PO Box 512929
Los Angeles CA 90051

*** PHONE LOG 04/27/2015 11:16:44 AM (Local Time) JeffStroup Action Type: Ltr/email/fax rec'd
Hello Jeff,

Thank you for the note.
May we have a quick call - maybe Monday morning?
I'll have the file in front of me and then answer any questions about details you may need and forward copies of statements, etc.

[redacted]

*** PHONE LOG 04/27/2015 11:24:16 AM (Local Time) JeffStroup Action Type: Outgoing call
wtr spoke with [redacted] and stated;
1. recieved your email and wanted to give you a call

[redacted] stated:
1. yes, i wanted to see what bills you wanted as back up

wtr stated:
1. on your detail sheet, you advise there is airfare, dining, rental vehicles, and hotel
2. i am looking for the back up documentation so we can see if we can offer any assistance for those items as this would be considered goodwill

[redacted] stated:
1. i completely understand about goodwill and this would be for our goodwill
2. **customer started going through the details

wtr stated:
1. i would like the details so we could see for example the 3 rental invoices would have the dates they would go from and to

[redacted] stated:
1. look, this is your fault
2. we wouldnt have had to take on these additional items if your vehicle didnt catch on fire
3. if i feel that you are taking advantage of me then i will go to the media or something

wtr stated:
1. apologized, yes this would be considered goodwill which is above and beyond what we would need to pay
2. i do have questions though in reference to some of the items i would like clarification on but feel that i could get that when i recieve the back up data
3. for example the 3 rental bills

[redacted] stated:
1. well the 3 rental bills are because i was going through toll roads, they originally wanted $250 because i used your california toll roads

wtr stated:
1. apologized as i dont see how KMA would need to pay for your toll bills driving but again please forward all the documents so we can review
2. again, i do want to assist you with some goodwill but we need the back up data for review

[redacted] stated:
1. we also had to go buy a hyundia used vehicle so i want that $1800 too

wtr stated:
1. once again, that would be any additional goodwill
2. we will review as i see insurance settled on the vehicle roughly around $13,000 value and our KBB values start around $11,000
3. once we recieve your additional documentation, we will review for possible goodwilll

[redacted] stated:
1. ok, i will email you all the documents today

*** PHONE LOG 04/27/2015 03:52:45 PM (Local Time) JMojica Action Type: Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Monday, April 27, 2015 4:53 PM
To: 'Stjepan J Jukanovic'
Subject: RE: [redacted]

Stjepan,

Case History

The vehicle was scrapped, correct? Was the salvage amount deducted from the total amount being requested?

Thank you,

*** PHONE LOG 04/29/2015 04:08:42 PM (Local Time) JeffStroup Action Type: Ltr/email/fax rec'd
Hello Jeff,

Thank you for your time today.
As you can imagine, this is a very difficult and emotional issue for me.

I am glad we are working toward resolution.
Attached are the receipts we discussed. I did double check the Thrifty expenses for $45.00 and they did come in on the Amazon statement closing on 4/19 - which I did not enclose.

Please let me know when an agreeable time would be to finalize our conversation.
I do hope in our next conversation we can come to a fair and equitable good will settlement so that we may close this issue.

Again, thank you for your time, and please let me know when you may be available.

[redacted]

*** PHONE LOG 05/01/2015 12:48:41 PM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
From: Stjepan J Jukanovic [mailto:Steve_Jukanovic@Progressive.com]
Sent: Tuesday, April 28, 2015 5:10 AM
To: Mojica, Jeannie [KMA]
Subject: RE: [redacted]

The vehicle is on hold still at copart. The salvage value is $100.00, however the fees/costs exceeded the total amout of salvage value so salvage was not deducted from the total amount.

Sincerely,

Stjepan Jukanovic
Subrogation Specialist Senior
Tel: 440-910-5682
Fax: 888-781-6947
Email: Steve_Jukanovic@progressive.com <mailto:Steve_Jukanovic@progressive.com>

Payment Address
Progressive
Subrogation Payment Processing Center
24344 Network Place
Chicago IL 60673

Correspondence Address
Progressive
PO Box 512929
Los Angeles CA 90051

*** PHONE LOG 05/01/2015 03:24:29 PM (Local Time) JeffStroup Action Type: Outgoing call
wtr spoke with Ms. [redacted] and stated:
1. calling in reference to vehicle
2. is this a good time to talk

Ms. [redacted] stated:
1. actually we are in the middle of looking for a new house.
2. yes, please call me monday morning.

wtr stated:
1. how about i call you monday

*** PHONE LOG 05/04/2015 11:50:27 AM (Local Time) JeffStroup Action Type: Outgoing call
wtr spoke with [redacted] and stated:
1. calling in reference to vehicle
2. wanted to apologize about calling during you looking at houses

customer stated:
1. not a problem
2. there is a frenzy up here with buying houses, they are selling real quickly

wtr stated:
1. wanted to give you a call in reference to your request

Case History
2. first in reference to the vehicle, i see your insurance company settled with you for approximately 13,500
3. the kbb information we have ranges from 11,000 to 13,700
4. with that i feel your insurance company gave you a really nice settlement
5. if you wish to settle with KMA directly, i would offer to pay what your insurance company alloted
6. i would need proof that you have voided the check and sent it back to them

customer stated:
1. i think it would be just easier for me to cash their check; they said they would reimburse the $500 once you have settled with them

wtr stated:
1. now in reference to the other items you have listed
2. anything that KMA would offer would be considered goodwill
3. but we also do acknowledge that you have a unique situation and would like to assist with some of the costs
4. i would be more then happy to reimburse you the costs for the flights, lodging, gate key card, rental and gas
5. in reference to the approx 2,000 for the purchase of a new vehicle, i do not feel that KMA is responsible for that
6. in reference to the food items, i do see dinner reciepts for over $100
7. i see your husband was gone for 4 days and would like to offer a per diem of $50 a day

customer stated:
1. i do see all that is fair
2. but my work pays $75 per diem for food
3. as you know, its tough to eat on $50 a day

wtr stated;
1. do apologize
2. if i go ahead and offer the $75 a day and not pay for the replacement vehicle costs, i do see we are only approx 200 off
3. woud you be willing to accept that which is a goodwill in the amount of $1823.43

customer stated:
1. yes, we would accept that
2. i do know that this is all goodwill and we are very pleased
3. you also know the replacement vehicle was not kia but it was a hyundia which is still your family

wtr stated:
1. we do thank you
2. i will send out a release to you, who is on title?
3. thank you

customer stated:
1. it is my husband and daughter
2. but since our daughter is not able to sign, he will sign in her name and also send you the power of attorney

*** PHONE LOG 05/06/2015 11:31:02 AM (Local Time) JMojica Action Type: Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Wednesday, May 06, 2015 12:29 PM
To: [redacted]
Cc: Stroup, Jeff [KMA]
Subject: Kia Case # [redacted]

Ms [redacted]

Please see the attached document that needs to be signed and returned to me.

Thank you,

*** PHONE LOG 05/11/2015 03:55:05 PM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
From: [redacted]
Sent: Monday, May 11, 2015 8:37 AM
To: Mojica, Jeannie [KMA]; Stroup, Jeff [KMA]
Subject: RE: Kia Case #: [redacted]

Mr. Stroup, Ms. Mojica,

Please find enclosed the signed agreement; we are fortunate Kate is in town for doctor's appointments.

If you have questions or need additional information, please just let me know.

Please let us know when to expect reimbursements.

Regards,

[redacted]
Greenwood Village, CO [redacted]

Case History

[redacted]

*** PHONE LOG 05/12/2015 12:50:24 PM (Local Time) JMojica Action Type: Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Tuesday, May 12, 2015 1:50 PM
To: [redacted]
Cc: Stroup, Jeff [KMA]
Subject: RE: Kia Case #: [redacted]

Mr. and Mrs. [redacted]

I have received the signed release. You can expect your reimbursement check in 2-3 weeks.

Thank you for your patience and cooperation,

*** PHONE LOG 05/14/2015 02:07:21 PM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
From: [redacted]
Sent: Wednesday, May 13, 2015 4:15 PM
To: Mojica, Jeannie [KMA]
Cc: Stroup, Jeff [KMA]
Subject: RE: Kia Case #: [redacted]

Thank you.
We look forward to closure.

[redacted]

*** PHONE LOG 05/14/2015 02:07:44 PM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
From: Stjepan J Jukanovic [mailto:Steve_Jukanovic@Progressive.com]
Sent: Wednesday, May 13, 2015 12:30 PM
To: Mojica, Jeannie [KMA]
Subject: RE: [redacted]

What is the status of Progressives subrogation, when can I expect the release to be sent so we can move this file to closure? Thank you.

Sincerely,

Stjepan Jukanovic
Subrogation Specialist Senior
Tel: 440-910-5682
Fax: 888-781-6947
Email: Steve_Jukanovic@progressive.com <mailto:Steve_Jukanovic@progressive.com>

Payment Address
Progressive
Subrogation Payment Processing Center
24344 Network Place
Chicago IL 60673

Correspondence Address
Progressive
PO Box 512929
Los Angeles CA 90051

*** PHONE LOG 05/14/2015 03:00:45 PM (Local Time) JMojica Action Type: Outgoing call
Wtr submitted GW request 95673
Customer to be reimbursed $1,823.43

*** PHONE LOG 05/19/2015 10:38:55 AM (Local Time) JMojica Action Type: Ltr/email/fax sent
Wtr mailed check.

*** PHONE LOG 05/21/2015 02:43:35 PM (Local Time) JMojica Action Type: Web Contact
From: Stjepan J Jukanovic [mailto:Steve_Jukanovic@Progressive.com]
Sent: Thursday, May 21, 2015 9:55 AM
To: Mojica, Jeannie [KMA]
Subject: [redacted]

2nd request...
What is the status of Progressives subrogation, when can I expect the release to be sent so we can move this file to closure? Thank you.

Sincerely,

Stjepan Jukanovic
Subrogation Specialist Senior
Tel: 440-910-5682
Fax: 888-781-6947
Email: Steve_Jukanovic@progressive.com <mailto:Steve_Jukanovic@progressive.com>

*** PHONE LOG 05/27/2015 01:03:26 PM (Local Time) JMojica Action Type: Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Wednesday, May 27, 2015 2:00 PM
To: 'Stjepan J Jukanovic'
Subject: RE: [redacted]

Stjepan,

Please confirm that the following is correct so I can send you the release:

Net settlement: $15,195.14
Insured's deductible: -$500
Copart invoice: $430.50
Salvage value: -$100

Total amount due: $15,025.64

Thank you,

*** PHONE LOG 06/03/2015 07:06:07 AM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
From: Stjepan J Jukanovic [mailto:Steve_Jukanovic@Progressive.com]
Sent: Thursday, May 28, 2015 6:12 AM
To: Mojica, Jeannie [KMA]
Subject: RE: [redacted]

That is not correct.
Looking at what Progressive would get back less the deductible
Progressive paid $15195.14 if you include the invoice for copart $430.50 = 15625.64 less salvage value 100 = 15525.64.
You would still be responsible for the insureds deductible of $500, if you included the ded the total would be 15525.64 + 500 ded = $16025.64

Sincerely,

Stjepan Jukanovic
Subrogation Specialist Senior
Tel: 440-910-5682
Fax: 888-781-6947
Email: Steve_Jukanovic@progressive.com <mailto:Steve_Jukanovic@progressive.com>

*** PHONE LOG 06/03/2015 03:34:30 PM (Local Time) JMojica Action Type: Outgoing call
Wtr emailed release:

From: Mojica, Jeannie [KMA]
Sent: Wednesday, June 03, 2015 4:34 PM
To: 'Stjepan J Jukanovic'
Subject: RE: [redacted]

Stjepan,

Please see the attached release.

Thank you,

*** PHONE LOG 06/25/2015 03:36:37 PM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
From: Stjepan J Jukanovic [mailto:Steve_Jukanovic@Progressive.com]
Sent: Thursday, June 11, 2015 6:14 AM
To: Mojica, Jeannie [KMA]
Subject: RE: [redacted]

2nd request...Thank you.
I apologize I calculated incorrectly to high.
NET SETTLEMENT: $15,125.64 which we had before at 15195.14
INSURED_S DEDUCTIBLE + $500
COPART INVOICE: + $430.50

Case History
SALVAGE VALUE: -$100
TOTAL AMOUNT DUE: $15,025.64
So 15125.64 + 500 ded + 430.50 copart - 100 salvage = $15956.14

Our insured also had out of pocket expenses of $3,976.06, our you addressing the out of pocket expenses with our insured directly and can the release be made to Progressive United Financial Casualty Company only so the release does no bar our insured ability to recover there out of pocket expenses since they are not included in the release. Thank you.

Sincerely,

Stjepan Jukanovic
Subrogation Specialist Senior
Tel: 440-910-5682
Fax: 888-781-6947
Email: Steve_Jukanovic@progressive.com <mailto:Steve_Jukanovic@progressive.com>

*** PHONE LOG 06/25/2015 03:36:59 PM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
From: Stjepan J Jukanovic [mailto:Steve_Jukanovic@Progressive.com]
Sent: Thursday, June 25, 2015 9:50 AM
To: Mojica, Jeannie [KMA]
Subject: RE: [redacted]

I understand you were out of the office, I hope you had a great time off, just following up regarding this claim for [redacted]
I apologize I calculated incorrectly to high.
NET SETTLEMENT: $15,125.64 which we had before at 15195.14
INSURED_S DEDUCTIBLE: + $500
COPART INVOICE: + $430.50
SALVAGE VALUE: -$100
TOTAL AMOUNT DUE: $15,025.64
So 15125.64 + 500 ded + 430.50 copart - 100 salvage = $15956.14

Our insured also had out of pocket expenses of $3,976.06, are you addressing the out of pocket expenses with our insured directly and can the release be made to Progressive United Financial Casualty Company only so the release does no bar our insured ability to recover there out of pocket expenses since they are not included in the release. Thank you.

Sincerely,

Stjepan Jukanovic
Subrogation Specialist Senior
Tel: 440-910-5682
Fax: 888-781-6947
Email: Steve_Jukanovic@progressive.com <mailto:Steve_Jukanovic@progressive.com>

*** PHONE LOG 06/25/2015 03:46:46 PM (Local Time) JMojica Action Type: Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Thursday, June 25, 2015 4:43 PM
To: 'Stjepan J Jukanovic'
Subject: RE: [redacted]

Stjepan,

I am sorry for the delay in getting this to you. Attached you will find the revised release that needs to be signed and returned to me.

Also, we have settled the personal loss claim directly with the customer. They have also signed a release and therefore, the release I am sending you should not affect them.

Thank you,

*** PHONE LOG 07/02/2015 02:34:39 PM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
From: Stjepan J Jukanovic [mailto:Steve_Jukanovic@Progressive.com]
Sent: Friday, June 26, 2015 5:43 AM
To: Mojica, Jeannie [KMA]
Subject: RE: [redacted]

Attached is the signed release.

*** PHONE LOG 07/02/2015 02:36:36 PM (Local Time) JMojica Action Type: Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Thursday, July 02, 2015 3:36 PM
To: 'Stjepan J Jukanovic'

Case History
Subject: RE: [redacted]

Stjepan,

Thank you for the signed release. I will get this processed for you right away.

Attachments to Case:

File Name	Location
[redacted]Carfax.pdf	\\copubs\ClarifyObj\CA_Attachments\[redacted]Carfax.pdf
[redacted]Pictures.pdf	\\copubs\ClarifyObj\CA_Attachments\[redacted]Pictures.pdf
[redacted]2.11.15.pdf	\\copubs\ClarifyObj\CA_Attachments\[redacted]2.11.15.pdf
Email Attachment 02/24/2015 11:11:23 AM	\\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case[redacted]JMojica_02-24-2015111128.doc
[redacted]RO.pdf	\\copubs\ClarifyObj\CA_Attachments\[redacted]RO.pdf
[redacted]Letter.pdf	\\copubs\ClarifyObj\CA_Attachments\[redacted]Letter.pdf
[redacted]Acc. Report.pdf	\\copubs\ClarifyObj\CA_Attachments\[redacted]Acc. Report.pdf
[redacted]3.17.15.pdf	\\copubs\ClarifyObj\CA_Attachments\[redacted]3.17.15.pdf
[redacted]Police Report.pdf	\\copubs\ClarifyObj\CA_Attachments\[redacted]Police Report.pdf
[redacted]4.6.15.pdf	\\copubs\ClarifyObj\CA_Attachments\[redacted]4.6.15.pdf
[redacted]Invs..pdf	\\copubs\ClarifyObj\CA_Attachments\[redacted]Invs..pdf
[redacted]Release.pdf	\\copubs\ClarifyObj\CA_Attachments\[redacted]Release.pdf
[redacted]Signed Release.pdf	\\copubs\ClarifyObj\CA_Attachments\[redacted]Signed Release.pdf
[redacted]GWR.pdf	\\copubs\ClarifyObj\CA_Attachments\[redacted]GWR.pdf
[redacted]Check.pdf	\\copubs\ClarifyObj\CA_Attachments\[redacted]Check.pdf
[redacted]Release (Ins.).pdf	\\copubs\ClarifyObj\CA_Attachments\[redacted]Release (Ins.).pdf
[redacted]Revised Release.pdf	\\copubs\ClarifyObj\CA_Attachments\[redacted]Revised Release.pdf
[redacted]Progressive Rel..pdf	\\copubs\ClarifyObj\CA_Attachments\[redacted]Progressive Rel..pdf

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

Accident Report

Case [redacted]

Report Details

1. Who Owns the Vehicle?
<Provide Owner Name, Address, and Phone>
[redacted]

2. Who Was Driving the Vehicle and how many passengers were there, if any?
<Provide Driver's Name, Address, and Phone>
[redacted]
Address - on file
Phone number - mother does not want to provide, daughter has a mental condition

3. Do You Own the Vehicle?
No

4. What is the Age of the Driver?
<Driver's Age>
[redacted]

5. What Was the Date and Time of the Accident?
<DATE> and <TIME>
1/27/2015 at 7:27 AM

6. Describe the Road Weather Conditions at the Time of the Accident.
<ROAD WEATHER CONDITIONS>
Clear and dry

7. What Speed was the Vehicle Traveling?

<VEHICLE SPEED>
Mother does not know, probably whatever the posted speed limit

8. Were any Other Vehicles Involved in the Accident?
No

9. Were There Any Injuries?
No

10. Was Anyone Taken by Ambulance to The Hospital?
No

11. Is Anyone Currently Under Medical Attention for this Incident?
Yes, <Who and For What>
[redacted]s not under any physical medical attention possibly will need mental
[redacted]- will be seeing a counselor due to being extremely upset

12. Describe the Incident in Detail, including the approximate vehicle speeds
<INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>
[redacted]was driving the vehicle. Other drivers were indicating to her that her vehicle was on fire, pulled to the side of the road did not put it in park (car rolled backwards) 911 was called for assistance. Flames were seen from the engine area of the vehicle.

13. Were the Police Contacted?
Yes

14. What is the Name of the Officer, Department, and Badge Number?
<Officer Name, Department, Badge>
Officer - Bustamante
Department - Loma Linda Sherrifs dept
Badge Number - Unknown

15. What is the Police Report Number?

<POLICE REPORT NUMBER>
Report number - [redacted]

16. Was the Insurance Company Contacted?
Yes, <Name, Address, and Phone of Insurance Company, Policy #, and Claim #>
Name - Progressive
Address - Unknown
Phone number - 916-246-3077 (travis is working the case with progressive)
Policy number - [redacted]

17. Have You Settled With the Insurance Company?
No

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

19. Where is the Vehicle Now?
<VEHICLE LOCATION>
Does not want to disclose were the vehicle is, Progressive may want to tell you and thats fine. I am concerned that Kia may go out and try to protect themselves and change something on the vehicle.

20. Have Any Repairs Been Completed?
No

21. Were Parties Wearing Seatbelts?
Yes

22. Did the Airbag(s) Deploy?
No

23. Was Airbag Light on prior to accident?
No

24. What action are you requesting of Kia?
<RESOLUTION SOUGHT>
Will be incurring costs to fly out to her from Denver to CA and will need to be getting a new car. Need expenses for lodging eating and any expenses that are incurred due to this. Want to be compensated for the hassle as well. Want to get more then what KBB is willing to offer for the vehicle. Want a new vehicle as well. Want this to be investigated.

25. Have you reviewed the airbag section of the owners manual?
Yes - In order to consider your request, we will need you to provide us with copies of:
i. Copy of Police Report (if available)
ii. Pictures of vehicle (front, rear and side views)
Not Applicable











FORTE



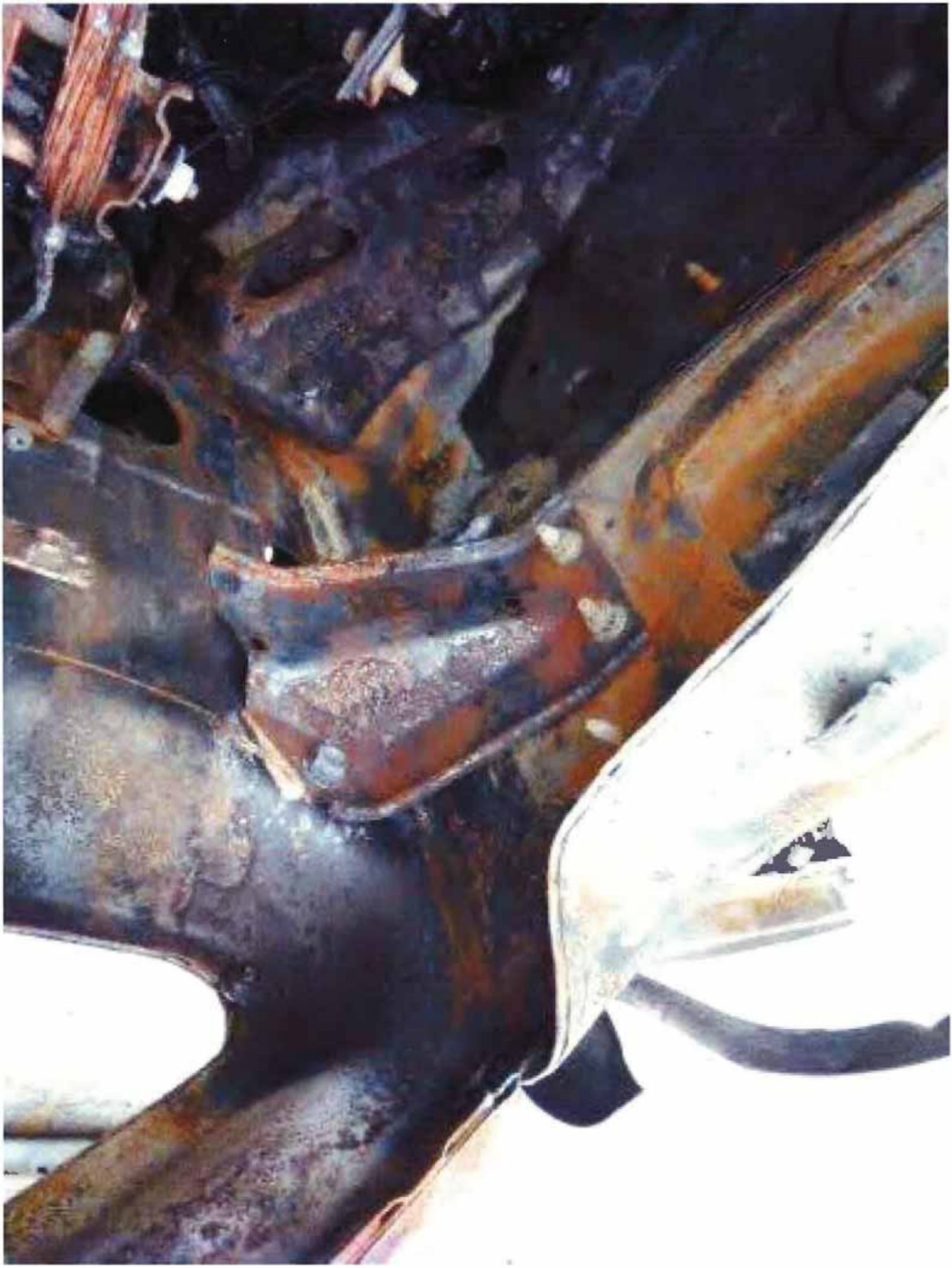



















FORTE
KIA









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	
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 GOODWILL OVER $500.00 REQUIRES A SIGNED OFFER LETTER OR RELEASE
✓	ANY GOODWILL 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) or 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.

Kia RCAA Case Scorecard

KIA MOTORS

Analyst JMOICA Date of Review 5/14/15

Case# [redacted] Customer Name [redacted]

Case Handling Result:

- [ ] Repair
- [ ] Info Provided
- [x] Goodwill
- [ ] ADL-Goodwill
- [ ] Voluntary Repurchase/SOC
- [ ] BBB Arbitration Repurchase/SOC
- [ ] ADL- Repurch./SOC
- [ ] BBB-Goodwill
- [ ] No Assistance
- [ ] Lawsuit Goodwill
- [ ] Lawsuit Repurchase/SOC
- [ ] Compliment

RCAM Review & Evaluation:

- [ ] 24/24 If "No" _____
- [ ] Positive Language. Comments: _____
- [ ] Case Mgmt. (i.e., Resolution Model, etc.) _____
- [ ] Case Documenting (i.e., logical, clear, thorough, etc.) _____
- [ ] TREAD Coding. Comments: _____
- [ ] Other _____

Areas of Strength:

Areas of Improvement:

RCAM Signature & Date

5/14/15 15:04:03 Kia Motors America Page: 1
MOJICAJ Request for Goodwill Assistance CSR400P

CASE: [redacted] 1 CLRFY: [redacted] KNAFK4A66E5[redacted]
RSP DLR: 90202 DIST: 01 REGION: NA MODEL: 2014 FORTE LX
WARRANTY START DATE: 5/02/13 MILES: 014600
REASON FOR GOODWILL: C5 CUSTOMER SATISFACTION
CAUSE: MS MISC
PART#:
PART DESC: NATIONAL RCVD REQST: 00 00 00
SPECIFIC OFFER: CH CASH SETTLEMENT NATIONAL SENT CHECK: 00 00 00

GOODWILL COMMENTS:
5/14/15 JM: CUSTOMER'S MOTHER [redacted] CONTACT KMA DUE TO THERMA L EVENT. DURING THE PROCESS OF KMA'S INVESTIGATION, CUSTOMER SETTLED WITH I NSURANCE COMPANY. CUSTOMER THEN REQUESTED TO BE REIMBURSED FOR TRAVEL EXPEN SES. [redacted] (OWNER OF VEHICLE) LIVES ON HER OWN IN CALIFORNIA, HOW EVER, DAD [redacted] FLEW FROM COLORADO TO CALIFORNIA TO HELP DAUGHTER GET AFFAIRS IN ORDER BECAUSE OF THE THERMAL EVEN. CUSTOMER TO BE REIMBURSE D $1,823.43

CHECK REQUEST: MAKE CHECK PAYABLE TO:
[redacted] DEALER CODE:
GREENWOOD VILLAGE CO [redacted]

TOTAL AMOUNT: $ 1823.43

GWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWG

JEANNIE MOJICA _____ DATE: 5/14/15

BRAD HOLT _____ DATE: _____

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

Progresssive Claim [redacted]

Date	Payee	Expense	Amount	Paid Via
2/7/2015	Southwest Airfare	Airfare	239.60	Amazon Visa *0955
2/9/2015	Southwest Airfare	Airfare	364.10	Amazon Visa *0955
2/11/2015	Crescent Bay	Lodging	625.00	Amazon Visa *0955
2/11/2015	Nicks	Dining	105.00	Amazon Visa *0955
2/12/2015	Parkview Terrace	Apartment Gate Card	25.00	Check 135
2/12/2015	Tortilla Republic	Dining	72.00	Amazon Visa *0955
2/12/2015	Jack in the Box	Dining	10.56	Amazon Visa *0955
2/13/2015	Cash	Cash	102.50	Debit Card
2/13/2015	The Lumbery	Dining	140.00	Amazon Visa *0955
2/13/2015	Ruby's	Dining	48.02	Amazon Visa *0955
2/13/2015	2013 Hyundai Elantra	Vehicle Replacement	1893.43	Check [redacted] Progressive Settlement - $14695.14 / Cost of Used Vehicle $16588.57
2/14/2015	Fontana 76	Fuel	28.86	Amazon Visa *0955
2/14/2015	Thrifty Car Rental	Rental Car	222.27	Amazon Visa *0955
2/14/2015	Wendy's	Dining	7.00	Amazon Visa *0955
2/14/2015	Madison Square	Dining	32.72	Amazon Visa *0955
3/11/2015	Thrifty Car Rental	Rental Car	15.00	Amazon Visa *0955
3/20/2015	Thrifty Car Rental	Rental Car	45.00	Amazon Visa *0955
	Total:		3976.06	

paid via different account I have to reimburse

Print Close

Flight reservation (8BKIZ7) | 14FEB15 | ONT-DEN | [redacted]

From: **Southwest Airlines** (SouthwestAirlines@luv.southwest.com)
Sent: Mon 2/09/15 12:42 PM
To: [redacted]

You're all set for your trip!

Southwest®

My Account | View My Itinerary

Check In Online | Check Flight Status | Change Flight | Special Offers | Help | Contact Us

Ready for takeoff!

Thanks for choosing Southwest® for your trip! You'll find everything you need to know about your reservation below. Happy travels!

Air Reservation

AIR Confirmation: [redacted] Confirmation Date: 02/9/2015

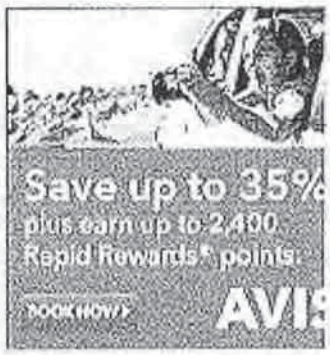
Passenger(s)	Rapid Rewards #	Ticket #	Expiration	Est. Points Earned
[redacted]			Feb 9, 2016	3840

Rapid Rewards points named are only estimates. Visit your (MySouthwest, Southwest.com or Rapid Rewards) account for the most accurate totals - including A-List & A-List Preferred bonus points.

Date	Flight	Departure/Arrival
Sat Feb 14	2703	Depart ONTARIO/LA, CA (ONT) on Southwest Airlines at 1:35 PM Arrive in LAS VEGAS, NV (LAS) at 2:35 PM Business Select
	3379	Change planes to Southwest Airlines in LAS VEGAS, NV (LAS) at 4:05 PM Arrive in DENVER, CO (DEN) at 6:55 PM Travel Time 4 hrs 20 mins Business Select

What you need to know to travel:

- Don't forget to check in for your flight(s) 24 hours before your trip on southwest.com or your mobile device. This will secure your boarding position on your flights.
- Southwest Airlines does not have assigned seats, so you can choose your seat when you board the plane. You will be assigned a boarding position based on your check-in time. The earlier you check in, within 24 hours of your flight, the earlier you get to board.
- WiFi, TV, and related services and amenities may vary and are subject to change based on assigned aircraft. Learn more



NEED A HOTEL?
Best Rate Guarantee
Flexibility to Pay Later
Earn up to
750 Rapid Rewards Points
Book a Hotel

Guaranteed Low Rates
14 Car Companies
Earn Rapid Rewards Points
Book a Car

[redacted]

Remember to be in the gate area on time and ready to board:

- 30 minutes prior to scheduled departure time: We may begin boarding as early as 30 minutes prior to your flight's scheduled departure time. We encourage all passengers to plan to arrive in the gate area no later than this time.
- 10 minutes prior to scheduled departure time: All passengers must obtain their boarding passes and be in the gate area available for boarding at least 10 minutes prior to your flight's scheduled departure time. If not, Southwest may cancel your reserved space and you will not be eligible for denied boarding compensation.
- If you do not plan to travel on your flight: In accordance with Southwest's No Show Policy, you must notify Southwest at least 10 minutes prior to your flight's scheduled departure if you do not plan to travel on the flight. If not, Southwest will cancel your reservation and all funds will be forfeited.

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ONT WN X/LAS WN DEN320.00K28P 320.00 END ZPONTLAS XFONT2LAS4.5 AY5.60SONT5.60

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Cost and Payment Summary

AIR - BBKRZ7

Base Fare	$	320.00
Excise Taxes	$	24.00
Segment Fee	$	8.00
Passenger Facility Charge	$	6.50
September 11th Security Fee	$	5.60
Total Air Cost	**$**	**364.10**

Payment Information
Payment Type: Visa XXXXXXXXXXXX0955
Date: Feb 9, 2015
Payment Amount: $364.10

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Southwest Airlines EarlyBird Confirmation - [redacted]

From: **Southwest Airlines** (SouthwestAirlines@luv.southwest.com)
Sent: Sat 2/07/15 7:43 PM
To: [redacted]

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Upcoming Trip: none

Early Bird Check-In

Confirmation Number: [redacted]

Passenger	Departure/Arrival	Flight	Date
Nelson Reily	Depart Denver, CO (DEN) on Southwest Airlines at 8:50 AM Arrive in Ontario, CA (ONT) at 10:10 AM	#315	Wed Feb 11 Travel Time 2 h 20 m

Price: $12.50 per person, one-way
Total Cost: $12.50

Cost and Payment Summary

Payment Information
Cardholder: Nelson Reily
Payment Type: VISA
Account # XXXXXXXXXXXX-0955
Payment Amount: $12.50

**EarlyBird Check-In is non-refundable. Some exclusions may apply.

Flight Status Alerts

DING

[redacted]

Southwest

Your Flight for Saturday, February 14, 2015

Here is your confirmation and itinerary.

SAT **02/14/15 - Denver**

AIR

Ontario/LA, CA - ONT to Denver, CO - DEN
02/14/2015

Confirmation # [redacted]

Passenger(s)
[redacted]

Rapid Rewards #
0000029872262

Travel Date		Flight Segments		Flight Summary
DEPART SAT	01:35 PM	Depart Ontario/LA, CA (ONT) on Southwest Airlines	Flight #2769	
	02:35 PM	Arrive in Las Vegas, NV (LAS)		Saturday, February 14, 2015
	04:05 PM	Change planes to Southwest Airlines in Las Vegas, NV (LAS)	Flight #3379	Travel Time 4 h 20 m (1 stop, includes 1 plane change)
	06:55 PM	Arrive in Denver, CO (DEN)		

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Your rentalcars.com Itinerary for Ontario (ONT) - 11 Feb 2015 10:30 (Itinerary #[redacted]

From: **rentalcars.com** (email@reservations.rentalcars.com)
Sent: **Mon 2/09/15 12:12 PM**
To: [redacted]

Itinerary Number is [redacted]

Dear [redacted]

Thank you for booking your trip with RentalCars.com!

Your itinerary is shown below.

Click below to access your itinerary details, along with other important information for your request number:

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To change or amend your reservation:

Manage My Booking

Your Rental Car Reservation

Rental Partner: Thrifty Car Rental
Car Type: Nissan Maxima or similar
Pick-up: 11 Feb 2015 10:30
Pick-Up Location: Ontario International Airport
Drop-Off: 14 Feb 2015 14:00
Drop-Off Location: Ontario International Airport
Driver: [redacted]

Extras:

Partner Reference: G6R6ZC

Summary of Charges:

[redacted]

Subtotal of the Rental: USD $190.76
Taxes and Fees: USD $53.11
Amount Due at Pick-up: USD $243.87

Important Information

Please review the following rules regarding rental cars:

* Payment for this reservation is due when the car is returned and will be charged by Thrifty Car Rental

* The rate may change if you pick-up, or drop-off the car at a different date, time or location than you requested in your reservation.

* Only the driver will be able to pick up this rental car at the counter.

* You will be able to add an additional driver at the counter for an additional charge payable directly to the rental car company. Additional charges also apply for optional items, and for drivers under the age of 25.

* The driver will be required to present a valid driver's license, and a valid credit card in his/her name.

* Some locations also accept debit cards; however rental partners have different requirements for customers who will only have a debit card at the time of pickup. For more specific information please review partner payment options.

* Please see location specific rental policy and rules information.

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[redacted]

Crescent Bay Inn

1435 North Coast Highway , Laguna Beach, California, 92651, United States
Phone: 9494942508
E-mail: crescentlaguna@gmail.com; Website: www.crescentbayinn.com

Name	[redacted]			**Folio No.**	525
Address	United States				
				Room	205
Phone #	[redacted]			**Date In**	02/11/2015 04:45:00 PM
ID Type	Credit Card (VI83)	**ID #**	XXXX-XXXX-XXXX-0955	**Date Out**	02/14/2015 08:41:00 AM
ID State		**ID Country**		**Status**	Confirm
Vehicle Info.					
Company					

Rental Charges		Total	Other Charges		Payments		
02/11/2015	149.11		Utility Charge	4.00	VI # 0955	02/15/2015	625.00
02/12/2015	149.11		Utility Charge	4.00			
02/13/2015	249.11	547.33	Utility Charge	4.00			
Occupancy Tax	65.67	65.67					
		613.00		12.00			625.00

Total Charges:	625.00
Total Deposit:	0.00
(Authorized Payments):	0.00
(Payments):	625.00
Balance:	0.00

Thank you for your stay with us. Please visit us again.

NOTICE TO GUESTS: This property is privately owned and the management reserves the right to refuse service to anyone. Management will not be responsible for accidents or injury to guests or for loss of money, jewelry or valuables of any kind. Management will not be responsible for any item left in the room.

CHECKOUT TIME: 11:00 AM SELF REGISTRATION ONLY
I AGREE that my liability for this bill is not waived and agree to be held personally liable in the event that the indicated person or company failed to pay for any part or full amount of these charges including any missing/damaged items, etc.. I agreee that if an attorney is retained to collect these charges, I will pay all reasonable attorney's fees and costs incurred. If payment is by credit card you are authorized to charge my account for all charges incurred, including any and all damages/missing items, etc.. I agree that the sole purpose of renting this room is for my own residency only.

Guest Signature _____

Date _____

02/07	Amazon.com AMZN.COM/BILL WA	32.27
02/06	WM SUPERCENTER #3313 CENTENNIAL CO	141.64
02/07	Amazon Services-Kindle 866-321-8651 WA	9.99
02/08	Amazon.com AMZN.COM/BILL WA	50.76
02/05	AMAZON MKTPLACE PMTS AMZN.COM/BILL WA	14.79
02/05	WAL-MART #3313 CENTENNIAL CO	5.00
02/07	Amazon Services-Kindle 866-321-8651 WA	9.99
02/07	AMAZON MKTPLACE PMTS AMZN.COM/BILL WA	6.98
[redacted]	SOUTHWES 5260660330525 800-435-9792 TX	12.00
02/07	THE HOME DEPOT 1508 LITTLETON CO	50.18
02/07	SOUTHWES 5262461309505 800-435-9792 TX	227.10
02/09	WALGREENS #10704 CENTENNIAL CO	13.32
02/09	SOUTHWES 5262461665694 800-435-9792 TX 1 K LAS DEN	264.10
02/10	Amazon.com AMZN.COM/BILL WA	12.16
02/10	Amazon.com AMZN.COM/BILL WA	13.12
02/11	AMAZON MKTPLACE PMTS AMZN.COM/BILL WA	4.45
02/10	THE DAIRY CENTER FOR THE BOULDER CO	69.40
02/11	CVS/PHARMACY #09501 LAGUNA BEACH CA	116.82
02/11	PROGRESSIVE *INSURANCE 800-776-4737 OH	1,433.98
02/12	TORTILLA REPUBLIC LAGUNA BEACH CA	72.30
02/12	BALBOA BEACH TREATS,LLC NEWPORTBEACH CA	13.60
02/11	CRESCENT BAY INN LAGUNA BEACH CA	625.00
02/11	NICK'S LAGUNA BEACH LAGUNA BEACH CA	105.00
02/12	BALBOA CANDY NEWPORT BEACH CA	19.95
02/12	JACK IN THE BOX #0296 LAGUNA BEACH CA	10.66
02/12	CVS/PHARMACY #09501 LAGUNA BEACH CA	7.77
02/12	CITY OF LAGUNA BEACH I LAGUNA BEACH CA	2.50
02/12	TB/PH #23709 COSTA MESA CA	6.61
02/14	NETFLIX.COM NETFLIX.COM CA	7.99
02/13	CITY OF LAGUNA BEACH I LAGUNA BEACH CA	4.50
02/13	STARBUCKS #00512 LAGUNA B Laguna Beach CA	8.00
02/14	STM*TINGO 888-807-0887 AA	213.67
02/13	CITY OF LAGUNA BEACH I LAGUNA BEACH CA	.50
02/12	CITY OF NEWPORT BEACH COSTA MESA CA	3.00
02/13	RUBY'S LAGUNA BEACH LAGUNA BEACH CA	40.02
02/12	SUN N FUN OF NEWPORT BEAC NEWPORT BEACH CA	18.90
02/14	CITY OF LAGUNA BEACH I LAGUNA BEACH CA	.75
02/14	76 10110773 FONTANA CA	26.66
02/12	MITHRUSH NEWPORT BEACH CA	10.79
02/14	HUDSON NEWS LAS VEGAS NV	22.49
02/14	BURGER KING LA3040302 LAS VEGAS NV	12.42
02/14	CITY OF LAGUNA BEACH I LAGUNA BEACH CA	2.25
02/16	THRIFTY CAR RENTAL-ONT ONTARIO CA	222.27
02/14	WENDY'S 6080 FONTANA CA	7.60
02/13	LUMBERYARD LAGUNA BEACH CA	140.00
02/14	MADISON SQUARE LAGUNA BEACH CA	32.72
02/18	WAL-MART #3313 CENTENNIAL CO	5.00
02/17	DAVID NICHOL 303-9772270 CO	220.00
02/18	SQ *BENJAMIN MAY, MD Indianapolis IN	200.00

Progressive Group of Insurance Companies

Settlement Summary

Claim Information

Claim Number: [redacted]
Policy Number:
Owner :

Coverage Type of Loss: COMPREHENSIVE
Loss Date: 01/27/2015
Reported Date: 01/27/2015
Valuation Report ID: [redacted]

Vehicle Information

Loss Vehicle: 2014 KIA FORTE LX 4D SDN 1.8L 4 Cyl Gas A 2WD
VIN: KNAFK4A66E6[redacted]
Mileage: 25,603 miles
Title History: No

Location: CO 80111
Exterior Color:
License Plate:
Title History Comments:

Loan Information		Payment Information	
Lien Holder Payoff:	$0.00	Lien Holder Payment(s):	$0.00
Loan/Lease Payoff Coverage:	$0.00	Net to Owner:	$14,695.14

Settlement

Stated Amount:	$0.00
Actual Cash Value:	$13,931.61
Base Value:	$13,931.61
Title History Adjustment:	-$0.00
Refurbishment Adjustment:	$0.00
After Market Parts Adjustment:	$0.00
Condition Adjustment:	$0.00
Prior Damage Adjustment:	-$0.00
Market Value:	$ 13,931.61
Settlement Adjustment(Pre-Tax):	$0.00
Fees:	$149.00
Taxes:	$1,114.53
Company Obtains:	$0.00
Net Settlement:	$15,195.14
Settlement Adjustment(Post-Tax):	$0.00
Deductible:	-$500.00
Other Adjustments:	$ 0.00
Total Settlement:	$14,695.14

Adjuster License #:
Comments:

Consumer Assistance Center Case Report

Printed By: JMojica | **Case Number -** [redacted] | 05/14/2015 02:06:43 PM

Case Details

Title: Customer complaint vehicle caught fire, product liability; subro demand rec'd

VIN: KNAFK4A66E5[redacted] | **Mileage:** 14600 | **Status:** Working

Year:2014 | **Model:FORTE SEDAN**

Priority: Escalated | **Severity:** High | **Call Source:** Insurance Demand Ltr

Owner: Jeannie Mojica | **Owner Email:** JMojica@kiausa.com

Case Type Level1: Complaint

Case Type Level2: Quality

Case Type Level3: Product Liability

Case Type Level4: Fire/Explosion

Contact Details

Name: [redacted]

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

Address1: [redacted]

Address2:

City: Redlands | **State:** CA | **Zip:** [redacted] | **Email:** [redacted]

Dealer Details

Code: CA211

Name: Riverside Kia

Case History

*** PHONE LOG 01/30/2015 04:26:25 PM (Local Time) JMiller Action Type:
Customer States: [redacted] (mother)
1. Do not know the mileage 14,600 in 4/2014
2. The vehicle caught on fire and burned up
3. 911 was called and an investigator was called out and we believe that it was due to the recall that came out
4. Will be incurring costs to fly out to her from Denver to CA and will need to be getting a new car
5. Need expenses for lodging eating and any expenses that are incurred due to this
6. Want to be compensated for the hassle as well
7. We do have pictures

Writer Advised:
1. Apologized
2. Ran Accident script
3. KMA will contact customer back in 2-3 business days
4. Case will be escalated to National office

Customer States:
1. I really believe this is due to the SC that just was released for these vehicles

Writer Advised:
1. Has not been released on all the VIN numbers yet
2. Not showing it currently
3. Your vehicle was produced within production dates of Dec. 5, 2012 through Jan. 27, 2014 however all SC are VIN specific so cannot at this point say for sure if vehicle was affected.
4. Customer mentioned that pictures are available can customer send pictures in?

Customer States:
1. They are the property of the insurance company need to ask them first

Writer Advised:
1. Okay will document tha pictures may be available
2. Provided case number

Case History

Customer thanked and transferred to NCA

*** CASE DISPATCHED 01/30/2015 04:26:30 PM (Local Time) JMiller
from WIP Default to Queue National CA.

*** CASE ACCEPTED 02/02/2015 07:40:04 AM (Local Time) JeffStroup
from Queue National CA to WIP Inbox/Need To Call.

*** PHONE LOG 02/03/2015 11:06:21 AM (Local Time) RHoward Action Type: Incoming call
Travis with Progressive Insurance called:
1. Calling regarding case

Writer:
1. Case is being handled by NCA
2. I can see if the Case Manager is available, if not it would be their VM

Travis:
1. Ok
2. Can I have an address where I can send information to

Writer:
1. Provided 111 Peters Canyon Road, Irvine, CA 92606

Travis:
1. Ok thank you

Writer transferred to NCA JMojica VM

*** PHONE LOG 02/03/2015 01:40:51 PM (Local Time) JMojica Action Type: Outgoing call
Wtr attempted to contact customer:
1. Phone was answered, but no response to wtr after several "hellos".

*** PHONE LOG 02/04/2015 08:55:56 AM (Local Time) JMojica Action Type: Incoming call
Travis with Progressive left VM:
1. She made a claim about her vehicle.
2. Just trying to get some info from you, see if we will be setting up a joint inspection.
3. Please c/b at 916-246-3077, cl #: [redacted]

*** PHONE LOG 02/04/2015 05:16:39 PM (Local Time) JMojica Action Type: Outgoing call
Wtr left VM for Travis with Progressive:
1. Provided cl #.
2. Wtr has not been able to communicate with customer yet.
3. Wtr still needs docs.
4. If agent is able to send docs please do so, it would be very much appreciated.
5. Provided email address.
6. Provided c/b and case #.

*** PHONE LOG 02/09/2015 09:10:05 AM (Local Time) JMojica Action Type: Outgoing call
Ms. [redacted] left VM:
1. I have been waiting for a phone call since Wednesday.
2. I am not only disappointed in the car now I am disappointed in Kia's service as well.
3. I think you have been working with Travis with Progressive.
4. C/b at [redacted]

*** PHONE LOG 02/09/2015 09:12:36 AM (Local Time) JMojica Action Type: Incoming call
Travis w/Progressive left VM:
1. Just following up to see if you want to set up an inspection.
2. Please c/b at 916-246-3077.

*** PHONE LOG 02/09/2015 04:39:29 PM (Local Time) JMojica Action Type: Outgoing call
Wtr left VM for Ms. [redacted]
1. Apologized that we have not been able to communicate.
2. Wtr did attempt to make contact last week, someone answered but did not speak and there was no VM option.
3. Anyway, requested pictures and copy of fire or police report.
4. Provided email address, c/b #, and case # for reference.
5. Thanked and disconnected.

*** PHONE LOG 02/09/2015 04:42:35 PM (Local Time) JMojica Action Type: Outgoing call
wtr left VM for Travie w/Progressive:
1. Referred to cl #.
2. Requested pictures and copy of fire report.
3. Provided email address, c/b #, and case # for reference.

*** PHONE LOG 02/10/2015 11:59:14 AM (Local Time) MFlynn Action Type: Incoming call

Case History
Cust gave case numbber and states:
1. I need to speak to someone regarding this case

Writer states:
1. Apologized, i'll see if cae manager is available, your case has been escalated beyond this just a moment

Cust states:
1. Thank you. What is your last name?

Writer states:
1. My last name is Flynn
2. One moment please

*** PHONE LOG 02/10/2015 12:54:38 PM (Local Time) JMojica Action Type: Incoming call
Incoming call from KCAC through Irvine Receptionist:

Customer (Ms. [redacted]
1. I am upset with how Kia is handling this.
2. I was told I would hear back last week and nobody called.

Wtr:
1. Apologized for the miscommunication.
2. Wtr called last week but nobody answered.
3. Wtr left VM yesterday and had not heard back until now.

Customer:
1. I will check my phone to see if that is true.
2. I did not get anything.
3. I am not trying to be unreasonable.
4. We expect to be compensated for this.

Wtr:
1. Apologized, wtr is here to help.
2. Kia in no way takes this lightly and would like to look further into this.
3. In order to do so, wtr needs to make sure that all docs available are sent to KMA for further review.
4. Wtr just check email and apparently Travis w/ins. sent over some pictures via email.
5. Wtr does not see an incident report.
6. Does customer have the incident report?

Customer:
1. I don't have it but I will request it from Travis, he should have it.
2. This has been very frustrating for us.
3. My daughter could have been killed.
4. She called me and told me her car was on fire.
5. I asked if she had called 911 and she said yes.
6. I heard the sirens over the phone at that point so I knew she would be ok.
7. Anyway, I think the ins. co. should have a preliminary report.
8. They sent someone to look at the car, but they are wanting to see if Kia is going to be sending someone out for a joint inspection.
9. The car is at Copart in Colton, CA.

Wtr:
1. Ok, wtr will request fire report and prelim report from Travis.
2. Does customer happen to know where vehicle was previously serviced?
3. If so, when was the last time and what was the mileage?

Customer:
1. She had it serviced at the dealer where she bought it.
2. The last time was 4/2014 at about 14K miles.
3. She got a job closer to her home as of August so she didn't drive as much then.
4. So, she drove the most during her first year of owning the car versus this past year because of work.
5. Anyway, that is another thing that upsets me.
6. And I know why they do it, but it still upsets me.
7. The ins. co. went based of 14K miles for the valuation of the car eventhough we knew it was more but they couldn't prove it because there's really nothing left of the car.
8. They are only paying $13,000 when we paid $18,000 on the car.

Wtr:
1. Has customer settled with ins. co.?
2. Wtr can understand.

Customer:
1. They haven't cut a check yet.
2. Honestly, I am not even going to cash it.
3. I think Kia needs to step up to the plate.
4. My husband flew out there to help her get another car.
5. We expect to be reimbursed for his expenses as well.

6. We expect to be compensated.
7. I am not unreasonable.

Wtr:
1. As previously mentioned, wtr will need to gather all docs and avialable info so case can be reviewed.
2. Once case is reviewed, wtr will c/b .
3. Verified c/b #.
4. Thanked and disconnected.

*** PHONE LOG 02/10/2015 12:55:17 PM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
From: Travis Pembroke [mailto:Travis_Pembroke@Progressive.com]
Sent: Tuesday, February 10, 2015 10:58 AM
To: Mojica, Jeannie [KMA]
Subject: Progressive United Financial Casualty Insurance claim # [redacted] Kia Motors claim # [redacted]

Hello Jeanie,

I have attached the pictures of [redacted] 2014 Kia Forte, VIN: KNAFK4A66E5[redacted]

Let me know if you need anything else!

Travis R Pembroke
Fire and Theft Rep
4141 Ruffin Rd
San Diego, CA 92123
Direct: (916) 246-3077

*** PHONE LOG 02/10/2015 01:10:20 PM (Local Time) JMojica Action Type: Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Tuesday, February 10, 2015 1:10 PM
To: 'Travis Pembroke'
Subject: RE: Progressive United Financial Casualty Insurance claim # [redacted] Kia Motors claim # [redacted]

Travis,

Thank you for the pictures. Do you have a copy of the fire report that you could send over? Also, has Progressive inspected the vehicle?
If so, please send me any docs you have on the inspection that took place.

Thank you,

*** NOTES 02/11/2015 04:19:07 PM (Local Time) SGuindi Action Type: NCA Corresp. rec'd
NCA rec'd letter from Progressive. Letter states:
1. The above captioned loss has been reported to us.
2. Indications are that responsibility may rest with Kia Motors.
3. We wish to advise you that we have been called upon to make payment under our insured's policy and will seek reimbursement from you at the conclusion of the claim.

Attaching to case and reassigning to JMojica.

*** CASE YANKED 02/11/2015 04:19:34 PM (Local Time) SGuindi
Yanked by SGuindi into WIPbin default.

*** PHONE LOG 02/12/2015 11:41:08 AM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
From: Travis Pembroke [mailto:Travis_Pembroke@Progressive.com]
Sent: Wednesday, February 11, 2015 1:15 PM
To: Mojica, Jeannie [KMA]
Subject: RE: Progressive United Financial Casualty Insurance claim # [redacted] Kia Motors claim # [redacted]

Hello Jeannie,

We have the fire ordered but have not received it at this time. We did hire Russ Auker with Forensic Vehicle Investigations, Inc., to complete the fire evaluation. If you would like to discuss the results of the evaluation or arrange a joint inspection please contact him.

Russ Auker: 916-790-4179

Travis R Pembroke
Fire and Theft Rep
705 Palomar Airport Rd. Ste 300
Carlsbad, CA 92011
Direct: (916) 246-3077
Fax: (760) 268-0136

*** PHONE LOG 02/12/2015 11:44:29 AM (Local Time) JMojica Action Type: Outgoing call

Case History
Wtr spoke to SA Ryan:
1. SA stated there is only 1 RO for vehicle:
-4/18/14 at 14,632 miles for free oil change.
2. SA faxing over RO.

*** PHONE LOG 02/12/2015 11:59:26 AM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
Wtr received RO:

A fax has arrived from remote ID '9513433203'.

2/12/2015 11:44:25 AM Transmission Record
Received from remote ID: 9513433203
Inbound user ID KMACA-RIGHTFAX, routing code 0
Result: (0/352;0/0) Successful Send
Page record: 1 - 1
Elapsed time: 00:35 on channel 5

*** PHONE LOG 02/13/2015 03:52:39 PM (Local Time) JMojica Action Type: Outgoing call
Wtr:
1. Calling in reference to vehicle.
2. Wtr requested ROs from dlr.
3. Dlr informed wtr that there was only one RO from 4/2014 at 14,600 miles roughly.
4. Does customer know if there are any other maintenance docs?

Customer (Ms. [redacted]
1. No, I think it was just the one.
2. I will double check with her though.
3. The problem is she doesn't keep any docs.
4. Even with her medical invoices she just tosses.
5. I've had to ask her about ER visit bills and she doesn't remember.
6. Unless I told her to, I don't think she would've done any maintenance.

Wtr:
1. Ok, if customer could ask.
2. If it is not too much trouble, of course.
3. Provided email address.
4. If anything else becomes available, please send it over.

Customer:
1. Ok, thank you.
2. We really just want to be made whole.
3. We bought the car with cash, there was no loan.
4. Progressive was supposed to cut us a check, but I haven't received it yet.
5. And I don't plan on cashing it anyway.
6. I know once you settle, that is it and there is no going back.
7. So, I really want Kia to do the right thing.
8. The situation could have been so much worse.

Wtr:
1. Wtr can definitely understand.
2. Wtr will review case and get back to customer.
3. Wtr thanked and disconnected.

*** PHONE LOG 02/18/2015 12:40:00 PM (Local Time) JMojica Action Type: Outgoing call
Wtr attempted to contact Travis w/Progressive:
1. Outgoing message stated agent is OOO.
2. Supervisor Jim Robins is available at 858-609-2750

*** NOTES 02/18/2015 12:40:46 PM (Local Time) JMojica Action Type: Internal
KMA Engineer will be inspecting the vehicle.

*** PHONE LOG 02/18/2015 12:44:54 PM (Local Time) JMojica Action Type: Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Wednesday, February 18, 2015 12:45 PM
To: 'Travis Pembroke'; 'russaukerfvi@yahoo.com'
Subject: RE: Progressive United Financial Casualty Insurance claim #[redacted], Kia Motors claim #[redacted]

Travis,

Kia would like to set up a joint inspection. My engineer, Eric Sauck, is available on 2/26/15 at 10am and the week of 3/9/15 (any day at 10am). Can you please contact Copart to authorize that Kia inspect this vehicle so I can schedule a date with Russ?

Thank you,

Case History

*** NOTES 02/18/2015 12:45:24 PM (Local Time) JMojica Action Type: Dealer contact
Vehicle is located at:
Copart
1203 Rancho Ave.
Colton, CA

*** PHONE LOG 02/18/2015 12:49:00 PM (Local Time) JMojica Action Type: Outgoing call
Wtr:
1. Calling to provide update to customer.
2. Informed customer that engineer will be inspecting the vehicle.
3. Wtr will be working on scheduling inspection and will contact customer once date is set.

Customer:
1. Ok, thank you so much for the phone call.
2. I hope Kia is sending their best engineer so we can better understand what happened.

Wtr:
1. Only the best!
2. Wtr will c/b once more info is available.
3. Thanked and disconnected.

*** PHONE LOG 02/23/2015 05:03:04 PM (Local Time) JMojica Action Type: Outgoing call
Wtr spoke to Jeannette w/ Copart in Colton, CA:
1. Wtr confirmed Kia is authorized to inspect 2/26/15 at 10am.
2. Jeannette provided lot #: [redacted] and requested that engineer call Copart 1hr prior to arrival so vehicle can be ready for inspection upon arrival.
3. Wtr thanked and disconnected.

*** PHONE LOG 02/23/2015 05:04:20 PM (Local Time) JMojica Action Type: Outgoing call
Wtr spoke to Ms. [redacted]
1. Wtr informed customer that inspection will take place on 2/26/15.
2. Wtr will c/b once results of inspection are available.
3. Wtr thanked and disconnected.

*** PHONE LOG 02/23/2015 05:06:14 PM (Local Time) JMojica Action Type: Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Monday, February 23, 2015 5:06 PM
To: 'Russ Auker'
Subject: RE: Progressive United Financial Casualty Insurance claim # [redacted] Kia Motors claim # [redacted]

Russ,

I just confirmed with Copart in Colton, CA that we are all set for the inspection on 2/26/15 at 10am.

Thank you,

*** EMAIL OUT 02/24/2015 11:12:19 AM (Local Time) JMojica Action Type: External email
You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Kia Consumer Affairs Dept. at 949.468.4619 AND delete this email.

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

<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_[redacted]JMojica_02-24-2015111128.doc>>

*** PHONE LOG 03/03/2015 12:43:43 PM (Local Time) JMojica Action Type: Outgoing call
Wtr:
1. Is Ms. [redacted] available?

Ms. [redacted]
1. No, she is on the other line with the insurance company right now.

Wtr:
1. Ok, is this Ms. [redacted]

Ms. [redacted]
1. Yes.

Wtr:
1. Hi, I am calling about your vehicle.
2. I am not sure if Ms. [redacted] informed you but one of our engineer's inspected your vehicle last week.
3. I was calling to f/u with Ms. [redacted]
4. I can hold for her, if she won't be too long.
5. Unless it is ok that I talk to you?

Case History
Ms. [redacted]
1. You can talk to me.
2. I think she will be a while.

Wtr:
1. This is still an ongoing investigation, but I should have more info from my engineer soon.
2. However, I do have a few questions about the incident.

Ms [redacted] in the background)
1. Tell her I will call her back later or if she could call me back later.

Ms. [redacted]
1. She said if you could c/b later or if she could c/b later.

Wtr:
1. Ok, no worries.
2. I will expect her call.
3. Thanked and disconnected.

*** PHONE LOG 03/16/2015 09:21:51 AM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
From: [redacted]
Sent: Sunday, March 15, 2015 8:02 PM
To: Mojica, Jeannie [KMA]; travis_pembroke@progressive.com; russaukerfvi@yahoo.com
Subject: 2014 KIA Forte - Progressive Claim # [redacted]

Ms. Mojica,

I left you a message on March 9, 2015 at approximately 1334 hours.
As of this date, we have not received a reply nor an update regarding this investigation.

We would have hoped that by this time KIA would have responded to this most important issue.

Please provide an update so we may consider our options.

Mr. Pembroke:
We have not yet cashed the check from Progressive as we do not consider this issue closed or settled.

Regards,
[redacted]

*** PHONE LOG 03/16/2015 10:02:46 AM (Local Time) JMojica Action Type: Web Contact
From: Mojica, Jeannie [KMA]
Sent: Monday, March 16, 2015 11:03 AM
To: [redacted]
Subject: RE: 2014 KIA Forte - Progressive Claim # [redacted] Kia Case #: [redacted]

Ms. [redacted]

I have some questions I would like to ask your daughter since she was present at the time of the incident (i.e. were there any noises or anything unusual prior to the incident? What was the location and speed at the time of the incident? etc.). Also, I do need a copy of the police and/or fire report.

Are you both available to talk today? Please let me know your availability so we can set up a time to talk.

Thank you,

*** PHONE LOG 03/17/2015 01:17:50 PM (Local Time) JMojica Action Type: Web Contact
From: [redacted]
Sent: Monday, March 16, 2015 5:10 PM
To: Mojica, Jeannie [KMA]; russaukerfvi@yahoo.com; travis_pembroke@progressive.com
Subject: RE: 2014 KIA Forte - Progressive Claim # [redacted] Kia Case #: [redacted]

Ms. Mojica,

Kate has spoken with Mr. Russ Auker. He should have a copy of the police report and I understand he has submitted his report. The location of the incident should be noted in the police report.

There were no noises or anything unusual prior to the incident.
She was travelling between 30 and 40 mph prior to the incident.

We would like to understand how soon this will be resolved. Do we need to escalate?

[redacted]

Case History

*** NOTES 03/17/2015 05:40:53 PM (Local Time) SGuindi Action Type: NCA Corresp. rec'd
NCA rec'd letter from Progressive Insurance. Letter states:
1. Please accept this letter as formal notice of our subrogation rights in regard to the above-captioned claim.
2. Our investigation indicates damages to our insured's vehicle was a direct result of a manufacturer's defect or negligence on your behalf.
3. Attached please find all supporting documentation.
4. Please acknowledge receipt of my subrogation demand and forward your payment of $15,625.64 to my attention.

Attaching to case and reassigning to JMojica.

*** CASE YANKED 03/17/2015 05:40:57 PM (Local Time) SGuindi
Yanked by SGuindi into WIPbin default.

*** CASE PRIORITY CHANGED 03/17/2015 05:41:23 PM (Local Time) SGuindi
from priority Standard to priority Escalated

*** PHONE LOG 03/18/2015 03:09:11 PM (Local Time) JMojica Action Type: Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Wednesday, March 18, 2015 4:09 PM
To: 'steve_jukanovic@progressive.com'
Subject: Kia Case #[redacted] CI #: [redacted]

Steve,

I received your notice of subrogation for the claim # in subject. Can you please send me a copy of the police report?

Thank you,

*** PHONE LOG 03/19/2015 01:08:19 PM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
From: Stjepan J Jukanovic [mailto:Steve_Jukanovic@Progressive.com]
Sent: Thursday, March 19, 2015 5:32 AM
To: Mojica, Jeannie [KMA]
Subject: RE: Kia Case #: [redacted] CI #: [redacted]

Attached is the report as requested. What is the status regarding the subrogation demand. Thank you.

Sincerely,

Stjepan Jukanovic
Subrogation Specialist Senior
Tel: 440-910-5682
Fax: 888-781-6947
Email: Steve_Jukanovic@progressive.com <mailto:Steve_Jukanovic@progressive.com>

Payment Address
Progressive
Subrogation Payment Processing Center
24344 Network Place
Chicago IL 60673

Correspondence Address
Progressive
PO Box 512929
Los Angeles CA 90051

*** NOTES 03/27/2015 03:35:24 PM (Local Time) JMojica Action Type: Internal
TREAD REVIEW COMPLETE

*** PHONE LOG 03/30/2015 11:04:22 AM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
From: [redacted]
Sent: Saturday, March 21, 2015 11:32 AM
To: Mojica, Jeannie [KMA]; russaukerfvi@yahoo.com; travis_pembroke@progressive.com
Subject: RE: 2014 KIA Forte - Progressive Claim #[redacted] Kia Case #: [redacted]

Ms. Mojica,

As we have not yet heard back from you, we can only assume this is not being handled in an expeditious manner.

We are now contemplating legal action including a class action suit.

We are asking for $25000 plus whatever costs Progressive has incurred as the result of this incident. A comparatively minute settlement for our costs and inconvenience.

Please respond within the next 7 days as we are making arrangements to move forward.

Case History

Thank you,
[redacted]

*** PHONE LOG 03/30/2015 11:23:32 AM (Local Time) JMojica Action Type: Outgoing call
Wtr left VM for Ms. [redacted] requesting c/b.

*** PHONE LOG 03/30/2015 11:37:30 AM (Local Time) KBrazzle Action Type: Incoming call
Cust States:
1. I am wanting to speak to some one in the National office.
2. I have not heard from JMojica in some time now and am done waiting, i want to speak to her supervisor because this is unacceptable. I dont want to talk to her. I have left numerous VM and sent e mails but have not got a reply.

Writer Advised:
1. Apologized.
2. Will send request to writers supervisor for cust contact at the supervisor level in NCA.
3. Advised cust 24-48 business hours for call.

Cust thanked writer.

*** PHONE LOG 04/01/2015 10:33:01 AM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
From: Miquiel Noble [mailto:Miquiel_Noble@Progressive.com]
Sent: Tuesday, March 31, 2015 6:55 AM
To: Mojica, Jeannie [KMA]
Cc: Stjepan J Jukanovic
Subject: [redacted]

*** PHONE LOG 04/01/2015 11:53:44 AM (Local Time) JeffStroup Action Type: Outgoing call
wtr spoke with [redacted] and stated:
1. calling in reference to vehicle
2. how may i help you

Ms. [redacted] stated:
1. KMA met with the insurance for an inspection 2/26 and i havent heard anything since then
2. we are the legal for Kate because she cant sign any legal documents
3. we have settled with insurance and recieved the check but in no way think this is over

wtr stated:
1. apologized for concerns
2. i do see that we have inspected the vehicle but at this time dont see that we have acceppted or denied the subrogation
3. wtr advised customer about subrogation process

Ms [redacted] stated:
1. the insurance company sent somebody out there with KMA and said it was your fault
2. so i think we should be reimbursed as it was deemed a defect

wtr stated:
1. i see we have recieved a subrogation demand but dont see that we have recieved the cause and origin report from the insurance company

Ms. [redacted] stated:
1. oh, i thought they sent it to you
2. i will call Steven at insurance and have him email it to you
3. we also sent Steven some more reimbursement request earlier this week so that they can add that on to your bill as well

wtr stated:
1. that is not a probrem
2. subrogatoin at times can be a lengthy process
3. since you have been assisted by your insurance company, if there is a settlement they would request any reimbursements they have paid out to you

Ms. [redacted] stated:
1. but there is more that im asking for
2. i had to go buy a new vehicle and the money didnt cost purchasing another vehicle

wtr stated:
1. you have my email address so the insurance can forward the cause and origin report
2. you can also email any information that you have that you are requesting reimbursement for

Ms. [redacted] stated:
1. all we want is about $25,000
2. or we can contact the news, media, blog about it as well

wtr stated:
1. again, i dont believe we have come to any settlement with your insurance
2. if there is a settlement, your insurance would subrogate for any monies they would reimburse you

3. if you are asking for additional items, you can also email them to us for review

Ms. [redacted] stated:
1. ok, we will email the items over

*** NOTES 04/06/2015 04:34:43 PM (Local Time) SGuindi Action Type: NCA Corresp. rec'd
NCA rec'd letter from Progressive. Letter states:
1. Please accept this letter as formal notice of our subrogation rights in regard to the above-captioned claim.
2. Our investigation indicates damages to our insured's vehicle was a direct result of a manufacturer's defect or negligence on your behalf.
3. Enclosed please find all supporting documentation.

Attaching to case and reassigning to JMojica.

*** CASE YANKED 04/06/2015 04:34:47 PM (Local Time) SGuindi
Yanked by SGuindi into WIPbin default.

*** PHONE LOG 04/07/2015 02:06:28 PM (Local Time) JMojica Action Type: Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Tuesday, April 07, 2015 3:06 PM
To: 'Miquiel Noble'
Cc: Stjepan J Jukanovic
Subject: RE: [redacted]

All,

Do you have a Cause and Origin report? If so, please send me a copy.

Thank you,

*** PHONE LOG 04/08/2015 03:12:02 PM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
From: Stjepan J Jukanovic [mailto:Steve_Jukanovic@Progressive.com]
Sent: Wednesday, April 08, 2015 7:47 AM
To: Mojica, Jeannie [KMA]
Subject: RE: [redacted]

Attached is the c&o. What is the status of our subrogation demand?

Sincerely,

Stjepan Jukanovic
Subrogation Specialist Senior
Tel: 440-910-5682
Fax: 888-781-6947
Email: Steve_Jukanovic@progressive.com <mailto:Steve_Jukanovic@progressive.com>

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Subrogation Payment Processing Center
24344 Network Place
Chicago IL 60673

Correspondence Address
Progressive
PO Box 512929
Los Angeles CA 90051

*** PHONE LOG 04/21/2015 04:35:35 PM (Local Time) JeffStroup Action Type: Ltr/email/fax rec'd
Hello Jeff,

Yes, we can.
We can forward receipts we have - and then as previously supplied, we noted they were charged to a Visa card.

Would you need a copy of the Visa Statement?

Thank you
[redacted]

From: JStroup@kiausa.com <mailto:JStroup@kiausa.com>
To: [redacted]
Subject: RE: Progressive Claim #[redacted]
Date: Tue, 21 Apr 2015 20:31:06 +0000
[redacted]

Case History
We are currently reviewing your request for the out of pocket expenses you incurred. Would you be able to forward any receipts so we may further review the request? Please advise.

Thank you,

Jeff Stroup
Consumer Affairs Field Operations Manager
Kia Motors America
111 Peters Canyon Road Irvine, CA 92606
P: (949)468-4620 F: (949)468-4509
jstroup@kiausa.com <mailto:jstroup@kiausa.com>

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From: [redacted]
Sent: Friday, April 03, 2015 7:06 AM
To: Stroup, Jeff [KMA]; steve_jukanovic@progressive.com <mailto:steve_jukanovic@progressive.com>
Subject: FW: Progressive Claim # [redacted]

Hello Jeff,

I apologize for my delay in response.
Here is the list of out-of-pocket expenses we incurred as the result of the vehicle fire. As discussed, we feel this is an extraordinarily reasonable request.

We are still considering other options to get the word out to other KIA owners as had Kate been driving under other circumstances (such as on a highway) the results of this fire could have been fatal.

Hopefully, KIA will review the information provided and an agreement may be reached quickly.

Steve:

I spoke with Jeff Stroup of KIA on April 1, 2015 at 1255 for about 20 minutes.
He was reviewing our case and said KIA has not yet received the report from the forensic vehicle investigation.

Will you please ensure Jeff receives a copy of the report?

Regards,
[redacted]

*** PHONE LOG 04/21/2015 04:40:35 PM (Local Time) JeffStroup Action Type: Ltr/email/fax sent
I apologize as I don't have the file directly in front of me. An example is I believe there was 2 or 3 rental charges, would you have the rental receipts or just the Visa bill? If you provide the visa bill, we may need to ask a few questions (example: what dates did the first rental go from/to, etc.)

Or if you prefer, we can schedule a quick time to speak over the phone for further assistance. Please let me know.

Thank you,

*** PHONE LOG 04/23/2015 02:20:31 PM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
From: Stjepan J Jukanovic [mailto:Steve_Jukanovic@Progressive.com]
Sent: Wednesday, April 22, 2015 6:31 AM
To: Mojica, Jeannie [KMA]
Subject: [redacted]

What is the status of Progressives subrogation, when can I expect the release to be sent?

Sincerely,

Stjepan Jukanovic
Subrogation Specialist Senior
Tel: 440-910-5682
Fax: 888-781-6947

Case History
Email: Steve_Jukanovic@progressive.com <mailto:Steve_Jukanovic@progressive.com>

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Progressive
Subrogation Payment Processing Center
24344 Network Place
Chicago IL 60673

Correspondence Address
Progressive
PO Box 512929
Los Angeles CA 90051

*** PHONE LOG 04/27/2015 11:16:44 AM (Local Time) JeffStroup Action Type: Ltr/email/fax rec'd
Hello Jeff,

Thank you for the note.
May we have a quick call - maybe Monday morning?
I'll have the file in front of me and then answer any questions about details you may need and forward copies of statements, etc.

[redacted]

*** PHONE LOG 04/27/2015 11:24:16 AM (Local Time) JeffStroup Action Type: Outgoing call
wtr spoke with [redacted] and stated;
1. recieved your email and wanted to give you a call

[redacted] stated:
1. yes, i wanted to see what bills you wanted as back up

wtr stated:
1. on your detail sheet, you advise there is airfare, dining, rental vehicles, and hotel
2. i am looking for the back up documentation so we can see if we can offer any assistance for those items as this would be considered goodwill

[redacted] stated:
1. i completely understand about goodwill and this would be for our goodwill
2. **customer started going through the details

wtr stated:
1. i would like the details so we could see for example the 3 rental invoices would have the dates they would go from and to

[redacted] stated:
1. look, this is your fault
2. we wouldnt have had to take on these additional items if your vehicle didnt catch on fire
3. if i feel that you are taking advantage of me then i will go to the media or something

wtr stated:
1. apologized, yes this would be considered goodwill which is above and beyond what we would need to pay
2. i do have questions though in reference to some of the items i would like clarification on but feel that i could get that when i recieve the back up data
3. for example the 3 rental bills

[redacted] stated:
1. well the 3 rental bills are because i was going through toll roads, they originally wanted $250 because i used your california toll roads

wtr stated:
1. apologized as i dont see how KMA would need to pay for your toll bills driving but again please forward all the documents so we can review
2. again, i do want to assist you with some goodwill but we need the back up data for review

[redacted] stated:
1. we also had to go buy a hyundia used vehicle so i want that $1800 too

wtr stated:
1. once again, that would be any additional goodwill
2. we will review as i see insurance settled on the vehicle roughly around $13,000 value and our KBB values start around $11,000
3. once we recieve your additional documentation, we will review for possible goodwilll

[redacted] stated:
1. ok, i will email you all the documents today

*** PHONE LOG 04/27/2015 03:52:45 PM (Local Time) JMojica Action Type: Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Monday, April 27, 2015 4:53 PM
To: 'Stjepan J Jukanovic'
Subject: RE: [redacted]

Stjepan,

Case History

The vehicle was scrapped, correct? Was the salvage amount deducted from the total amount being requested?

Thank you,

*** PHONE LOG 04/29/2015 04:08:42 PM (Local Time) JeffStroup Action Type: Ltr/email/fax rec'd
Hello Jeff,

Thank you for your time today.
As you can imagine, this is a very difficult and emotional issue for me.

I am glad we are working toward resolution.
Attached are the receipts we discussed. I did double check the Thrifty expenses for $45.00 and they did come in on the Amazon statement closing on 4/19 - which I did not enclose.

Please let me know when an agreeable time would be to finalize our conversation.
I do hope in our next conversation we can come to a fair and equitable good will settlement so that we may close this issue.

Again, thank you for your time, and please let me know when you may be available.

[redacted]

*** PHONE LOG 05/01/2015 12:48:41 PM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
From: Stjepan J Jukanovic [mailto:Steve_Jukanovic@Progressive.com]
Sent: Tuesday, April 28, 2015 5:10 AM
To: Mojica, Jeannie [KMA]
Subject: RE: [redacted]

The vehicle is on hold still at copart. The salvage value is $100.00, however the fees/costs exceeded the total amout of salvage value so salvage was not deducted from the total amount.

Sincerely,

Stjepan Jukanovic
Subrogation Specialist Senior
Tel: 440-910-5682
Fax: 888-781-6947
Email: Steve_Jukanovic@progressive.com <mailto:Steve_Jukanovic@progressive.com>

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Correspondence Address
Progressive
PO Box 512929
Los Angeles CA 90051

*** PHONE LOG 05/01/2015 03:24:29 PM (Local Time) JeffStroup Action Type: Outgoing call
wtr spoke with Ms. [redacted] and stated:
1. calling in reference to vehicle
2. is this a good time to talk

Ms. [redacted] stated:
1. actually we are in the middle of looking for a new house.
2. yes, please call me monday morning.

wtr stated:
1. how about i call you monday

*** PHONE LOG 05/04/2015 11:50:27 AM (Local Time) JeffStroup Action Type: Outgoing call
wtr spoke with [redacted] and stated:
1. calling in reference to vehicle
2. wanted to apologize about calling during you looking at houses

customer stated:
1. not a problem
2. there is a frenzy up here with buying houses, they are selling real quickly

wtr stated:
1. wanted to give you a call in reference to your request

Case History
2. first in reference to the vehicle, i see your insurance company settled with you for approximately 13,500
3. the kbb information we have ranges from 11,000 to 13,700
4. with that i feel your insurance company gave you a really nice settlement
5. if you wish to settle with KMA directly, i would offer to pay what your insurance company alloted
6. i would need proof that you have voided the check and sent it back to them

customer stated:
1. i think it would be just easier for me to cash their check; they said they would reimburse the $500 once you have settled with them

wtr stated:
1. now in reference to the other items you have listed
2. anything that KMA would offer would be considered goodwill
3. but we also do acknowledge that you have a unique situation and would like to assist with some of the costs
4. i would be more then happy to reimburse you the costs for the flights, lodging, gate key card, rental and gas
5. in reference to the approx 2,000 for the purchase of a new vehicle, i do not feel that KMA is responsible for that
6. in reference to the food items, i do see dinner reciepts for over $100
7. i see your husband was gone for 4 days and would like to offer a per diem of $50 a day

customer stated:
1. i do see all that is fair
2. but my work pays $75 per diem for food
3. as you know, its tough to eat on $50 a day

wtr stated;
1. do apologize
2. if i go ahead and offer the $75 a day and not pay for the replacement vehicle costs, i do see we are only approx 200 off
3. woud you be willing to accept that which is a goodwill in the amount of $1823.43

customer stated:
1. yes, we would accept that
2. i do know that this is all goodwill and we are very pleased
3. you also know the replacement vehicle was not kia but it was a hyundia which is still your family

wtr stated:
1. we do thank you
2. i will send out a release to you, who is on title?
3. thank you

customer stated:
1. it is my husband and daughter
2. but since our daughter is not able to sign, he will sign in her name and also send you the power of attorney

*** PHONE LOG 05/06/2015 11:31:02 AM (Local Time) JMojica Action Type: Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Wednesday, May 06, 2015 12:29 PM
To: [redacted]
Cc: Stroup, Jeff [KMA]
Subject: Kia Case #: [redacted]

Ms. [redacted]

Please see the attached document that needs to be signed and returned to me.

Thank you,

*** PHONE LOG 05/11/2015 03:55:05 PM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
From: [redacted]
Sent: Monday, May 11, 2015 8:37 AM
To: Mojica, Jeannie [KMA]; Stroup, Jeff [KMA]
Subject: RE: Kia Case #: [redacted]

Mr. Stroup, Ms. Mojica,

Please find enclosed the signed agreement; we are fortunate Kate is in town for doctor's appointments.

If you have questions or need additional information, please just let me know.

Please let us know when to expect reimbursements.

Regards,

[redacted]
Greenwood Village, CO [redacted]

Case History

[redacted]

*** PHONE LOG 05/12/2015 12:50:24 PM (Local Time) JMojica Action Type: Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Tuesday, May 12, 2015 1:50 PM
To: [redacted]
Cc: Stroup, Jeff [KMA]
Subject: RE: Kia Case #: [redacted]

Mr. and Mrs. [redacted]

I have received the signed release. You can expect your reimbursement check in 2-3 weeks.

Thank you for your patience and cooperation,

Attachments to Case:

File Name	Location
[redacted]Carfax.pdf	\\copubs\ClarifyObj\CA_Attachments\[redacted]Carfax.pdf
[redacted]Pictures.pdf	\\copubs\ClarifyObj\CA_Attachments\[redacted]Pictures.pdf
[redacted]2.11.15.pdf	\\copubs\ClarifyObj\CA_Attachments\[redacted]2.11.15.pdf
Email Attachment 02/24/2015 11:11:23 AM	\\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_[redacted]JMojica_02-24-2015111128.doc
[redacted]RO.pdf	\\copubs\ClarifyObj\CA_Attachments\[redacted]RO.pdf
[redacted]Letter.pdf	\\copubs\ClarifyObj\CA_Attachments\[redacted]Letter.pdf
[redacted]Acc. Report.pdf	\\copubs\ClarifyObj\CA_Attachments\[redacted]Acc. Report.pdf
[redacted]3.17.15.pdf	\\copubs\ClarifyObj\CA_Attachments\[redacted]3.17.15.pdf
[redacted]Police Report.pdf	\\copubs\ClarifyObj\CA_Attachments\[redacted]Police Report.pdf
[redacted]	\\copubs\ClarifyObj\CA_Attachments\[redacted]
[redacted]Invs..pdf	\\copubs\ClarifyObj\CA_Attachments\[redacted]Invs..pdf
[redacted]Release.pdf	\\copubs\ClarifyObj\CA_Attachments\[redacted]Release.pdf
[redacted]Signed Release.pdf	\\copubs\ClarifyObj\CA_Attachments\[redacted]Signed Release.pdf

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

Accident Report

Case [redacted]

Report Details

1. Who Owns the Vehicle?
<Provide Owner Name, Address, and Phone>
[redacted]

2. Who Was Driving the Vehicle and how many passengers were there, if any?
<Provide Driver's Name, Address, and Phone>
[redacted]
Address - on file
Phone number - mother does not want to provide, daughter has a mental condition

3. Do You Own the Vehicle?
No

4. What is the Age of the Driver?
<Driver's Age>
[redacted]

5. What Was the Date and Time of the Accident?
<DATE> and <TIME>
1/27/2015 at 7:27 AM

6. Describe the Road Weather Conditions at the Time of the Accident.
<ROAD WEATHER CONDITIONS>
Clear and dry

7. What Speed was the Vehicle Traveling?

<VEHICLE SPEED>
Mother does not know, probably whatever the posted speed limit

8. Were any Other Vehicles Involved in the Accident?
No

9. Were There Any Injuries?
No

10. Was Anyone Taken by Ambulance to The Hospital?
No

11. Is Anyone Currently Under Medical Attention for this Incident?
Yes, <Who and For What>
[redacted] is not under any physical medical attention possibly will need mental [redacted] will be seeing a counselor due to being extremely upset

12. Describe the Incident in Detail, including the approximate vehicle speeds
<INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>
[redacted] was driving the vehicle. Other drivers were indicating to her that her vehicle was on fire, pulled to the side of the road did not put it in park (car rolled backwards) 911 was called for assistance. Flames were seen from the engine area of the vehicle.

13. Were the Police Contacted?
Yes

14. What is the Name of the Officer, Department, and Badge Number?
<Officer Name, Department, Badge>
Officer - Bustamante
Department - Loma Linda Sherrifs dept
Badge Number - Unknown

15. What is the Police Report Number?

<POLICE REPORT NUMBER>
Report number - [redacted]

16. Was the Insurance Company Contacted?
Yes, <Name, Address, and Phone of Insurance Company, Policy #, and Claim #>
Name - Progressive
Address - Unknown
Phone number - 916-246-3077 (travis is working the case with progressive)
Policy number - [redacted]

17. Have You Settled With the Insurance Company?
No

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

19. Where is the Vehicle Now?
<VEHICLE LOCATION>
Does not want to disclose were the vehicle is, Progressive may want to tell you and thats fine. I am concerned that Kia may go out and try to protect themselves and change something on the vehicle.

20. Have Any Repairs Been Completed?
No

21. Were Parties Wearing Seatbelts?
Yes

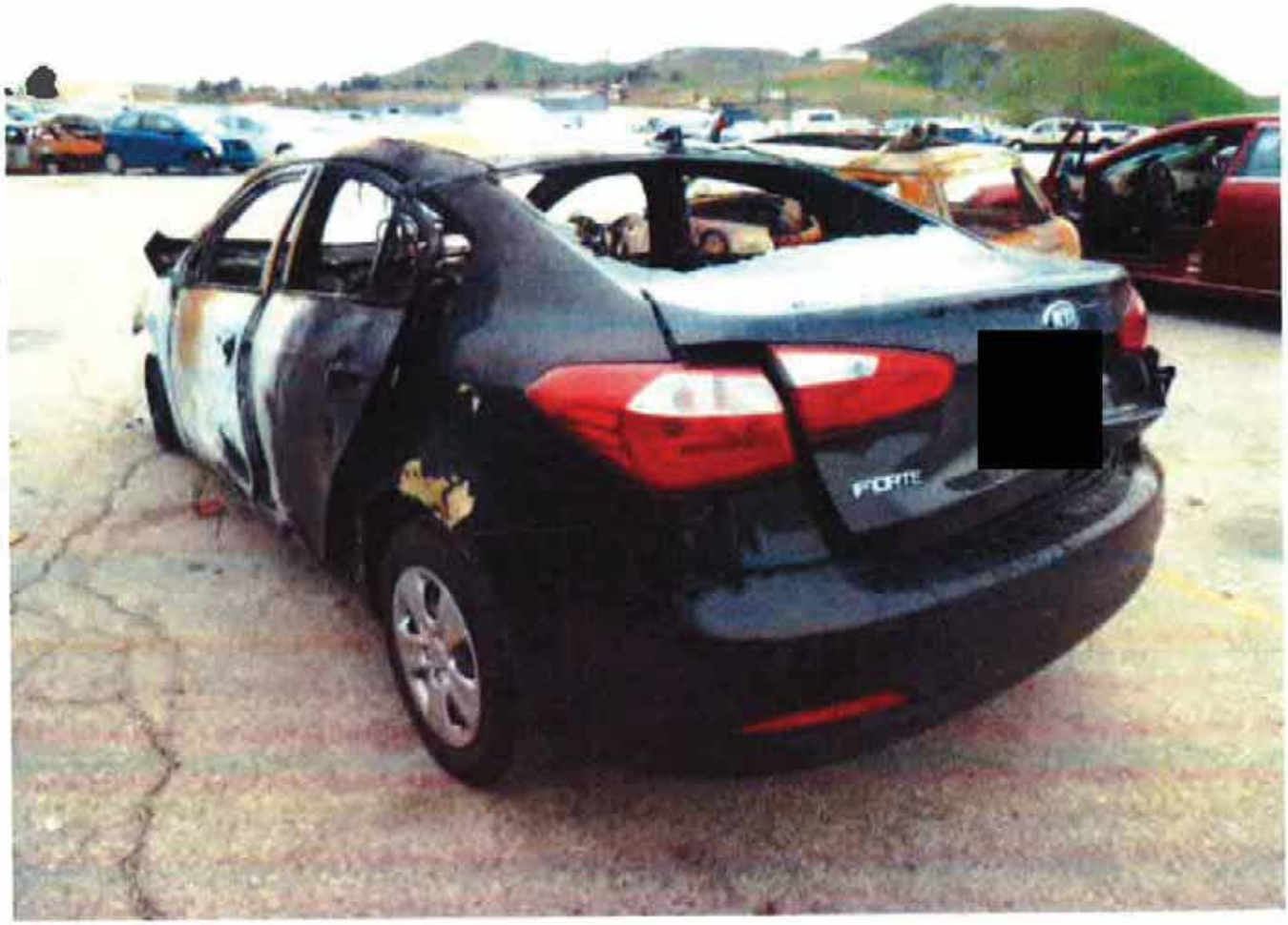
22. Did the Airbag(s) Deploy?
No

23. Was Airbag Light on prior to accident?
No

24. What action are you requesting of Kia?
<RESOLUTION SOUGHT>
Will be incurring costs to fly out to her from Denver to CA and will need to be getting a new car. Need expenses for lodging eating and any expenses that are incurred due to this. Want to be compensated for the hassle as well. Want to get more then what KBB is willing to offer for the vehicle. Want a new vehicle as well. Want this to be investigated.

25. Have you reviewed the airbag section of the owners manual?
Yes - In order to consider your request, we will need you to provide us with copies of:
i. Copy of Police Report (if available)
ii. Pictures of vehicle (front, rear and side views)
Not Applicable




FORTE











Progresssive Claim [redacted]

Date	Payee	Expense	Amount	Paid Via
2/7/2015	Southwest Airfare	Airfare	239.60	Amazon Visa *0955
2/9/2015	Southwest Airfare	Airfare	364.10	Amazon Visa *0955
2/11/2015	Crescent Bay	Lodging	625.00	Amazon Visa *0955
2/11/2015	Nicks	Dining	105.00	Amazon Visa *0955
2/12/2015	Parkview Terrace	Apartment Gate Card	25.00	Check 135
2/12/2015	Tortilla Republic	Dining	72.00	Amazon Visa *0955
2/12/2015	Jack in the Box	Dining	10.56	Amazon Visa *0955
2/13/2015	Cash	Cash	102.50	Debit Card
2/13/2015	The Lumbery	Dining	140.00	Amazon Visa *0955
2/13/2015	Ruby's	Dining	48.02	Amazon Visa *0955
2/13/2015	2013 Hyundai Elantra	Vehicle Replacement	1893.43	Check [redacted] - Progressive Settlement - $14695.14 / Cost of Used Vehicle $16588.57
2/14/2015	Fontana 76	Fuel	28.86	Amazon Visa *0955
2/14/2015	Thrifty Car Rental	Rental Car	222.27	Amazon Visa *0955
2/14/2015	Wendy's	Dining	7.00	Amazon Visa *0955
2/14/2015	Madison Square	Dining	32.72	Amazon Visa *0955
3/11/2015	Thrifty Car Rental	Rental Car	15.00	Amazon Visa *0955
3/20/2015	Thrifty Car Rental	Rental Car	45.00	Amazon Visa *0955
	Total:		**3976.06**	

> paid via a different account + how to research

Print Close

Flight reservation [redacted] | 14FEB15 | ONT-DEN | [redacted]

From: **Southwest Airlines** (SouthwestAirlines@luv.southwest.com)
Sent: Mon 2/09/15 12:42 PM
To: [redacted]

You're all set for your trip!

Southwest

My Account | View My Itinerary Or

Check In Online | Check Flight Status | Change Flight | Special Offers | Hotel Offers | Car Offers

Ready for takeoff!

Thanks for choosing Southwest® for your trip! You'll find everything you need to know about your reservation below. Happy travels!

Air Itinerary

AIR Confirmation: [redacted]

Confirmation Date: 02/9/2015

Passenger(s)	Rapid Rewards #	Ticket #	Expiration	Est. Points Earned
[redacted]	[redacted]	[redacted]	Feb 9, 2016	3840

Rapid Rewards points earned are only estimates. Visit your (MySouthwest, Southwest.com or Rapid Rewards) account for the most accurate totals - including A-List & A-List Preferred bonus points.

Date	Flight	Departure/Arrival
Sat Feb 14	2793	Depart **ONTARIO/LA, CA** (ONT) on Southwest Airlines at **1:35 PM** Arrive in LAS VEGAS, NV (LAS) at 2:35 PM Business Select
	3379	Change planes to Southwest Airlines in LAS VEGAS, NV (LAS) at 4:05 PM Arrive in **DENVER, CO** (DEN) at **6:55 PM** Travel Time 4 hrs 20 mins Business Select

What you need to know to travel:

- Don't forget to check in for your flight(s) 24 hours before your trip on southwest.com or your mobile device. This will secure your boarding position on your flights.
- Southwest Airlines does not have assigned seats, so you can choose your seat when you board the plane. You will be assigned a boarding position based on your checkin time. The earlier you check in, within 24 hours of your flight, the earlier you get to board.
- WiFi, TV, and related services and amenities may vary and are subject to change based on assigned aircraft. Learn more.



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Remember to be in the gate area on time and ready to board:

- 30 minutes prior to scheduled departure time: We may begin boarding as early as 30 minutes prior to your flight's scheduled departure time. We encourage all passengers to plan to arrive in the gate area no later than this time.
- 10 minutes prior to scheduled departure time: All passengers must obtain their boarding passes and be in the gate area available for boarding at least 10 minutes prior to your flight's scheduled departure time. If not, Southwest may cancel your reserved space and you will not be eligible for denied boarding compensation.
- If you do not plan to travel on your flight: In accordance with Southwest's No Show Policy, you must notify Southwest at least 10 minutes prior to your flight's scheduled departure if you do not plan to travel on the flight. If not, Southwest will cancel your reservation and all funds will be forfeited.

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Air Cost: 364.10

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Southwest Rapid Rewards

Carryon Items: 1 Bag + small personal item are free. See full details. Checked Items: First and second bags fly free. Weight and size limits apply.
Fare Rule(s): 5262481665694: NONTRANSFERABLE.
Valid only on Southwest Airlines. All travel involving funds from this Confirmation Number must be completed by the expiration date. Unused travel funds may only be applied toward the purchase of future travel for the individual named on the ticket. Any changes to this itinerary may result in a fare increase.

ONT WN X/LAS WN DEN320.00KZBP 320.00 END ZPONTLAS XFONT2LAS4.5 AY5.60SONT5.60

Learn About Our Boarding Process »

EARLYBIRD CHECK-IN® Get EarlyBird Check-In® Details »

Cost and Payment Summary

AIR - [redacted]

Base Fare	$	320.00
Excise Taxes	$	24.00
Segment Fee	$	8.00
Passenger Facility Charge	$	6.50
September 11th Security Fee	$	5.60
Total Air Cost	**$**	**364.10**

Payment Information
Payment Type: Visa XXXXXXXXXXXX0955
Date: Feb 9, 2015
Payment Amount: $364.10

Flight Status Alerts

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Purchasing and Refunds

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Traveling with Children
Traveling with Pets
Unaccompanied Minors
Baby on Board
Customers with Disabilities

Print Close

Southwest Airlines EarlyBird Confirmation - [redacted]

From: **Southwest Airlines** (SouthwestAirlines@luv.southwest.com)
Sent: Sat 2/07/15 7:43 PM
To: [redacted]

My Account | View My Itinerary Online

Southwest

Check Flight Status | Special Offers | Hotel Deals | Car Deals | EarlyBird Check-In

Ready for takeoff!

EARLYBIRD CHECK-IN $12.50

Thanks for purchasing EarlyBird Check-In for your Ontario trip! Conveniently print your boarding pass with your pre-assigned boarding position anytime within 24 hours of departure. We'll see you onboard!

Upcoming Trip: none

EarlyBird Check-In

Confirmation Number: 85RMG6

Passenger	Departure/Arrival	Flight	Date
Nelson Relly	Depart **Denver, CO (DEN)** on Southwest Airlines at **8:50 AM** Arrive in **Ontario, CA (ONT)** at **10:10 AM**	#315	**Wed Feb 11** **Travel Time** **2 h 20 m**

Price: $12.50 per person, one-way
Total Cost: $12.50

Cost and Payment Summary

Payment Information
Cardholder: [redacted]
Payment Type: VISA
Account # XXXXXXXXXXXX-0955
Payment Amount: $12.50

**EarlyBird Check-In is non-refundable. Some exclusions may apply.

Flight Status Alerts

DING

[redacted]

Southwest

Your Flight for Saturday, February 14, 2015

This is your confirmation and itinerary.

DEPART SAT **02/14/15 - Denver**

AIR

Ontario/LA, CA - ONT to Denver, CO - DEN
02/14/2015

Confirmation # [redacted]

Passenger(s)

[redacted]

Rapid Rewards # [redacted]

Travel Date		Flight Segments		Flight Summary
DEPART SAT	01:35 PM	Depart Ontario/LA, CA (ONT) on Southwest Airlines	Flight #2793	
	02:35 PM	Arrive in Las Vegas, NV (LAS)		**Saturday, February 14, 2015**
	04:05 PM	Change to Southwest Airlines in Las Vegas, NV (LAS)	Flight #3379	Travel Time 4 h 20 m (1 stop, includes 1 plane change) Business Select
	06:55 PM	Arrive in Denver, CO (DEN)		

What you need to know to travel:

Check-in: Be sure to arrive at the departure gate with your boarding pass at least 10 minutes before your scheduled departure time. Otherwise, your reserved space may be cancelled and you won't be eligible for denied booking compensation.

No Show Policy: If you are not planning to travel on any portion of this itinerary, please cancel your reservation at least 10 minutes prior to scheduled departure of the flight. For tickets purchased on or after May 10, 2013 and travel beginning September 13, 2013, Customers who fail to cancel reservations for a Wanna Get Away or DING! fare segment at least ten (10) minutes prior to travel and who do not board the flight will be considered a no show, and all remaining, unused funds on this reservation will be forfeited, including Business Select and Anytime funds.

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Print Close

Your rentalcars.com Itinerary for Ontario (ONT) - 11 Feb 2015 10:30 (Itinerary #[redacted]

From: **rentalcars.com** (email@reservations.rentalcars.com)
Sent: Mon 2/09/15 12:12 PM
To: [redacted]

rentalcars.com

Itinerary Number is [redacted]

Dear [redacted]

Thank you for booking your trip with RentalCars.com!

Your itinerary is shown below.

Click below to access your itinerary details, along with other important information for your request number:

Manage My Booking

To change or amend your reservation:

Manage My Booking

Your Rental Car Reservation

Rental Partner: Thrifty Car Rental
Car Type: Nissan Maxima or similar
Pick-up: 11 Feb 2015 10:30
Pick-Up Location: Ontario International Airport
Drop-Off: 14 Feb 2015 14:00
Drop-Off Location: Ontario International Airport
Driver: [redacted]

Extras:

Partner Reference: [redacted]

Summary of Charges:

[redacted]

Subtotal of the Rental: USD $190.76
Taxes and Fees: USD $53.11
Amount Due at Pick-up: USD $243.87

Important Information

Please review the following rules regarding rental cars:

* Payment for this reservation is due when the car is returned and will be charged by Thrifty Car Rental

* The rate may change if you pick-up, or drop-off the car at a different date, time or location than you requested in your reservation.

* Only the driver will be able to pick up this rental car at the counter.

* You will be able to add an additional driver at the counter for an additional charge payable directly to the rental car company. Additional charges also apply for optional items, and for drivers under the age of 25.

* The driver will be required to present a valid driver's license, and a valid credit card in his/her name.

* Some locations also accept debit cards; however rental partners have different requirements for customers who will only have a debit card at the time of pickup. For more specific information please review partner payment options.

* Please see location specific rental policy and rules information.

* You hereby agree to abide by Rental Cars.coms terms and conditions and privacy policy.

* Click here for additional Frequently Asked Questions. If you require further assistance, please contact us.

* Contact Thrifty Car Rental: 1-800-527-7075

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rentalcars.com is a part of Priceline.com (Nasdaq:PCLN).

[redacted]

Crescent Bay Inn

1435 North Coast Highway , Laguna Beach, California, 92651, United States
Phone: 9494942508
E-mail: crescentlaguna@gmail.com; Website: www.crescentbayinn.com

Name	[redacted]			**Folio No.**	525
Address	United States				
				Room	205
Phone #	[redacted]			**Date In**	02/11/2015 04:45:00 PM
ID Type	Credit Card (Visa)	**ID #**	XXXX-XXXX-XXXX-0955	**Date Out**	02/14/2015 08:41:00 AM
ID State		**ID Country**		**Status**	Confirm
Vehicle Info.					
Company					

Rental Charges		Total	Other Charges		Payments		
02/11/2015	149.11		Utility Charge	4.00	VI # 0955	02/11/2015	625.00
02/12/2015	149.11		Utility Charge	4.00			
02/13/2015	249.11	547.33	Utility Charge	4.00			
Occupancy Tax	65.67	65.67					
		613.00		**12.00**			**625.00**

Total Charges:	625.00
Total Deposit:	0.00
(Authorized Payments):	0.00
(Payments):	625.00
Balance:	0.00

Thank you for your stay with us. Please visit us again.

NOTICE TO GUESTS: This property is privately owned and the management reserves the right to refuse service to anyone. Management will not be responsible for accidents or injury to guests or for loss of money, jewelry or valuables of any kind. Management will not be responsible for any item left in the room.

CHECKOUT TIME: 11:00 AM SELF REGISTRATION ONLY
I AGREE that my liability for this bill is not waived and agree to be held personally liable in the event that the indicated person or company failed to pay for any part or full amount of these charges including any missing/damaged items, etc.. I agreee that if an attorney is retained to collect these charges, I will pay all reasonable attorney's fees and costs incurred. If payment is by credit card you are authorized to charge my account for all charges incurred, including any and all damages/missing items, etc.. I agree that the sole purpose of renting this room is for my own residency only.

Guest Signature _____

Date _____

02/07	Amazon.com AMZN.COM/BILL WA	32.27
02/06	WM SUPERCENTER #3313 CENTENNIAL CO	141.64
02/07	Amazon Services-Kindle 866-321-8851 WA	9.99
02/06	Amazon.com AMZN.COM/BILL WA	50.76
02/06	AMAZON MKTPLACE PMTS AMZN.COM/BILL WA	14.76
02/06	WAL-MART #3313 CENTENNIAL CO	5.00
02/07	Amazon Services-Kindle 866-321-8851 WA	6.99
02/07	AMAZON MKTPLACE PMTS AMZN.COM/BILL WA	6.98
[redacted]	SOUTHWES 5260660330525 800-435-9792 TX	12.50
02/07	THE HOME DEPOT 1508 LITTLETON CO	50.15
02/07	SOUTHWES 5262461309505 800-435-9792 TX	227.10
02/09	WALGREENS #10704 CENTENNIAL CO	12.32
02/09	SOUTHWES 5262461665694 800-435-9792 TX 1 K LAS DEN	364.10
02/10	Amazon.com AMZN.COM/BILL WA	12.16
02/10	Amazon.com AMZN.COM/BILL WA	13.12
02/11	AMAZON MKTPLACE PMTS AMZN.COM/BILL WA	4.45
02/10	THE DAIRY CENTER FOR THE BOULDER CO	59.40
02/11	CVS/PHARMACY #09591 LAGUNA BEACH CA	115.82
02/11	PROGRESSIVE *INSURANCE 800-776-4737 OH	1,433.86
02/12	TORTILLA REPUBLIC LAGUNA BEACH CA	72.00
02/12	BALBOA BEACH TREATS,LLS NEWPORTBEACH CA	13.50
02/11	CRESCENT BAY INN LAGUNA BEACH CA	625.00
02/11	NICK'S LAGUNA BEACH LAGUNA BEACH CA	105.00
02/12	BALBOA CANDY NEWPORT BEACH CA	19.95
02/12	JACK IN THE BOX #0296 LAGUNA BEACH CA	10.66
02/12	CVS/PHARMACY #09591 LAGUNA BEACH CA	7.77
02/12	CITY OF LAGUNA BEACH I LAGUNA BEACH CA	2.50
02/12	TB/PH #28709 COSTA MESA CA	8.81
02/14	NETFLIX.COM NETFLIX.COM CA	7.99
02/13	CITY OF LAGUNA BEACH I LAGUNA BEACH CA	4.50
02/13	STARBUCKS #00512 LAGUNA B Laguna Beach CA	8.00
02/14	STM*TINGO 888-897-0887 MA	213.67
02/13	CITY OF LAGUNA BEACH I LAGUNA BEACH CA	.50
02/12	CITY OF NEWPORT BEACH COSTA MESA CA	3.00
02/13	RUBY'S LAGUNA BEACH LAGUNA BEACH CA	48.02
02/12	SUN N FUN OF NEWPORT BEAC NEWPORT BEACH CA	16.30
02/14	CITY OF LAGUNA BEACH I LAGUNA BEACH CA	.75
02/14	76 10110773 FONTANA CA	26.86
02/12	MITHRUSH NEWPORT BEACH CA	10.79
02/14	HUDSON NEWS LAS VEGAS NV	22.49
02/14	BURGER KING LA30402002 LAS VEGAS NV	12.42
02/14	CITY OF LAGUNA BEACH I LAGUNA BEACH CA	2.25
02/15	THRIFTY CAR RENTAL-ONT ONTARIO CA	222.27
02/14	WENDY'S 6980 FONTANA CA	7.00
02/13	LUMBERYARD LAGUNA BEACH CA	140.00
02/14	MADISON SQUARE LAGUNA BEACH CA	32.72
02/16	WAL-MART #3313 CENTENNIAL CO	5.00
02/17	DAVID NICHOL 303-8772270 CO	220.00
02/18	SQ *BENJAMIN MAY, MD Indianapolis IN	200.00

Progressive Group of Insurance Companies

Settlement Summary

Claim Information

Claim Number:	[redacted]	**Coverage Type of Loss:**	COMPREHENSIVE
Policy Number:		**Loss Date:**	01/27/2015
Owner :		**Reported Date:**	01/27/2015
		Valuation Report ID:	[redacted]

Vehicle Information

Loss Vehicle:	2014 KIA FORTE LX 4D SDN 1.8L 4 Cyl Gas A 2WD	**Location:**	CO 80111
VIN:	KNAFK4A66E[redacted]	**Exterior Color:**	
Mileage:	25,603 miles	**License Plate:**	
Title History:	No	**Title History Comments:**	

Loan Information		**Payment Information**	
Lien Holder Payoff:	$0.00	**Lien Holder Payment(s):**	$0.00
Loan/Lease Payoff Coverage:	$0.00	**Net to Owner:**	$14,695.14

Settlement

Stated Amount:	**$0.00**
Actual Cash Value:	**$13,931.61**
Base Value:	$13,931.61
Title History Adjustment:	-$0.00
Refurbishment Adjustment:	$0.00
After Market Parts Adjustment:	$0.00
Condition Adjustment:	$0.00
Prior Damage Adjustment:	-$0.00
Market Value:	**$ 13,931.61**
Settlement Adjustment(Pre-Tax):	$0.00
Fees:	**$149.00**
Taxes:	**$1,114.53**
Company Obtains:	**$0.00**
Net Settlement:	**$15,195.14**
Settlement Adjustment(Post-Tax):	**$0.00**
Deductible:	-$500.00
Other Adjustments:	**$ 0.00**
Total Settlement:	**$14,695.14**

Adjuster License #:

Comments:

Claims Office
4141 Ruffin Road Ste. 150
San Diego, CA 92123
Telephone: 858-503-4870
Facsimile: 858-292-1724

PROGRESSIVE®

Underwritten by: **United Financial Casualty Company**

Claim number: [redacted]
Date of loss: 01/27/2015
Today's date: 02/09/2015

RECEIVED
FEB 11 2015
CONSUMER AFFAIRS

KIA Motors
RE: #[redacted]
111 PETERS CANYON RD
Irvine, CA 92606-1790

The above captioned loss has been reported to us. Indications are that responsibility may rests with Kia Motors. We wish to advise you that we have been called upon to make payment under our insured's policy and will seek reimbursement from you at the conclusion of the claim.

Any interim payment to our insured should protect our interests as well.

Thank you for your courtesy and cooperation in this matter.

Sincerely,

[redacted]

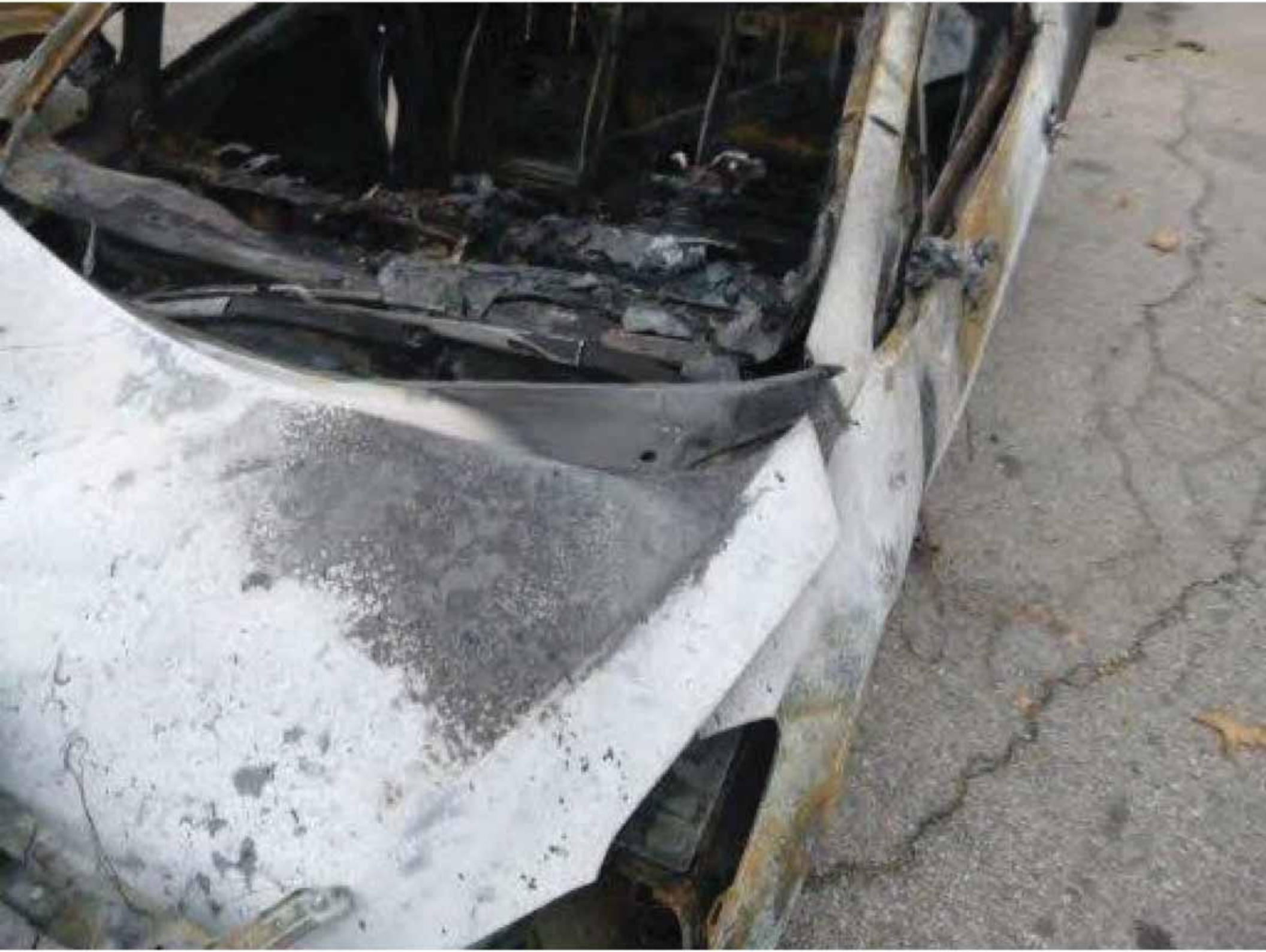
Travis Pembroke, 916-246-3077
Claims Representative

tpembro1@progressive.com

TRP/tp

[redacted]



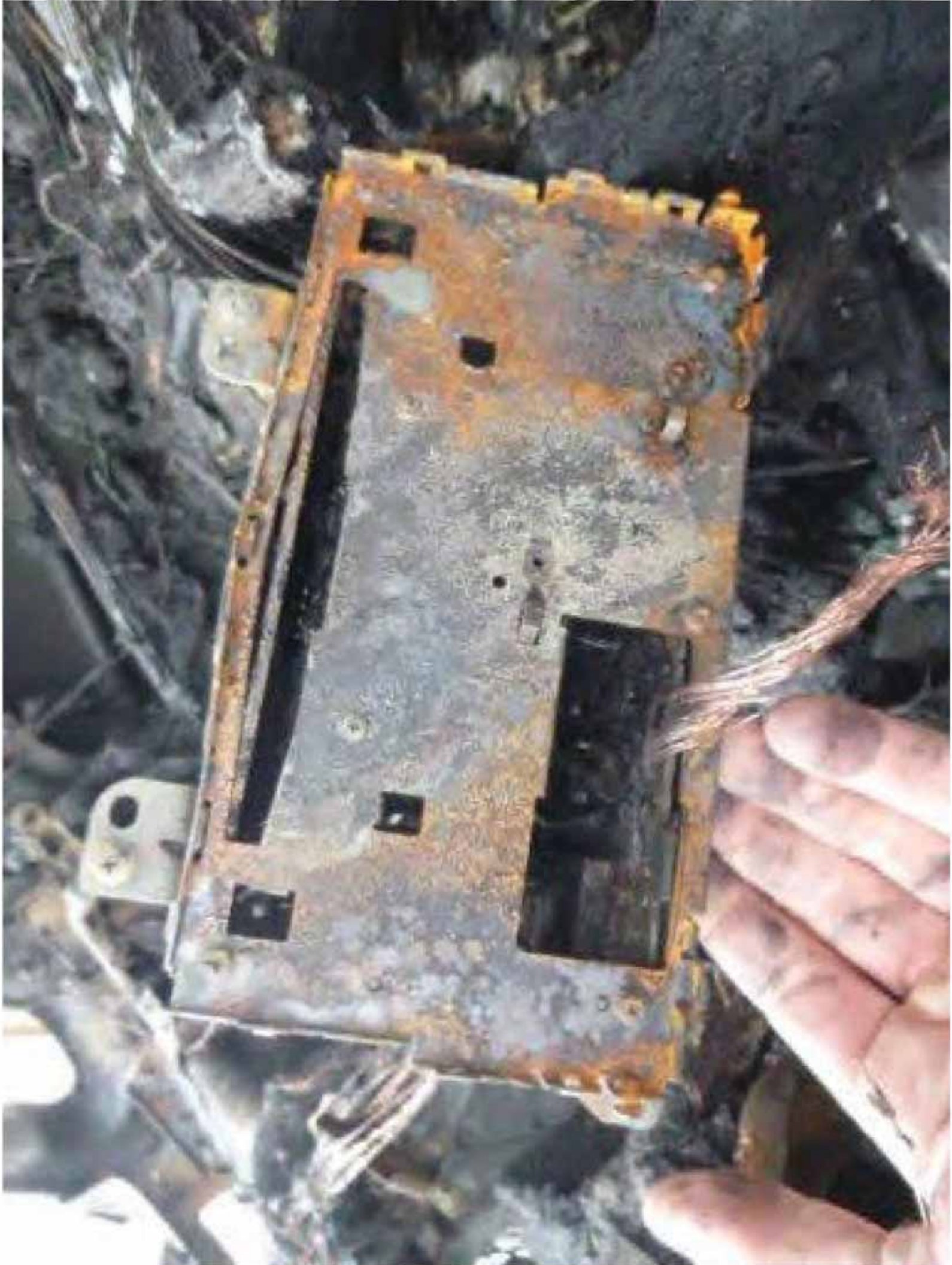


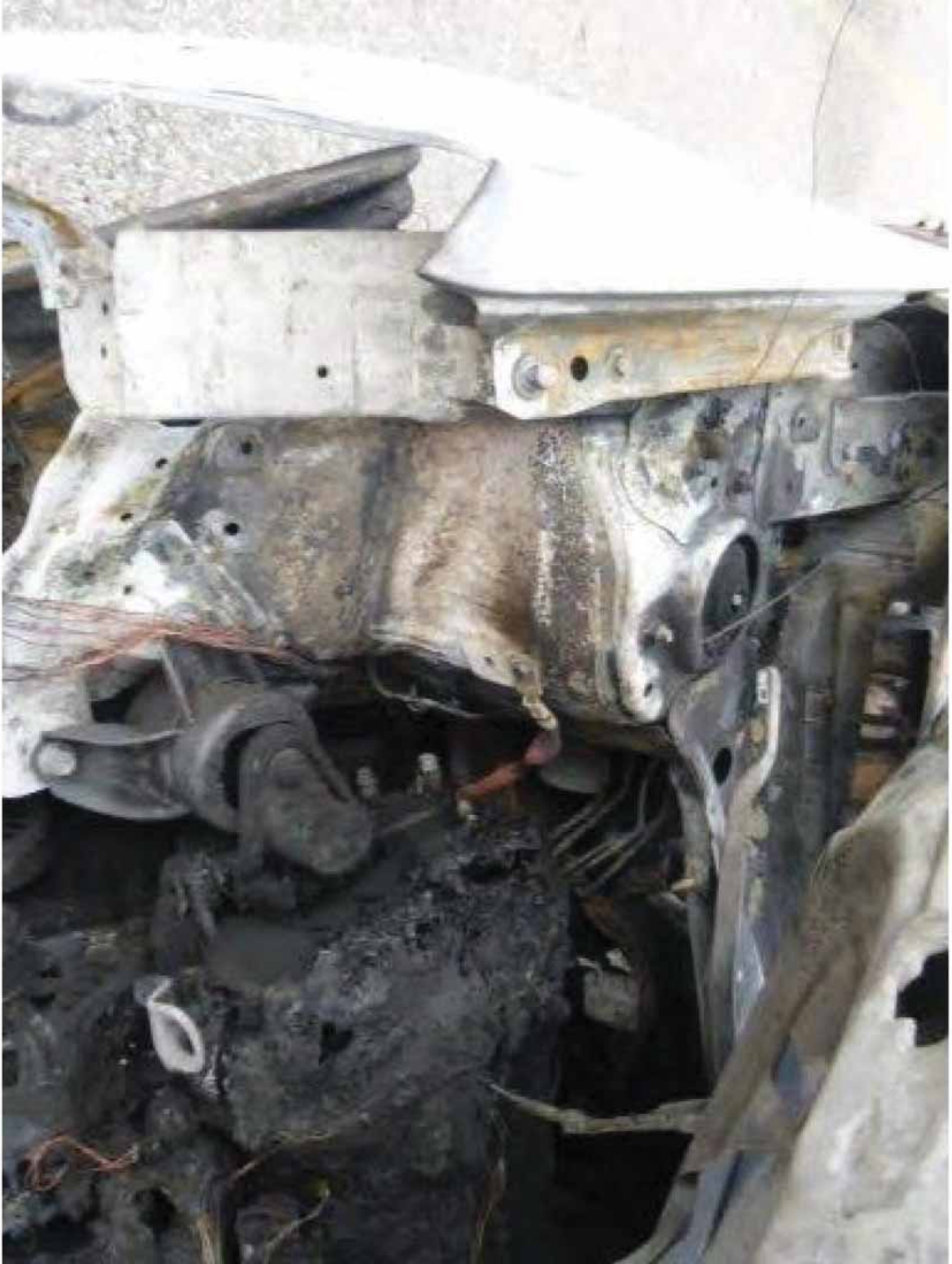


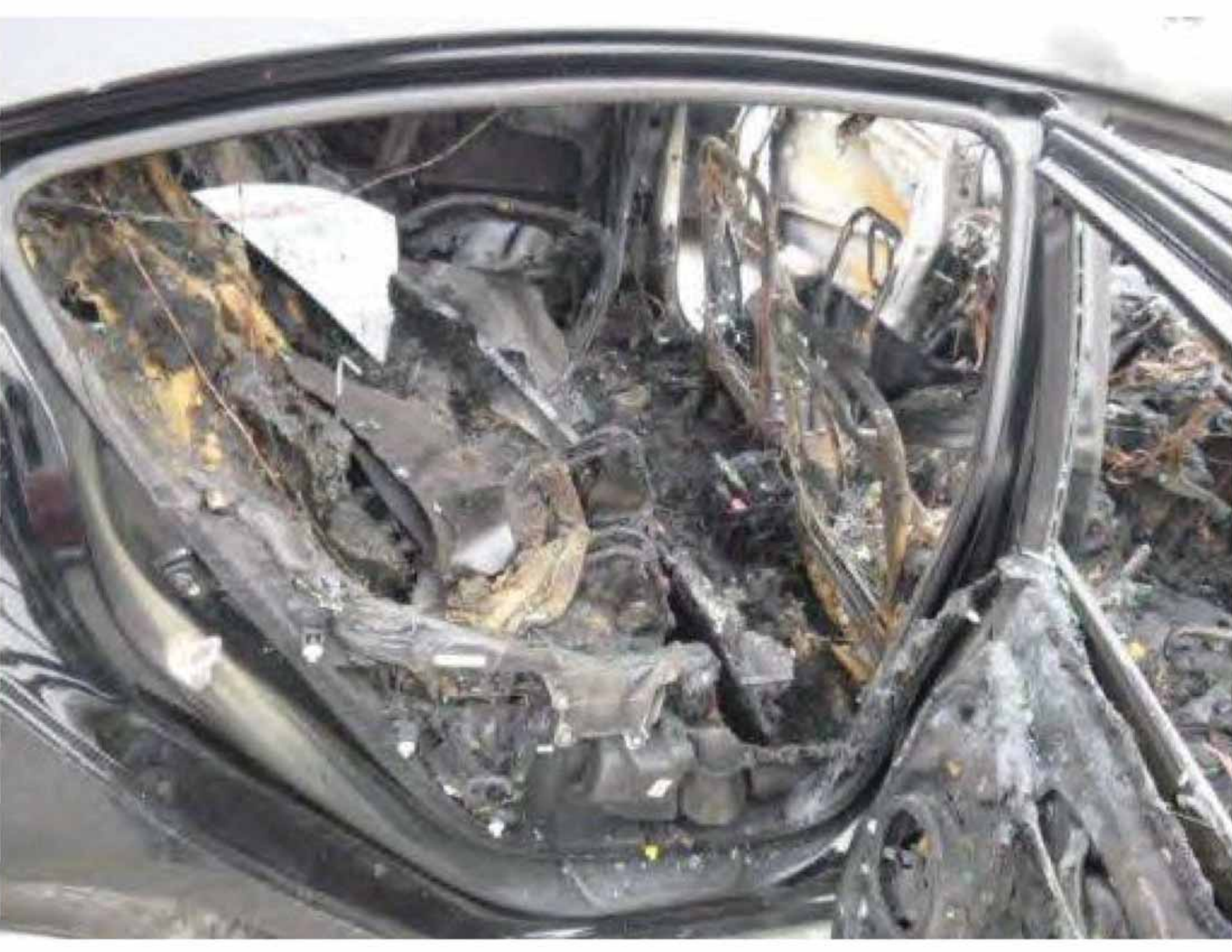












SEWER















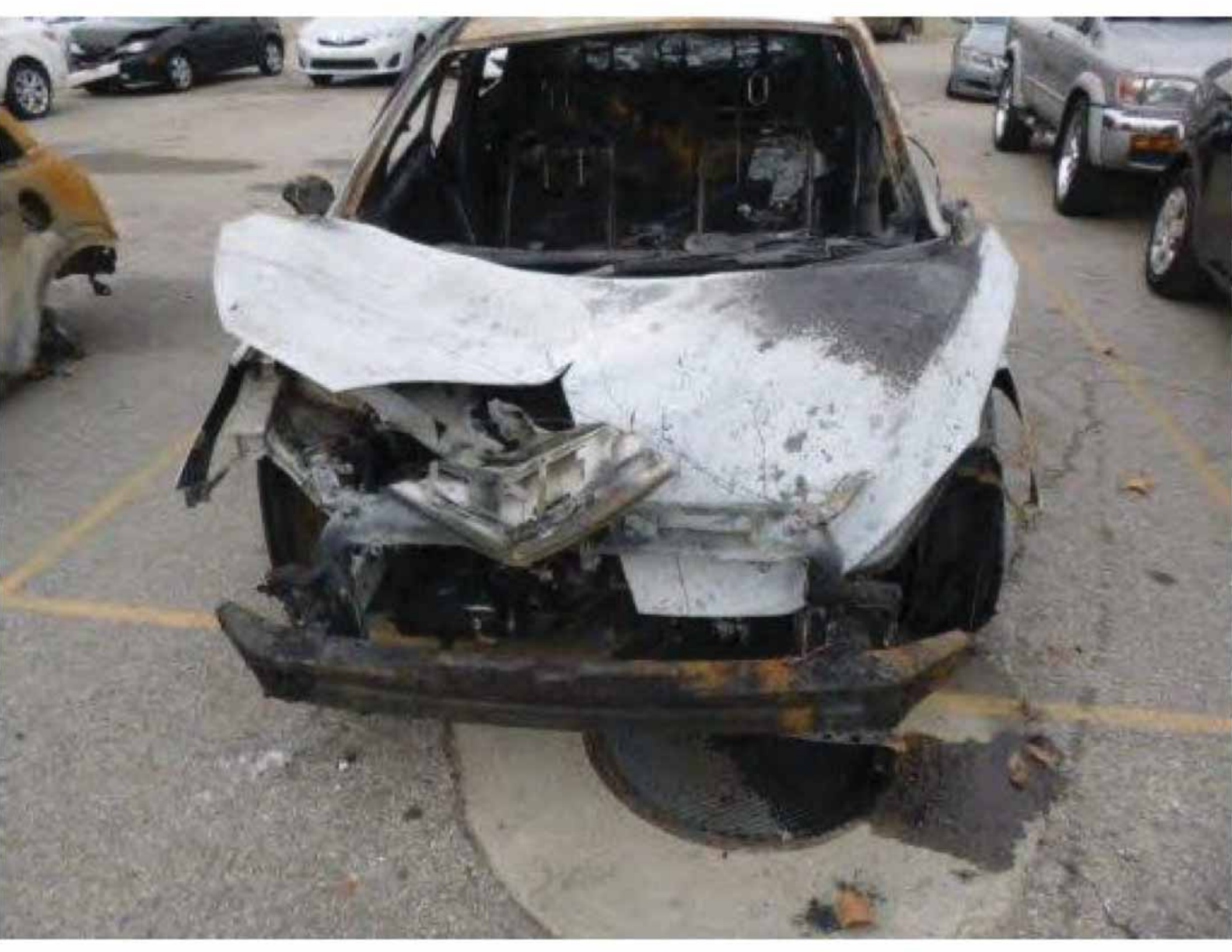


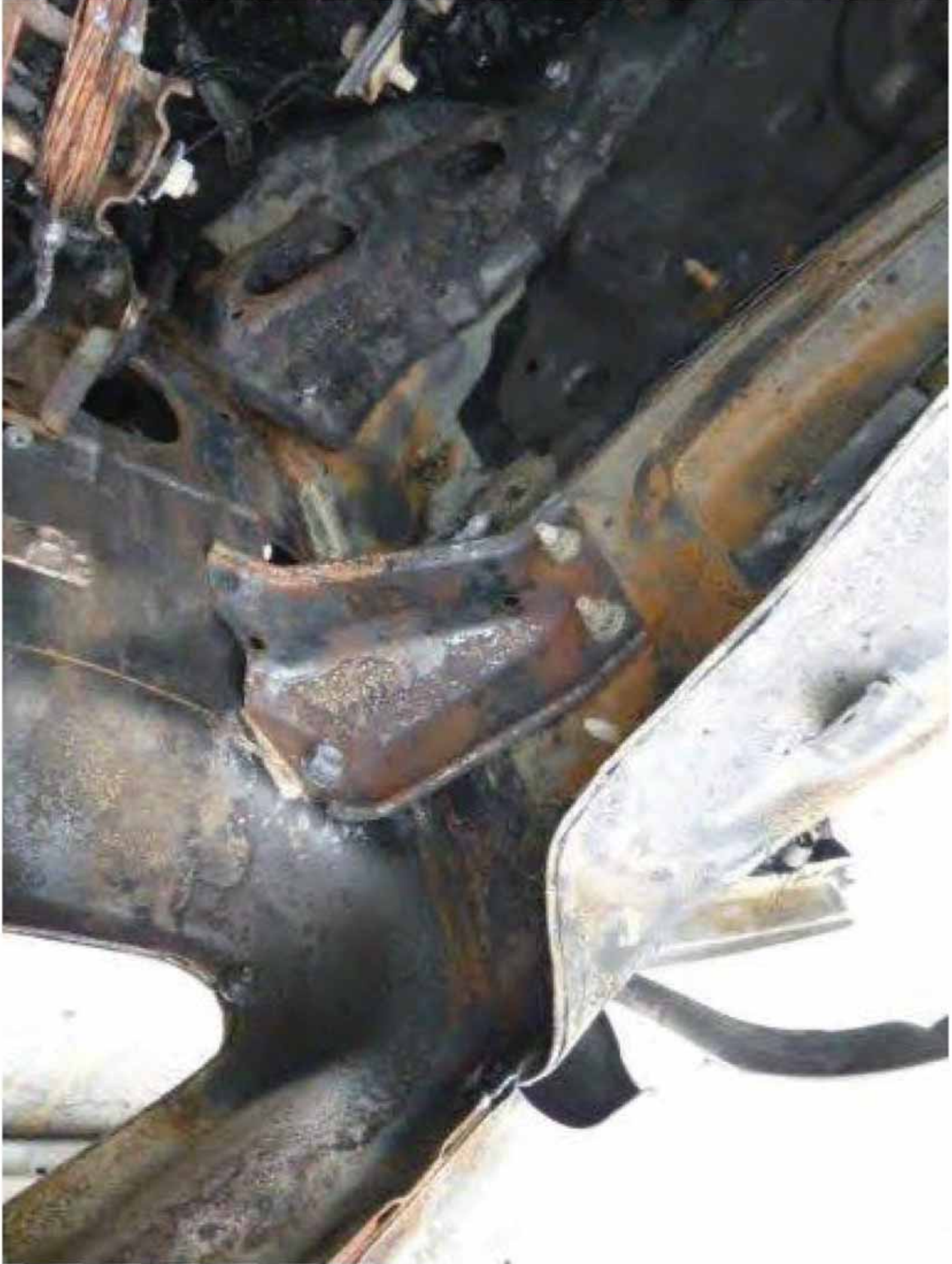




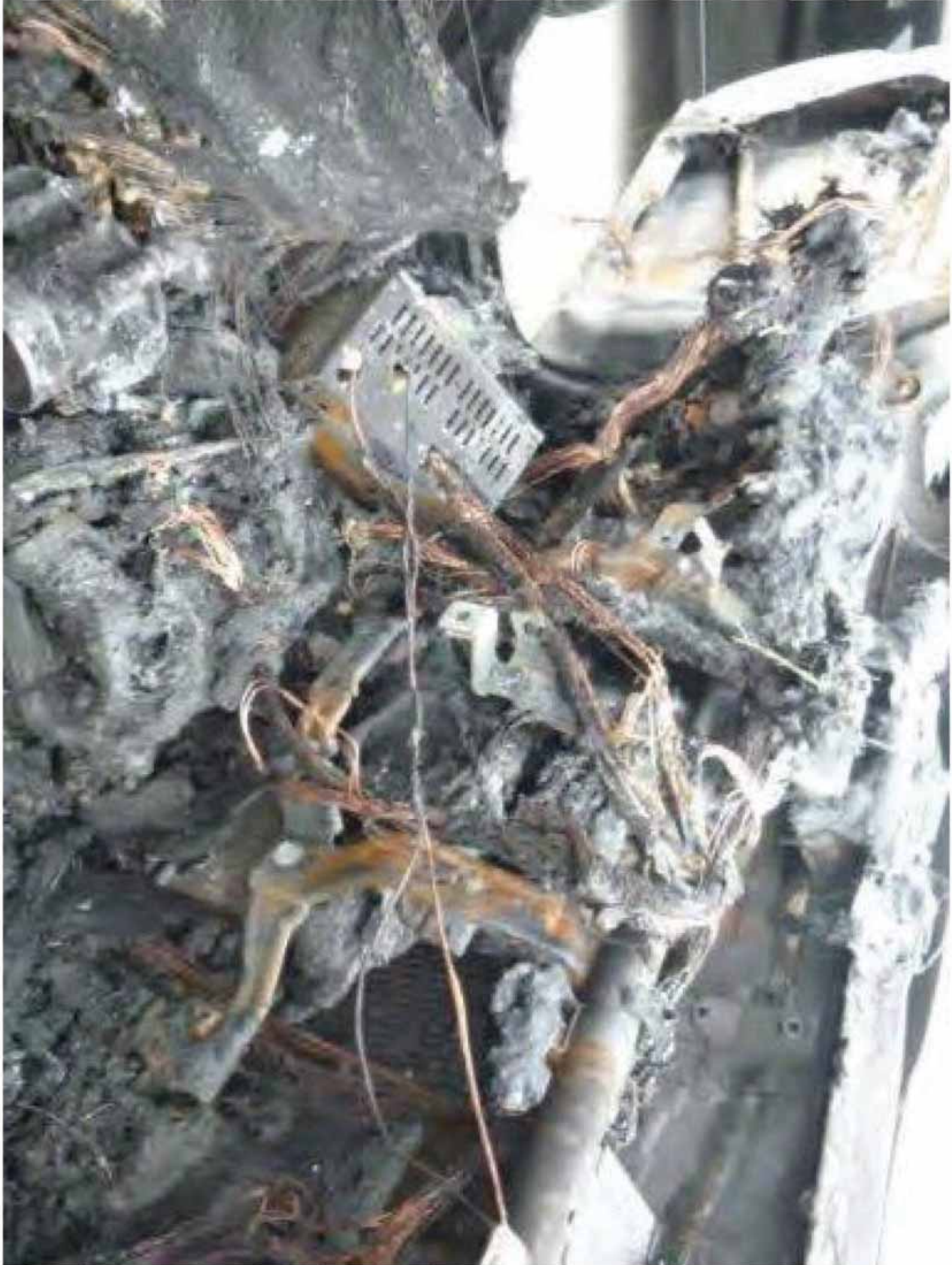




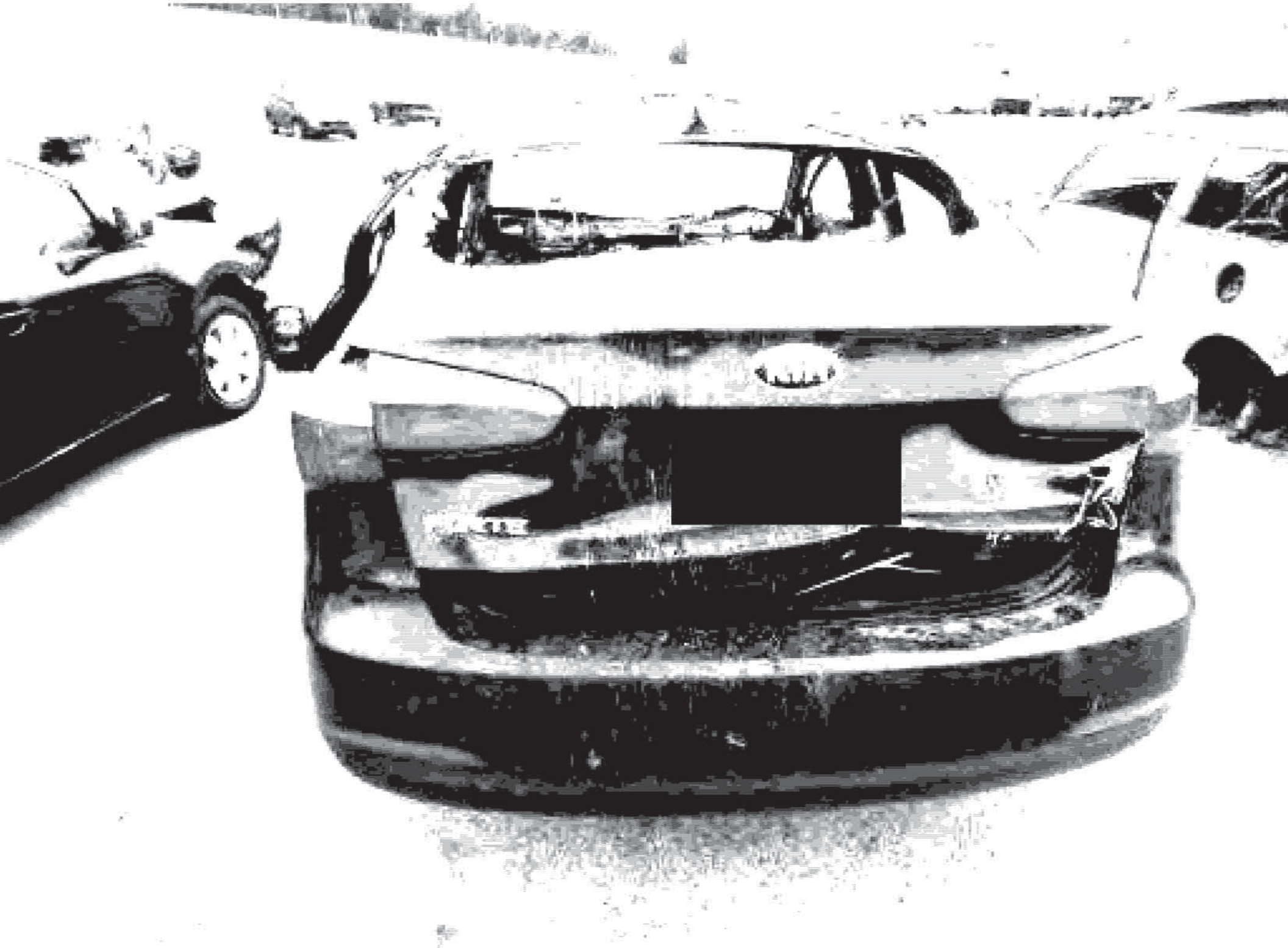


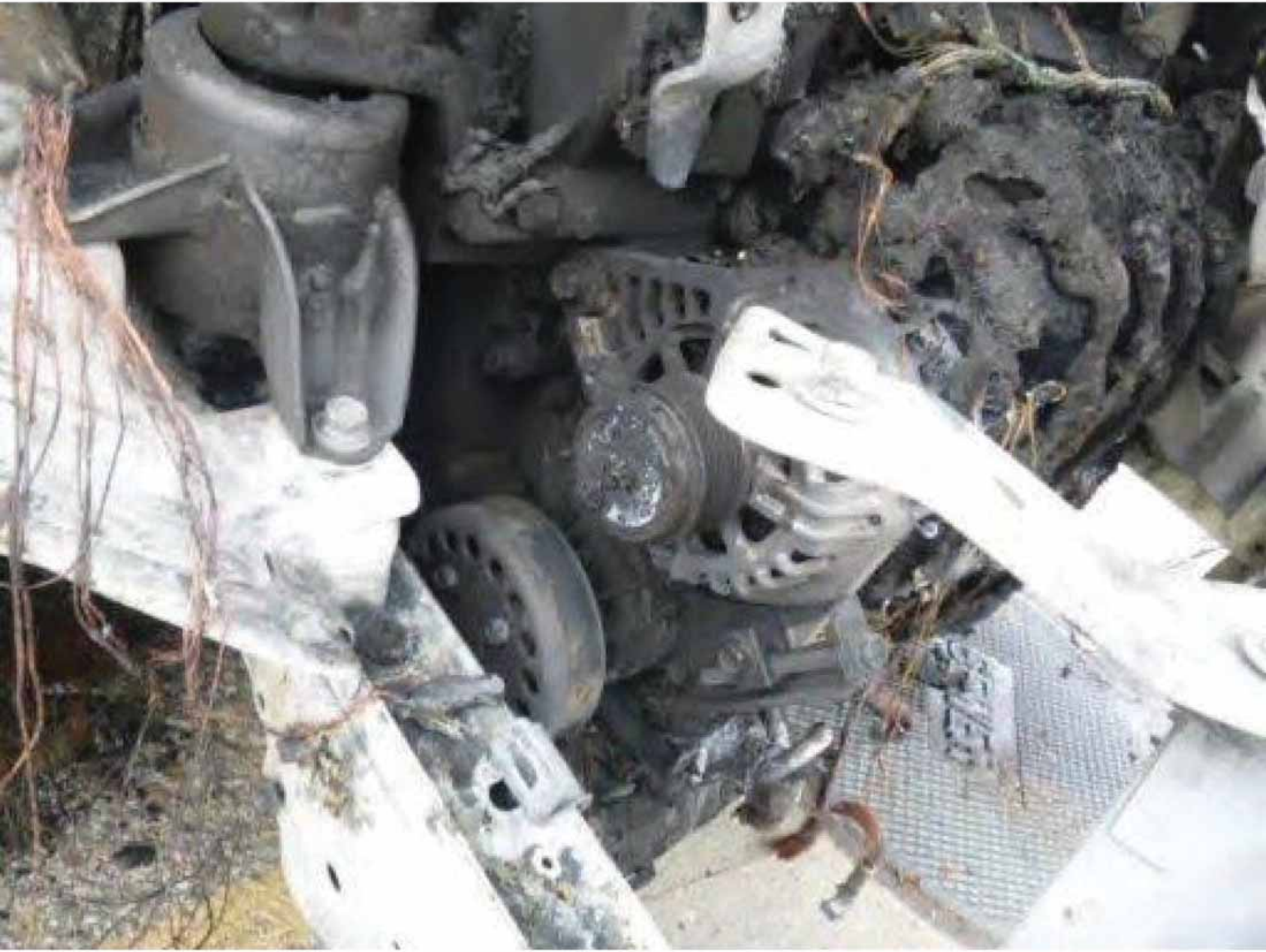




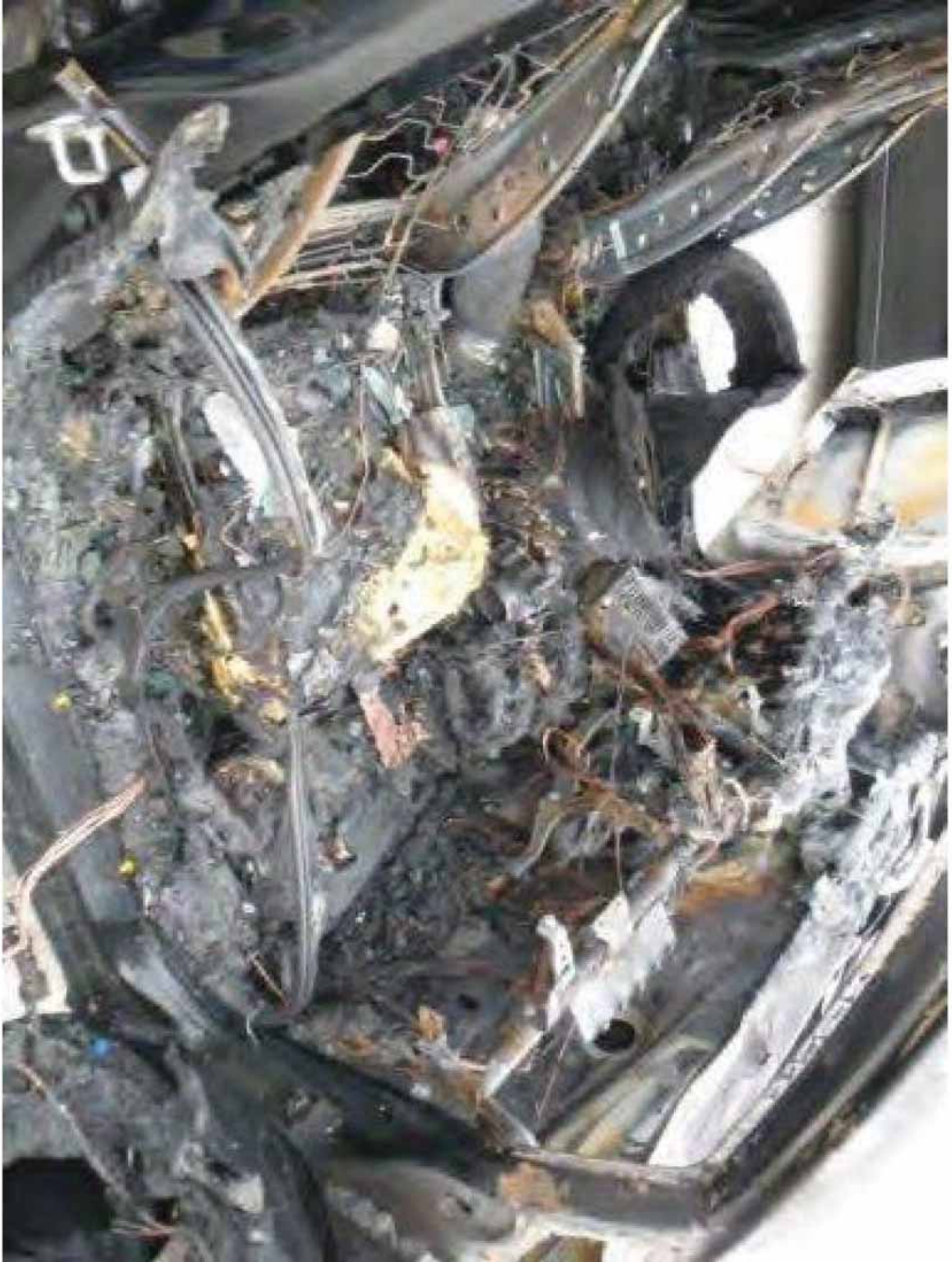


















[redacted]

LexisNexis®

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Orderpoint.support@lexisnexis.com

Accurint for Insurance
866-277-8407
Accurint.support@lexisnexis.com

Lexis.com
Law Firm accounts
800-543-6862

PAGE COUNT: 6

CLIENT : [redacted]
DIVISION : CALIFORNIAP198C
ADJUSTER : TRP0010
CLAIM : [redacted]

TRANSACTION # : [redacted]
DATE : 03/12/2015

DATE OF LOSS : 01/27/2015 TIME OF LOSS :
STREET :
CITY :
COUNTY : SAN BERNARDINO
STATE : CA

INVESTIGATING AGENCY : LOMA LINDA FD
REPORT NUMBER : [redacted]
REPORT TYPE : Fire Car
PARTY 1 : [redacted]
PARTY 2 :
PARTY 3 :

CAR : MAKE : YEAR :
TAG :

DRIVER LICENSE :
ADDITIONAL INFO :

POLICY #:
POLICY STATE:
LOSS KIND:

NOTE :

THANK YOU FOR YOUR ORDER!

Received Date: 03/12/2015

[redacted]

IMAGETREND EMS SERVICE BRIDGE

Loma Linda Fire Department
11325 Loma Linda Drive, Loma Linda, CA 92354
Phone: Fax:

A FDID: 36125 | State: CA | Incident Date (MM DD YYYY): 01 27 2015 | Station: | Incident Number: [redacted] | Exposure: 0 | **NFIRS-1 Basic**

B Location Type
Street address
X Intersection
In front of
Rear of
Adjacent to
Directions
US National Grid

Check this box to indicate that the address for this incident is provided on the Wildland Fire Module in Section B, "Alternative Location Specification." Use only for wildland fires.

Census Tract:

Number/Milepost: | Prefix: | Street or Highway: Barton Rd / San Timoteo Canyon | Street Type: RD | Suffix:

Apt./Suite/Room: | City: LOMA LINDA | State: CA | Zip Code: 92373

Cross Street, Directions or National Grid, as applicable: Barton Road

C Incident Type
131 | Passenger vehicle fire

D Aid Given or Received
1 Mutual aid received
2 X Automatic aid received — FDID - Dept: 36180 – REDLANDS FD
3 Mutual aid given
4 Automatic aid given
5 Other aid given
N None

E1 Dates and Times
Midnight is 0000

Check boxes if dates are the same as Alarm Date.	Month	Day	Year	Hour Min Sec
Alarm (ALARM always required)	01	27	2015	06:22:13
Arrival (ARRIVAL required, unless canceled or did not arrive)	01	27	2015	06:28:18
Controlled (CONTROLLED optional, except for wildland fires)				
Last Unit Cleared (LAST UNIT CLEARED required except for wildland fires)	01	27	2015	06:59:13

E2 Shifts and Alarms
Local Option: B | 1 | 251
Shift or Platoon | Alarms | District

E3 Special Studies
Local Option:
Special Study ID# | Special Study Value

F Actions Taken
11 | Extinguishment by fire service personnel
Primary Action Taken (1)
12 | Salvage & overhaul
Additional Action Taken (2)

G1 Resources
X Check this box and test this block if an Apparatus or Personnel Module is used.

	Apparatus	Personnel
Suppression	1	3
EMS	0	0
Other	0	0

Check box if resources counts include aid received resources.

G2 Estimated Dollar Losses and Values
LOSSES: Required for all fires if known. Optional for non-fires. None
Property $ 15,000
Contents $ 100
PRE-INCIDENT VALUE: Optional
Property $ 15,000
Contents $ 100

Completed Modules
X Fire-2
Structure Fire-3
Civilian Fire Cas.-4
Fire Service Cas.-5
EMS-6
HazMat-7
WildLand Fire-8
X Apparatus-9
X Personnel-10
Arson-11

H1 Casualties ☒ None

Fire Service	0	0
Civilian	0	0

H2 Detector
Required for confined fires.
1 Detector alerted occupants
2 Detector did not alert occupants
U Unknown

H3 Hazardous Materials Release
0 Special HazMat actions required or spill >= 55 gal.
1 Natural gas: slow leak, no evac. or HazMat actions
2 Propane gas - Less than a 21 lb. tank
3 Gasoline - vehicle fuel tank or portable container
4 Kerosene - fuel-burning equipment/portable storage
5 Diesel fuel/fuel oil - vehicle fuel tank/portable
6 Household/office solvent or chemical spill
7 Motor oil - from engine or portable container
8 Paint - spills less than 55 gallons
N None

I Mixed Use Property
00 Mixed use, other
10 Assembly use
20 Educational use
33 Medical use
40 Residential use
51 Row of stores
53 Enclosed mall
58 Business and residential use
59 Office use
60 Industrial use
63 Military use
65 Farm use
NN Not mixed use

Received Date: 03/12/2015

J Property Use

Structures

131	Church, mosque, synagogue, temple, chapel	341	Clinic, clinic-type infirmary	539	Household goods, sales, repairs
161	Restaurant or cafeteria	342	Doctor, dentist or oral surgeon office	571	Service station, gas station
162	Bar or nightclub	361	Jail, prison (not juvenile)	579	Motor vehicle or boat sales, services, repair
213	Elementary school, including kindergarten	419	1 or 2 family dwelling	599	Business office
215	High school/junior high school/middle school	429	Multifamily dwelling	615	Electric-generating plant
241	Adult education center, college classroom	439	Boarding/rooming house, residential hotels	629	Laboratory or science laboratory
311	24-hour care Nursing homes, 4 or more persons	449	Hotel/motel, commercial	700	Manufacturing, processing
331	Hospital - medical or psychiatric	459	Residential board and care	819	Livestock, poultry storage
		464	Barracks, dormitory	882	Parking garage, general vehicle
		519	Food and beverage sales, grocery store	891	Warehouse

Outside

124	Playground	936	Vacant lot	981	Construction site
655	Crops or orchard	938	Graded and cared-for plots of land	984	Industrial plant yard - area
669	Forest, timberland, woodland	946	Lake, river, stream		
807	Outside material storage area	951	Railroad right-of-way		
919	Dump, sanitary landfill	960	Street, other		
931	Open land or field	961	X Highway or divided highway		
		962	Residential street, road or residential driveway		

Look up and enter a Property Use code and description only if you have NOT checked a Property Use box.

Property Use: 961 (Code)

Highway or divided highway (Property Use Description)

K1 Person/Entity Involved

Local Option

Check this box if same address as incident Location (Section B). Then skip the three duplicate address lines.

Business Name (if Applicable) | Area Code | Phone Number

Mr., Ms., Mrs. | First Name | MI | Last Name | Suffix

Number | Prefix | Street or Highway | Street Type | Suffix

Post Office Box | Apt./Suite/Room | City

State | Zip Code

K2 Owner

Local Option

Same as person involved? Then check this box and skip the rest of this block.

Check this box if same address as incident Location (Section B). Then skip the three duplicate address lines.

Business Name (if Applicable) | Area Code | Phone Number

Mr., Ms., Mrs. | First Name | MI | Last Name | Suffix

Number | Prefix | Street or Highway | Street Type | Suffix

Post Office Box | Apt./Suite/Room | City

State | Zip Code

M Authorization

Officer in charge ID	Signature	Position or rank	Assignment	Month	Day	Year
148	Glenn Savik	Captain		01	27	2015

Member Making report ID	Signature	Position or rank	Assignment	Month	Day	Year
148	Glenn Savik	Captain		01	27	2015

L Remarks

Local Option

MT251 arrived first in to find single fully involved vehicle E/B Barton JWO San Timoteo Canyon Road. ME264 arrived to assist. Extinguished with overhaul. GSS

Received Date: 03/12/2015

[redacted]

A | 36125 (FDID) | CA (State) | MM 01 / DD 27 / YYYY 2015 (Incident Date) | (Station) | [redacted] (Incident Number) | 0 (Exposure) | NFIRS-2 Fire

B Property Details

B1 Not Residential
Estimate number of residential living units in building of origin whether or not all units became involved

B2 Buildings not involved
Number of buildings involved

B3 ____ . ____ ☐ None ☐ Less than one acre
Acres burned (outside fires)

C On-Site Materials or Products

Enter up to three codes. Check one box for each code entered.

Complete if there were any significant amounts of commercial, industrial, energy, or agricultural products or materials on the property, whether or not they became involved

On-site material (1) ____ ____

On-site material (2) ____ ____

On-site material (3) ____ ____

On-Site Materials Storage Use

1	Bulk storage or warehousing
2	Processing or manufacturing
3	Packaged goods for sale
4	Repair or service
N	None
U	Undetermined

D Ignition

D1 UU Undetermined
Area of fire origin

D2 UU Undetermined
Heat Source

D3 UU Undetermined
Item first ignited

Check box if fire spread was confined to object of origin.

D4 ____ ____
Type of material first ignited Required only if item first ignited code is 00 or <70

E1 Cause of Ignition

Check this box if this is an exposure report

0	Cause, other (System generated code only, not used for data entry)
1	Intentional
2	Unintentional
3	Failure of equipment or heat source
4	Act of nature
5	Cause under investigation
U X	Cause undetermined after investigation

E2 Factors Contributing to Ignition

UU Undetermined
Factor contributing to ignition (1)

____ ____
Factor contributing to ignition (2)

E3 Human Factors Contributing to Ignition

Check all applicable boxes ☒ None

1	Asleep
2	Possibly impaired by alcohol or drugs
3	Unattended or unsupervised person
4	Possibly mentally disabled
5	Physically disabled
6	Multiple persons involved
7	Age was a factor
N X	None

Estimated age of person involved ____
1 Male 2 Female

F1 Equipment Involved in Ignition

If equipment was not involved, skip to Section G

____ ____
Equipment Involved

Brand ____
Serial ____
Model ____
Year ____

F2 Equipment Power Source

____ ____
Equipment Power Source

F3 Equipment Portability

1 Portable
2 Stationary

Portable equipment normally can be moved by one or two persons, is designed to be used in multiple locations, and requires no tools to install.

G Fire Suppression Factors

Enter up to three codes.

____ ____
Fire suppression factor (1)

____ ____
Fire suppression factor (2)

____ ____
Fire suppression factor (3)

H1 Mobile Property Involved

1	Not involved in ignition, but burned
2	Involved in ignition, but did not itself burn
3 X	Involved in ignition and burned

H2 Mobile Property Type and Make

10 Passenger or road vehicles, other
Mobile property type

KI Kia
Mobile property make

Forte
Mobile property model

____ Year

____ License Plate Number ____ State ____ VIN

Local Use

Pre-Fire Plan Available

Some of the information presented in this report may be based upon reports from other agencies.

Arson report attached
Police report attached
Coroner report attached
Other reports attached

[redacted]

A

FDID	State	Incident Date (MM / DD / YYYY)	Station	Incident Number	Exposure
36125	CA	01 / 27 / 2015		[redacted]	0

NFIRS-9 Apparatus or Resources

B

Apparatus or Resource	Dates and Times (Midnight is 0000; Check if the same date as Alarm date on the Basic Module (Block E1))	Month/Day/Year	Hour/Mn	Sent	Number of People	Apparatus Use (Check ONE box for each apparatus to indicate its main use at the incident.)	Actions Taken (List up to 4 actions for each apparatus and each personnel.)
1 ID: MT251 Type: 12	Dispatch: X	01/27/15	0622	Sent: X	3	Other	
	Arrival: X	01/27/15	0628			X Suppression	
	Clear: X	01/27/15	0659			EMS	

Received Date: 03/12/2015

[redacted]

A | FDID: 36125 | State: CA | Incident Date (MM/DD/YYYY): 01/27/2015 | Station: | Incident Number: [redacted] | Exposure: 0 | NFIRS-10 Personnel

B Apparatus or Resource	Dates and Times (Midnight is 0000; Check if the same date as Alarm date on the Basic Module (Block E1))	Month/Day/Year	Hour/Min	Sent	Number of People	Apparatus Use (Check ONE box for each apparatus to indicate its main use at the incident.)	Actions Taken (List up to 4 actions for each apparatus and each personnel.)
1 ID: MT251 Type: 12	Dispatch: X	01/27/15	0622	Sent: X	3	Other	
	Arrival: X	01/27/15	0628			X Suppression	
	Clear: X	01/27/15	0659			EMS	

Personnel ID	Name	Rank Or Grade	Action Taken	Action Taken	Action Taken	Action Taken
148	Savik, Glenn	Captain				
246	Luzadas, Jeff	Engineer				
267	Sepulveda, Mike	Firefighter Paramedic				

Riverside **MITSUBISHI/KIA**
8100 Auto Drive, Riverside, CA 92504
P. 951-509-1000 F. 951-343-3203 RiversideKia.com
BAR# ARD222733 **EPA# CAR00016584**

SERVICE AND PART HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
4/18/14	[redacted]
R/O Close Date	Status
4/18/14	Reprint
Mileage In	Mileage Out
14632	14635
Service Advisor / Tag #	
LUIS NUNO/[redacted]	

	Work Phone	Vehicle Identification Number
[redacted]	[redacted]	KNAFK4A66E5[redacted]
REDLANDS, CA [redacted]	Home Phone	Delivery Date / In-Service Date
	[redacted]	5/02/13 / 5/08/13

Year	Make	Model	Body	Color	License Number
2014	KIA	FORTE		AURORA BLA	

[redacted]

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - MR 00MIZ: 27 POINT INSPECTION TP L/F 33 R/F 33 L/R 33 R/R33 Work performed by CARLOS GONZALEZ(163)	Internal
#2 - MR 00MIZKCP1: FIRST FREE LOF Work performed by CARLOS GONZALEZ(163) Installed: FILTER ASSY-ENGINE Installed: 5W20 OIL Installed: GASKET,ALUMINIUM,D=14 TECHNICIAN PERFORMED OIL AND FILTER CHANGE SERVICE	Internal Internal Internal Internal
#3 - MR 01MIFTR: FREE TIRE ROTATION BRAKES ARE GOOD 8MM FRONT AND REAR Work performed by CARLOS GONZALEZ(163) TECHNICIAN PERFORMED TIRE ROTATION AND BRAKE INSPECTION.	Internal

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

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

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

(C) 2010 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group [1001HS-11W]

PROGRESSIVE

Payment Address
Progressive-Subro
24344 Network Place
Chicago, IL 60673-1243

Document Address
P.O. Box 512929
Los Angeles, CA
90051-0929

Phone: (877) 818-0139
Fax: (888) 781-6947

March 10, 2017

KIA MOTORS
111 PETERS CANYON RD
IRVINE, CA 92606

RECEIVED
MAR 21 2017
CONSUMER AFFAIRS

Type of Loss:	Vehicle Fire
VIN\DOT Number:	KNAFK4A66G5[redacted]
Year:	2016
Make:	KIA
Model:	FORTE
Your Claim No:	N/A
Our Insured:	[redacted]
Address:	[redacted] GA [redacted]
Our Claim No:	[redacted]
Date of Loss:	12-05-16
Damages:	$ 14,564.59

NOTICE OF SUBROGATION CLAIM

Please accept this letter as formal notice of our subrogation rights in regard to the above-captioned claim. Demand is hereby made upon you for payment of Progressive Premier Insurance Company of IL damages and those of our insured.

Our investigation indicates damages to our insured's vehicle was a direct result of a manufacturer's defect or negligence on your behalf. Enclosed please find all supporting documentation.

Please acknowledge receipt of my subrogation demand and forward your payment of $ $ 14,564.59 to my attention, payable to "Progressive Premier Insurance Company of IL, as subrogee of
Our Insured: [redacted]
", and remit to the following address:

Progressive-Subro
24344 Network Place
Chicago, IL 60673--1243

You can contact me at the number listed below should you need additional documentation or to discuss this claim.

Thank you for your anticipated cooperation.

Christine Shaniuk
Progressive Premier Insurance Company of IL
Subrogation Representative
Phone: (440) 910-5886
Fax: (888) 781-6947
Christine_Shaniuk@Progressive.com

[redacted]

PROGRESSIVE

Payment Address
Progressive-Subro
24344 Network Place
Chicago, IL 60673-1243

Document Address
P.O. Box 512929
Los Angeles, CA
90051-0929

Phone: (877) 818-0139
Fax: (888) 781-6947

Enclosure

Subrogation 03-09-17 09:24 AM ET [redacted]
Authored By: CHRISTINE M SHANIUK
NEW PRODUCT LIABILTY DEMAND REFERRAL
LOSS STATE: GA
VEHICLE ON HOLD: YES
STATUTE: 12/5/20
DAMAGES: $ 14,564.59
LIAB/FACTS OF LOSS: FIRE
ASSIGNED TO: CXS0205

EXPERT HIRED: YES
EVIDENCE IN OUR FAVOR: WARRANTY, PHOTOS, RECORDED STATEMENT
SUMMARY OF EVENTS/LIABILITY DECISION:
INSURED IN ROUTE TO A QUICK PICK STORE AT THE REQUEST OF HIS GRANDMOTHER WAS
JUST OFF SOUTH PATTERSON RD WHEN HE NOTICED BLACK SMOKE BEGAN TO ENTER THE VEHICLE THROUGH THE VENTS, INSURED IN A PANIC PARKED IV OVER ON THE SIDE AND
QUICKLY ESCAPED THE VEHICLE AS THE FRONT END BURST INTO FLAMES

[redacted]

PROGRESSIVE CLAIMS
800 PROGRESSIVE PARKWAY NW
SUITE 150
MARIETTA, GA 30066

PROGRESSIVE®

Underwritten By:
Progressive Premier Insurance Company of Illinois

Claim Number: [redacted]
Loss Date: December 5, 2016
Document Date: December 6, 2016

HULL FIRE DEPARTMENT
1326 Old Elberton Rd
Hull, GA 30646

claims.progressive.com
Track the status and details of your claim, e-mail your representative or report a new claim.

Report Request

Agency Name: HULL FIRE AND RESCUE

Agency Type: FD – Fire Department

Precinct: _____

Report Number: _____

Type of Loss: Fire Repor

Date of Loss: December 5, 2016 Time of Loss: 12:50 PM ET

Street: SHAW PATTERSON RD, NEAR RIVERSIDE CHURCH

Cross Street: _____

City: HULL State: GA

County: _____ Zip: _____

Involved Parties

Party Name: [redacted]

Driver License #: [redacted] License State: GA

Birth Date: [redacted]

Vehicle Year: 2016

Vehicle Make: KIA

Vehicle Model: FORTE

Vehicle Tag #: [redacted] Vehicle Tag State: GA

Relation to Vehicle: DRIVER

Include photos, if available: ____ Yes __X__ No

Additional Information:
Our insured is [redacted] he vehicle was a 2016 Black Kia Forte. The location was near Riverside Church on 12/05/2016.

[redacted]

JUSTIN GWYN
Claims Department
1-770-779-0589
1-800-PROGRESSIVE (1-800-776-4737)
Fax: 1-770-779-0634

cc: HULL FIRE DEPARTMENT

[redacted]

ARMS® PROGRESSIVE

Rental Company: ENTERPRISE RENT-A-CAR
Invoice:
Alternate Invoice Number: [redacted]

Bill To: PRO0312
PROGRESSIVE
ATTN: JUSTIN GWYN
4300 ALEXANDER DR
ALPHARETTA, GA 30022

RENTER INFORMATION:
Renter: [redacted]

RENTAL INFORMATION:
Rental Branch Location:
ENTERPRISE RENT-A-CAR (03J3)
3100 ATLANTA HWY
ATHENS, GA 306066977
(706) 552-0448

ADDITIONAL CLAIM INFORMATION:
Claim Number : [redacted]
Claim Type: Insured
Vehicle Condition: Total Loss
Date Of Loss: 12/5/16
Insured Name:
Owner's Vehicle: 2016 KIA OTHER
Additional Driver:

Repair Facility:
TOTAL LOSS GP03
99, GA 99999
(999) 999-9999

RENTAL DETAIL:

Rental Period: 12/5/16 to 1/3/17 (30 days)
Billed Period: 12/5/16 to 1/3/17 (30 days)

Products and Services	Rate	Amount
30 DAYS @	25.28	$758.40
Taxes and Surcharges		
30 VLF REC	1.99	$59.70
1 EXCISETX	3.00%	$24.54
1 SALES TAX	7.00%	$57.27
	Total Charges:	$899.91
	Less Amount Received:	$0.00
	Total Amount Due:	**$899.91**

VEHICLES RENTED:

Effective Date and Time	Year	Make	Model	VIN	Starting Mileage	Ending Mileage	Mileage	Rate Charged
12/5/16 4:24 PM	2017	FORD	FUSI	3FA6P0HD6HR[redacted]	19763	23373	3610	$25.28

Rental Invoice

Please Return This Portion with Remittance

Make Payment To:
ENTERPRISE RENT-A-CAR
P.O. BOX 840086
KANSAS CITY, MO 64184-0086
Federal ID: 43-0724835

Total Charges:	$899.91
Less Amount Received:	$0.00
Total Amount Due.....	**$899.91**

Please include on your check:
Invoice: [redacted]

[redacted]

[redacted] 3/10/2017

Claim Payment Detail [redacted]

Payment Information

Disbursement Number:	[redacted]	**Total Amount:**	$899.91
EFT Trace Number:		**Invoice Number:**	[redacted]
Pay to the Order of:	ENTERPRISE RENT A CAR CO		
Mailing Address:	PO BOX 795110 SAINT LOUIS, MO 63179 USA		
In Payment Of:	Progressive Invoice Number: [redacted]		

Reviewed Summary

Issuing Rep:	A079561	**Approved By:**	
Issue Date:	01-06-17	**Review Date:**	
Last Updated Rep:	A079561	**Reviewed By:**	

Bank Information

Type:	Loss	**Bank Code:**	CTB
Stop Reason:		**Cleared:**	01-09-17
Stop Date:			

Exposure Detail: RENTAL

Party Name:	[redacted]	**Amount Paid:**	$899.91
Property Description:	16 KIA FORTE	**Deductible Taken:**	$0.00
Payment Type:	FINAL PAYMENT	**Property Damage:**	$0.00
		Rental:	$899.91

[redacted]

[redacted] 3/10/2017

Claim Payment Detail [redacted]

Payment Information

Disbursement Number:	[redacted]	**Total Amount:**	$13,164.68
Draft Number:		**Invoice Number:**	[redacted]
Pay to the Order of:	REGIONAL ACCEPTANCE CORP		
Mailing Address:	1424 E FIRE TOWER RD GREENVILLE, NC 27858-4105 USA		
In Payment Of:	Progressive Invoice Number: [redacted]		

Reviewed Summary

Issuing Rep:	A096422	**Approved By:**	
Issue Date:	12-22-16	**Review Date:**	
Last Updated Rep:	A096422	**Reviewed By:**	

Bank Information

Type:	Loss	**Bank Code:**	1CD
Stop Reason:		**Cleared:**	01-23-17
Stop Date:			

Exposure Detail: COMP

Party Name:	[redacted]	**Amount Paid:**	$13,164.68
Property Description:	16 KIA FORTE	**Deductible Taken:**	$500.00
Payment Type:	FINAL PAYMENT	**Property Damage:**	$0.00
		Rental:	$0.00

[redacted]

[redacted] 3/10/2017

Date: 12/ 8/2016 09:24 AM
Estimate ID [redacted]
Estimate Version: 0
Committed
Profile ID: AT6ALLPARTTYPESDV

PROGRESSIVE

210 DeKalb Industrial Way Suite 100, Decatur, GA 30030
(404) 439-7200

Damage Assessed By: S MOSS 470 774 9983
Claim Rep: Justin Gwyn
(770) 779-0589

Classification:

* Product Type: Auto
* Date of Loss: 12/ 5/2016
* Deductible: 500.00
* Claim Number: [redacted]

Insured: [redacted]
Owner: [redacted]
Address: [redacted] HULL, GA [redacted]
Telephone: Work Phone: [redacted]
Contact Phone:
Home Phone: [redacted]

Mitchell Service: 911665

Description: 2016 Kia Forte LX
Body Style: 4D Sed
Drive Train: 1.8L Inj 4 Cyl 6A FWD
VIN: KNAFK4A66G5[redacted]
License: [redacted] GA
Mileage: 19,000
OEM/ALT: A
Search Code: ATLANTA1
Color: BLACK
Options: PASSENGER AIRBAG, POWER LOCK, POWER WINDOW, POWER STEERING, REAR WINDOW DEFOGGER
AIR CONDITION, TILT STEERING COLUMN, AM/FM STEREO, DRIVER AIRBAG
HEATED EXTERIOR MIRROR, FRONT SIDE AIRBAG WITH HEAD PROTECTION
ANTI-LOCK BRAKE SYS., TRACTION CONTROL, TIRE INFLATION/PRESSURE MONITOR
AUXILIARY INPUT, BLUETOOTH WIRELESS CONNECTIVITY, SATELLITE RADIO, CD PLAYER
POWER ADJUSTABLE EXTERIOR MIRROR, AUTOMATIC TRANSMISSION, TRIP COMPUTER
FIRST ROW BUCKET SEAT, CLOTH SEAT, SIDE AIRBAGS, AUTOMATIC HEADLIGHTS
SECOND ROW SIDE AIRBAG WITH HEAD PROTECTION, REMOTE DECKLID OR TAILGATE RELEASE
MP3 PLAYER, ELECTRONIC STABILITY CONTROL, KEYLESS ENTRY SYSTEM, REAR BENCH SEAT
STEERING WHEEL AUDIO CONTROLS

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
				Special/Manual Entry			
1	[redacted]	BDY *	ACCESS/INSPECT	Veh is an OTL	Existing		0.0*

* - Judgment Item

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[redacted]

Seatbelt and Supplemental Restraint System (SRS) Replacement
"All manufacturers requirements regarding seat belt and supplemental restraint system replacement must be adhered to. If additional parts or operations are necessary to properly accomplish this, please contact the estimating claims rep"
"Refer to manufacturer SRS replacement requirements"

Some vehicles may sustain a reduction in pre-loss value, even afterproper repairs. We have examined your vehicle and
___a) determined there is no diminution in value; or
___b) assess diminution in value of $_____; or
___c) will determine the assessment, if any, and notify you or theowner at a later time. If you disagree with this determination/assessment, notify us in writing and we will consider what you provide to support your opinion.
If a change in the amount is warranted based on credible evidence,thenwe will revise our assessment. If an agreement can't bereached, either you or we may request to proceed under the Appraisalsection of the insurance policy.

Estimate Totals

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

III. Additional Costs	Amount
Total Additional Costs	0.00

II. Part Replacement Summary	Amount
Total Replacement Parts Amount	0.00

IV. Adjustments	Amount
Insurance Deductible	500.00-
Subtotal of Adjustments Exceeds Gross Total	
Customer Responsibility	0.00

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

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

Alt. Location: PROGRESSIVE

Inspection Site: COPART - ATLANTA EAST
Address: 6089 Hwy 20
Loganville, GA 30052

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[redacted]

THIS IS A DAMAGE ASSESSMENT ONLY - NOT AN AUTHORIZATION TO REPAIR -BASED ON DAMAGE VISIBLE OR CERTAIN AT THE TIME IT WAS WRITTEN.

IF FRAME OR UNIBODY REPAIR IS INCLUDED ON THIS ESTIMATE, THE AMOUNT SHOWN INCLUDES TIME OR ALLOWANCE FOR MEASURING BEFORE, DURING AND AFTER THOSE REPAIRS.

THE OWNER OF THE VEHICLE MAY SELECT THE REPAIR FACILITY OF HIS/HER CHOICE.

TO ENSURE PROPER AND PROMPT PAYMENT FOR ADDITIONAL DAMAGE DISCOVERED DURING THE COURSE OF REPAIRS, CONTACT PROGRESSIVE FOR SUPPLEMENT HANDLING PROCEDURES.

PROGRESSIVE HONORS THE PREVAILING LABOR MARKET RATE IN YOUR AREA FOR YOUR PROPERTY. IF YOU CHOOSE A SHOP THAT CHARGES IN EXCESS OF PREVAILING LABOR MARKET RATES, YOU WILL BE RESPONSIBLE FOR THE DIFFERENCE.

LIFETIME GUARANTEE FOR SHEET METAL AND PLASTIC BODY PARTS

The replacement parts written on the estimate are intended to return your vehicle to its pre-loss condition with proper installation.
After repair, if any sheet metal or plastic body part included in the estimate fails to return your vehicle to its pre-loss condition (assuming proper installation), in terms of form, fit, finish, durability or functionality, Progressive will arrange and pay for the replacement of the part, to the extent not covered by a manufacturer's or other warranty. This service will be performed at no cost to you (including associated repair and rental car costs). To obtain service under this Guarantee, call Progressive at 1-800-274-4641. This Guarantee applies as long as you own or lease the vehicle. This Guarantee is not transferable and terminates if you sell or otherwise transfer your vehicle.
THIS GUARANTEE DOES NOT COVER NORMAL WEAR AND TEAR OR DAMAGE CAUSED BY IMPROPER MAINTENANCE, NEGLECT, ABUSE OR SUBSEQUENT ACCIDENT. THIS GUARANTEE IS LIMITED TO ARRANGING FOR THE SELECTION OF REPAIR PARTS THAT WILL RETURN YOUR VEHICLE TO ITS PRE-LOSS CONDITION. ACCORDINGLY, PROGRESSIVE WILL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES THAT RESULT FROM THE INSTALLATION OR USE OF THESE PARTS.
Part Type Terms and Abbreviations
NEW and OEM or part number displayed - These refer to a new, original equipment manufacturer part.
NON-OEM and A/M and QUAL REPL - These refer to an after-market part, which is a new, non-original equipment manufacturer part.
USED/RECYCLED and LKQ - These refer to a used OEM part.
REMANUFACTURED and RECOND. and RECORE - These refer to used/recycled OEM parts that have been refurbished.
REPAIR SHOP'S AUTHORIZED REPRESENTATIVE'S SIGNATURE INDICATING AGREEMENT ON COST TO RETURN THE VEHICLE TO PRE-LOSS CONDITION INCLUDING TOW/STORAGE CHARGES:

SHOP SIGNATURE: _____

EST START DATE: _____ EST COMPLETION DATE:_____
ANY PERSON WHO, WITH INTENT TO DEFRAUD OR KNOWING THAT HE/SHE IS FACILITATING A FRAUD AGAINST AN INSURER, SUBMITS AN APPLICATION OR FILES A CLAIM CONTAINING A FALSE OR DECEPTIVE STATEMENT IS GUILTY OF

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[redacted]

INSURANCE FRAUD.

"Failure to use the insurance proceeds in accordance with a security agreement between you and a lienholder, if any, may be a violation of Code Section 16-8-4 of the O.C.G.A. If you have any questions, contact your lending institution."

Event Log

File Created:	12/08/2016 08:39:28 AM
Estimate Started:	12/08/2016 08:57:14 AM
Estimate Printed:	Estimate not printed
Estimate Committed:	12/08/2016 08:57:40 AM
Estimate Uploaded:	12/08/2016 09:24:47 AM

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[redacted]

J.D. POWER
McGRAW HILL FINANCIAL

mitchell

Vehicle Valuation Report

Prepared for: Progressive Group of Insurance Companies
(800) 321-9843

Summary

Claim Information

Claim Number:	[redacted]	Version #:	1
Policy Number:		Coverage Type of Loss:	COMPREHENSIVE
Owner:		Loss Date:	12/05/2016
Address:		Reported Date:	12/05/2016
	HULL, GA [redacted]	Valuation Report Date:	12/08/2016 06:24:47
Owner Home Phone:	[redacted]	Valuation Report ID:	[redacted]

Vehicle Information

Loss Vehicle:	2016 Kia Forte LX 4 Door Sedan 1.8L 4 Cyl Gas A FWD	Location:	GA 30646
		Exterior Color:	
VIN:	KNAFK4A66G[redacted]	License Plate:	[redacted] Georgia
Mileage:	19,000 miles		
Title History:	No		

Valuation Summary

Base Value:	**$12,715.63**
Loss Vehicle Adjustments	
Condition Adjustment:	-$143.45
Prior Damage Adjustment:	$0.00
After Market Parts Adjustment:	$0.00
Refurbishment Adjustment:	$0.00
Title History Adjustment:	$0.00
Market Value:	**$12,572.18**
Settlement Adjustments	
Deductible:	-$500.00
Settlement Value:	**$12,072.18**

Title History Comments:

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Loss Vehicle Detail

Loss vehicle: **2018 Kia Forte LX 4 Door Sedan 1.8L 4 Cyl Gas A FWD**

Standard Equipment

Exterior	
Auto Off Projector Beam Halogen Headlamps w/Delay-Off	Black grille w/chrome surround
Black Side Windows Trim	Body-colored door handles
Body colored front bumper	Body Colored Power Heated Side Mirrors w/Manual Folding
Body-Colored Rear Bumper w/Black Rub Strip/Fascia Accent	Clearcoat paint
Fixed Rear Window w/Defroster	Front Windshield -inc: Sun Visor Strip
Fully Galvanized Steel Panels	Light tinted glass
Spare Tire Mobility Kit	Tires: P195/65R15
Trunk Rear Cargo Access	Variable intermittent wipers
Wheels: 15" x 6.0" Steel w/Wheel Covers	

Interior	
2 12V DC Power Outlets	4-Way Passenger Seat -inc: Manual Recline and Fore/Aft Movement
5 Person Seating Capacity	60-40 Folding Bench Front Facing Fold Forward Seatback Rear Seat
Air filtration	Analog Display
Cargo Area Concealed Storage	Cargo Features -inc: Spare Tire Mobility Kit
Cargo Space Lights	Carpet Floor Trim and Carpet Trunk Lid/Rear Cargo Door Trim
Cloth seat trim	Day-night rearview mirror
Delayed Accessory Power	Driver / Passenger And Rear Door Bins
Driver And Passenger Visor Vanity Mirrors	Driver foot rest
Fade-to-off interior lighting	FOB Controls -inc: Trunk/Hatch/Tailgate
Front Bucket Seats -inc: 6-way adjustable driver's seat	Front center armrest
Front Cupholder	Full Carpet Floor Covering
Full cloth headliner	Full Floor Console w/Covered Storage and 2 12V DC Power Outlets
HVAC -inc: Underseat Ducts	Illuminated glove box
Interior Trim -inc: Chrome Interior Accents	Manual Adjustable Front Head Restraints and Manual Adjustable Rear Head Restraints
Manual air conditioning	Manual tilt/telescoping steering column
Outside temp gauge	Power 1st Row Windows w/Driver 1-Touch Down
Power Door Locks w/Autolock Feature	Power Rear Windows
Radio w/Seek-Scan, Clock and Speed Compensated Volume Control	Radio: AM/FM/CD/MP3 Audio System -inc: SIRIUS satellite radio, USB/auxiliary input jacks, 4 speakers, Bluetooth wireless technology, and steering-wheel-mounted audio controls
Rear cupholder	Remote Keyless Entry w/Illuminated Entry and Panic Button
Remote Releases -Inc: Mechanical Trunk/Hatch and Mechanical Fuel	Seats w/Cloth Back Material
Trip computer	Urethane Gear Shift Knob
Vinyl Door Trim Insert	Window Grid Antenna
Wireless Streaming	

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Mechanical	
13.2 Gal. Fuel Tank	2.937 Axle Ratio
4-Wheel Disc Brakes w/4-Wheel ABS, Front Vented Discs, Brake Assist and Hill Hold Control	60-Amp/Hr 600CCA Maintenance-Free Battery w/Run Down Protection
90 amp alternator	Electric Power-Assist Steering
Front Anti-Roll Bar	Front-wheel drive
Gas-pressurized shock absorbers	Single stainless steel exhaust
Strut Front Suspension w/Coil Springs	Torsion beam rear suspension w/coil springs

Safety	
ABS And Driveline Traction Control	Airbag Occupancy Sensor
Curtain 1st And 2nd Row Airbags	Dual Stage Driver And Passenger Front Airbags
Dual Stage Driver And Passenger Seat-Mounted Side Airbags	Electronic stability control (ESC)
Low Tire Pressure Warning	Outboard Front Lap And Shoulder Safety Belts -inc: Rear Center 3 Point, Height Adjusters and Pretensioners
Rear child safety locks	Side impact beams

Optional Equipment

CARPETED FLOOR MATS

*DIO/PIO= Dealer/Port Installed Option

Loss Vehicle Base Value

Loss vehicle: **2016 Kia Forte LX 4 Door Sedan 1.8L 4 Cyl Gas A FWD**

Comparable Vehicle Information

Search Radius used for this valuation: **75 miles from loss vehicle zip/postal code.**

Typical Mileage for this vehicle: **12,000 miles**

#	Vehicle Description	Mileage	Location	Distance From Loss Vehicle	Price	Adjusted Value
1	2016 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	4,133	30260	68 miles	$12,899.00 Sold Price	$12,058.64
2	2016 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	12,486	30144	74 miles	$12,925.00 Sold Price	$12,560.44
3	2016 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	23,050	30606	12 miles	$14,200.00 List Price	$13,401.95
4	2016 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	31,490	30606	12 miles	$13,800.00 List Price	$13,387.60
5	2016 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	13,125	30038	56 miles	$12,482.00 List Price	$11,302.96
6	2016 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	12,244	30038	56 miles	$13,453.00 List Price	$12,134.33
7	2016 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	19,450	30341	57 miles	$12,991.00 List Price	$12,094.52

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8	2016 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	17,969	30253	67 miles	$14,487.00 List Price	$12,260.14
9	2016 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	7,453	29640	70 miles	$13,999.00 List Price	$12,357.62
10	2016 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	5,342	30080	70 miles	$15,652.00 List Price	$13,683.88
11	2016 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	21,365	30144	74 miles	$14,500.00 List Price	$13,606.71
12	2016 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	6,060	30144	74 miles	$15,500.00 List Price	$13,355.01
13	2016 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	17,524	30144	74 miles	$15,500.00 List Price	$13,089.45
					Base Value:	$12,715.63

Loss Vehicle Adjustments

Loss vehicle: **2016 Kia Forte LX 4 Door Sedan 1.8L 4 Cyl Gas A FWD**

Condition Adjustments

Condition Adjustment: -$143.45	Overall Condition: 2.49-Fair		Typical Vehicle Condition: 3.00
Category	Condition		Comments
Interior			
CARPET	3 Good		
DASH/CONSOLE	3 Good		
HEADLINER	3 Good		
DOORS/INTERIOR PANELS	3 Good		
GLASS	3 Good		
SEATS	3 Good		
Exterior			
TRIM	3 Good		
VINYL/CONVERTIBLE TOP	Typical		
PAINT	2 Fair		large scrape on lt rocker
BODY	1 Poor		large dent on lt qtr and rocker. rust on same
Mechanical			
ENGINE	3 Good		
TRANSMISSION	3 Good		
Tire	3 Good		

Typical condition reflects a vehicle that is in ready-for-sale condition and reflects normal wear and tear for that vehicle type / age.

Comments:

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Comparable Vehicles

Loss vehicle: **2016 Kia Forte LX 4 Door Sedan 1.8L 4 Cyl Gas A FWD**

Comparable Vehicles

1	2016 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	Sold Price: $12,899.00

VIN: KNAFK4A65G5XXXXXX
Stock No:
Listing Date: 11/15/2016
ZIP/Postal Code: 30260
Distance from Loss Vehicle: 68 miles
Source: DEALER SALE - BUILDSHEET - J.D. POWER

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	19,000	4,133	-$830.36

Total Adjustments: -$830.36
Adjusted Price: $12,068.64

Comparable Vehicle Option Details:
CARPETED FLOOR MATS

2	2016 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	Sold Price: $12,925.00

VIN: KNAFK4A64G5XXXXXX
Stock No:
Listing Date: 11/08/2016
ZIP/Postal Code: 30144
Distance from Loss Vehicle: 74 miles
Source: DEALER SALE - BUILDSHEET - J.D. POWER

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	19,000	12,486	-$364.56

Total Adjustments: -$364.56
Adjusted Price: $12,560.44

Comparable Vehicle Option Details:
CARPETED FLOOR MATS

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3	2016 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $14,200.00

VIN: KNAFK4A65G5[redacted]
Stock No: [redacted]
Listing Date: 12/05/2016
ZIP/Postal Code: 30606
Distance from Loss Vehicle: 12 miles
Source: DEALER WEB LISTING - BUILDSHEET - VAST.COM
BULLDOG KIA
4305 ATLANTA HWY
ATHENS GA 30606
888-348-8159

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$1,006.00
Mileage	19,000	23,050	$207.95

Total Adjustments: -$798.05
Adjusted Price: $13,401.95

Comparable Vehicle Option Details:
CARPETED FLOOR MATS

4	2016 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $13,800.00

VIN: KNAFK4A63G5[redacted]
Stock No: [redacted]
Listing Date: 12/04/2016
ZIP/Postal Code: 30606
Distance from Loss Vehicle: 12 miles
Source: DEALER WEB LISTING - BUILDSHEET - VAST.COM
BULLDOG KIA
4305 ATLANTA HWY
ATHENS GA 30606
888-348-8159

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$977.00
Mileage	19,000	31,490	$564.60

Total Adjustments: -$412.40
Adjusted Price: $13,387.60

Comparable Vehicle Option Details:
CARPETED FLOOR MATS

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5	2016 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $12,482.00

VIN: KNAFK4A67G5[redacted]
Stock No: [redacted]
Listing Date: 11/26/2016
ZIP/Postal Code: 30038
Distance from Loss Vehicle: 56 miles
Source: DEALER WEB LISTING - BUILDSHEET - CARS.COM
NALLEY KIA
7849 MALL PKWY
LITHONIA GA 30038
855-369-9636

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$884.00
Mileage	19,000	13,125	-$295.04

Total Adjustments: -$1,179.04
Adjusted Price: $11,302.96

Comparable Vehicle Option Details:
CARPETED FLOOR MATS

6	2016 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $13,453.00

VIN: KNAFK4A62G5[redacted]
Stock No: [redacted]
Listing Date: 12/05/2016
ZIP/Postal Code: 30038
Distance from Loss Vehicle: 56 miles
Source: DEALER WEB LISTING - BUILDSHEET - VAST.COM
NALLEY KIA
7849 MALL PKWY
LITHONIA GA 30038
678-374-3820

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$953.00
Mileage	19,000	12,244	-$365.67

Total Adjustments: -$1,318.67
Adjusted Price: $12,134.33

Comparable Vehicle Option Details:
CARPETED FLOOR MATS

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7	2016 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $12,991.00

VIN: KNAFK4A6XG5[redacted]
Stock No: [redacted]
Listing Date: 11/14/2016
ZIP/Postal Code: 30341
Distance from Loss Vehicle: 57 miles
Source: DEALER WEB LISTING - BUILDSHEET - TRUECAR.COM
WORLD TOYOTA
5800 PEACHTREE INDUSTRIAL BLVD
ATLANTA GA 30341
888-696-8265

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$920.00
Mileage	19,000	19,450	$23.52

Total Adjustments: -$896.48
Adjusted Price: $12,094.52

Comparable Vehicle Option Details:
CARPETED FLOOR MATS

8	2016 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $14,487.00

VIN: KNAFX4A65G5[redacted]
Stock No: [redacted]
Listing Date: 12/05/2016
ZIP/Postal Code: 30253
Distance from Loss Vehicle: 67 miles
Source: DEALER WEB LISTING - BUILDSHEET - VAST.COM
SONS KIA
100 SONS DR
MCDONOUGH GA 30253
678-619-1393

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$1,026.00
Mileage	19,000	17,969	-$60.09
Equipment			
LX POPULAR PLUS PACKAGE	No	Yes	-$1,140.77

Total Adjustments: -$2,226.86
Adjusted Price: $12,260.14

Comparable Vehicle Package Details:
LX POPULAR PLUS PACKAGE

Comparable Vehicle Option Details:
CARPETED FLOOR MATS

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9	2016 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $13,999.00

VIN: KNAFK4A66G5[redacted]
Stock No: [redacted]
Listing Date: 12/05/2016
ZIP/Postal Code: 29640
Distance from Loss Vehicle: 70 miles
Source: DEALER WEB LISTING - BUILDSHEET - VAST.COM
TOYOTA SCION OF EASLEY
5643 CALHOUN MEMORIAL HIGHWAY
EASLEY SC 29640
864-855-2233

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$991.00
Mileage	19,000	7,453	-$650.38

Total Adjustments: -$1,641.38
Adjusted Price: $12,357.62

Comparable Vehicle Option Details:
CARPETED FLOOR MATS

10	2016 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $15,652.00

VIN: KNAFK4A60G5[redacted]
Stock No: [redacted]
Listing Date: 11/23/2016
ZIP/Postal Code: 30080
Distance from Loss Vehicle: 70 miles
Source: DEALER WEB LISTING - BUILDSHEET - AUTOTRADER.COM
ED VOYLES KIA
2145 COBB PKWY SE
SMYRNA GA 30080
770-952-8881

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$1,108.00
Mileage	19,000	5,342	-$860.12

Total Adjustments: -$1,968.12
Adjusted Price: $13,683.88

Comparable Vehicle Option Details:
CARPETED FLOOR MATS

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11	2016 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $14,500.00

VIN: KNAFK4A64G5[redacted]
Stock No: [redacted]
Listing Date: 11/26/2016
ZIP/Postal Code: 30144
Distance from Loss Vehicle: 74 miles
Source: DEALER WEB LISTING - BUILDSHEET - CARS.COM
COBB COUNTY KIA
1221 AUTO PARK DR NW
KENNESAW GA 30144
770-423-4404

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$1,027.00
Mileage	19,000	21,365	$133.71

Total Adjustments: -$893.29
Adjusted Price: $13,606.71

Comparable Vehicle Option Details:
CARPETED FLOOR MATS

12	2016 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $15,500.00

VIN: KNAFK4A66G5[redacted]
Stock No:
Listing Date: 12/05/2016
ZIP/Postal Code: 30144
Distance from Loss Vehicle: 74 miles
Source: DEALER WEB LISTING - BUILDSHEET - VAST.COM
COBB COUNTY KIA
1221 AUTO PARK DRIVE NORTHWEST
KENNESAW GA 30144
770-423-4404

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$1,098.00
Mileage	19,000	6,060	-$806.95
Equipment			
REAR SPOILER	No	Yes	-$240.04

Total Adjustments: -$2,144.99
Adjusted Price: $13,355.01

Comparable Vehicle Option Details:
CARPETED FLOOR MATS, REAR SPOILER

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13	2016 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $15,500.00

VIN: KNAFX4A60G5[redacted]

Stock No:

Listing Date: 12/05/2016

ZIP/Postal Code: 30144

Distance from Loss Vehicle: 74 miles

Source: DEALER WEB LISTING - BUILDSHEET - VAST.COM

COBB COUNTY KIA

1221 AUTO PARK DRIVE NORTHWEST

KENNESAW GA 30144

770-423-4404

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$1,098.00
Mileage	19,000	17,524	-$92.04
Equipment			
LX POPULAR PLUS PACKAGE	No	Yes	-$1,220.51

Total Adjustments: -$2,410.55

Adjusted Price: $13,089.45

Comparable Vehicle Package Details:

LX POPULAR PLUS PACKAGE

Comparable Vehicle Option Details:

CARPETED FLOOR MATS

Sub-Model Comparison

Sub-Model Description	Configuration	Original MSRP
2016 Kia Forte LX	4 Door Sedan 1.8L 4 Cyl Gas FWD	$17,700.00

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Vehicle Valuation Methodology Explanation

WorkCenter Total Loss was built through a joint partnership between J.D. Power and Associates vehicle valuation division Power Information Network (P.I.N.) and Mitchell International, a leading provider of claims processing solutions to private passenger insurers.

WorkCenter Total Loss produces accurate and easy-to-understand vehicle valuations via this five step process:

Step 1 - Locate Comparable Vehicles

Locate vehicles similar to the loss vehicle in the same market area. WorkCenter Total Loss finds these vehicles in AutoTrader.com, Cars.com, Vast.com and directly from dealerships.

Step 2 - Adjust Comparable Vehicles

Make adjustments to the prices of the comparable vehicles. The comparable vehicles are identical to the loss vehicle except where adjustments are itemized. There are several types of comparable vehicle adjustments

- Projected Sold Adjustment - an adjustment to reflect consumer purchasing behavior (negotiating a different price than the listed price).
- Mileage Adjustment - an adjustment for differences in mileage between the comparable vehicle and the loss vehicle.
- Equipment- adjustments for differences in equipment between the comparable vehicle (e.g. equipment packages and options) and the loss vehicle.

Step 3 - Calculate Base Vehicle Value

The base vehicle value is calculated by averaging the adjusted prices of the comparable vehicles.

Step 4 - Calculate Loss Vehicle Adjustments

There are four types of loss vehicle adjustments:

- Condition Adjustment:

  Adjustments to account for the condition of the loss vehicle prior to the loss.

- Prior Damage Adjustment:

  Adjustments to account for any prior damage present on the loss vehicle prior to the loss.

- After Market Part Adjustment:

  Adjustments to account for any after market parts present on the loss vehicle prior to the loss.

- Refurbishment Adjustment:

  Adjustments to account for any refurbishment performed on the loss vehicle prior to the loss.

Step 5 - Calculate the Market Value

The Market Value is calculated by applying the loss vehicle adjustments to the base value.

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Progressive Group of Insurance Companies

Settlement Summary

Claim Information

Claim Number: [redacted]
Policy Number: [redacted]
Owner : [redacted]

Coverage Type of Loss: Comprehensive
Loss Date: 12/05/2016
Reported Date: 12/05/2016
Valuation Report ID: [redacted]

Vehicle Information

Loss Vehicle: 2016 Kia Forte LX 4 Door Sedan 1.8L 4 Cyl Gas A FWD
VIN: KNAFK4A66G5[redacted]
Mileage: 19,000 miles
Title History: No

Location: GA 30646
Exterior Color:
License Plate: [redacted] Georgia
Title History Comments:

Loan Information		Payment Information	
Lien Holder Payoff:	$0.00	**Lien Holder Payment(s):**	$0.00
Loan/Lease Payoff Coverage:	$0.00	**Net to Owner:**	$13,164.68

Settlement

Stated Amount:	$0.00
Actual Cash Value:	$12,572.18
Base Value:	$12,715.63
Title History Adjustment:	-$0.00
Refurbishment Adjustments:	$0.00
After Market Parts Adjustment:	$0.00
Condition Adjustment:	-$143.45
Prior Damage Adjustment:	-$0.00
Market Value:	$ 12,572.18
Settlement Adjustment(Pre-Tax):	$0.00
Fees:	$25.00
Taxes:	$1,067.50
Company Obtains:	$0.00
Net Settlement:	$13,664.68
Settlement Adjustment(Post-Tax):	$0.00
Deductible:	-$500.00
Other Adjustments:	$ 0.00
Total Settlement:	$13,164.68

Adjuster License #:
Comments:

[redacted]

CMSD3011 /CMSM3011 P A C M A N MAR 10 17 - 8:38
OPID: A109760 SALVAGE INFORMATION REVISE TERMID: ?070
INSD: [redacted] POL#: [redacted]
DOL : DEC 05 16 GA-GAL FT-GRP- CLM: [redacted] ACTIVE REP : J GWYN
PROP: 16, KIA, FORTE VIN: KNAFK4A66G5[redacted]
PROP OWNER: [redacted]

SALVAGE STAT* O VEHICLE TYPE* 01 AUTOMOBILE
SALVAGE METHOD* E INTERNET POOL STOCK NUMBER: [redacted]
SALVAGE VENDOR* C222 COPART - LOGANVILLE, GA
INITIAL STORAGE BEGAN: DEC 05 16 INITIAL STORAGE ENDED: DEC 07 16
DATE TITLE ORDERED: MAR 01 17 TITLE RECD/TYPE* B PARTS ONLY/CANCEL/JUNK SA
PRE TAX ACV: 12,572.18 TAX,TAG,TITLE: TOTAL VALUE AMOUNT: 12,572.18
DATE SOLD: 00 00 SALE PRICE :
SALVAGE END BUYER:

TEXT:

L/COV DESC	L/COV	TOTAL FEES	NET RECOVERY
COMP	2101	0.00	0.00

DC913255 NOTE: PROPERTY/VEHICLE SELECTED HAS MULTIPLE FEATURES
COMMAND: SALREV F4=RECADD F5=SALFEA F10=SALREC F13=SALFEE

[redacted]

[redacted]

Job : 60
Date: 3/10/2017
Time: 8:56:15 AM

[redacted]

Safe Driver Insurance Plan
Surcharge Notice

The Progressive Direct Insurance Company, (785) Insurance Company hereby notifies the OPERATOR named below that a surcharge maybe imposed as required by M.G.L. c. 175 § 113B, as a determination has been made that the OPERATOR is more than 50% at fault for the accident described herein.

This surcharge may result in an increase in premium when an insurance policy is next renewed for any vehicle on which the OPERATOR is listed

OPERATOR INFORMATION

Name	[redacted]	Change of Address (Enter corrections here) Address _____ City, State _____ Zip _____			
Address	Revere, MA [redacted]				
City, State Zip					
Date of Birth	[redacted]	**Driver's License Number**	[redacted]	**State Code**	MA

♦If any of the above operator information is incorrect, do not appeal
Contact your insurance company to make the appropriate corrections.

ACCIDENT INFORMATION

Accident Date	Surcharge Notice Date	Location Code	Policy No.	Claim No.
02/06/2017	03/07/2017	803	[redacted]	

Standard of Fault Code	01	Explanation:	Collision with a Lawfully or Unlawfully Parked Vehicle.

The operator of a vehicle subject to the Safe Driver Insurance Plan shall be presumed to be more than 50% at fault when operating a vehicle which is in collision with a lawfully or unlawfully parked vehicle.

INSURANCE AGENT		POLICYHOLDER (if different than the OPERATOR)			
Name	Progressive Direct PO BOX 31260 Tampa, Florida 33631	**Name**	Same.		
Address		**Address**			
City, State Zip		**City, State Zip**			
		Date of Birth	**Driver's License No.**	**State Code**	

SURCHARGE APPEAL INSTRUCTIONS

IF YOU BELIEVE YOU WERE NOT MORE THAN 50% AT FAULT IN THIS ACCIDENT AND WISH TO APPEAL TO THE MASSACHUSETTS DIVISION OF INSURANCE, YOU SHOULD:

(A) Complete the Appeal Form on the reverse side of this notice. File only one appeal per accident
(B) Send a check or money order for $50.00 payable to the Commonwealth of Massachusetts. This filing fee is non-refundable. File only one appeal accident. The Division of Insurance does not accept cash.
(C) Return this completed form with the filing fee by mail to:
DIVISION OF INSURANCE
P.O.BOX 370009
BOSTON, MA 02241

(D) A request for appeal must be submitted and received WITHIN 30 DAYS of the Notice Date.
(E) Do not submit additional documents or materials with this form. All additional documents or materials must be presented at the time of the hearing.
(F) Your cancelled check or money order will serve as your receipt of the appeal.
(G) The Division of Insurance will notify you as to the date, time, and location of your hearing
- Filing an appeal does not prevent an increase in premium for this at-fault accident. If an increase is billed, it must be paid. If it is later reversed, your premium will be adjusted, and the amount paid will be refunded or credited by the Insurance Company.

Reasonable accommodations for people with disabilities are available upon request. Contact the Board of Appeal at least 14 days in advance of the hearing date with a description of the accommodation you require.
Send an email to boa.mailbox@state.ma.us or call 617-521-7478

[redacted]

























[redacted]

















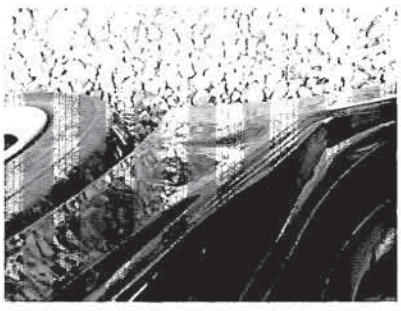













Fracture next to exhaust



PROGRESSIVE

Payment Address
Progressive-Subro
24344 Network Place
Chicago, IL 60673-1243

Document Address
P.O. Box 512929
Los Angeles, CA
90051-0929

Phone: (877) 818-0139
Fax: (888) 781-6947

May 10, 2017

KIA MOTORS
111 PETERS CANYON RD
IRVINE, CA 92606

Type of Loss:	Vehicle Fire
VIN\DOT Number:	KNAFK4A66G5[redacted]
Year:	2016
Make:	Kia
Model:	FORTE
Your Claim No:	[redacted]
Our Insured:	
Address:	[redacted], GA [redacted]
Our Claim No:	[redacted]
Date of Loss:	12-05-16
Damages:	$ 14,684.59

NOTICE OF SUBROGATION CLAIM

Please accept this letter as formal notice of our subrogation rights in regard to the above-captioned claim. Demand is hereby made upon you for payment of Progressive Premier Insurance Company of IL damages and those of our insured.

Our investigation indicates damages to our insured's vehicle was a direct result of a manufacturer's defect or negligence on your behalf. Enclosed please find all supporting documentation.

Please acknowledge receipt of my subrogation demand and forward your payment of $14,684.59 to my attention, payable to "Progressive Premier Insurance Company of IL, as subrogee of [redacted] and remit to the following address:

Progressive-Subro
24344 Network Place
Chicago, IL 60673--1243

You can contact me at the number listed below should you need additional documentation or to discuss this claim.

Thank you for your anticipated cooperation.

Christine Shaniuk
Progressive Premier Insurance Company of IL
Subrogation Representative
Phone: (440) 910-5886
Fax: (888) 781-6947
Christine_Shaniuk@Progressive.com
Enclosure

PROGRESSIVE

Payment Address
Progressive-Subro
24344 Network Place
Chicago, IL 60673-1243

Document Address
P.O. Box 512929
Los Angeles, CA
90051-0929

Phone: (877) 818-0139
Fax: (888) 781-6947

Subrogation 03-09-17 09:24 AM ET [redacted]
Authored By: CHRISTINE M SHANIUK
NEW PRODUCT LIABILTY DEMAND REFERRAL
LOSS STATE: GA
VEHICLE ON HOLD: YES
STATUTE: 12/5/20
DAMAGES: $ 14,564.59
LIAB/FACTS OF LOSS: FIRE
ASSIGNED TO: CXS0205
--
EXPERT HIRED: YES
EVIDENCE IN OUR FAVOR: WARRANTY, PHOTOS, RECORDED STATEMENT
SUMMARY OF EVENTS/LIABILITY DECISION:
INSURED IN ROUTE TO A QUICK PICK STORE AT THE REQUEST OF HIS GRANDMOTHER WAS
JUST OFF SOUTH PATTERSON RD WHEN HE NOTICED BLACK SMOKE BEGAN TO ENTER THE VEHICLE THROUGH THE VENTS, INSURED IN A PANIC PARKED IV OVER ON THE SIDE AND
QUICKLY ESCAPED THE VEHICLE AS THE FRONT END BURST INTO FLAMES

COPART AUTO AUCTIONS
PO BOX 1727
LOGANVILLE, GA 30052
PHONE (770) 554-6366
TAX ID# 061423251

Date 5/01/17

Visit us at www.copart.com
All Amounts are in USD

FINAL INVOICE

Copart Lot# [redacted] 107 GA - ATLANTA EAST
Loss Date 12/05/16
Called In 12/06/16
P/U Cleared 12/06/16
Pickup Date 12/07/16
Original Title 3/03/17
Trans Title 3/06/17
Sale Document 3/06/17
Loss Type BURN
Description 16 KIA FORTE LX BLACK
Vehicle ID# KNAFK4A66G5[redacted]
License#/ST 0 GA
Mileage UNREADABLE
Pickup From GURLY'S AUTO SERVICE
35 MARTIN GRIFFETH RD
HULL, GA 30646
(706) 353-1680

P803 PIP977A
PROGRESSIVE CLAIMS MAIL PROCES
PROGRESSIVE - GA - GEORGIA
PO BOX 512928
LOS ANGELES, CA 90051

Claim# [redacted]
Policy#
Loss Code
Reference#
Insured
Owner [redacted]

ADVANCE CHARGES PAID BY COPART	
TOW SERVICE	150.00
LABOR	35.00
STORAGE	40.00
TOTAL ADVANCE CHARGES	225.00
COPART SERVICE CHARGES	
PIP PROGRAM CHARGE.	95.00
TOTAL COPART SERVICE CHARGES.	95.00
TOTAL DUE COPART	320.00
PROCEEDS FROM SALE	200.00CR *Bid Raised By Internet*
NET DUE COPART	120.00

SALE INFORMATION

Lot# [redacted]
Sale Date 5/01/17
Sale Amount 200.00
ACV 12572.18

Sold To 430930 RUKN AL ASDIQA USED CAR T
SHARJAH-INDUSTRIAL NO. 4
SHARJAH, UE
(916) 604-0309

Return 1.5%
Cert# PARTS ONLY BOS
Payment From Buyer

Item# 2587
Invoice Date 5/01/17
Invoice Amount 120.00 USD

REMIT TO: COPART
4610 WESTAMERICA DRIVE
FAIRFIELD, CA 94534

[redacted] **TOWING REPORT**

GURLEY'S AUTO SERVICE INC.
35 Martin Griffeth Rd.
Hull, GA 30646
1680 / (706) 296-8467

CALL NO.	
CALL TIME	12:49 PM
TYPE OF CALL	911
SERVICE TIME	
EXTRA MAN	
MILEAGE FINISH	
MILEAGE START	
MILEAGE TOTAL	

16 KIA FORTE LX BLACK
[redacted]
107
A Advance Charges

mbs
Date 12-5-2014
5 Creekwood Dr. City Hull State GA 30646

TOWED FROM: Sorrow Patterson Rd.

Home Phone | Insurance Company | Insurance Phone
Business Phone | Year 2014 | Make Kia | Model Forte | Color Black
License | Mileage | VIN KNAFK4A66G5 [redacted]

TOWED TO: Gurley's

- ☐ START
- ☐ BATTERY
- ☐ FLAT TIRE
- ☐ GAS
- ☐ LOCKOUT
- ☒ WRECK Burnt
- ☐ TOW
- ☐ CARRIER
- ☒ FLAT BED
- ☐ INSURED

REMARKS: Storage fee $20.00 a day Topped off 12/7/2014 Clk# 11??
12-6
12-7

MILEAGE CHARGE	
TOWING CHARGE	150 00
ROAD SERVICE CHARGE	
STORAGE CHARGE X 2	40 00
Clean up	35 00
SUB TOTAL	
TAX	
TOTAL	225 00

MECHANIC'S SIGNATURE
X [redacted]

TOLL FREE 1-800-635-9261 • Item No. FR 1038

Progressive Group of Insurance Companies

Settlement Summary

Claim Information

Claim Number: [redacted]
Policy Number: [redacted]
Owner : [redacted]

Coverage Type of Loss: Comprehensive
Loss Date: 12/05/2016
Reported Date: 12/05/2016
Valuation Report ID: [redacted]

Vehicle Information

Loss Vehicle: 2016 Kia Forte LX 4 Door Sedan 1.8L 4 Cyl Gas A FWD
VIN: KNAFK4A66G5[redacted]
Mileage: 19,000 miles
Title History: No

Location: GA 30646
Exterior Color:
License Plate: [redacted] Georgia
Title History Comments:

Loan Information		Payment Information	
Lien Holder Payoff:	$0.00	**Lien Holder Payment(s):**	$0.00
Loan/Lease Payoff Coverage:	$0.00	**Net to Owner:**	$13,164.68

Settlement

Stated Amount:	$0.00
Actual Cash Value:	$12,572.18
Base Value:	$12,715.63
Title History Adjustment:	-$0.00
Refurbishment Adjustments:	$0.00
After Market Parts Adjustment:	$0.00
Condition Adjustment:	-$143.45
Prior Damage Adjustment:	-$0.00
Market Value:	$ 12,572.18
Settlement Adjustment(Pre-Tax):	$0.00
Fees:	$25.00
Taxes:	$1,067.50
Company Obtains:	$0.00
Net Settlement:	$13,664.68
Settlement Adjustment(Post-Tax):	$0.00
Deductible:	-$500.00
Other Adjustments:	$ 0.00
Total Settlement:	$13,164.68

Adjuster License #:

Comments:

J.D. POWER
McGRAW HILL FINANCIAL

mitchell

Vehicle Valuation Report

Prepared for: Progressive Group of Insurance Companies
(800) 321-9843

Summary

Claim Information

Claim Number:	[redacted]	Version #:	1
Policy Number:		Coverage Type of Loss:	COMPREHENSIVE
Owner:		Loss Date:	12/05/2016
Address:		Reported Date:	12/05/2016
	HULL, GA [redacted]	Valuation Report Date:	12/08/2016 06:24:47
Owner Home Phone:	[redacted]	Valuation Report ID:	[redacted]

Vehicle Information

Loss Vehicle:	2016 Kia Forte LX 4 Door Sedan 1.8L 4 Cyl Gas A FWD	Location:	GA 30646
		Exterior Color:	
VIN:	KNAFK4A66G5[redacted]	License Plate:	[redacted] Georgia
Mileage:	19,000 miles		
Title History:	No		

Valuation Summary

Base Value:	**$12,715.63**
Loss Vehicle Adjustments	
Condition Adjustment:	-$143.45
Prior Damage Adjustment:	$0.00
After Market Parts Adjustment:	$0.00
Refurbishment Adjustment:	$0.00
Title History Adjustment:	$0.00
Market Value:	**$12,572.18**
Settlement Adjustments	
Deductible:	-$500.00
Settlement Value:	**$12,072.18**

Title History Comments:

Claim #: [redacted] Copyright (c) 2011 - Mitchell International. All Rights Reserved. | Page 1

Loss Vehicle Detail

Loss vehicle: **2016 Kia Forte LX 4 Door Sedan 1.8L 4 Cyl Gas A FWD**

Standard Equipment

Exterior	
Auto Off Projector Beam Halogen Headlamps w/Delay-Off	Black grille w/chrome surround
Black Side Windows Trim	Body-colored door handles
Body-colored front bumper	Body-Colored Power Heated Side Mirrors w/Manual Folding
Body-Colored Rear Bumper w/Black Rub Strip/Fascia Accent	Clearcoat paint
Fixed Rear Window w/Defroster	Front Windshield -inc: Sun Visor Strip
Fully Galvanized Steel Panels	Light tinted glass
Spare Tire Mobility Kit	Tires: P195/65R15
Trunk Rear Cargo Access	Variable intermittent wipers
Wheels: 15" x 6.0" Steel w/Wheel Covers	

Interior	
2 12V DC Power Outlets	4-Way Passenger Seat -inc: Manual Recline and Fore/Aft Movement
5 Person Seating Capacity	60-40 Folding Bench Front Facing Fold Forward Seatback Rear Seat
Air filtration	Analog Display
Cargo Area Concealed Storage	Cargo Features -inc: Spare Tire Mobility Kit
Cargo Space Lights	Carpet Floor Trim and Carpet Trunk Lid/Rear Cargo Door Trim
Cloth seat trim	Day-night rearview mirror
Delayed Accessory Power	Driver / Passenger And Rear Door Bins
Driver And Passenger Visor Vanity Mirrors	Driver foot rest
Fade-to-off interior lighting	FOB Controls -inc: Trunk/Hatch/Tailgate
Front Bucket Seats -inc: 6-way adjustable driver's seat	Front center armrest
Front Cupholder	Full Carpet Floor Covering
Full cloth headliner	Full Floor Console w/Covered Storage and 2 12V DC Power Outlets
HVAC -inc: Underseat Ducts	Illuminated glove box
Interior Trim -inc: Chrome Interior Accents	Manual Adjustable Front Head Restraints and Manual Adjustable Rear Head Restraints
Manual air conditioning	Manual tilt/telescoping steering column
Outside temp gauge	Power 1st Row Windows w/Driver 1-Touch Down
Power Door Locks w/Autolock Feature	Power Rear Windows
Radio w/Seek-Scan, Clock and Speed Compensated Volume Control	Radio: AM/FM/CD/MP3 Audio System -inc: SIRIUS satellite radio, USB/auxiliary input jacks, 4 speakers, Bluetooth wireless technology, and steering-wheel-mounted audio controls
Rear cupholder	Remote Keyless Entry w/Illuminated Entry and Panic Button
Remote Releases -Inc: Mechanical Trunk/Hatch and Mechanical Fuel	Seats w/Cloth Back Material
Trip computer	Urethane Gear Shift Knob
Vinyl Door Trim Insert	Window Grid Antenna
Wireless Streaming	

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Mechanical	
13.2 Gal. Fuel Tank	2.937 Axle Ratio
4-Wheel Disc Brakes w/4-Wheel ABS, Front Vented Discs, Brake Assist and Hill Hold Control	60-Amp/Hr 600CCA Maintenance-Free Battery w/Run Down Protection
90 amp alternator	Electric Power-Assist Steering
Front Anti-Roll Bar	Front-wheel drive
Gas-pressurized shock absorbers	Single stainless steel exhaust
Strut Front Suspension w/Coil Springs	Torsion beam rear suspension w/coil springs

Safety	
ABS And Driveline Traction Control	Airbag Occupancy Sensor
Curtain 1st And 2nd Row Airbags	Dual Stage Driver And Passenger Front Airbags
Dual Stage Driver And Passenger Seat-Mounted Side Airbags	Electronic stability control (ESC)
Low Tire Pressure Warning	Outboard Front Lap And Shoulder Safety Belts -inc: Rear Center 3 Point, Height Adjusters and Pretensioners
Rear child safety locks	Side impact beams

Optional Equipment

CARPETED FLOOR MATS

*DIO/PIO= Dealer/Port Installed Option

Loss Vehicle Base Value

Loss vehicle: **2016 Kia Forte LX 4 Door Sedan 1.8L 4 Cyl Gas A FWD**

Comparable Vehicle Information

Search Radius used for this valuation: **75 miles from loss vehicle zip/postal code.**

Typical Mileage for this vehicle: **12,000 miles**

#	Vehicle Description	Mileage	Location	Distance From Loss Vehicle	Price	Adjusted Value
1	2016 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	4,133	30260	68 miles	$12,899.00 Sold Price	$12,068.64
2	2016 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	12,486	30144	74 miles	$12,925.00 Sold Price	$12,560.44
3	2016 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	23,050	30606	12 miles	$14,200.00 List Price	$13,401.95
4	2016 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	31,490	30606	12 miles	$13,800.00 List Price	$13,387.60
5	2016 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	13,125	30038	56 miles	$12,482.00 List Price	$11,302.96
6	2016 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	12,244	30038	56 miles	$13,453.00 List Price	$12,134.33
7	2016 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	19,450	30341	57 miles	$12,991.00 List Price	$12,094.52

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8	2016 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	17,969	30253	67 miles	$14,487.00 List Price	$12,260.14
9	2016 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	7,453	29640	70 miles	$13,999.00 List Price	$12,357.62
10	2016 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	5,342	30080	70 miles	$15,652.00 List Price	$13,683.88
11	2016 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	21,365	30144	74 miles	$14,500.00 List Price	$13,606.71
12	2016 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	6,060	30144	74 miles	$15,500.00 List Price	$13,355.01
13	2016 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	17,524	30144	74 miles	$15,500.00 List Price	$13,089.45
					Base Value:	**$12,715.63**

Loss Vehicle Adjustments

Loss vehicle: **2016 Kia Forte LX 4 Door Sedan 1.8L 4 Cyl Gas A FWD**

Condition Adjustments

Condition Adjustment: **-$143.45** **Overall Condition:** **2.49-Fair** **Typical Vehicle Condition:** **3.00**

Category	Condition		Comments
Interior			
CARPET	3 Good		
DASH/CONSOLE	3 Good		
HEADLINER	3 Good		
DOORS/INTERIOR PANELS	3 Good		
GLASS	3 Good		
SEATS	3 Good		
Exterior			
TRIM	3 Good		
VINYL/CONVERTIBLE TOP	Typical		
PAINT	2 Fair		large scrape on lt rocker
BODY	1 Poor		large dent on lt qtr and rocker. rust on same
Mechanical			
ENGINE	3 Good		
TRANSMISSION	3 Good		
Tire	3 Good		

Typical condition reflects a vehicle that is in ready-for-sale condition and reflects normal wear and tear for that vehicle type / age.

Comments:

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Comparable Vehicles

Loss vehicle: **2016 Kia Forte LX 4 Door Sedan 1.8L 4 Cyl Gas A FWD**

Comparable Vehicles

1	2016 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	Sold Price: $12,899.00

VIN: KNAFK4A65G5XXXXXX
Stock No:
Listing Date: 11/15/2016
ZIP/Postal Code: 30260
Distance from Loss Vehicle: 68 miles
Source: DEALER SALE - BUILDSHEET - J.D. POWER

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	19,000	4,133	-$830.36

Total Adjustments: -$830.36
Adjusted Price: $12,068.64

Comparable Vehicle Option Details:
CARPETED FLOOR MATS

2	2016 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	Sold Price: $12,925.00

VIN: KNAFK4A64G5XXXXXX
Stock No:
Listing Date: 11/08/2016
ZIP/Postal Code: 30144
Distance from Loss Vehicle: 74 miles
Source: DEALER SALE - BUILDSHEET - J.D. POWER

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	19,000	12,486	-$364.56

Total Adjustments: -$364.56
Adjusted Price: $12,560.44

Comparable Vehicle Option Details:
CARPETED FLOOR MATS

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3	2016 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $14,200.00

VIN: KNAFK4A65G5[redacted]
Stock No: [redacted]
Listing Date: 12/05/2016
ZIP/Postal Code: 30606
Distance from Loss Vehicle: 12 miles
Source: DEALER WEB LISTING - BUILDSHEET - VAST.COM
BULLDOG KIA
4305 ATLANTA HWY
ATHENS GA 30606
888-348-8159

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$1,006.00
Mileage	19,000	23,050	$207.95

Total Adjustments: -$798.05
Adjusted Price: $13,401.95

Comparable Vehicle Option Details:
CARPETED FLOOR MATS

4	2016 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $13,800.00

VIN: KNAFK4A63G5[redacted]
Stock No: [redacted]
Listing Date: 12/04/2016
ZIP/Postal Code: 30606
Distance from Loss Vehicle: 12 miles
Source: DEALER WEB LISTING - BUILDSHEET - VAST.COM
BULLDOG KIA
4305 ATLANTA HWY
ATHENS GA 30606
888-348-8159

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$977.00
Mileage	19,000	31,490	$564.60

Total Adjustments: -$412.40
Adjusted Price: $13,387.60

Comparable Vehicle Option Details:
CARPETED FLOOR MATS

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5	2016 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $12,482.00

VIN: KNAFK4A67G5[redacted]
Stock No: [redacted]
Listing Date: 11/26/2016
ZIP/Postal Code: 30038
Distance from Loss Vehicle: 56 miles
Source: DEALER WEB LISTING - BUILDSHEET - CARS.COM
NALLEY KIA
7849 MALL PKWY
LITHONIA GA 30038
855-369-9636

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$884.00
Mileage	19,000	13,125	-$295.04

Total Adjustments: -$1,179.04
Adjusted Price: $11,302.96

Comparable Vehicle Option Details:
CARPETED FLOOR MATS

6	2016 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $13,453.00

VIN: KNAFK4A62G5[redacted]
Stock No: [redacted]
Listing Date: 12/05/2016
ZIP/Postal Code: 30038
Distance from Loss Vehicle: 56 miles
Source: DEALER WEB LISTING - BUILDSHEET - VAST.COM
NALLEY KIA
7849 MALL PKWY
LITHONIA GA 30038
678-374-3820

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$953.00
Mileage	19,000	12,244	-$365.67

Total Adjustments: -$1,318.67
Adjusted Price: $12,134.33

Comparable Vehicle Option Details:
CARPETED FLOOR MATS

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7	2016 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $12,991.00

VIN: KNAFK4A6XG5[redacted]
Stock No: [redacted]
Listing Date: 11/14/2016
ZIP/Postal Code: 30341
Distance from Loss Vehicle: 57 miles
Source: DEALER WEB LISTING - BUILDSHEET - TRUECAR.COM
WORLD TOYOTA
5800 PEACHTREE INDUSTRIAL BLVD
ATLANTA GA 30341
888-696-8265

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$920.00
Mileage	19,000	19,450	$23.52

Total Adjustments: -$896.48
Adjusted Price: $12,094.52

Comparable Vehicle Option Details:
CARPETED FLOOR MATS

8	2016 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $14,487.00

VIN: KNAFX4A65G5[redacted]
Stock No: [redacted]
Listing Date: 12/05/2016
ZIP/Postal Code: 30253
Distance from Loss Vehicle: 67 miles
Source: DEALER WEB LISTING - BUILDSHEET - VAST.COM
SONS KIA
100 SONS DR
MCDONOUGH GA 30253
678-619-1393

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$1,026.00
Mileage	19,000	17,969	-$60.09
Equipment			
LX POPULAR PLUS PACKAGE	No	Yes	-$1,140.77

Total Adjustments: -$2,226.86
Adjusted Price: $12,260.14

Comparable Vehicle Package Details:
LX POPULAR PLUS PACKAGE

Comparable Vehicle Option Details:
CARPETED FLOOR MATS

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9	2016 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $13,999.00

VIN: KNAFK4A66G5[redacted]
Stock No: [redacted]
Listing Date: 12/05/2016
ZIP/Postal Code: 29640
Distance from Loss Vehicle: 70 miles
Source: DEALER WEB LISTING - BUILDSHEET - VAST.COM
TOYOTA SCION OF EASLEY
5643 CALHOUN MEMORIAL HIGHWAY
EASLEY SC 29640
864-855-2233

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$991.00
Mileage	19,000	7,453	-$650.38

Total Adjustments: -$1,641.38
Adjusted Price: $12,357.62

Comparable Vehicle Option Details:
CARPETED FLOOR MATS

10	2016 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $15,652.00

VIN: KNAFK4A60G5[redacted]
Stock No: [redacted]
Listing Date: 11/23/2016
ZIP/Postal Code: 30080
Distance from Loss Vehicle: 70 miles
Source: DEALER WEB LISTING - BUILDSHEET - AUTOTRADER.COM
ED VOYLES KIA
2145 COBB PKWY SE
SMYRNA GA 30080
770-952-8881

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$1,108.00
Mileage	19,000	5,342	-$860.12

Total Adjustments: -$1,968.12
Adjusted Price: $13,683.88

Comparable Vehicle Option Details:
CARPETED FLOOR MATS

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11	2016 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $14,500.00

VIN: KNAFK4A64G5[redacted]
Stock No: [redacted]
Listing Date: 11/26/2016
ZIP/Postal Code: 30144
Distance from Loss Vehicle: 74 miles
Source: DEALER WEB LISTING - BUILDSHEET - CARS.COM
COBB COUNTY KIA
1221 AUTO PARK DR NW
KENNESAW GA 30144
770-423-4404

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$1,027.00
Mileage	19,000	21,365	$133.71

Total Adjustments: -$893.29
Adjusted Price: $13,606.71

Comparable Vehicle Option Details:
CARPETED FLOOR MATS

12	2016 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $15,500.00

VIN: KNAFK4A66G5[redacted]
Stock No:
Listing Date: 12/05/2016
ZIP/Postal Code: 30144
Distance from Loss Vehicle: 74 miles
Source: DEALER WEB LISTING - BUILDSHEET - VAST.COM
COBB COUNTY KIA
1221 AUTO PARK DRIVE NORTHWEST
KENNESAW GA 30144
770-423-4404

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$1,098.00
Mileage	19,000	6,060	-$806.95
Equipment			
REAR SPOILER	No	Yes	-$240.04

Total Adjustments: -$2,144.99
Adjusted Price: $13,355.01

Comparable Vehicle Option Details:
CARPETED FLOOR MATS, REAR SPOILER

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13	2016 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD	List Price: $15,500.00

VIN: KNAFX4A60G5[redacted]

Stock No:

Listing Date: 12/05/2016

ZIP/Postal Code: 30144

Distance from Loss Vehicle: 74 miles

Source: DEALER WEB LISTING - BUILDSHEET - VAST.COM

COBB COUNTY KIA

1221 AUTO PARK DRIVE NORTHWEST

KENNESAW GA 30144

770-423-4404

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$1,098.00
Mileage	19,000	17,524	-$92.04
Equipment			
LX POPULAR PLUS PACKAGE	No	Yes	-$1,220.51

Total Adjustments: -$2,410.55

Adjusted Price: $13,089.45

Comparable Vehicle Package Details:

LX POPULAR PLUS PACKAGE

Comparable Vehicle Option Details:

CARPETED FLOOR MATS

Sub-Model Comparison

Sub-Model Description	Configuration	Original MSRP
2016 Kia Forte LX	4 Door Sedan 1.8L 4 Cyl Gas FWD	$17,700.00

Vehicle Valuation Methodology Explanation

WorkCenter Total Loss was built through a joint partnership between J.D. Power and Associates vehicle valuation division Power Information Network (P.I.N.) and Mitchell International, a leading provider of claims processing solutions to private passenger insurers.

WorkCenter Total Loss produces accurate and easy-to-understand vehicle valuations via this five step process:

Step 1 - Locate Comparable Vehicles

Locate vehicles similar to the loss vehicle in the same market area. WorkCenter Total Loss finds these vehicles in AutoTrader.com, Cars.com, Vast.com and directly from dealerships.

Step 2 - Adjust Comparable Vehicles

Make adjustments to the prices of the comparable vehicles. The comparable vehicles are identical to the loss vehicle except where adjustments are itemized. There are several types of comparable vehicle adjustments

- Projected Sold Adjustment - an adjustment to reflect consumer purchasing behavior (negotiating a different price than the listed price).
- Mileage Adjustment - an adjustment for differences in mileage between the comparable vehicle and the loss vehicle.
- Equipment- adjustments for differences in equipment between the comparable vehicle (e.g. equipment packages and options) and the loss vehicle.

Step 3 - Calculate Base Vehicle Value

The base vehicle value is calculated by averaging the adjusted prices of the comparable vehicles.

Step 4 - Calculate Loss Vehicle Adjustments

There are four types of loss vehicle adjustments:

- Condition Adjustment:

  Adjustments to account for the condition of the loss vehicle prior to the loss.

- Prior Damage Adjustment:

  Adjustments to account for any prior damage present on the loss vehicle prior to the loss.

- After Market Part Adjustment:

  Adjustments to account for any after market parts present on the loss vehicle prior to the loss.

- Refurbishment Adjustment:

  Adjustments to account for any refurbishment performed on the loss vehicle prior to the loss.

Step 5 - Calculate the Market Value

The Market Value is calculated by applying the loss vehicle adjustments to the base value.

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Date: 12/ 8/2016 09:24 AM
Estimate ID: [redacted]
Estimate Version: 0
Committed
Profile ID: AT6ALLPARTTYPESDV

PROGRESSIVE

210 DeKalb Industrial Way Suite 100, Decatur, GA 30030
(404) 439-7200

Damage Assessed By: S MOSS 470 774 9983
Claim Rep: Justin Gwyn
(770) 779-0589

Classification:

* Product Type: Auto
* Date of Loss: 12/ 5/2016
* Deductible: 500.00
* Claim Number: [redacted]

Insured:
Owner:
Address: [redacted] HULL, GA [redacted]
Telephone: Work Phone:
Contact Phone: [redacted]
Home Phone: [redacted]

Mitchell Service: 911665

Description: 2016 Kia Forte LX
Body Style: 4D Sed
VIN: KNAFK4A66G5[redacted]
Mileage: 19,000
OEM/ALT: A
Color: BLACK
Drive Train: 1.8L Inj 4 Cyl 6A FWD
License: [redacted] GA
Search Code: ATLANTA1
Options: PASSENGER AIRBAG, POWER LOCK, POWER WINDOW, POWER STEERING, REAR WINDOW DEFOGGER
AIR CONDITION, TILT STEERING COLUMN, AM/FM STEREO, DRIVER AIRBAG
HEATED EXTERIOR MIRROR, FRONT SIDE AIRBAG WITH HEAD PROTECTION
ANTI-LOCK BRAKE SYS., TRACTION CONTROL, TIRE INFLATION/PRESSURE MONITOR
AUXILIARY INPUT, BLUETOOTH WIRELESS CONNECTIVITY, SATELLITE RADIO, CD PLAYER
POWER ADJUSTABLE EXTERIOR MIRROR, AUTOMATIC TRANSMISSION, TRIP COMPUTER
FIRST ROW BUCKET SEAT, CLOTH SEAT, SIDE AIRBAGS, AUTOMATIC HEADLIGHTS
SECOND ROW SIDE AIRBAG WITH HEAD PROTECTION, REMOTE DECKLID OR TAILGATE RELEASE
MP3 PLAYER, ELECTRONIC STABILITY CONTROL, KEYLESS ENTRY SYSTEM, REAR BENCH SEAT
STEERING WHEEL AUDIO CONTROLS

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
				Special/Manual Entry			
1	[redacted]	BDY *	ACCESS/INSPECT	Veh is an OTL	Existing		0.0*

* - Judgment Item

ESTIMATE RECALL NUMBER: 12/08/2016 08:57:40 [redacted]
Mitchell Data Version: OEM: OCT_16_V1206
MAPP:OCT_16_V1204
Software Version: 7.1.211

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Seatbelt and Supplemental Restraint System (SRS) Replacement
"All manufacturers requirements regarding seat belt and supplemental restraint system replacement must be adhered to. If additional parts or operations are necessary to properly accomplish this, please contact the estimating claims rep"
"Refer to manufacturer SRS replacement requirements"

Some vehicles may sustain a reduction in pre-loss value, even afterproper repairs. We have examined your vehicle and
____a) determined there is no diminution in value; or
____b) assess diminution in value of $_____; or
____c) will determine the assessment, if any, and notify you or theowner at a later time. If you disagree with this determination/assessment, notify us in writing and we will consider what you provide to support your opinion.
If a change in the amount is warranted based on credible evidence,thenwe will revise our assessment. If an agreement can't bereached, either you or we may request to proceed under the Appraisalsection of the insurance policy.

Estimate Totals

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

II. Part Replacement Summary	Amount
Total Replacement Parts Amount	0.00

III. Additional Costs	Amount
Total Additional Costs	0.00

IV. Adjustments	Amount
Insurance Deductible	500.00-
Subtotal of Adjustments Exceeds Gross Total	
Customer Responsibility	0.00

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

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

Alt. Location: PROGRESSIVE

Inspection Site: COPART - ATLANTA EAST
Address: 6089 Hwy 20
Loganville, GA 30052

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THIS IS A DAMAGE ASSESSMENT ONLY - NOT AN AUTHORIZATION TO REPAIR -BASED ON DAMAGE VISIBLE OR CERTAIN AT THE TIME IT WAS WRITTEN.

IF FRAME OR UNIBODY REPAIR IS INCLUDED ON THIS ESTIMATE, THE AMOUNT SHOWN INCLUDES TIME OR ALLOWANCE FOR MEASURING BEFORE, DURING AND AFTER THOSE REPAIRS.

THE OWNER OF THE VEHICLE MAY SELECT THE REPAIR FACILITY OF HIS/HER CHOICE.

TO ENSURE PROPER AND PROMPT PAYMENT FOR ADDITIONAL DAMAGE DISCOVERED DURING THE COURSE OF REPAIRS, CONTACT PROGRESSIVE FOR SUPPLEMENT HANDLING PROCEDURES.

PROGRESSIVE HONORS THE PREVAILING LABOR MARKET RATE IN YOUR AREA FOR YOUR PROPERTY. IF YOU CHOOSE A SHOP THAT CHARGES IN EXCESS OF PREVAILING LABOR MARKET RATES, YOU WILL BE RESPONSIBLE FOR THE DIFFERENCE.

LIFETIME GUARANTEE FOR SHEET METAL AND PLASTIC BODY PARTS

The replacement parts written on the estimate are intended to return your vehicle to its pre-loss condition with proper installation.
After repair, if any sheet metal or plastic body part included in the estimate fails to return your vehicle to its pre-loss condition (assuming proper installation), in terms of form, fit, finish, durability or functionality, Progressive will arrange and pay for the replacement of the part, to the extent not covered by a manufacturer's or other warranty. This service will be performed at no cost to you (including associated repair and rental car costs). To obtain service under this Guarantee, call Progressive at 1-800-274-4641. This Guarantee applies as long as you own or lease the vehicle. This Guarantee is not transferable and terminates if you sell or otherwise transfer your vehicle.
THIS GUARANTEE DOES NOT COVER NORMAL WEAR AND TEAR OR DAMAGE CAUSED BY IMPROPER MAINTENANCE, NEGLECT, ABUSE OR SUBSEQUENT ACCIDENT. THIS GUARANTEE IS LIMITED TO ARRANGING FOR THE SELECTION OF REPAIR PARTS THAT WILL RETURN YOUR VEHICLE TO ITS PRE-LOSS CONDITION. ACCORDINGLY, PROGRESSIVE WILL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES THAT RESULT FROM THE INSTALLATION OR USE OF THESE PARTS.
Part Type Terms and Abbreviations
NEW and OEM or part number displayed - These refer to a new, original equipment manufacturer part.
NON-OEM and A/M and QUAL REPL - These refer to an after-market part, which is a new, non-original equipment manufacturer part.
USED/RECYCLED and LKQ - These refer to a used OEM part.
REMANUFACTURED and RECOND. and RECORE - These refer to used/recycled OEM parts that have been refurbished.
REPAIR SHOP'S AUTHORIZED REPRESENTATIVE'S SIGNATURE INDICATING AGREEMENT ON COST TO RETURN THE VEHICLE TO PRE-LOSS CONDITION INCLUDING TOW/STORAGE CHARGES:

SHOP SIGNATURE: _____

EST START DATE: _____ EST COMPLETION DATE:_____
ANY PERSON WHO, WITH INTENT TO DEFRAUD OR KNOWING THAT HE/SHE IS FACILITATING A FRAUD AGAINST AN INSURER, SUBMITS AN APPLICATION OR FILES A CLAIM CONTAINING A FALSE OR DECEPTIVE STATEMENT IS GUILTY OF

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INSURANCE FRAUD.

"Failure to use the insurance proceeds in accordance with a security agreement between you and a lienholder, if any, may be a violation of Code Section 16-8-4 of the O.C.G.A. If you have any questions, contact your lending institution."

Event Log

File Created:	12/08/2016 08:39:28 AM
Estimate Started:	12/08/2016 08:57:14 AM
Estimate Printed:	Estimate not printed
Estimate Committed:	12/08/2016 08:57:40 AM
Estimate Uploaded:	12/08/2016 09:24:47 AM

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Parts

Form T-7 (Rev. 09/2008)

2016 KIA FORTE LX BLACK

16 KIA FORTE LX BLACK [redacted] 107

BILL OF SALE

Lot # [redacted]

This bill of sale provides evidence that a transaction between the buyer and seller has taken place and that the odometer reading has been declared by the vehicle's seller and acknowledged by the vehicle's purchaser. **NOTE: If a COURT-ORDERED SALE, attach the court order and provide the case number under the Seller/Transferor Name Below.**

On _____, I/we, PROGRESSIVE CASUALTY INS
Month, Day & Year of Sale/Transfer — Seller(s)'/Transferor(s)' Full Legal Name(s)

6055 PARKLAND BLVD MAYFIELD HEIGHTS, OH 44124
Seller(s)'/Transferor(s)' Street Address, City, State & Zip

Court Order Case Number _____ Georgia Tax ID Number _____

Sold/transferred the following vehicle 2016 KIA FORTE LX KNAFK4A66G5[redacted]
Vehicle Year /Make/Identification Number

To _____
Purchaser(s)'/Transferee(s)' Full Legal Name(s)

_____
Purchaser(s)'/Transferee(s)' Street Address, City, State & Zip

Seller(s)/Transferor(s) further states that there are no liens, security interests, or encumbrances on this vehicle except as listed below:

_____
Lien, Security Interest or Encumbrance Holder(s)' Name(s)

_____
Lien, Security Interest or Encumbrance Holder(s)' Street Address, City, State & Zip

Federal regulations require the seller(s)/transferor(s) to disclose the odometer reading and the purchaser(s)/transferee(s) to acknowledge the odometer reading upon the transfer of ownership of a vehicle that is not exempt from odometer disclosure requirements. Ten-model (10) years old and older vehicles are exempt from odometer disclosure requirements. If a vehicle is ten-model (10) years old or older, the seller/transferor may enter the word "exempt" in the space provided below for the odometer reading.

I/we hereby certify that to the best of my/our knowledge the odometer reading is 76 (no tenths) and reflects the total actual mileage of the vehicle unless one of the following statements is checked:

☐ The mileage on the vehicle is in excess of the mechanical limits of the odometer.
☒ The odometer reading is not the actual mileage – **Warning Odometer Discrepancy**

The Information in this Section is Required for Vehicles Purchased Outside Georgia or Pursuant to a Court Order*		
1. Purchase Price (Cash price plus taxable fees & charges)		$
2. Trade-In Allowance (Do not include down payment or any rebates.)		$
3. Taxable Amount (Subtract line 2 from line 1 and record total.)		$
4. Purchaser(s)' Georgia County of Residence:		
5. Georgia Sales Tax Rate in Purchaser's County	%	
6. Tax Due Amount (Amount on line 3 multiplied by sales tax rate on line 5):		$
7. Credit (From sales tax paid to other state if applicable):		$
8. Georgia Sales Tax Due (Amount shown on line 6 minus amount shown on line 7):		$

Amanda Isemann [redacted]

_____ Purchaser(s)'/Transferee(s)' Signature(s)

_____ Seller(s)' Transferor(s)' Signatures

_____ Purchaser(s)'/Transferee(s)' Printed Name(s)

PROGRESSIVE CASUALTY INS
Seller(s)'/Transferor(s)' Printed Name(s)

_____ Seller's GEORGIA Sales Tax Number (if applicable)

*Effective January 1, 2006, a Georgia title will not be issued (if title required) for a vehicle purchased out-of-state or purchased pursuant to a court order unless sales tax is not due, paid with the application for title, or proof of payment of Georgia sales tax is submitted, e.g. contract, dealer's invoice, bill of sale showing the amount of Georgia sales tax paid or the seller's valid Georgia sales tax number is recorded on the bill of sale.

ARMS PROGRESSIVE

Rental Company: ENTERPRISE RENT-A-CAR
Invoice:
Alternate Invoice Number: [redacted]

Bill To: PRO0312
PROGRESSIVE
ATTN: JUSTIN GWYN
4300 ALEXANDER DR
ALPHARETTA, GA 30022

RENTER INFORMATION:
Renter: [redacted]

RENTAL INFORMATION:
Rental Branch Location:
ENTERPRISE RENT-A-CAR (03J3)
3100 ATLANTA HWY
ATHENS, GA 306066977
(706) 552-0448

ADDITIONAL CLAIM INFORMATION:
Claim Number : [redacted]
Claim Type: Insured
Vehicle Condition: Total Loss
Date Of Loss: 12/5/16
Insured Name:
Owner's Vehicle: 2016 KIA OTHER
Additional Driver:

Repair Facility:
TOTAL LOSS GP03
99, GA 99999
(999) 999-9999

RENTAL DETAIL:

Rental Period: 12/5/16 to 1/3/17 (30 days)
Billed Period: 12/5/16 to 1/3/17 (30 days)

Products and Services	Rate	Amount
30 DAYS @	25.28	$758.40
Taxes and Surcharges		
30 VLF REC	1.99	$59.70
1 EXCISETX	3.00%	$24.54
1 SALES TAX	7.00%	$57.27
Total Charges:		$899.91
Less Amount Received:		$0.00
Total Amount Due:		**$899.91**

VEHICLES RENTED:

Effective Date and Time	Year	Make	Model	VIN	Starting Mileage	Ending Mileage	Mileage	Rate Charged
12/5/16 4:24 PM	2017	FORD	FUSI	3FA6P0HD6HR[redacted]	19763	23373	3610	$25.28

Rental Invoice

Please Return This Portion with Remittance

Make Payment To:
ENTERPRISE RENT-A-CAR
P.O. BOX 840086
KANSAS CITY, MO 64184-0086
Federal ID: 43-0724835

Total Charges: $899.91
Less Amount Received: $0.00
Total Amount Due..... **$899.91**

Please include on your check:
Invoice: [redacted]

Claim Payment Detail [redacted]

Payment Information

Disbursement Number: [redacted]
EFT Trace Number:
Pay to the Order of: ENTERPRISE RENT A CAR CO
Mailing Address: PO BOX 795110
SAINT LOUIS, MO 63179 USA
In Payment Of: Progressive Invoice Number: [redacted]

Total Amount: $899.91
Invoice Number: [redacted]

Reviewed Summary

Issuing Rep: A079561
Issue Date: 01-06-17
Last Updated Rep: A079561

Approved By:
Review Date:
Reviewed By:

Bank Information

Type: Loss
Stop Reason:
Stop Date:

Bank Code: CTB
Cleared: 01-09-17

Exposure Detail: RENTAL

Party Name: [redacted]
Property Description: 16 KIA FORTE
Payment Type: FINAL PAYMENT

Amount Paid: $899.91
Deductible Taken: $0.00
Property Damage: $0.00
Rental: $899.91

Claim Payment Detail [redacted]

Payment Information

Disbursement Number: [redacted]
Draft Number:
Total Amount: $13,164.68
Invoice Number: [redacted]
Pay to the Order of: REGIONAL ACCEPTANCE CORP
Mailing Address: 1424 E FIRE TOWER RD
GREENVILLE, NC 27858-4105 USA
In Payment Of: Progressive Invoice Number: [redacted]

Reviewed Summary

Issuing Rep: A096422
Issue Date: 12-22-16
Last Updated Rep: A096422
Approved By:
Review Date:
Reviewed By:

Bank Information

Type: Loss
Stop Reason:
Stop Date:
Bank Code: 1CD
Cleared: 01-23-17

Exposure Detail: COMP

Party Name: [redacted]
Property Description: 16 KIA FORTE
Payment Type: FINAL PAYMENT
Amount Paid: $13,164.68
Deductible Taken: $500.00
Property Damage: $0.00
Rental: $0.00

Claim Payment Detail [redacted]

Payment Information

Disbursement Number: [redacted]
Draft Number:
Total Amount: $120.00
Invoice Number: [redacted]
Pay to the Order of: COPART AUTO AUCTIONS
Mailing Address: 4610 W AMERICA DR
FAIRFIELD, CA 94534-4186 USA
In Payment Of: Progressive Invoice Number: [redacted]

Reviewed Summary

Issuing Rep: A015135
Issue Date: 05-08-17
Last Updated Rep: A015135
Approved By:
Review Date:
Reviewed By:

Bank Information

Type: Loss
Stop Reason:
Stop Date:
Bank Code: 1CD
Cleared: No

Exposure Detail: COMP

Party Name: [redacted]
Property Description: 16 KIA FORTE
Payment Type: SUPPLEMENTAL PAYMENT
Amount Paid: $120.00
Deductible Taken: $0.00
Property Damage: $0.00
Rental: $0.00




















KIA


MANUFACTURED
KIA MOTORS CORP
03/16
GVWR 3880 LB
GAWR FRONT 2161 LB
GAWR REAR 2006 LB
THIS VEHICLE CONFORMS TO ALL APPLICABLE
VEHICLE SAFETY, BUMPER, AND THEFT PREV
IN EFFECT ON THE DATE OF MANUFACTURE
KNAFK4A66G5
TYPE PASSENGER CAR

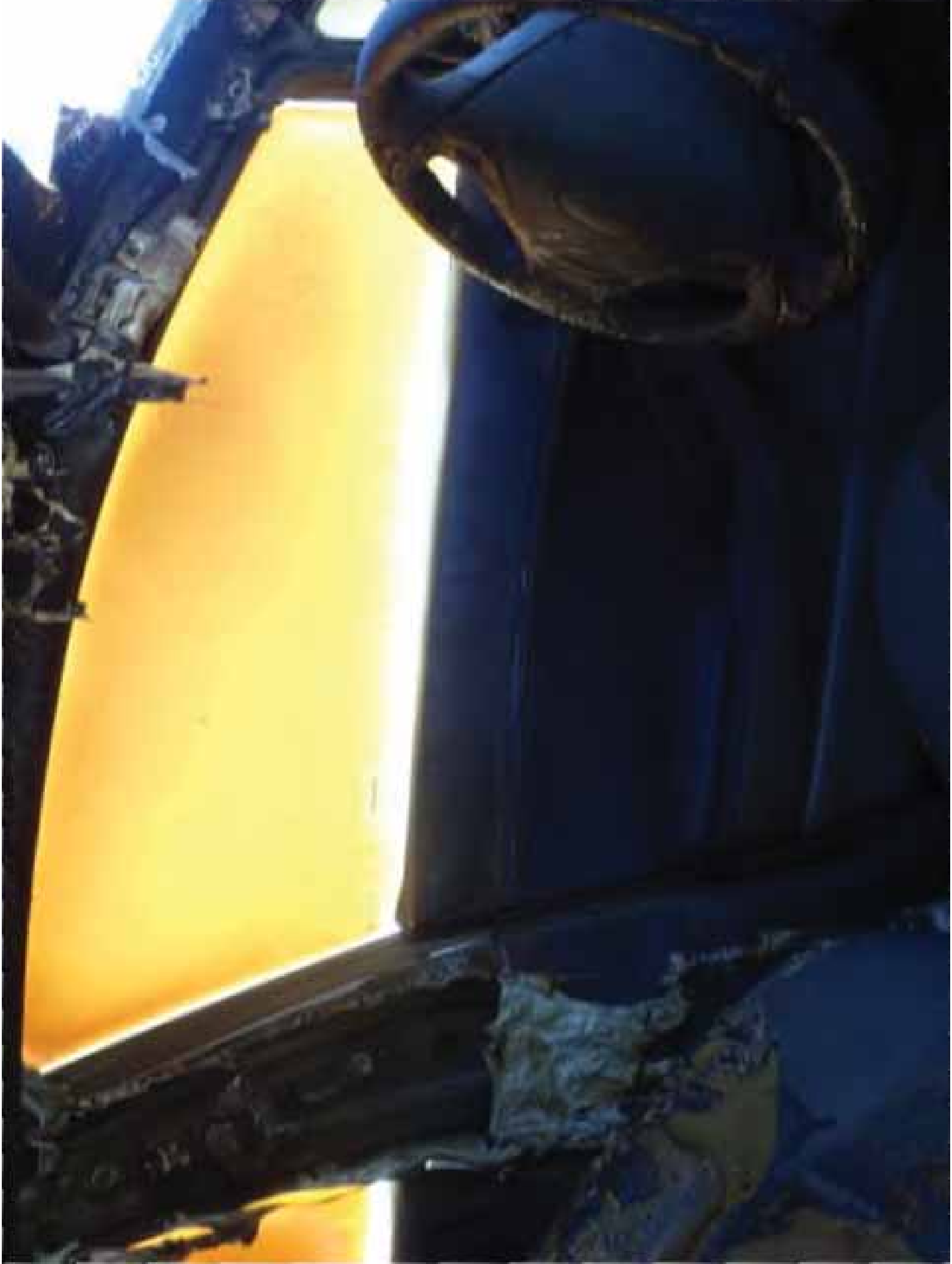




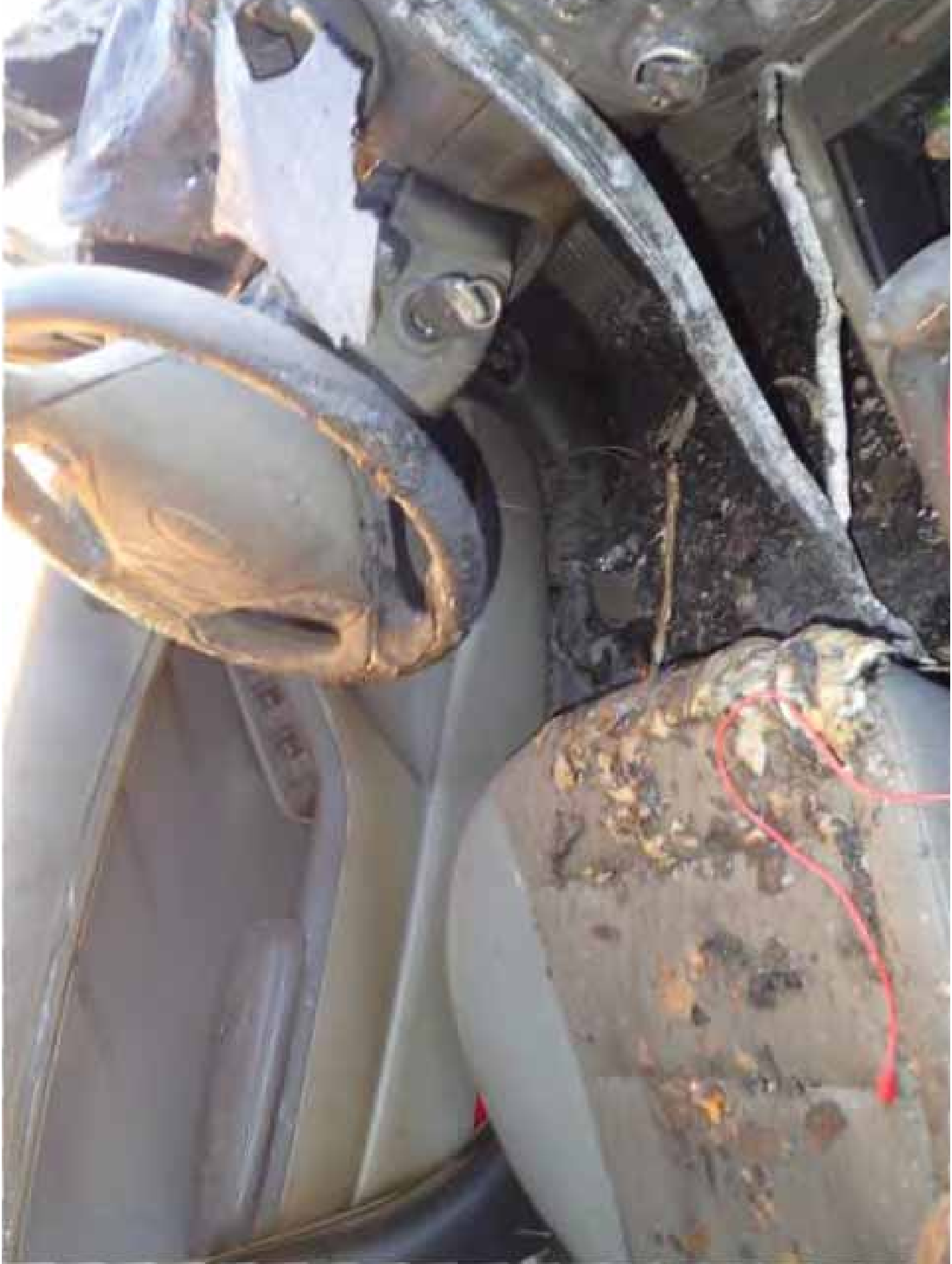


























[redacted]





































PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

FORTE



Attn: Krystal 949-299-3220

CUSTOMER #: [redacted]
UNIT# [redacted]
[redacted]
CENTRAL ISLIP, NY [redacted]
HOME: [redacted] CONT:
BUS: [redacted] CELL: [redacted]

[redacted]

INVOICE

PAGE 1

REVOLUTION
WWW.REVOLUTIONKIA.COM
KIA
REVOLUTION KIA
1128 Sunrise Highway, Copiague, NY 11726
Direct: (631) 991-3906
Fax: (631) 991-3921
www.RevolutionKia.com

SERVICE ADVISOR: 8543 LUANN MCBRIDE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SL	16	KIA FORTE	KNAFX4A61G5[redacted]		6812/6878	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23JUL16 DD			17:00 25MAR17		119.00	CASH	24MAR17

R.O. OPENED	READY	OPTIONS:
08:16 20FEB17	08:48 24MAR17	SOLD-STK [redacted] DLR:NY108

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER WAS TOW IN FOR OIL LIGHT CAME ON CAR STARTED TO SMOKE			
CUSTOMER PULLED OVER AN THERE WAS OIL UNDER CAR			
CAUSE: ENGINE KNOCKK , FAILED CONNECTING ROD			
21101R1A REPLACE SHORT BLOCK			
5417 WPK			(N/C)
1 285V2-2EH00 ENGINE ASSY-SHORT			(N/C)
1 20910-2EH03 GASKET KIT-ENGINE OV			(N/C)
1 21510-2E023 PAN ASSY-ENGINE OIL			(N/C)
6 22320-2E000 BOLT-CYLINDER HEAD			(N/C)
4 22321-2E000 BOLT-CYLINDER HEAD			(N/C)
1 26300-35504 FILTER ASSY-ENGINE O			(N/C)
1 21513-23001 GASKET-OIL PLUG			(N/C)
1 OIL SW20S/B OIL			(N/C)
1 UM040-CH012 ANTIFREEZE/COOLANT			(N/C)
1 UM016-CH123 THREEBOND 1217H			(N/C)
21101R20 VALVE ADJUST ,SHORT BLOCK			
5417 WPK			(N/C)
21101RA0 ADD FOR AUTO TRANS			
5417 WPK			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00		TOTAL LINE A:	0.00
DIAG AS NEEDED- VERIFIED ENGINE NOISE,TECH DETERMINED NOISE COMING FROM #3 AND #4 CONNECTING ROD FAILURE OPENED TECHLINE CASE [redacted] SUBMITTED PICS AND WARRANTY WORKSHEET PER TECHLINE REQUEST TECHLINE AUTHORIZED REPLACEMENT OF SHORT BLOCK ASSY ,REMOVED AND REPLACED WITH NEW AND RE CHECKED AFTER INSTALL AND ROADTESTED (OK) AFTER REPAIRS DONE			
**********			
B KIA MULTI-POINT INSPECTION/NO CHARGE TO CUSTOMER			
CAUSE: PERFORMED COURTESY MULTI-POINT INSPECTION			
MPI KIA MULTI-POINT INSPECTION/NO CHARGE TO CUSTOMER			
5417 ISPK			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00		TOTAL LINE B:	0.00
**********			
C** SUPPLY LOANER			

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREONIS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMEDAT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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CUSTOMER COPY

[redacted]

CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

CENTRAL ISLIP, NY [redacted]
HOME: [redacted] CONT:
BUS: [redacted] CELL: [redacted]

112014

INVOICE

PAGE 2

REVOLUTION
WWW.REVOLUTIONKIA.COM
KIA

REVOLUTION KIA
1128 Sunrise Highway, Copiague, NY 11726
Direct: (631) 991-3906
Fax: (631) 991-3921
www.RevolutionKia.com

SERVICE ADVISOR: 8543 LUANN MCBRIDE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SL	16	KIA FORTE	KNAFX4A61G5[redacted]		6812/6878	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23JUL16 DD			17:00 25MAR17		119.00	CASH	24MAR17

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:NY108
08:16 20FEB17	08:48 24MAR17	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	LOANER	SUPPLY	LOANER				
	5417		ISPK				(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

****

REGISTERED REPAIR SHOP #7110762
OUR GOAL IS TO COMPLETELY SATISFY YOU. YOU WILL BE RECEIVING AN E-MAIL SURVEY FROM KIA MOTORS, WE ARE HOPING YOU CAN FILL THIS SURVEY OUT AND GIVE US THE HIGHEST SCORE POSSIBLE IF FOR ANY REASON YOU CAN NOT DO SO PLEASE CONTACT FRANK CHISTAUDO SERVICE MANAGER

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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CUSTOMER COPY

[redacted]

9511

UNIT# [redacted]
CUSTOMER #: [redacted]

[redacted]

CENTRAL ISLIP, NY [redacted]

[redacted]

HOME: [redacted] CONT: [redacted]
BUS: [redacted] CELL: [redacted]

[redacted]

WORKORDER

PAGE 2

REVOLUTION KIA

1128 Sunrise Highway, Copiague, NY 11726
Direct: (631) 991-3906
Fax: (631) 991-3921
www.RevolutionKia.com

SERVICE ADVISOR: 8543 MCBRIDE, LUANN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SL	16	KIA FORTE	KNAFX4A61G5[redacted]		6812/6878	[redacted]

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
23JUL16 DD			17:00 20FEB17		119.00	CASH	

R O OPENED	READY	OPTIONS: SOLD-STK [redacted] DLR:NY108
20FEB2017 08:16		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A				CUSTOMER WAS TOW IN FOR OIL LIGHT CAME ON CAR STARTED TO SMOKE CUSTOMER PULLED OVER AN THERE WAS OIL UNDER CAR
	TOW		WPK	TOWED TO SHOP
				[redacted] Pitstop 410
# B	MPI		ISPK	KIA MULTI-POINT INSPECTION/NO CHARGE TO CUSTOMER
			ISPK	DEFAULT
				Warranty No [redacted]
				98502 3EH20 3430
				Strut Plate

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/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. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HERE[redacted] & GAVE ORAL APPROVAL OF TH[redacted]

X [redacted]

CUSTOMER SIGNATURE

TECHNICIANS COMMENTS INCLUDE DESCRIPTION OF CAUSE	CONDITION CODE	LABOR RECORD: PARTS RETURN	EMP. NO.	COST OR ELAPSED TIME	TIME CLOCK
1- Diagnose as needed verified cust complaint. Found after engine warmed up, there was loud knocking noise from engine Heard. Performed PINP to isolate noise.	REPAIR 1				ON FEB 22 PM 3:39 / OFF FEB 22 PM 2:30
Found noise coming from #3 & #4 Connecting Rods.	REPAIR				ON MAR 20 PM 7:08 / OFF MAR 20 PM 4:58
Open techline call [redacted] + Repaired findings. Submitted pics + worksheet per techline	2				ON MAR 21 PM 4:03 / OFF MAR 21 PM 2:18
Techline authorized Replacement of Shaft + Block Assy	3				ON MAR 21 PM 12:52 / OFF MAR 21 AM 8:00
R/R Eng. Replaced Shaft Block + Head. (Reassemble + Coolant After Repair Loc)	REPAIR 4				ON MAR 22 PM 4:05 / OFF MAR 22 AM 7:41

STRAIGHT TIME HOURS	FLAT RATE	R/O NO.	OPER. NO.	EMP. NO.	TIME OFF
	1.0	[redacted]		[redacted]	ON FEB 22 PM 3:39 / OFF FEB 22 PM 2:30
	3.0	[redacted]		5417	ON MAR 20 PM 7:08 / OFF MAR 20 PM 4:58
	2.0	[redacted]		5417	ON MAR 21 PM 4:03 / OFF MAR 21 PM 2:18
	2.0	[redacted]		5417	ON MAR 21 PM 12:52 / OFF MAR 21 AM 8:00
	3.0	[redacted]		5417	ON MAR 22 PM 4:05 / OFF MAR 22 AM 7:41

RECEIVED	DATE
[redacted]	[redacted]

D.P. Sales Distributors, Inc. 800-874-5377

MAR/29/2017/WED 12:16 PM FAX NO. P. 004

[redacted]

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

Agustina Bracchi / Date

1128 SUNRISE HWY
COP [redacted] 11726
631-991-3910

[redacted] [redacted]
CENTRAL ISLIP NY [redacted]
CENTRAL ISLIP NY [redacted]
County: SUFFOLK SUFFOLK

1. **Parties and Agreement to Lease.** In this Lease, "you" and "your" mean the lessee. "We," "us" and "our" mean the original lessor and the party to whom the original lessor intends to assign the Lease. These terms, conditions and disclosures govern your lease with us and after assignment, with the party to whom we have assigned the Lease (the "Assignee"). Disclosures in this Lease are made on behalf of the lessor, and after assignment, on behalf of the Assignee shown below. Each of you who signs the Lease is individually liable to us for all Lease obligations. You are leasing the Vehicle described below (the "Vehicle") from us. You agree to pay all amounts due under the Lease and fulfill all your obligations under the Lease. You intend to use the Vehicle primarily for personal, family or household purposes unless the "Business, Commercial or Agricultural Purpose Lease" box above is checked. In this Lease, "e" means an estimate. The Consumer Leasing Act Disclosures shown below are also terms of this Lease.

2. Description of the Leased Property (The "Vehicle")

New/Used	Year	Make	Model	Body Style	Vehicle ID #	Odometer
NEW	2016	KIA	FORTE	4DSD	KNAFX4A61G5[redacted]	12

3. CONSUMER LEASING ACT DISCLOSURES

Amount Due at Lease Signing or Delivery	Monthly Payments	Other Charges (not part of your monthly payment)	Total of Payments (The amount you will have paid by the end of the Lease)
(Itemized below)*	Your first monthly payment of $ 169.00 is due on JULY 23 2016	Disposition fee (if you do not purchase the Vehicle) $ 400.00	
	followed by 35 payments of $ 169.00 due on the 23RD	Security Deposit Administrative Fee $ N/A	
	of each month. The total of your monthly payments	N/A $ N/A	
$ 6431.00	is $ 6084.00	Total $ 400.00	$ 12746.00

***Itemization of Amount Due at Lease Signing or Delivery**

Amount Due at Lease Signing or Delivery:		How the Amount Due at Lease Signing or Delivery will be paid:	
Capitalized cost reduction	$ 5902.50		
First monthly payment	$ 169.00	Net trade-in** allowance	$ N/A
Refundable security deposit	$ N/A		
Refundable reconditioning reserve	$ N/A	Rebates and noncash credits	$ 2500.00
Title fees	$ 75.00		
Registration fees	$ 284.50	Amount to be paid in cash	$ 3931.00
N/A	$ N/A		
UPFRONT TAXES	$ N/A		
Total	$ 6431.00	Total	$ 6431.00

Your monthly payment is determined as shown below:

Gross capitalized cost. The agreed upon value of the Vehicle ($ 20658.61) and any items you pay over the Lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance).		$ 22293.22
Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost.	–	$ 5902.50
Adjusted capitalized cost. The amount used in calculating your base monthly payment.	=	$ 16390.72
Residual value. The value of the Vehicle at the end of the Lease used in calculating your base monthly payment.	–	$ 10716.60
Depreciation and any amortized amounts. The amount charged for the Vehicle's decline in value through normal use and for other items paid over the Lease term.	=	$ 5674.12
Rent charge. The amount charged in addition to the depreciation and any amortized amounts.	+	$ 409.88
Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge.	=	$ 6084.00
Lease payments. The number of payments in your Lease (This is also the number of months in your Lease).	÷	36
Base monthly payment.	=	$ 169.00
Monthly sales/use tax.	+	$ N/A
N/A	+	$ N/A
N/A	+	$ N/A
Total monthly payment.	=	$ 169.00

Early Termination. You may have to pay a substantial charge if you end this Lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the Lease is terminated. The earlier you end the Lease, the greater this charge is likely to be.

Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12,000 miles per year at the rate of 20¢ per mile.

Purchase Option at End of Lease Term. You have an option to purchase the Vehicle at the end of the Lease term for $ 10716.60 and a purchase option fee of $ NA. The purchase option price does not include official fees such as those for taxes, tags, licenses and registration.

Other Important Terms. See your lease documents for additional information on early termination, purchase options, maintenance responsibilities, warranties, late and default charges, insurance, and any security interest, if applicable.

4. **Description of the Trade-In Vehicle

Year N/A	Gross Amount of Trade-In Allowance	$ N/A
	Prior Credit or Lease Balance –	$ N/A
Make N/A Model N/A	Net Trade-In Allowance (If less than 0 then enter 0) =	$ N/A

5. Itemization of Gross Capitalized Cost

Agreed upon value of the Vehicle	$ 20658.61
Optional Products and Services	
Total	$

CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

CENTRAL ISLIP, NY [redacted]
HOME: [redacted] CONT
BUS: [redacted] CELL [redacted]

[redacted]

INVOICE

PAGE 1

REVOLUTION
WWW.REVOLUTIONKIA.COM

KIA

REVOLUTION KIA
1128 Sunrise Highway, Copiague, NY 11726
Direct: (631) 991-3906
Fax: (631) 991-3921
www.RevolutionKia.com

SERVICE ADVISOR: 5411 CHRISTOPHER CAPOBIAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SL	16	KIA FORTE	KNAFX4A61G5[redacted]		5789/5789	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23JUL16 DD			17:30 17JAN17		119.00	CASH	17JAN17

R.O. OPENED	READY	OPTIONS:	SOLD-STK:	DLR:
15:40 17JAN17	16:55 17JAN17		[redacted]	NY108

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A PREMIER OIL AND FILTER CHANGE WITH TIRE ROTATION			
CAUSE: PREMIER			
KCP2 PREMIER OIL AND FILTER CHANGE WITH TIRE ROTATION			
3130 LARA,EDGAR A LIC#: 9PZ9			
WEXT			(N/C)
1 26300-35504 FILTER ASSY-ENGINE O			(N/C)
5 OIL 5W20S/B OIL			(N/C)
FC:			
PART#: 26300-35504			
COUNT: 1			
CLAIM TYPE:			
AUTH CODE: MP-1701528853			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
**********			
B KIA MULTI-POINT INSPECTION/NO CHARGE TO CUSTOMER			
MPI PERFORMED MULTIPOINT INSPECTION			
3130 LARA,EDGAR A LIC#: 9PZ9			
ISPK			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
**********			

CALL CENTER APPT CREATED
2017-01-16 04:57:00PM TAKEN BY
FRANK CRISTRAUDO

REGISTERED REPAIR SHOP #7110762
OUR GOAL IS TO COMPLETELY SATISFY YOU. YOU WILL BE RECEIVING AN E-MAIL SURVEY FROM KIA MOTORS,WE ARE HOPING YOU CAN FILL THIS SURVEY OUT AND GIVE US THE HIGHEST SCORE POSSIBLE IF FOR ANY REASON YOU CAN NOT DO SO PLEASE CONTACT FRANK CHISTAUDO SERVICE MANAGER

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

[redacted]

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CUSTOMER COPY

CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]
CENTRAL ISLIP, NY [redacted]
HOME [redacted] CONT: [redacted]
BUS: [redacted] CELL: [redacted]

112014

INVOICE

PAGE 1

REVOLUTION
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KIA

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SERVICE ADVISOR: 8543 LUANN MCBRIDE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SL	16	KIA FORTE	KNAFX4A61G5[redacted]		6812/6878	[redacted]

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R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:NY108
08:16 20FEB17	08:48 24MAR17	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER WAS TOW IN FOR OIL LIGHT CAME ON CAR STARTED TO SMOKE			
CUSTOMER PULLED OVER AN THERE WAS OIL UNDER CAR			
CAUSE: ENGINE KNOCKK , FAILED CONNECTING ROD			
21101R1A REPLACE SHORT BLOCK			
5417 WPK			(N/C)
1 285V2-2EH00 ENGINE ASSY-SHORT			(N/C)
1 20910-2EH03 GASKET KIT-ENGINE OV			(N/C)
1 21510-2E023 PAN ASSY-ENGINE OIL			(N/C)
6 22320-2E000 BOLT-CYLINDER HEAD			(N/C)
4 22321-2E000 BOLT-CYLINDER HEAD			(N/C)
1 26300-35504 FILTER ASSY-ENGINE O			(N/C)
1 21513-23001 GASKET-OIL PLUG			(N/C)
1 OIL 5W20S/B OIL			(N/C)
1 UM040-CH012 ANTIFREEZE/COOLANT			(N/C)
1 UM016-CH123 THREEBOND 1217H			(N/C)
21101R20 VALVE ADJUST ,SHORT BLOCK			
5417 WPK			(N/C)
21101RA0 ADD FOR AUTO TRANS			
5417 WPK			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
DIAG AS NEEDED- VERIFIED ENGINE NOISE,TECH DETERMINED NOISE COMING			
FROM #3 AND #4 CONNECTING ROD FAILURE OPENED TECHLINE CASE [redacted]			
SUBMITTED PICS AND WARRANTY WORKSHEET PER TECHLINE REQUEST TECHLINE			
AUTHORIZED REPLACEMENT OF SHORT BLOCK ASSY ,REMOVED AND REPLACED WITH			
NEW AND RE CHECKED AFTER INSTALL AND ROADTESTED (OK) AFTER REPAIRS DONE			
**********			
B KIA MULTI-POINT INSPECTION/NO CHARGE TO CUSTOMER			
CAUSE: PERFORMED COURTESY MULTI-POINT INSPECTION			
MPI KIA MULTI-POINT INSPECTION/NO CHARGE TO			
CUSTOMER			
5417 ISPK			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
**********			
C** SUPPLY LOANER			

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

STATEMENT OF DISCLAIMER

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

[redacted]

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CUSTOMER COPY

CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]
CENTRAL ISLIP, NY [redacted]
HOME [redacted] CONT: [redacted]
BUS: [redacted] CELL: [redacted]

112014

INVOICE

PAGE 2

REVOLUTION
WWW.REVOLUTIONKIA.COM

KIA

REVOLUTION KIA
1128 Sunrise Highway, Copiague, NY 11726
Direct: (631) 991-3906
Fax: (631) 991-3921
www.RevolutionKia.com

SERVICE ADVISOR: 8543 LUANN MCBRIDE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SL	16	KIA FORTE	KNAFX4A61G5[redacted]		6812/6878	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23JUL16 DD			17:00 25MAR17		119.00	CASH	24MAR17

R.O. OPENED	READY	OPTIONS:	SOLD-STK:	DLR:
08:16 20FEB17	08:48 24MAR17		[redacted]	NY108

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	LOANER	SUPPLY	LOANER				
		5417	ISPK				(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

****

REGISTERED REPAIR SHOP #7110762
OUR GOAL IS TO COMPLETELY SATISFY YOU. YOU WILL BE RECEIVING AN E-MAIL SURVEY FROM KIA MOTORS,WE ARE HOPING YOU CAN FILL THIS SURVEY OUT AND GIVE US THE HIGHEST SCORE POSSIBLE IF FOR ANY REASON YOU CAN NOT DO SO PLEASE CONTACT FRANK CHISTAUDO SERVICE MANAGER

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

[redacted]

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CUSTOMER COPY

CUSTOMER #:
UNIT# [redacted]

[redacted]

INVOICE

PAGE 1

REVOLUTION KIA
1128 Sunrise Highway, Copiague, NY 11726
Direct: (631) 991-3906
Fax: (631) 991-3921
www.RevolutionKia.com

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 7863 HARRIS L PEPPER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	16	KIA FORTE	KNAFX4A61G5[redacted]		30/30	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
DD			17:00 22JUL16		119.00	CASH	23JUL16

R.O. OPENED	READY	OPTIONS: STK:[redacted] DLR:NY108
13:20 22JUL16	09:32 23JUL16	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A SOPT DELIVERY - MAKE READY			
CAUSE: MISC			
SWAP PREP FOR DELIVERY SWAP VEHICLE			
7669 COLOMBI,DANIEL LIC#: 8KJ3			
INCK			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
**********			
B CUSTOMER REQUESTS NEW YORK STATE SAFETY INSPECTION			
INSS CUSTOMER REQUESTS NEW YORK STATE SAFETY			
INSPECTION			
7669 COLOMBI,DANIEL LIC#: 8KJ3			
INCK			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
**********			
REGISTERED REPAIR SHOP #7110762			
OUR GOAL IS TO COMPLETELY SATISFY YOU. YOU			
WILL BE RECEIVING AN E-MAIL SURVEY FROM KIA			
MOTORS,WE ARE HOPING YOU CAN FILL THIS SURVEY			
OUT AND GIVE US THE HIGHEST SCORE POSSIBLE IF			
FOR ANY REASON YOU CAN NOT DO SO PLEASE			
CONTACT VINCENT GUIFFREDA SERVICE MANAGER			

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SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

[redacted]

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