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]

PROGRESSIVE CLAIMS
800 PROGRESSIVE PARKWAY NW
SUITE 150
MARIETTA, GA 30066

[redacted]

PROGRESSIVE®

[redacted]

Underwritten By:
Progressive Mountain Insurance Company

Claim Number: [redacted]
Loss Date: [redacted] 2017
Document Date: August 10, 2017

KIA MOTORS
111 PETERS CANYON ROAD
IRVINE, CA 92606

claims.progressive.com
Track the status and details of your claim, e-mail your representative or report a new claim.

Claim Information

ATTN: SUBROGATION DEPARTMENT
KIA MOTORS
111 PETERS CANYON ROAD
IRVIN, CA. 92606

Our Insured: [redacted]
Claim #:
Date of Loss: [redacted] 2017
VIN: KNAFU4A2585[redacted]
Vehicle: 2011 KIA FORTE

Please consider this letter our notice to the above captioned vehicle and the loss it has been involved in. The vehicle has been declared a total loss and placed on hold at the facility listed below. This is in attempt to make you aware that the vehicle has been involve in a fire possibly related to recall number 16V070000. We are in need of contact from your representatives to schedule that inspection if needed on this vehicle at the location below:

Copart Austell
2568 Old Alabama
Austell, GA. 30168

Phone Number: [redacted]
Lot Number: [redacted]

An investigation into the cause of the loss is pending; our expert noted below is standing by to complete the inspection of the vehicle to determine the specific cause of the fir loss.

Cunningham Investigative Associates LLC
PO Box 1279
Snellville, GA. 30078
Phone Number: 770-978-1251

This notification is to allow Kia Motors to attend this inspection and/or view the vehicle. If we do not receive a response within <10> days of this letter, the inspection of the vehicle will be completed on a day specified by Cunningham Investigative Associates LLC at a specified EST time.

This letter is also notice to Kia Motors of Progressive Mountain Insurance Company, subrogation rights in this matter.

[redacted]

If there are any questions, please feel free to contact me at the number listed below.

Sincerely,

Juan Sosa
Fire and Theft Representative
770-779-0617

JUAN SOSA
Claims Department
1-770-779-0617
1-800-PROGRESSIVE (1-800-776-4737)
Fax: 1-770-779-0634

[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

August 30, 2017

Progressive Claims
800 Progressive Parkway NW
Suite 150
Marietta, GA 30066

Re: 2011 Kia Forte

Case #: [redacted]

Dear Mr. Juan Sosa

Thank you for calling Kia Motors America, Inc. and requesting assistance. We appreciate hearing from our customers who inform us of issues that need to be addressed. However, a Kia representative has not been able to get a hold of you through the phone number provided.

In order to best assist you with your concerns, we need to be in contact with you. Please contact us at 1-800-333-4542, reference your case number, and a representative will be able to assist you. Thank you again for taking the time to contact us. We look forward to hearing from you.

Sincerely,

[redacted]

Gustavo Villela
Kia Motors America, Inc.
National Consumer Affairs

[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

October 5, 2017

KIA MOTORS
111 PETERS CANYON ROAD
IRVINE, CA 92606

RECEIVED
OCT 13 2017
CONSUMER AFFAIRS

Type of Loss:	Vehicle Fire
VIN\DOT Number:	KNAFU4A25B5[redacted]
Year:	2011
Make:	KIA
Model:	FORTE
Your Claim No:	N/A
Our Insured:	[redacted]
Address:	[redacted] MCDONOUGH, GA[redacted]
Our Claim No:	[redacted]
Date of Loss:	[redacted]17
Damages:	$ 7,965.27

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 Mountain Insurance Company damages and those of our insured.

Our investigation indicates damages to our insured's vehicle was a direct result of a manufacturer's defect or negligence on your behalf. Enclosed please find all supporting documentation.

Please acknowledge receipt of my subrogation demand and forward your payment of $7,965.27 to my attention, payable to "Progressive Mountain Insurance Company, as subrogee of [redacted] and remit to the following address:

Progressive-Subro
24344 Network Place
Chicago, IL 60673--1243

You can contact me at the number listed below should you need additional documentation or to discuss this claim.

Thank you for your anticipated cooperation.

Meigan Gerich
Progressive Mountain Insurance Company
Subrogation Representative
Phone: 440-910-5727
Fax (888) 781-6947
Meigan_A_Gerich@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 10-04-17 09:52 AM ET MAG0029/MAG0029
Authored By: MEIGAN A GERICH
NEW PRODUCT LIABILTY DEMAND REFERRAL
LOSS STATE: VARSITY PARKING LOT ATLANTA GA
VEHICLE ON HOLD: YES
TIRE KEPT: N/A
SOL: 7/29/23
DAMAGES: $7,965.27
ASSIGNED TO: MAG0029
LOSS DETAILS: VEHICLE CAUGHT FIRE WHILE BEING DRIVEN
LIABILITY DECISION: VEHICLE IS AVAILABLE FOR INSPECTION BY KIA. IT IS BELIEVED THAT AND IS BELIEVED THE HOSE THAT CARRIES TRANSMISSION FLUID TO A
COOLER THAT KEEPS THE FLUID FROM OVERHEATING MAY HAVE DEVELOPED A LEAK OR CAME
LOOSE. RECALL NUMBER: 16V070000

[redacted]

Claim Payment Detail ([redacted])

Payment Information

Disbursement Number: [redacted]
Draft Number:
Pay to the Order of:
Mailing Address:
MCDONOUGH, GA [redacted] USA
In Payment Of: Progressive Invoice Number: [redacted]

Total Amount: $6,528.71
Invoice Number: [redacted]

Reviewed Summary

Issuing Rep: A096662
Issue Date: 08-11-17
Last Updated Rep: A096662

Approved By:
Review Date:
Reviewed By:

Bank Information

Type: Loss
Stop Reason:
Stop Date:

Bank Code: 1CD
Cleared: 08-18-17

Exposure Detail: COMP

Party Name: [redacted]
Property Description: 11 KIA FORTE
Payment Type: FINAL PAYMENT

Amount Paid: $6,528.71
Deductible Taken: $1,000.00
Property Damage: $0.00
Rental: $0.00

Claim Payment Detail ([redacted])

Payment Information

Disbursement Number:	[redacted]	**Total Amount:**	$436.56
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:	MAM0020	**Approved By:**	
Issue Date:	08-25-17	**Review Date:**	
Last Updated Rep:	MAM0020	**Reviewed By:**	

Bank Information

Type:	Loss	**Bank Code:**	CTB
Stop Reason:		**Cleared:**	08-28-17
Stop Date:			

Exposure Detail: RENTAL

Party Name:	[redacted]	**Amount Paid:**	$436.56
Property Description:	11 KIA FORTE	**Deductible Taken:**	$0.00
Payment Type:	FINAL PAYMENT	**Property Damage:**	$0.00
		Rental:	$436.56

Date: 8/ 7/2017 03:31 PM
Estimate ID: [redacted]
Estimate Version: 0
Committed
Profile ID: Mitchell

Progressive Mountain Insurance Co

Damage Assessed By: N EJIOGU 404 430 4777
Claim Rep: Juan Sosa
(770) 779-0617

Classification:

* Product Type: Auto
* Date of Loss: 7/29/2017
* Deductible: 1,000.00
Days to Repair: NA
* Claim Number: [redacted]

Insured: [redacted]
Owner:
Address: [redacted] MCDONOUGH, GA [redacted]
Telephone: Home Phone:
Contact Phone: [redacted]
Cell Phone: [redacted]

Mitchell Service: [redacted]

Description: 2011 Kia Forte EX
Body Style: 4D Sed
VIN: KNAFU4A25B5[redacted]
Mileage: 80,531
OEM/ALT: A
Color: BLACK
Drive Train: 2.0L Inj 4 Cyl 6A FWD
License: [redacted] GA
Search Code: ATLANTA3
Options: PASSENGER AIRBAG, POWER LOCK, POWER WINDOW, POWER STEERING, REAR WINDOW DEFOGGER
AIR CONDITION, CRUISE CONTROL, TILT STEERING COLUMN, AM/FM STEREO, DRIVER AIRBAG
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, TRIP COMPUTER, FIRST ROW BUCKET SEAT
CLOTH SEAT, SIDE AIRBAGS, AUTOMATIC HEADLIGHTS
SECOND ROW SIDE AIRBAG WITH HEAD PROTECTION, 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
1	[redacted]	BDY *	REPAIR	OTL	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

ESTIMATE RECALL NUMBER: 08/07/2017 15:31:29 [redacted]
Mitchell Data Version: OEM: JUN_17_V0717
MAPP:JUN_17_V0716
Software Version: 7.1.220

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[redacted]

Date: 8/ 7/2017 03:31 PM
Estimate ID: [redacted]
Estimate Version: 0
Committed
Profile ID: Mitchell

III. Additional Costs	Amount
Total Additional Costs	0.00

IV. Adjustments	Amount
Insurance Deductible	1,000.00-
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 WEST
Address: 2568 Old Alabama Road
Austell, GA 30168
(770) 779-0584
Inspection Date: 8/ 7/2017

ESTIMATE RECALL NUMBER: 08/07/2017 15:31:29 [redacted]
Mitchell Data Version: OEM: JUN_17_V0717
MAPP:JUN_17_V0716
Software Version: 7.1.220

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[redacted]

CMSD3011 /CMSM3011 P A C M A N OCT 05 17 - 8:38
OPID: [redacted] SALVAGE INFORMATION REVISE TERMID: ?08D
INSD: [redacted] POL#: [redacted]
DOL : JUL 29 17 GA-GAL FT-GRP- CLM: [redacted] ACTIVE REP : J SOSA
PROP: 11, KIA, FORTE VIN: KNAFU4A25B5[redacted]
PROP OWNER: [redacted]

SALVAGE STAT* O VEHICLE TYPE* 01 AUTOMOBILE
SALVAGE METHOD* E INTERNET POOL STOCK NUMBER: [redacted]
SALVAGE VENDOR* C101 COPART - AUSTELL, GA
INITIAL STORAGE BEGAN: JUL 29 17 INITIAL STORAGE ENDED: AUG 04 17
DATE TITLE ORDERED: AUG 24 17 TITLE RECD/TYPE* B PARTS ONLY/CANCEL/JUNK SA
PRE TAX ACV: 7,146.71 TAX,TAG,TITLE: TOTAL VALUE AMOUNT: 7,146.71
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]

Progressive Group of Insurance Companies

Settlement Summary

Claim Information

Claim Number: [redacted]
Policy Number: [redacted]
Owner : [redacted]

Coverage Type of Loss: Comprehensive
Loss Date: [redacted]2017
Reported Date: 07/29/2017
Valuation Report ID: [redacted]

Vehicle Information

Loss Vehicle: 2011 Kia Forte EX 4 Door Sedan 2.0L 4 Cyl Gas A FWD
VIN: KNAFU4A25B5[redacted]
Mileage: 80,531 miles
Title History: No

Location: GA 30252
Exterior Color: Ebony Black
License Plate: [redacted] Georgia
Title History Comments:

Loan Information

Lien Holder Payoff:	$0.00
Loan/Lease Payoff Coverage:	$0.00

Payment Information

Lien Holder Payment(s):	$0.00
Net to Owner:	$6,528.71

Settlement

Stated Amount:	$0.00
Actual Cash Value:	$7,146.71
Base Value:	$7,361.34
Title History Adjustment:	-$0.00
Refurbishment Adjustments:	$0.00
After Market Parts Adjustment:	$0.00
Condition Adjustment:	-$214.63
Prior Damage Adjustment:	-$0.00
Market Value:	$ 7,146.71
Settlement Adjustment(Pre-Tax):	$0.00
Fees:	$25.00
Taxes:	$357.00
Company Obtains:	$0.00
Net Settlement:	$7,528.71
Settlement Adjustment(Post-Tax):	$0.00
Deductible:	-$1,000.00
Other Adjustments:	$ 0.00
Total Settlement:	$6,528.71

Adjuster License #:
Comments:

Vehicle Valuation Report

Prepared For Progressive Group of Insurance Companies (800) 321-9843

mitchell

Claim Information

Claim Number	Policy Number	Loss Type	Owner
[redacted]		COMPREHENSIVE	[redacted] MCDONOUGH, GA

Loss Date	Reported Date	Valuation Report Date	Valuation Report ID	Version Number
[redacted]2017	07/29/2017	08/07/2017	[redacted]	1

Vehicle Information

Year	Make	Model	Location	Mileage
2011	Kia	Forte EX 4 Door Sedan 2.0L 4 Cyl Gas A FWD	GA 30252	80,531 miles

Ext Color	License	VIN	Title History
Ebony Black	[redacted] Georgia	KNAFU4A25B[redacted]	No

Valuation Summary

Loss Vehicle Adjustments

Adjustments specific to your vehicle

Base Value =	$7,361.34
Condition -	$214.63
Prior Damage	$0.00
Aftermarket Parts +	$0.00
Refurbishment +	$0.00
Title History -	$0.00
Market Value =	$7,146.71

Settlement Adjustments

Adjustments specific to your policy

Deductible -	$1,000.00
Settlement Value =	$6,146.71

Settlement Value:

$6,146.71

J.D. POWER

Mitchell WorkCenter Total Loss

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Loss Vehicle Detail

Loss vehicle: 2011 Kia Forte | EX 4 Door Sedan | 2.0L 4 Cyl Gas A FWD

Standard Equipment

Exterior

15" steel wheels w/full covers	195/65R15 tires
Body-color bumpers -inc: rear garnish	Body-color door handles
Body-color pwr mirrors w/integrated turn signals	Clear-lens headlamps w/auto-off
Solar tinted glass w/shade band	Variable intermittent windshield wipers

Interior

60/40 split-folding rear bench seat w/adjustable headrests	Air conditioning
AM/FM stereo w/CD/MP3 player -inc: aux input jack, USB port, (6) speakers	Bluetooth hands-free link -inc: steering wheel controls
Cargo area light	Center console w/armrest & storage
Cloth seat trim	Cruise control
Dual 12V pwr outlets	Dual illuminated visor vanity mirrors
EcoMinder fuel efficiency monitor	Front bucket seats w/active headrests -inc: 6-way manual driver seat
Front door map pockets w/bottle holders	Front/rear carpeted floor mats
Front/rear cup holders	Fuel door, hood & trunk remote release
Map lights	Pwr door locks
Pwr Windows	Rear window defroster
Remote keyless entry	SIRIUS satellite radio *Includes free (3) month trial subscription*
Sunglass holder	Tachometer
Tilt steering wheel w/audio & cruise control	Trip computer

Mechanical

Front wheel drive	Independent MacPherson strut front suspension -inc: coil springs, monotube shock absorbers, stabilizer bar
Speed-sensitive pwr rack & pinion steering	Torsion beam rear suspension -inc: coil springs, monotube shock absorbers
Ventilated front/solid rear disc brakes	

Safety

3-point height-adjustable front seat belts w/pretensioners & force limiters	3-point rear seat belts
4-wheel anti-lock brakes	5-MPH bumpers
Brake assist	Dual front advanced airbags -inc: passenger switch
Electronic brake force distribution	Electronic stability control w/traction control
Front seat side mounted airbags	Front/rear crumple zones
Full-length side curtain airbags	Impact-absorbing steering column
Internal emergency trunk release	Lower Anchors & Tethers for Children (LATCH)
Rear child safety door locks	Side impact door beams

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Tire pressure monitoring system

Loss Vehicle Base Value

Loss vehicle: 2011 Kia Forte | EX 4 Door Sedan | 2.0L 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: **83,000 miles**

#	Vehicle Description	Mileage	Location	Distance From Loss Vehicle	Price	Adjusted Value
1	2011 KIA FORTE EX 4D SDN 4 2NORMAL GAS A 2WD	110,955	30253	9 miles	$7,100.00 List Price	$7,210.48
2	2011 KIA FORTE EX 4D SDN 4 2NORMAL GAS A 2WD	64,908	30341	32 miles	$8,960.00 List Price	$7,666.92
3	2011 KIA FORTE EX 4D SDN 4 2NORMAL GAS A 2WD	58,329	30341	32 miles	$9,995.00 List Price	$8,347.34
4	2011 KIA FORTE EX 4D SDN 4 2NORMAL GAS A 2WD	103,000	30062	44 miles	$7,000.00 List Price	$6,992.12
5	2011 KIA FORTE EX 4D SDN 4 2NORMAL GAS A 2WD	116,450	30144	50 miles	$6,995.00 List Price	$7,305.13
6	2011 KIA FORTE EX 4D SDN 4 2NORMAL GAS A 2WD	69,250	30188	50 miles	$8,562.00 List Price	$7,466.01
7	2011 KIA FORTE EX 4D SDN 4 2NORMAL GAS A 2WD	93,556	30102	56 miles	$6,790.00 List Price	$6,541.38
					Base Value:	**$7,361.34**

Loss Vehicle Adjustments

Loss vehicle: 2011 Kia Forte | EX 4 Door Sedan | 2.0L 4 Cyl Gas A FWD

Condition Adjustments

Condition Adjustment: -$214.63 Overall Condition: 2.88-Good Typical Vehicle Condition: 3.00

Category	Condition	Comments
Interior		
HEADLINER	3 Good	
SEATS	3 Good	
CARPET	3 Good	
DOORS/INTERIOR PANELS	3 Good	
GLASS	3 Good	
DASH/CONSOLE	3 Good	
Exterior		
VINYL/CONVERTIBLE TOP	Typical	
TRIM	2 Fair	REAR BUMPER DAMG.
PAINT	2 Fair	NUMEROUS SCRATCHES ON DEC LID AND LEFT DOORS.
BODY	3 Good	
Mechanical		
TRANSMISSION	3 Good	
ENGINE	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:

Title History Adjustment

Description	Adjustment Amount
The title history deduction is an average deduction that represents a variety of title history types such as flood, hail, collision, etc. and is not specific to a particular title type. In addition, the degree of the damage that resulted in a title history is assumed to be typical.	$0.00

Comparable Vehicles

Loss vehicle: 2011 Kia Forte | EX 4 Door Sedan | 2.0L 4 Cyl Gas A FWD

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[redacted]

1 2011 KIA FORTE EX 4D SDN 4 2 NORMAL GAS A2WD

List Price: $7,100.00

VIN	Stock No	Listing Date	ZIP/Postal Code	Distance from Loss Vehicle
KNAFU4A29B5	[redacted]	07/24/2017	[redacted]	9 miles

Source

DEALER WEB LISTING - BUILDSHEET - VAST.COM
TRUST CAPITAL AUTOMOTIVE GROUP
3647 JODECO ROAD
MCDONOUGH GA 30253
678-782-5570

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$608.00
Mileage	80,531	110,955	$811.78
Equipment			
ELECTROCHROMIC MIRROR W/COMPASS & HOMELINK	No	Yes	-$93.30
		Total Adjustments:	$110.48
		Adjusted Price:	**$7,210.48**

Comparable Vehicle Option Details:

ELECTROCHROMIC MIRROR W/COMPASS & HOMELINK

2 2011 KIA FORTE EX 4D SDN 4 2 NORMAL GAS A2WD

List Price: $8,960.00

VIN	Stock No	Listing Date	ZIP/Postal Code	Distance from Loss Vehicle
KNAFU4A21B5	[redacted]	08/02/2017	[redacted]	32 miles

Source

DEALER WEB LISTING - BUILDSHEET - CARS.COM
ED VOYLES KIA OF CHAMBLEE
5647 PEACHTREE INDUSTRIAL BLVD
CHAMBLEE GA 30341
770-234-7800

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$767.00
Mileage	80,531	64,908	-$526.08
		Total Adjustments:	-$1,293.08
		Adjusted Price:	**$7,666.92**

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3 2011 KIA FORTE EX 4D SDN 4 2 NORMAL GAS A2WD

List Price: $9,995.00

VIN	Stock No	Listing Date	ZIP/Postal Code	Distance from Loss Vehicle
KNAFU4A28B5 [redacted]		07/05/2017	[redacted]	32 miles

Source

DEALER WEB LISTING - BUILDSHEET - CARS.COM
ED VOYLES KIA OF CHAMBLEE
5647 PEACHTREE INDUSTRIAL BLVD
CHAMBLEE GA 30341
770-234-7800

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$855.00
Mileage	80,531	58,329	-$792.66
		Total Adjustments:	-$1,647.66
		Adjusted Price:	**$8,347.34**

4 2011 KIA FORTE EX 4D SDN 4 2 NORMAL GAS A2WD

List Price: $7,000.00

VIN	Stock No	Listing Date	ZIP/Postal Code	Distance from Loss Vehicle
KNAFU4A25B5 [redacted]		08/02/2017	[redacted]	44 miles

Source

DEALER WEB LISTING - BUILDSHEET - CARS.COM
AMERICA DEALER
1146 HAGOOD CIR NE
MARIETTA GA 30062
770-393-9637

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$599.00
Mileage	80,531	103,000	$591.12
		Total Adjustments:	-$7.88
		Adjusted Price:	**$6,992.12**

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5 2011 KIA FORTE EX 4D SDN 4 2 NORMAL GAS A2WD

List Price: $6,995.00

VIN	Stock No	Listing Date	ZIP/Postal Code	Distance from Loss Vehicle
KNAFU4A22B5[redacted]		07/21/2017	[redacted]	50 miles

Source

DEALER WEB LISTING - BUILDSHEET - AUTOTRADER.COM
LEONARD CARS/TRUCKS
2525 S MAIN ST NW
KENNESAW GA 30144
770-428-6100

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$599.00
Mileage	80,531	116,450	$909.13
		Total Adjustments:	$310.13
		Adjusted Price:	**$7,305.13**

6 2011 KIA FORTE EX 4D SDN 4 2 NORMAL GAS A2WD

List Price: $8,562.00

VIN	Stock No	Listing Date	ZIP/Postal Code	Distance from Loss Vehicle
KNAFU4A20B5[redacted]		07/05/2017	[redacted]	50 miles

Source

DEALER WEB LISTING - BUILDSHEET - CARS.COM
CARRIAGE KIA OF WOODSTOCK
630 OLDE ROPE MILL PARK RD
WOODSTOCK GA 30188
678-744-2000

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$733.00
Mileage	80,531	69,250	-$362.99
		Total Adjustments:	-$1,095.99
		Adjusted Price:	**$7,466.01**

7 **2011 KIA FORTE EX 4D SDN 4 2 NORMAL GAS A2WD** **List Price: $6,790.00**

VIN	Stock No	Listing Date	ZIP/Postal Code	Distance from Loss Vehicle
KNAFU4A23B5[redacted]		07/10/2017	[redacted]	56 miles

Source

DEALER WEB LISTING - BUILDSHEET - VAST.COM
AG AUTOMOTIVE GROUP
6597 HIGHWAY 92
ACWORTH GA 30102
404-632-4442

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$581.00
Mileage	80,531	93,556	$332.38
		Total Adjustments:	-$248.62
		Adjusted Price:	**$6,541.38**

Sub-Model Comparison

Sub-Model Description	Configuration	Original MSRP
2011 Kia Forte EX	4 Door Sedan 2.0L 4 Cyl Gas FWD	$17,395.00

Claim #[redacted] © 2017 Mitchell International, Inc. All Rights Reserved. | Page 8

[redacted]

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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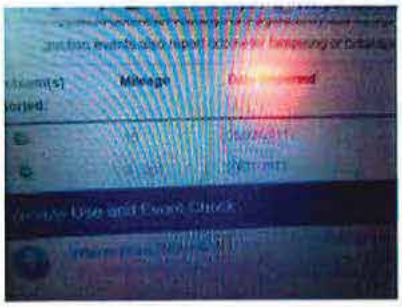
KIA MOTORS CORPORATION
5/11
GVWR 3814LB PAINT EB
2160LB GAWR 1808LB TRIM 80
REAR
VEHICLE CONFORMS TO ALL APPLICABLE
EFFECT ON THE DATE OF MANUFACTURE
I.N KNAFU4A25B5
TYPE PASSENGER CAR

Next Service Due
Precision Tune Auto Care

Precision Tune Auto Care
770-302-0091
273 Jonesboro Rd
McDonough, GA
THANK YOU FOR
YOUR BUSINESS
NEXT SERVICE DUE:
DATE: 6/6/17

[redacted]


Mileage

Tread Depth (in 32nd's)
11
6
6
3
5

PE19-004

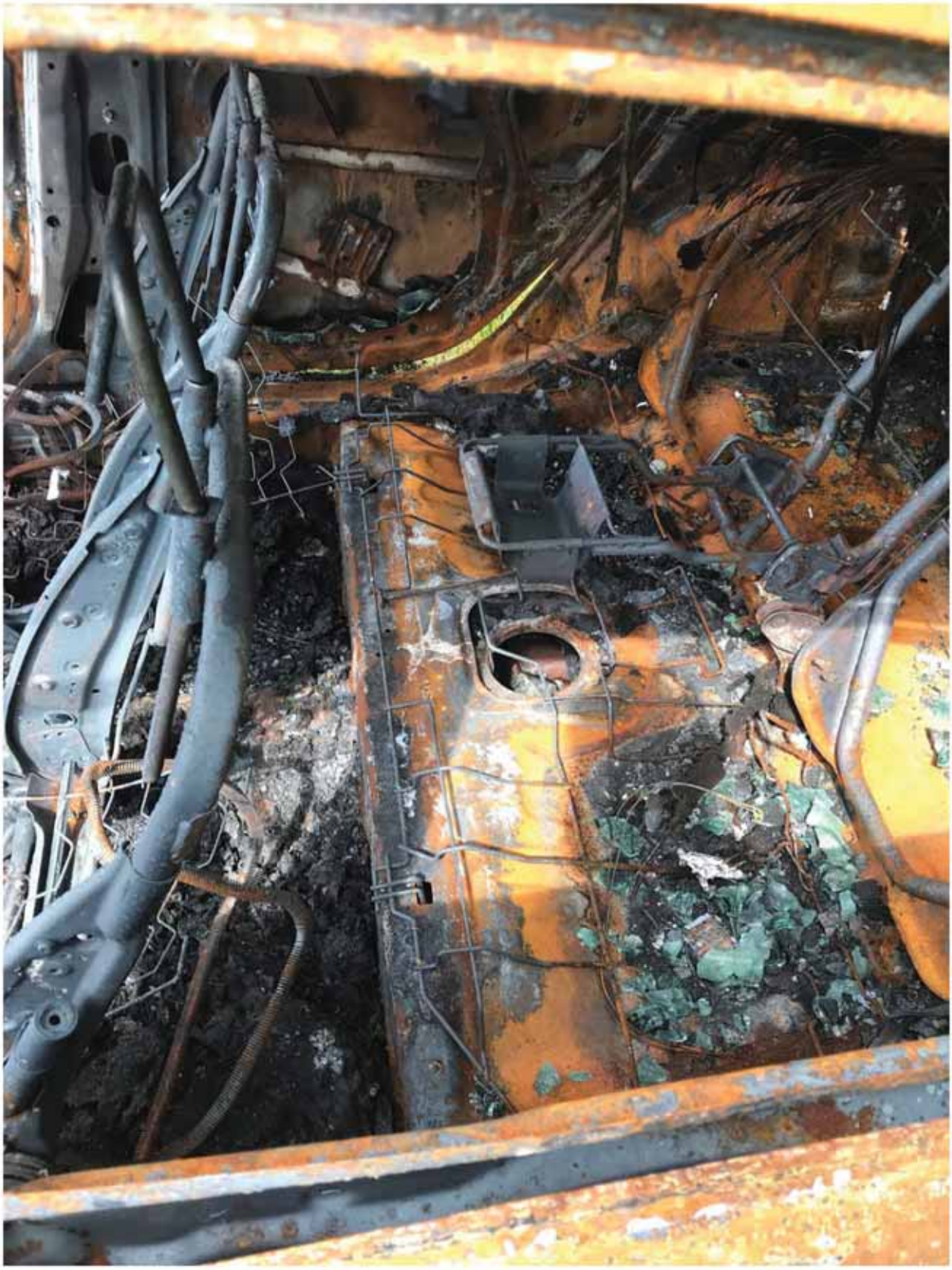
KIA

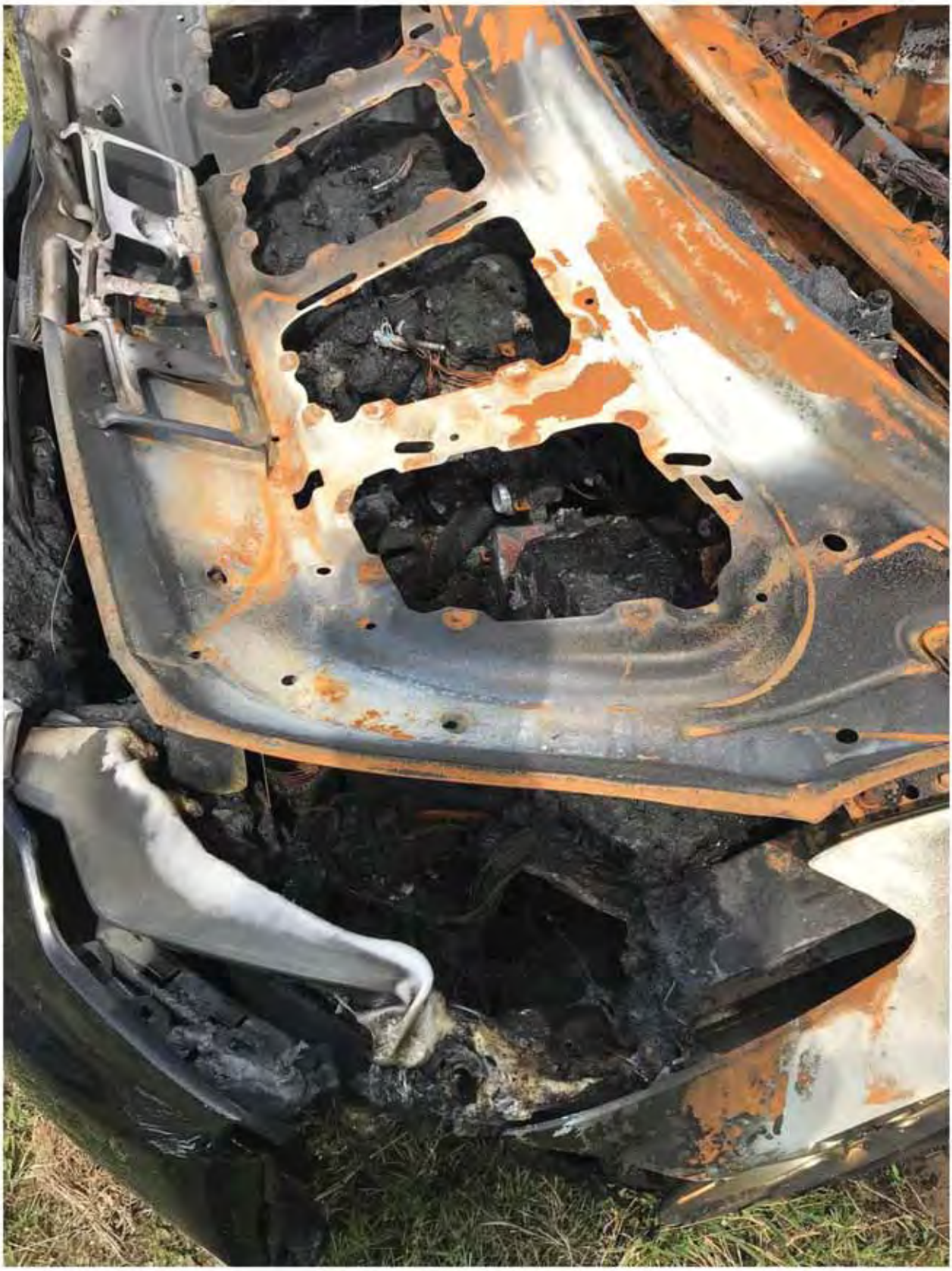
6/28/2019

DEFECT B

CA FILES

FORTE





NFIRS-1 Basic

A Plain Township (Fire Department) | [redacted] (Date) | 2018 07:23:50 (Time) | [redacted] (Incident Number) | 00 (Exposure)

B Street address
8323 WALTON PKWY
NEW ALBANY, OH 43054
Cross Street: NEW ALBANY-CONDIT RD
Census Tract

C Incident Type: 131
Passenger vehicle fire

D Mutual Aid: None
Their FDID | State | Incident
Responding Departments (Press Other)

E 1 Dates and Times
Alarm Time 07/13/2018 07:23:50
Time Out 07/13/2018 07:25:22
Arrival 07/13/2018 07:29:11
Controlled
Cleared 07/13/2018 08:08:59

E 2 Shift and Alarms

Shift	Alarm	District	Alarm Box
1	1	121 F	

E 3 Special Studies

F Actions Taken
1. Extinguishment by fire service personnel

G 1 Resources

	Apparatus	Personnel
Suppression	2	5
EMS	0	0
Other	0	0
Personnel Not on Apparatus		0
Total Personnel		5

G 2 Estimated Dollar Losses
Losses
Property $10,158
Contents Unknown
Pre Incident Value
Property $10,158
Contents Unknown

H 1 Casualties

	Deaths	Injuries
Fire Service	0	0
Civilian	0	0

H 3 Hazardous Materials Release

J Property Use
Vehicle parking area

H 2 Detector

I Mixed Property Use

K 1 Person Entity Involved
[redacted]
COLUMBUS, OH [redacted]

K 2 Owner
[redacted]
COLUMBUS, OH [redacted]

L Remarks
Called for a car fire at one of the parking lots at [redacted]. Upon our arrvial we found a car parked on the upper garage deck fully involved with fire. Engine 121 crew stretched a 200-ft. 1-3/4-in. line and extingished the car, which was a total loss. B121 spoke with the driver who stated it was his girlfriend's car. He stated there were no issues when he drove it to work, arriving sometime within the 30 minutes prior to the fire. He stated as he was landscaping he smelled smoke, and when he saw the car there was fire and smoke coiming from the engine area. He attempted to open the driver's door but it was already too hot. He stated there were miscellaneous clothes and school books inside the car. Fire damaged the vehicle beyond the point of being able to determine an exact cause of the fire.

M

Kevin B Sponaugle (Officer in Charge)	Battalion Chief (Rank)	Incident Commander (Assignment)	07/13/2018 (Date)
Todd R Moore (Member Making Report)	Lieutenant (Rank)	Company Officer/FFIC (Assignment)	07/13/2018 (Date)

R

NFIRS-2
Fire

B Property Details

B_1 Not Residential
Estimated number of residential living units in building of origin whether or not all units

B_2 Buildings not Involved
Number of buildings involved.

B_3 None
Acres burned (outside fires).

C On-Site Materials or Products

On-site material (1)	Storage Code
On-site material (2)	Storage Code
On-site material (3)	Storage Code

D Ignition

Engine area, running gear, wheel area
Area of Fire Origin

Undetermined
Heat Source

Undetermined
Item First Ignited

Undetermined
Type of Material First Ignited

E_1 Cause of Ignition

Cause undetermined after investigation

E_2 Factors Contributing to Ignition

1. Undetermined

E_3 Human Factors

None

F Equipment Involved in Ignition

G Fire Suppression Factors

None

H_1 Mobile Property Involved

Involved in ignition and burned

H_2 Mobile Property Type

Automobile, passenger car, ambulance, race car

Kia	[redacted]
Mobile Property Make	License Plate Number
FORTE	OH
Mobile Property Model	State
2015	KNAFX4A68E5[redacted]
Year	VIN Number

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

FORTE

KIA OF CERRITOS

18201 Studebaker Road
Cerritos, CA 90703
Phone: (562) 860-2424 • Fax: (562) 278-0113
BAR NO: ARD262435 EPA NO: CAL000352835

RO: [redacted] CLOSED
Cashier: 002029
Date Out: 09/19/2012
Status: REPRINT
Time-In: 06:58 Out: 08:06
Miles-In: 4460 Out: 4460

Customer: [redacted]
PICO RIVERA CA [redacted]
Home: [redacted] Work: N/A Cellular: [redacted]

VIN: KNAFU4A27C5[redacted] 2012 KIA FORTE EX

Advisor: 002038-Randall Heyward Hat: 7893 Date In: 09/19/2012

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price

[INTERNAL]

A KSINT 002137I
CUST. STATES HEARING TAPPING NOISE COMING FROM THE ENGINE AREA WHEN COMING TO A STOP INTERMITTENTLY
TECH STATES TEST DROVE VEHICLE. NO UNUSUAL NOISES HEARD.
VEHICLE OPERATING AS DESIGNED AT THIS TIME.

[INTERNAL]

B KSINT 002137I
CUST. STATES TEMPERATURE GETS HOT INSIDE VEHICLE
TECH STATES FOUND VEHICLE OPERATING AS DESIGNED AT THIS TIME
.

[INTERNAL]

C KSINT 002137I
OKAY TO INSPECT TIRE PRESSURE
TIRE PRESSURES SET TO 33 PSI
PURSUANT TO CALIFORNIA CODE OF REGULATIONS SECTION 95550
THE CUSTOMER AUTHORIZES THEIR TIRES TO BE INFLATED TO THE RECOMMENDED PRESSURE AND THE PRESSURE BE RECORDED ON THE FINAL INVOICE.

[INTERNAL]

D KSINT 002137C
KIA MULTI-POINT INSPECTION
DONE

Customer Total Due: 0.00

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 the vehicle to secure the amount of repairs thereto.

"All parts installed are new unless otherwise specified."

Preliminary estimate _____ + tax

DISCLAIMER OF WARRANTIES: All warranties on this product are the manufacturers. Kia of Cerritos hereby expressly disclaims all warranties either, expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and Kia of Cerritos neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the products. This disclaimer by Kia of Cerritos in no way affects the terms of the manufacturer's warranty.

Parts and labor are warranted for 12 months or 12,000 miles, whichever comes first

TERMS: STRICTLY CASH unless arrangements made.

Signature: _____

PARTS FAX 562-860-1784

Printed: 10/30/2018 09:34:24 AM

KIA OF CERRITOS

18201 Studebaker Road
Cerritos, CA 90703
Phone: (562) 860-2424 • Fax: (562) 278-0113
BAR NO: ARD262435 EPA NO: CAL000352835

RO: [redacted]-CLOSED
Cashier: 002150
Date Out: 08/19/2013
Status: REPRINT
Time-In: 08:01 Out: 10:02
Miles-In: 13478 Out: 13478

Customer: [redacted]
PICO RIVERA CA [redacted]

VIN: KNAFU4A27C5[redacted] 2012 KIA FORTE EX

Delivered: 09/19/2012

Home: [redacted] Work: N/A Cellular: [redacted]
Advisor: 002150-Michael Laica Hat: 3902
Date In: 08/16/2013

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price

[WARRANTY]

A SW 002196C
C/S POWER WINDOW MASTER SWITCH IS NOT OPERATING CORRECTLY
DRIVERS WINDOW SWITCH STICKING. PLS INSPECT & ADVISE.
TECH VERIFIED CONCERN
NEC TO REPLACE MASTER SWITCH ASSEMBLY
CLAIM #: N/C: N94 C/C: C06
LABOR OP: 93570R00 HOURS: 0.3
Parts: 1 93570 1M100WK SWITCH ASSY-POWER WI

[INTERNAL]

B KSINT 002196I
CUSTOMER STATES TPMS LIGHT IS ON. PLS INSPECT & ADVISE
NAIL IN RIGHT REAR
CUSTOEMR DECLINED REPAIRS

[INTERNAL]

C KSINT 002196I
KIA MULTI-POINT INSPECTION
FRONT BRAKES 10MM REMAINING. REAR BRAKES 11MM REMAINING.

[INTERNAL]

D KSINT 002196I
OKAY TO INSPECT TIRE PRESSURE
TIRE PRESSURES SET TO 33PSI.
PURSUANT TO CALIFORNIA CODE OF REGULATIONS SECTION 95550
THE CUSTOMER AUTHORIZES THEIR TIRES TO BE INFLATED TO THE
RECOMMENDED PRESSURE AND THE PRESSURE BE RECORDED ON THE
FINAL INVOICE.

Customer Total Due: 0.00

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 the vehicle to secure the amount of repairs thereto.

"All parts installed are new unless otherwise specified."

Preliminary estimate _____ + tax

DISCLAIMER OF WARRANTIES: All warranties on this product are the manufacturers. Kia of Cerritos hereby expressly disclaims all warranties either, expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and Kia of Cerritos neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the products. This disclaimer by Kia of Cerritos in no way affects the terms of the manufacturer's warranty.

Parts and labor are warranted for 12 months or 12,000 miles, whichever comes first

TERMS: STRICTLY CASH unless arrangements made.

Signature: _____

PARTS FAX 562-860-1784

Printed: 10/30/2018 09:33:53 AM

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

FORTE

KIA MOTORS

Consumer Assistance Center Case Report

Printed By: ERuiz

Case Number - [redacted]

02/09/2010 09:13:52 AM

Case Details

Title: FLEET / Engine over heated - not under warranty

VIN: KNAFU4A27A5[redacted]

Mileage: 7425

Priority: Non-Priority

Severity: Low

Status: Working

Case Type Level1: Complaint

Case Type Level2: Repair Assistance

Case Type Level3: Not Applicable

Owner: Ezequiel Ruiz

Owner Email: zruiz@crosscountry-auto.com

Contact Details

Name: 2246 Alamo/national Rent A C 2246 Alamo23.

Phone: (999) 999-9999

Alt Phone:

Fax:

Address1: 2752 Dela Cruz Blvd

Address2:

City: San Jose

State: CA

Zip: 95050

Email:

Dealer Details

Code: AZ019

Name: Tempe Kia

Case History

*** PHONE LOG 02/05/2010 01:56:08 PM (Local Time) RSabin Action Type:
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
[!<For Internal Use Only:
>!]

*** PHONE LOG 02/08/2010 04:03:43 PM (Local 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.

[!<For Internal Use Only:
>!]

*** PHONE LOG 02/08/2010 04:50:54 PM (Local 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

[redacted]

Case History
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

[!<For Internal Use Only:
>!]

*** PHONE LOG 02/08/2010 05:54:46 PM (Local Time) LSims Action Type: Outgoing call
Wtr called Bill Ratliff and stated
1. Wtr received a call from [redacted] from Enterprise
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

[!<For Internal Use Only:
>!]

*** PHONE LOG 02/09/2010 08:53:45 AM (Local 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]
[!<For Internal Use Only:
>!]

*** PHONE LOG 02/09/2010 09:12:24 AM (Local 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 WES BIGGS ABOUT 10 MINUTES AGO.
f) I TOLD MR [redacted] THAT SOMEONE FROM KIA WILL BE LOOKING AT HIS VEHICLE SOME TIME THIS WEEK.
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.
[!<For Internal Use Only:
>!]

[redacted]

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

[redacted]

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

FORTE

RECEIVED
MAY 03 2011
CONSUMER AFFAIRS

April 27, 2011

National Consumer Affairs
PO Box 52410
Irvine, CA 92619

RE: Reference #: [redacted]

Dear Sir/Madam:

Enclosed is a copy of the Police Report and photographs regarding my car fire. I am seeking reimbursement from Kia for the following:

1. $500.00 down payment paid at purchase.
2. $4,200.00 trade in value
3. $349.00 IPOD
4. $50.00 Garage Door Opener
5. $6.14 House and Mailbox Key
6. $320.97 Prescription Glasses
7. $19.00 Phone Charger
8. $37.62 Overnight Fed Ex Fee to release the car to State Farm Insurance
9. $100.00 Merchandise to be mailed to my son in Afghanistan
10. $586.10 Rental Car (3/6/11-3/19/11) NOT ALL INCLUSIVE

I am still renting a car for transportation to and from my place of employment and will submit the final invoice upon receipt of your reimbursement. I anticipate your prompt response to this request.

Sincerely,

[redacted]

[redacted]

H I A L E A H P O L I C E D E P A R T M E N T [redacted]

[ADMINISTRATIVE]

EPORT DATE: 03/06/2011
ISPATCHED OFFICER: PALACIOS, JAVIER A ID: 1465 UNIT: 2130
EPORTING OFFICER: PALACIOS, JAVIER A ID: 1465 UNIT: 2130
OUTE : ATT: CLR DATE: DIV:
LEARANCE : EXCEPTION:
UPERVISOR : INFANTE, ALBERTO E ID: 0843
TTACHMENTS:

[NARRATIVE]

HE DRIVER STATED THEY WERE DRIVING AT THE LISTED LOCATION AND SUDDENLY NOTICED MOKE COMING OUT UNDER THE HOOD OF THE VEHICLE. SHE FURTHER STATED THEY BOTH XITED THE VEHICLE AND MOMENTS LATER THE VEHICLE WAS ENGULFED IN FLAMES. E-6 ESPONDED TO THE SCENE TO PUT OUT THE VEHICLE FIRE. THERE WERE NO INJURIES. SGT NFANTE WAS ADVISED. CASE NUMBER WAS ISSUED, THE FIRE INCIDENT NUMBER IS [redacted] THERE WAS NO SIGNS OF FOUL PLAY.

No. 1923 P. 2

1 3:05PM [redacted]

H I A L E A H P O L I C E D E P A R T M E N T

NON UCR INCIDENT REPORT [redacted]

INCIDENT TITLE: 49
OCCURRED.: [redacted]/2011 09:12 TO: [redacted]6/2011 09:12
RECEIVED: [redacted]011 09:12 ARRIVED: 09:13 COMPLETED: 10:26
INCIDENT ADDRESS: W 9 AV-HIA/W 33 PL-HIA APT/UNIT:
CITY.:HI STATE: FLORIDA ZIP: 33012
CENSUS TRACT: ZONE: 3 AREA:

[PERSONS]

RELATIONSHIP: COMPLAINANT OCCUPATION: WALGREENS CASHIER
NAME: [redacted] RACE: WHITE SEX: F DOB: [redacted] AGE: [redacted]
ADDRESS: [redacted] APT: CITY: ORLANDO
STATE: FLORIDA ZIP: [redacted] HOME PHONE: [redacted]
EMPLOYER: WORK PHONE:
SYNOPSIS:

RELATIONSHIP: COMPLAINANT OCCUPATION:
NAME: [redacted] RACE: WHITE SEX: M DOB: [redacted] AGE: [redacted]
ADDRESS: [redacted] APT: CITY: ORLANDO
STATE: FLORIDA ZIP: [redacted] HOME PHONE: [redacted]
EMPLOYER: WORK PHONE:
SYNOPSIS:

[VEHICLES]

VEH TYPE: AUTO VEH STATUS:
VEH YEAR: 2011 MAKE: KIA MODEL: STYLE: FORTE
TAG: [redacted] STATE: FLORIDA YEAR: 2011 EST. VALUE:
VIN: KNAFT4A2XB5[redacted] LOCKED: KEYS: REC VALUE:
TOP COLOR: BLACK BOTTOM COLOR: BLACK
DESCRIPTION:

[PROPERTY]

NO PROPERTY LISTED ON THIS REPORT
TOTAL VALUE OF PROPERTY ---> STOLEN:$ 0 RECOVERED:$ 0

O F F I C I A L C O P Y - F O R P U B L I C R E L E A S E

No. 1923 P. 1
Apr [redacted] 3:05PM

LENSCRAFTERS®

Customer Receipt

[redacted]

Receipt # [redacted]

0.00
4319 East Colonial Drive
Orlando, FL 32803 (407)894-4552

Products

Sale - Order # 435096944 for Patricia Martin in Tray # cj

0006385892	Frame	DV5566GOLD9/50	1		169.95
0050000123	Lenses	Featherwates Lens (Poly), Progressive - Short Fit	Pair		365.00
0005844949	Coating	INVISIBLES MF	1		PKG
0000564849	Global Discount	CLEARANCE 40% OFF			-213.98

Estimated Delivery Date: 3/6/2009

Subtotal:	320.97
Tax:	0.00
Amount Due:	320.97

Total Savings: 213.98

Payments

Auth [redacted] MasterCard -320.97

Change Due: 0.00

Cashier [redacted]

Customer Copy - Page 1

02:13 pm 2/26/2009

E-Z RENT-A-CAR | L&M CAR RENTAL

For online promotions and the best rates visit us at
www.ezrac.com or www.lmcarrental.net

RA: MIA-100659

Renter Information | Renter Agreement

[redacted]
ORLANDO, FL [redacted]

Additional Driver:
N O N E

3900 NW 25TH ST
MIAMI, FL 33142
(305) 635-3230

Unit#: [redacted]
Model: SONATA/G Stall#:
Plate: [redacted] FL
1/2 5/8
Miles Out: 10379 Miles In: 11473
Miles Driven: 1094

Date Out: 03/06/2011 12:20 PM
Date Returned: 03/19/2011 03:42 PM

MILES FREE: and $0.00 per mile for each additional mile.

Days on Rent: 14
Total Daily Charge: $0.00
Total Weekly Charge: $329.90

Time	$329.90
Mileage	$0.00
Discount	
Fuel	$0.00
SALES TAX7.00%	$38.34
AIRPORT A9.00%	$37.60
Surcharge	$28.00
Total Other	$152.26
TOTAL	$586.10
PAYMENTS	$586.10
NET DUE	$0.00
NET DUE TO RENTER	$0.00
REFUND:	

For a limited time: save 5% on your next rental
Use coupon code B570E at www.ezrac.com!

Charge Summary:

Break Down of other charges:

CFC	4.60 /Day	$64.40
VLRF	1.99 /Day	$27.86
DROP	60.00 <@1X	$60.00

AUTH: VI 03/06/2011 0595 PM $518.66 061912
AUTH: VI 03/12/2011 0595 PM $100.00 045614

VI 03/06/2011 $518.66

AGENT: 4778a

VI 03/19/2011 $67.44

All contracts are subject to final audit.

If you do not have a return airline boarding pass or round trip airline itinerary, the periodic rental rate includes 100 free miles per day. For miles in excess of 100 per day, you will pay us $.39 per mile. Additional restrictions will apply.

The valid and collectible liability insurance and personal injury protection insurance of any authorized rental or leasing driver is primary for the limits of liability and personal injury protection coverage required by §§ 324.021(7) and 627.736, Florida Statutes.

Failure to return rented property or equipment upon expiration of the rental period and failure to pay all amounts due (including costs for damage to the property or equipment) are prima facie evidence of intent to defraud, punishable in accordance with § 812.155, Florida Statutes. Renter's Initials _____

DO NOT CIRCLE EXPIRATION DATE — USE BOX BELOW

PRESS FIRMLY - USE BALLPOINT PEN

EXPIRATION DATE ☒
CHECKED

QUAN.	CLASS	DESCRIPTION	PRICE	AMOUNT
				[redacted]

E-Z RENT-A-CAR

For online promotions and the best rates visit us at www.ezrac.com

RA: MIA-100659

Renter Information | Renter Agreement

[redacted]
ORLANDO, FL [redacted]
Additional Driver:
N O N E

3900 NW 25TH ST
MIAMI, FL 33142
(305) 635-3230
Unit#: [redacted] Stall#:
Model: SONATA/G
Plate: [redacted] FL
Full
Miles Out: 10379

Date Out: 03/06/2011 12:20 PM
Due In: 03/12/2011 12:13 PM

MILES FREE: and $0.00 per mile for each additional mile.
Vehicles are not permitted to leave the state in which they were rented unless expressly specified.
My daily rental is $35.00 per day and weekly rate is $164.95 per week.
You will pay us a late return fee of $11.67 per Hour if the vehicle is returned after the Due In date.

Break Down of other charges:

CFC	4.60 /Day	$27.60
VLRF	1.99 /Day	$11.94
DROP	60.00 <@1X$60.00	

AUTH: VI 03/06/2011 0595 PM $518.66 061912

VI 03/06/2011 $518.66

Estimated Charges:

Time	$164.95
Mileage	
Discount	
Fuel	$0.00
SALES TAX7.00%	$20.85
AIRPORT ACC	$21.32
Surcharge	$12.00
Total Other	$99.54
ESTIMATED TOTAL	$318.66
NET DUE	-$200.00

Orlando Airport

AGENT: 1646

_____ **I have 24 hours to dispute any of the listed optional charges.** If you do not agree with any of the listed optional charges, you may return the vehicle within 24 hours of the opening of the Rental Agreement to remove or change your selections.

_____ **I decline the Pre-Paid Fuel Option.** By initialing here, you agree to return the rental Vehicle with a Full tank of Fuel. If you fail to do so, you will pay us a refueling fee for fuel at the rate of $4.99 per gallon. Refuel the vehicle within a 10 mile radius of the return facility and present a fuel receipt to avoid a refueling fee. There is no refund for fuel left in the vehicle.

____ **I decline the Supplemental Rental Liability Insurance (SLI).** By initialing here, you decline to purchase SLI and you agree that you and your personal auto insurance coverage are primarily responsible for all damage or injury you cause to others or their property.
Company _____ Policy # _____ Phone _____

_____ **I decline Collision Damage Waiver Coverage (CDW, LPC-2, LPC).**
By initialing here, you decline to purchase our CDW and you agree to be responsible for all damage to or loss of the Vehicle.
Company _____ Policy # _____ Phone _____

_____ **I decline the E-Z Toll program. Any manned or unmanned toll that I violate while under this contract will result in a $50 administration fee plu the cost of the toll(s). If I receive a moving violation, citation or parking ticket, I understand that I will be charged a $50 admin fee plus the cost of the ticket. Copies of tolls, violations, citations or parking tickets can be requested at cs@ezrac.com.**

We are not responsible for any NSF, Overdraft, Over the limit, or similar fees which may be assessed by your card issuer.
Renter must pay all tolls, violations and traffic citations at time of occurrence. Failure to pay will result in an administration fee and ticket cost applied to your rental contract. All rental agreements are subject to a final audit.
DEBIT/CHECK CARDS charged the amount of the rental plus $200 on the Date Out of this rental agreement. Refunds will be issued to the card upon Refunds may take up to 10 business days to post. Changes to the terms of this rental agreement may change the amount of the refund X:_____
I hereby certify that I did not deplane through the airport within 48 hours prior to renting the vehicle described in this rental agreement X:_____
If the Vehicle is returned smelling of smoke from any source, you will be charged a cleaning fee of up to $250 to remove the smoke odor X:_____

If you do not have a return airline boarding pass or round trip airline itinerary, the periodic rental rate includes 100 free miles per day. For miles in excess of 100 per day, you will pay us $.39 per mile. Additional restrictions will apply.

The valid and collectible liability insurance and personal injury protection insurance of any authorized rental or leasing driver is primary for the limits of liability and personal injury protection coverage required by §§ 324.021(7) and 627.736, Florida Statutes.

Failure to return rented property or equipment upon expiration of the rental period and failure to pay all amounts due (including costs for damage to the property or equipment) are prima facie evidence of intent to defraud, punishable in accordance with § 812.155, Florida Statutes. Renter's Initials _____

DO NOT CIRCLE EXPIRATION DATE — USE BOX BELOW

PRESS FIRMLY - USE BALLPOINT PEN

EXPIRATION DATE ☒
CHECKED

QUAN.	CLASS	DESCRIPTION	PRICE	AMOUNT
				[redacted]

Orlando
www.800kiacars.com
KIA
3407 WEST COLONIAL DRIVE, ORLANDO, FLORIDA 32808 407-532-2217
2000 NORTH SEMORAN BLVD., WINTER PARK, FLORIDA 32792 407-678-1717

CONDITIONAL SALES CONTRACT

Date 11/27/10

DEAL# [redacted] Document Number

Purchaser [redacted] DOB [redacted] Drivers License [redacted]

Co-Purchaser _____ DOB _____ Drivers License _____

Address [redacted] City ORLANDO State FL Zip [redacted]

Phone [redacted] Work Phone [redacted]

I hereby agree to purchase from you under the terms and conditions specified, the following:

Quantity _____ New 011 (Year) Demo _____ (Year) Used KIA (Make) FORTE (Model) Stock Number [redacted]

VIN KNAFT4A2XB5[redacted] Trim _____ Color BLACK Key D1367 Key _____

TRADE-IN INFORMATION

YEAR	02	MAKE MAZDA	BODY TYPE
LIC. NO.	[redacted]	MODEL	626
SERIAL NO.	1YVGF22C125[redacted]		
BALANCE OWED TO	PATELCO FCU		
ADDRESS			
PAYOFF	300.00	GOOD UNTIL	
QUOTED BY:		TO:	

TRADE-IN VEHICLE ODOMETER MILEAGE STATEMENT

I understand that state and federal laws require me to make a written statement of the mileage of any motor vehicle that I trade in, sell or otherwise transfer ownership of. I understand that any inaccurate or untruthful statement of the mileage may make me liable for damages to this dealership and other subsequent owner(s) for attorneys fees, and for civil or criminal penalties, pursuant to sections 409, 412 of the Motor Vehicle Information and Cost Savings Act of 1972, and CFR 49, and CFR 49, Part 580.7(a).

X [redacted] 11/27/10

Name of Buyer Date

INSURANCE COVERAGE

NOTICE - It is the purchaser's responsibility to place proper insurance on this vehicle.
LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED.
PURCHASER MAY CHOOSE THE PERSON THROUGH WHICH THE INSURANCE IS OBTAINED.

INSURANCE CO.: STATE FARM
AGENT: _____
POLICY NO. [redacted]
VERIFIED: Date: _____ Time: _____ By: _____

THIS IS TO CERTIFY THAT I, THE UNDERSIGNED, HAVE PIP OR LIABILITY INSURANCE CURRENTLY IN EFFECT, AND WILL HOLD **THE COMPANY** HARMLESS FROM ANY AND ALL DAMAGES OR LOSSES THAT HAVE, MIGHT OR WILL OCCUR, REGARDLESS OF THE CAUSE OR FAULT.

Purchaser X [redacted]

1. THE PURCHASER UNDERSTANDS THAT THE SALE OF THE ABOVE DESCRIBED VEHICLE IS FINAL WHEN "THE LENDING INSTITUTION HAS APPROVED THE LOAN, THE BUYER HAS RECEIVED A COPY OF THE RETAIL INSTALLMENT CONTRACT, AND TAKEN DELIVERY OF THE MOTOR VEHICLE.

2. CONDITION OF SALE: I UNDERSTAND THAT UPON SIGNING THE CONDITIONAL SALES CONTRACT AND TAKING DELIVERY OF THE VEHICLE, THE DEALERSHIP DOES NOT REPRESENT OR IMPLY THAT MY CREDIT HAS BEEN APPROVED OR WILL BE APPROVED.

IN THE EVENT THAT THE LENDING INSTITUTION APPROVED MY LOAN, THEY MAY ALSO REQUIRE ADDITIONAL DOWN-PAYMENT, A CHANGE IN TERMS, OR NUMBER OF PAYMENTS, CHANGES REQUIRED BY THE LENDER MUST BE ACCEPTABLE TO THE DEALERSHIP AND TO ME.

DISCLAIMER OF WARRANTIES

☒ NEW VEHICLE ☐ USED VEHICLE ☐ DEMONSTRATOR

I UNDERSTAND THAT THE SELLER MAKES NO WARRANTIES, WHETHER EXPRESSED OR IMPLIED. I UNDERSTAND THAT THE SELLER EXPRESSLY DISCLAIMS ALL EXPRESSED WARRANTIES AND MAKES NO STATEMENT BY WHICH IT EITHER ADOPTS OR GIVES RIGHTS UNDER THE MANUFACTURER'S WARRANTY OR ANY OTHER AGREEMENT FOR THE PURPOSE OF PERFORMING THE MANUFACTURER'S WARRANTY. I UNDERSTAND THAT THE SELLER DISCLAIMS ALL IMPLIED WARRANTIES WHETHER OF FITNESS FOR A PARTICULAR PURPOSE, MERCHANTABILITY AND/OR WORKMANSHIP.

INITIAL X [redacted]

☐ **USED VEHICLE "AS IS"**
THIS USED MOTOR VEHICLE IS SOLD AS IS WITHOUT ANY WARRANTY, EITHER EXPRESSED OR IMPLIED. THE PURCHASER WILL BEAR THE ENTIRE EXPENSE OF REPAIRING OR CORRECTING ANY DEFECTS THAT PRESENTLY EXIST OR THAT MAY OCCUR IN THE VEHICLE.

INITIAL X _____

☐ **"BUYERS GUIDE" AFFIXED TO VEHICLE AT TIME OF DELIVERY. ANY CHANGES IN WARRANTY STATUS MUST BE EXPRESSLY WRITTEN ON THE SALES CONTRACT.**

INITIAL X _____

☐ **I UNDERSTAND THAT THIS VEHICLE HAS PREVIOUSLY BEEN USED AS A LEASE VEHICLE AND THAT I AM ENTITLED TO ANY REMAINING FACTORY WARRANTY UNDER THE PROVISIONS OUTLINED BY THE MANUFACTURER.**

INITIAL X _____

INSTALLATIONS AND CONDITIONS

TOTAL CASH PRICE INCLUDING INSTALLATIONS	19788.00
LESS TRADE-IN ALLOWANCE	5000.00
CASH DIFFERENCE	14788.00
PLUS EXTENDED SERVICE PLAN	N/A
DELIVERY FEE	699.95
PLUS WASTE TIRE (STATE FEE)	5.00
PLUS BATTERY FEE (STATE FEE) MMEA	3.50
PLUS STATE SALES TAX OR TAX NUMBER	968.10 [redacted]

TRADE-IN VEHICLE ODOMETER MILEAGE STATEMENT

I understand that state and federal laws require me to make a written statement of the mileage of any motor vehicle that I trade in, sell or otherwise transfer ownership of. I understand that any inaccurate or untruthful statement of the mileage may make me liable for damages to this dealership and other subsequent owner(s) for attorneys fees, and for civil or criminal penalties, pursuant to sections 409, 412 of the Motor Vehicle Information and Cost Savings Act of 1972, and CFR 49 and CFR 49, Part 580.7(a).

X [redacted] 11/27/10

Name of Buyer Date

INSURANCE COVERAGE

NOTICE - It is the purchaser's responsibility to place proper insurance on this vehicle.
LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED.
PURCHASER MAY CHOOSE THE PERSON THROUGH WHICH THE INSURANCE IS OBTAINED.

INSURANCE CO.: STATE FARM
AGENT:
POLICY NO. [redacted]
VERIFIED: Date:_____ Time:_____ By:_____

THIS IS TO CERTIFY THAT I, THE UNDERSIGNED, HAVE PIP OR LIABILITY INSURANCE CURRENTLY IN EFFECT, AND WILL HOLD **THE COMPANY** HARMLESS FROM ANY AND ALL DAMAGES OR LOSSES THAT HAVE, MIGHT OR WILL OCCUR, REGARDLESS OF THE CAUSE OR FAULT.

Purchaser X [redacted]

1. THE PURCHASER UNDERSTANDS THAT THE SALE OF THE ABOVE DESCRIBED VEHICLE IS FINAL WHEN "THE LENDING INSTITUTION HAS APPROVED THE LOAN, THE BUYER HAS RECEIVED A COPY OF THE RETAIL INSTALLMENT CONTRACT, AND TAKEN DELIVERY OF THE MOTOR VEHICLE.

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IN THE EVENT THAT THE LENDING INSTITUTION APPROVED MY LOAN, THEY MAY ALSO REQUIRE ADDITIONAL DOWN-PAYMENT, A CHANGE IN TERMS, OR NUMBER OF PAYMENTS. CHANGES REQUIRED BY THE LENDER MUST BE ACCEPTABLE TO THE DEALERSHIP AND TO ME.

SHOULD THE LENDING INSTITUTION DECLINE MY LOAN APPLICATION, IT WILL BE NECESSARY FOR ME TO PROMPTLY RETURN THE VEHICLE. WHEN THE DELIVERED VEHICLE HAS BEEN RETURNED, MY DOWN-PAYMENT AND/OR TRADE-IN WILL BE RETURNED IN FULL. ANY DAMAGE, UNUSUAL WEAR AND TEAR, AND MILEAGE TO THE VEHICLE, WILL BE MY RESPONSIBILITY.

3. THE REQUIRED CREDIT DISCLOSURES WILL BE MADE PRIOR TO SIGNING THE RETAIL INSTALLMENT CONTRACT.

4. Delivery Fee. this charge represents costs and profits to the seller/dealer for items such as inspecting, cleaning and adjusting new and used vehicles and preparing documents related to the sale.

5. Document Handling Fee. This fee represents a charge by the seller/dealer for such items as preparation, processing and handling of the documents required in registration, titling and licensing of vehicles.

6. If the above described purchased vehicle is new, purchaser certifies that the price and E.P.A. label was affixed to said vehicle on delivery.

7. If the above described purchased vehicle is used, purchaser certifies that the "Buyers Guide" label was affixed to said vehicle on delivery. "The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the Contract of Sale," FTC Rule Sec. 455.3(b); 49FR45726, see also: 49FR45710-45711.

8. The Purchaser hereby agrees that they have verified the description of the vehicle to their satisfaction, and it is the vehicle they desire to purchase.

9. Verbal promises by the salesmen are not valid. Any promises or understandings not herein specified in writing are hereby expressly waived, and the same shall in no manner constitute a part of this agreement.

PARTICULAR PURPOSE, MERCHANTABILITY AND/OR WORKMANSHIP.

INITIAL X [redacted]

☐ USED VEHICLE "AS IS"
THIS USED MOTOR VEHICLE IS SOLD AS IS WITHOUT ANY WARRANTY, EITHER EXPRESSED OR IMPLIED. THE PURCHASER WILL BEAR THE ENTIRE EXPENSE OF REPAIRING OR CORRECTING ANY DEFECTS THAT PRESENTLY EXIST OR THAT MAY OCCUR IN THE VEHICLE.

INITIAL X _____

☐ **"BUYERS GUIDE" AFFIXED TO VEHICLE AT TIME OF DELIVERY. ANY CHANGES IN WARRANTY STATUS MUST BE EXPRESSLY WRITTEN ON THE SALES CONTRACT.**

INITIAL X _____

☐ **I UNDERSTAND THAT THIS VEHICLE HAS PREVIOUSLY BEEN USED AS A LEASE VEHICLE AND THAT I AM ENTITLED TO ANY REMAINING FACTORY WARRANTY UNDER THE PROVISIONS OUTLINED BY THE MANUFACTURER.**

INITIAL X _____

INSTALLATIONS AND CONDITIONS

TOTAL CASH PRICE INCLUDING INSTALLATIONS	19788.00
LESS TRADE-IN ALLOWANCE	5000.00
CASH DIFFERENCE	14788.00
PLUS EXTENDED SERVICE PLAN	N/A
DELIVERY FEE	699.95
PLUS WASTE TIRE (STATE FEE)	5.00
PLUS BATTERY FEE (STATE FEE) MWEA	3.50
PLUS STATE SALES TAX OR TAX NUMBER	968.10
PLUS DOCUMENT HANDLING FEE	199.95
PLUS STATE TAG, TITLE & REGISTRATION FEE	137.40
PLUS ELECTRONIC FILING	24.00
PLUS USED VEHICLE BALANCE OWED	1300.00
CASH BALANCE DUE	18125.90
LESS FACTORY REBATES	500.00
LESS PARTIAL DOWN PAYMENT RECEIPT #_____	500.00
LESS DOWN PAYMENT DUE RECEIPT #_____	N/A
	17125.90

UNPAID BALANCE OF CASH PRICE

Customer agrees to return to Dealership within 72 hours to finalize transaction

PURCHASER X [redacted]

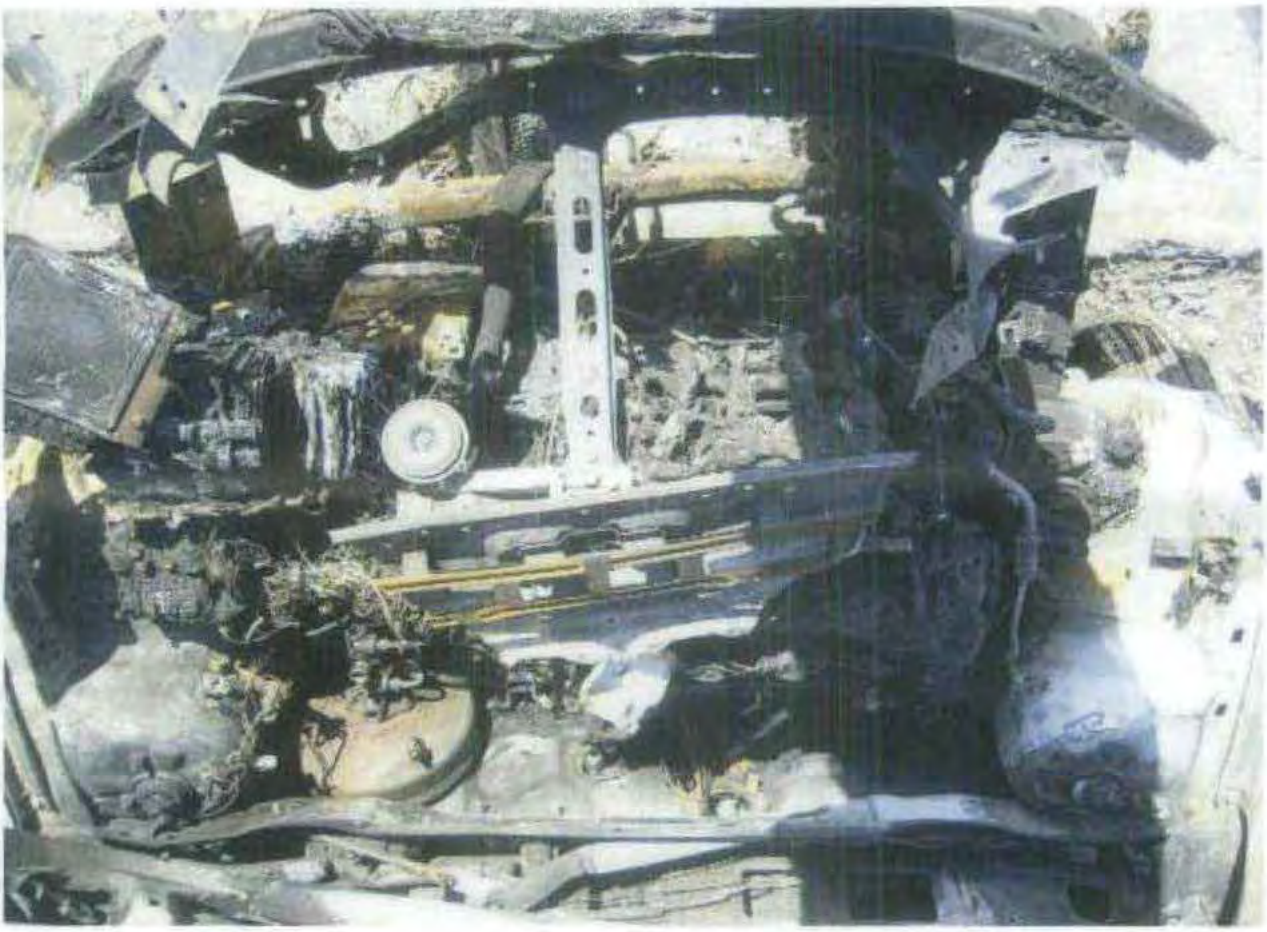
NOTICE TO PURCHASER

1. **Do not sign this contract before you read it or if it contains any blank spaces.**
2. **You are entitled to an exact copy of the contract you sign. Keep it to protect your legal rights**
   This contract is not binding unless signed by an officer or manager of seller and by purchaser.

PURCHASER: X [redacted] **PURCHASER:** X _____

ACCEPTED BY: X [redacted] (Officer/Manager) **SALESMAN'S NAME:** X [redacted] TKS [redacted]

[redacted]



:1 of 1
R RECORDS.

The UPS Store - #881
4630 S. KIRKMAN RD
ORLANDO, FL 32811
(407) 578-6322

03/08/11 11:24 AM

We are the one stop for all your shipping, postal and business needs.

Visit our NEW website
www.theupsstore881.com

[redacted]

001 001005 (001) TO $ 28.62
NDA
Tracking# [redacted]
002 000003 (011) TO $ 9.00
Notary

SubTotal $ 37.62
Total $ 37.62

Master Card $ 37.62
ACCOUNT NUMBER * **********[redacted]

Receipt ID [redacted] (002 Items
CSH: ADAM [redacted]

Visit our NEW website
www.theupsstore881.com

Whatever your business and personal needs, we are here to serve you.

ENTER FOR A CHANCE TO
WIN $1000

We value your feedback
To enter please complete the customer satisfaction survey located at:

www.theupsstore.com/survey

For official rules and Terms and Conditions go to www.theupsstore.com and click on the Customer Experience Survey link

MarWt)

Ship

[redacted]

$25.60
$0.00
$2.82
$0.20

$28.62

[redacted]

THE HOME DEPOT More saving. More doing.®

4403 MILLENIA PLAZA WAY
ORLANDO, FL 32839 (407)226-1066

6367 00059 75230 03/08/11 09:57 AM
CASHIER SELF CHECK OUT - SCOT59

736511501070 #107 KEY <A> 1.78
736511435153 #66BRCANCR <A> 3.98

SUBTOTAL 5.76
SALES TAX 0.38
TOTAL $6.14
XXXXXXXXXXXX[redacted] DEBIT 6.14
AUTH CODE [redacted]

[redacted]

[redacted] 03/08/2011 4455

RETURN POLICY DEFINITIONS

	POLICY ID	DAYS	POLICY EXPIRES ON
A	1	90	06/06/2011

THE HOME DEPOT RESERVES THE RIGHT TO LIMIT / DENY RETURNS. PLEASE SEE THE RETURN POLICY SIGN IN STORES FOR DETAILS.

GUARANTEED LOW PRICES
LOOK FOR HUNDREDS OF
LOWER PRICES STOREWIDE
****

ENTER FOR A CHANCE TO WIN A $5,000 HOME DEPOT GIFT CARD!

Share Your Opinion With Us! Complete the brief survey about your store visit and enter for a chance to win at:

www.homedepot.com/opinion

¡PARTICIPE EN UNA OPORTUNIDAD DE GANAR UNA TARJETA DE REGALO DE THD DE $5,000!

¡Comparta Su Opinión! Complete la breve encuesta sobre su visita a la tienda y tenga la oportunidad de ganar en:

www.homedepot.com/opinion

User ID:
157116 150808

[redacted]

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

FORTE

HECK THE KIA FIXED OPS

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

FORTE

KIA MOTORS

Consumer Assistance Center Case Report

Printed By: TLarson

Case Number - [redacted]

04/19/2012 12:04:16 PM

Case Details

Title: SA Escalation: STARTER

VIN: KNAFU5A21C5[redacted]

Mileage: 100

Status: Working

Priority: Non-Priority

Severity: Low

Call Source: Service Alert

Owner: Todd Larson

Owner Email: TLarson@kiaconsumeraffairs.com

Case Type Level1: Complaint

Case Type Level2: Quality

Case Type Level3: Others

Case Type Level4: Please Specify

Contact Details

Name: [redacted]

Phone: [redacted]

Alt Phone: [redacted]

Fax:

Address1: [redacted]

Address2:

City: Shelby

State: NC

Zip: [redacted]

Email:

Dealer Details

Code: NC038

Name: Rogers Kia

Case History

*** PHONE LOG 04/10/2012 10:18:06 AM (Local Time) BSherrick Action Type:
800# VM NC 038 LISA FISHER
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]
[!<For Internal Use Only:
>!]

*** CASE DISPATCHED 04/10/2012 11:19:45 AM (Local Time) BSherrick
from WIP default to Queue Service Alert.

*** CASE ACCEPTED 04/10/2012 02:02:44 PM (Local Time) TLarson
from Queue Service Alert to WIP MONDAY Central.

*** PHONE LOG 04/19/2012 12:01:32 PM (Local 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

[redacted]

Case History
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 12:04:09 PM (Local 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

[!<For Internal Use Only:
>!]

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

[redacted]

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

FORTE

KIA MOTORS

Consumer Assistance Center Case Report

Printed By: RChacon

Case Number - [redacted]

05/07/2012 12:01:16 PM

Case Details

Title: Service Alert Escalation: Brakes - Improper Engagement # Dragging

VIN: KNAFU5A24C5[redacted]
Mileage: 212
Status: Working
Priority: Priority
Severity: High
Call Source: Service Alert – TL
Owner: Randy Chacon
Owner Email: RChacon@kiaconsumeraffairs.com
Case Type Level1: Complaint
Case Type Level2: Quality
Case Type Level3: Brake
Case Type Level4: Other

Contact Details

Name: [redacted]
Phone: [redacted]
Alt Phone:
Fax:
Address1: [redacted].
Address2:
City: Long Beach
State: CA
Zip: [redacted]
Email:

Dealer Details

Code: CA186
Name: Car Pros Kia

Case History

*** PHONE LOG 04/30/2012 07:00:12 PM (Local Time) sa Action Type:
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.
[!<For Internal Use Only:
>!]

*** CASE ACCEPTED 05/01/2012 07:29:52 AM (Local Time) JHirshfield
from Queue Service_Alert_TL2CA to WIP Accepted Cases.

*** PHONE LOG 05/02/2012 11:24:38 AM (Local 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

[redacted]

Case History
[!<For Internal Use Only:
>!]

*** PHONE LOG 05/02/2012 02:35:06 PM (Local 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

Writer stated:
1. Thanks for the info
[!<For Internal Use Only:
>!]

*** PHONE LOG 05/02/2012 02:37:19 PM (Local 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 #
[!<For Internal Use Only:
>!]

*** PHONE LOG 05/03/2012 11:54:02 AM (Local 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

[!<For Internal Use Only:
>!]

*** PHONE LOG 05/04/2012 08:43:17 AM (Local 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 #

[!<For Internal Use Only:
>!]

*** PHONE LOG 05/07/2012 06:40:53 AM (Local 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
[!<For Internal Use Only:
>!]

*** PHONE LOG 05/07/2012 12:00:55 PM (Local 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 #
[!<For Internal Use Only:
>!]

[redacted]

Case History

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

[redacted]

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

FORTE

Attn: Michele Hillegas
Re: Case # [redacted]

Total Loss Settlement Report

PROGRESSIVE®
Progressive Direct Insurance Co
19909 120TH AVE NE
SUITE 200
BOTHELL, WA 98011
(253) 815-6244

[redacted]

Date: 10/15/2012
Owner: [redacted]
Vehicle: 12 KIA FORTE
VIN: KNAFU4A26C5[redacted]

Prepared by: FRANK PERKOVICH
Claim Number: [redacted]
Date of Loss: [redacted]2012
Adjuster License:

Important information regarding your settlement offer and explanation of Actual Cash Value (ACV)

We would like to inform you that we have made a determination regarding the total loss of your vehicle. Our settlement is based upon evaluation of your vehicle's actual cash value. If a lien holder is involved, the payment to you may change based upon the exact payoff amount of your loan. In order to determine your vehicle's actual cash value, we have performed a detailed evaluation of the vehicle's condition and probable value immediately prior to the loss.

We will demonstrate how we arrived at this amount so you may be confident that our value is fair and reasonable in the current local market. We will include applicable taxes and fees when required by law. Our settlement, less any applicable deductible amount, is contingent upon our receipt of a "clean" title with no liens attached.

In most cases, we will also collect and arrange for the disposition of your damaged vehicle. We will need the actual title for the vehicle in order to complete this process. You may retain the vehicle salvage in some instances. Please note we make the appropriate deduction for the salvage amount when presenting our settlement offer to you. Additional titling requirements may also need to be completed.

If you disagree with our valuation of your vehicle's actual cash value, we will consider your opinion and may revise our determination if credible information is presented to us. If you are insured with us and the amount of the vehicle's actual cash value remains in dispute, either party may request to proceed under the Appraisal section of your insurance policy contract. Please refer to your policy contract for more detailed information on the Appraisal process.

To determine the Actual Cash Value (ACV) of your vehicle, we will:

- **Determine the baseline value**

- **Make adjustments to account for any excessive wear and tear and/or prior damage**
  The local market value does not take into consideration your particular vehicle's condition, unrepaired prior damage or excess wear and tear. We will itemize and estimate the cost of repairs and work that would make your vehicle comparable to the market value determined. We may add or subtract for generalized "dealer prep" or reconditioning charges if the vehicle requires adjustment. We may ask you to provide information about the vehicle that is not readily apparent by inspecting it, such as general maintenance and repair history, title history and title status (such as clean or rebuilt salvage).

- **Include the value of extraordinary refurbishments or repairs**
  Vehicles in exceptionally clean condition may appraise higher than retail value. We also consider the cost and value of recent refurbishments. In general, though, refurbishment or recent replacement of maintenance type items does not increase the value of the vehicle, because those items are assumed in the value; they are expected to be in place and in good condition when a vehicle is sold.

[redacted]

1	**Baseline Value**	**$16,262.30**
2	Preexisting Damage $0.00 X 0.00 %	$0.00
3	Condition Adjustment	$0.00
4	Refurbishment(s)	$0.00
5	Custom Parts & Equipment	$0.00
6	**Actual Cash Value**	**$16,262.30**
7	Fees	$139.25
8	Taxes Motor vehicle sales tax $16,262.30 X 9.80 % = $1,593.71 Taxes applied to settlement	$1,593.71
9	**Net Settlement**	**$17,995.26**
10	Deductible	($1,000.00)
11	**Total Settlement**	**$16,995.26**

[redacted]

[redacted] 10/15/2012

Lien Holder Account Balance (Amount You Owe)	
CAPITAL ONE AUTO FIN Payoff as of	$0.00
Net to Owner	**$16,995.26**

J.D. POWER AND ASSOCIATES
Power Information Network®

Mitchell

Vehicle Valuation Report

Prepared for: Progressive Group of Insurance Companies
(800) 321-9843

Summary

Claim Information

Claim Number: [redacted]
Policy Number:
Owner: [redacted]
Address: [redacted]
ALGONA, WA
Owner Home Phone: [redacted]

Version #: 2
Coverage Type of Loss: Comprehensive
Loss Date: [redacted]2012
Reported Date: [redacted]2012
Valuation Report Date: 10/03/2012 13:49:44
Valuation Report ID: [redacted]

Vehicle Information

Loss Vehicle: 2012 KIA FORTE EX 4D SDN 2L 4 Cyl Gas A 2WD
VIN: KNAFU4A26C5[redacted]
Mileage: 8,900 miles
Title History: No

Location: WA 98001
Exterior Color: Titanium Metallic
License Plate: [redacted] Washington, Exp, 12/2012

Valuation Summary

Base Value:	**$15,597.30**
Loss Vehicle Adjustments	
Condition Adjustment:	$0.00
Prior Damage Adjustment:	$0.00
After Market Parts Adjustment:	$665.00
Refurbishment Adjustment:	$0.00
Title History Adjustment:	$0.00
Market Value:	**$16,262.30**

Title History Comments:

Claim #[redacted] | Copyright (c) 2011 - Mitchell International. All Rights Reserved. | Page 1
[redacted]

Loss Vehicle Detail

Loss vehicle: **2012 KIA FORTE EX 4D SDN 2L 4 Cyl Gas A 2WD**

Standard Equipment

Exterior

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

Interior

AM/FM Radio With Seek, Scan, Speed Sensitive Volume and 6 Speakers Total; CD Player; MP3 Player; Sirius(R) Satellite Radio (Includes 3 Months Of Service, Unavailable In Hawaii and Alaska)	Cloth Seats
Cruise Control	Dual Body Color Folding Power Adjustable Signaling Exterior Rearview Mirrors
Front Auxiliary Audio Input Jack	Front Dual Illuminated Vanity Mirrors
Front Dual Reclining Bucket Seats, Driver Side Manually Adjusts 6 Ways Total With Driver Adjustable Seat Height and Adjustable Headrests	Front Dual Sunvisors
Infrared Glass	Manual Air Conditioning
Power Window Lockout	Power Windows
Radio Antenna	Rear 60/40 Split Folding Bench Seat With Adjustable Headrests and Fold-Down Center Armrest
Rear Heating Ducts	Rear Window Defroster
Steering Wheel Mounted Controls For Audio, Cruise Control and Wireless Enabled Devices	Supervision(TM) Electroluminescent Instrumentation
Theater Style Rear Seating	Tinted Glass
Trip Computer	USB Port
Variable Intermittent Windshield Wipers	Wireless Communication Access For Bluetooth(R) Enabled Devices

Mechanical

4-Wheel Anti-Lock Brakes	Brake Assistance
Electronic Stability Control (ESC) Vehicle Stability Control System	Front Power 280-mm X 26-mm Vented Disc and Rear Power 262-mm X 10-mm Solid Disc Brakes
Power Speed Sensing Rack and Pinion Variable Assisted Steering	Telescopic Steering Column
Tilt Steering Column	Traction Control

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[redacted]

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

Loss Vehicle Base Value

Loss vehicle: **2012 KIA FORTE EX 4D SDN 2L 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: **7,000 miles**

#	Vehicle Description	Mileage	Location	Distance From Loss Vehicle	Price	Adjusted Value
1	2012 KIA FORTE EX 4D SDN 4 2NORMAL GAS A 2WD	2,266	98409	12 miles	$17,988.00 List Price	$18,824.50
2	2012 KIA FORTE EX 4D SDN 4 2NORMAL GAS A 2WD	14,974	98409	12 miles	$16,488.00 List Price	$16,268.35
3	2012 KIA FORTE EX 4D SDN 4 2NORMAL GAS A 2WD	5,676	98057	12 miles	$16,999.00 List Price	$18,143.77
4	2012 KIA FORTE EX 4D SDN 4 2NORMAL GAS A 2WD	5,117	98312	30 miles	$15,491.00 List Price	$14,675.73
5	2012 KIA FORTE EX 4D SDN 4 2NORMAL GAS A 2WD	3,734	98208	41 miles	$14,948.00 List Price	$14,074.17
					Base Value:	$15,597.30

Loss Vehicle Adjustments

Loss vehicle: **2012 KIA FORTE EX 4D SDN 2L 4 Cyl Gas A 2WD**

Condition Adjustments

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[redacted]

Condition Adjustment: $0.00	Overall Condition: 3.00-Good	Typical Vehicle Condition: 3.00
Category	**Condition**	**Comments**
Interior		
CARPET	Typical	Unable to fully assess due to fire, assuming good
DOORS/INTERIOR PANELS	Typical	Unable to fully assess due to fire, assuming good
GLASS	Typical	Unable to fully assess due to fire, assuming good
SEATS	Typical	Unable to fully assess due to fire, assuming good
DASH/CONSOLE	Typical	Unable to fully assess due to fire, assuming good
HEADLINER	Typical	Unable to fully assess due to fire, assuming good
Exterior		
TRIM	3 Good	
BODY	3 Good	
VINYL/CONVERTIBLE TOP	Typical	N/A, no vinyl/convertible top
PAINT	3 Good	
Mechanical		
ENGINE	Typical	Unable to assess due to fire, assuming good
TRANSMISSION	Typical	Unable to assess due to fire, assuming good
Tire	3 Good	All tires 10/32nds tread remaining, original tread 10/32nds

Typical condition reflects a vehicle that is in ready-for-sale condition and reflects normal wear and tear for that vehicle type / age.

Comments:

After Market Parts and OEM Equipment Adjustments

Category	Description	Adjustment Type	Purchase Date	Amount Paid	Adjustment Amount
EXTERIOR	AFTERMARKET WHEELS	INSTANT QUOTE			$150.00
MECHANICAL	EXHAUST (PERFORMANCE) - MUFFLER OR HEADERS	INSTANT QUOTE			$100.00
MECHANICAL	LOWERED / PERFORMANCE SUSPENSION	INSTANT QUOTE			$120.00
EXTERIOR	FOUR NEW TIRES (91-180 DAYS OLD / 3001 - 6000 MILES)	INSTANT QUOTE			$125.00
INTERIOR	WINDOW TINT- SEDAN / 5 DOOR HB / WAGON	INSTANT QUOTE			$170.00

Comparable Vehicles

Loss vehicle: **2012 KIA FORTE EX 4D SDN 2L 4 Cyl Gas A 2WD**

Comparable Vehicles

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

[redacted]

1	2012 KIA FORTE EX 4D SDN 4 2 NORMAL GAS A2WD	List Price: $17,988.00

VIN: KNAFT4A21C[redacted]
Stock No: [redacted]
Listing Date: 09/18/2012
ZIP/Postal Code: [redacted]
Distance from Loss Vehicle: 12 miles
Source: FRANCHISE WEB LISTING - CARS.COM
CAR PROS
7227 S.TACOMA WAY
TACOMA WA 98409
253-830-5496

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$660.00
Mileage	8,900	2,266	-$503.50

Total Adjustments: -$1,163.50
Adjusted Price: $16,824.50

2177

22

2	2012 KIA FORTE EX 4D SDN 4 2 NORMAL GAS A2WD	List Price: $16,488.00

VIN: KNAFT4A26C5[redacted]
Stock No: [redacted]
Listing Date: 08/18/2012
ZIP/Postal Code: [redacted]
Distance from Loss Vehicle: 12 miles
Source: FRANCHISE WEB LISTING - CARS.COM
CAR PROS
7227 S.TACOMA WAY
TACOMA WA 98409
253-830-5496

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$605.00
Mileage	8,900	14,974	$385.35

Total Adjustments: -$219.65
Adjusted Price: $16,268.35

4074

04

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[redacted]

3	2012 KIA FORTE EX 4D SDN 4 2 NORMAL GAS A2WD	List Price: $16,999.00

VIN: KNAFT4A26C5[redacted]
Stock No: [redacted]
Listing Date: 08/29/2012
ZIP/Postal Code: [redacted]
Distance from Loss Vehicle: 12 miles
Source: FRANCHISE WEB LISTING - CARS.COM
RENTON HONDA KIA
200 SW GRADY WAY
RENTON WA 98057
888-683-0589

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$624.00
Mileage	8,900	5,676	-$231.23

Total Adjustments: -$855.23
Adjusted Price: $16,143.77

3224 7

4	2012 KIA FORTE EX 4D SDN 4 2 NORMAL GAS A2WD	List Price: $15,491.00

VIN: KNAFT4A28C5[redacted]
Stock No: [redacted]
Listing Date: 09/19/2012
ZIP/Postal Code: [redacted]
Distance from Loss Vehicle: 30 miles
Source: FRANCHISE DEALER WEB LISTING - AUTOTRADER.COM
WEST HILLS AUTO PLEX
501 W HILLS BLVD
BREMERTON WA 98312
888-795-8397

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$568.00
Mileage	8,900	5,117	-$247.27

Total Adjustments: -$815.27
Adjusted Price: $14,675.73

3783

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[redacted]

5	2012 KIA FORTE EX 4D SDN 4 2 NORMAL GAS A2WD	List Price: $14,948.00

VIN: KNAFT4A25C5[redacted]
Stock No:
Listing Date: 10/01/2012
ZIP/Postal Code: [redacted]
Distance from Loss Vehicle: 41 miles
Source: FRANCHISE DEALER WEB LISTING - VAST.COM
PERFORMANCE KIA
229 SW EVERETT MALL WAY
EVERETT WA 98208
425-418-8435

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$548.00
Mileage	8,800	3,734	-$325.83

Total Adjustments: -$873.83
Adjusted Price: $14,074.17

Sub-Model Comparison

Sub-Model Description	Configuration	Original MSRP
2012 KIA FORTE EX	4D SDN 2L 4 Cyl Gas 2WD	$17,800.00

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[redacted]

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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[redacted]

WKR090 [redacted]
WKR116

KIA MOTORS AMERICA
Campaign List by VIN

11/19/2012
11:18:44

Vehicle I.D : **KNAFU4A26C5** [redacted]

Issue Number	Description	Dealer Code	Repair Date	Dealer Type
SA102	SA102 TD BATT CABLE TERMINAL R			
SA105	SA105 ECM UPGRADE (A/CON LOGIC	WA008	11/08/2011	RD

Bottom

CMD : **F3=Exit**

[redacted]

11/19/12
11:18:54
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

HILLEGASM
KIAPROD

VIN No : KNAFU4A26C5[redacted]

In Service Date: 12/03/11

Model . . C5462
Series . FORTE SEDAN

	Repair Date	W T	Dlr No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
_	11/08/11	V	WA008	[redacted]	A 01		ELECTRONIC CONTROL U	36
_	7/26/11	I	WA008	[redacted]	1 01			13

More...

I=Inquiry
F3=Exit

F11=Summary/Detail

[redacted]

KIA MOTORS AMERICA, INC.
Irvine, CA

CARFAX® Vehicle History Report™

US $39.99

An independent company established in 1986

Vehicle Information:
2012 KIA FORTE EX
VIN: KNAFU4A26C5[redacted]
SEDAN 4 DR
FRONT WHEEL DRIVE
Standard Equipment | Safety Options

CARFAX Report Provided By:
KIA MOTORS AMERICA, INC.
111 Peters Canyon Rd
Irvine, CA 92606
949-468-4800

Branded Title: Rebuilt

CARFAX 1-Owner vehicle

2 Service records available

Personal vehicle

37 Last reported odometer reading

$1,830 Below retail book value

This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 11/19/12 at 2:18:05 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 **2012 Kia Forte EX** based on the information available in this report

1) Retail Book Value		2) CARFAX Price Adjustment™		3) Adjusted Retail Value
$ 0	+	- $1,830	=	Begin by entering the retail book value
Enter retail book value here		Below retail book value		

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

This vehicle is worth less 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	2012
Type of owner	Personal
Estimated length of ownership	10 months
Owned in the following states/provinces	Washington
Estimated miles driven per year	---
Last reported odometer reading	37

CARFAX Title History

CARFAX guarantees the information in this section

	Owner 1
Salvage | Junk | Rebuilt | Fire | Flood | Hail | Lemon	**Alert!** Problem Found
Not Actual Mileage | Exceeds Mechanical Limits	No Problem

Alert! Severe problems were reported by a state Department of Motor Vehicles (DMV). This vehicle does not qualify for the CARFAX Buyback Guarantee.

CARFAX Additional History

Not all accidents / issues are reported to CARFAX

	Owner 1
Total Loss Total loss reported on [redacted]/2012.	Total Loss 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 DMV title problems reported.	Severe Damage
Manufacturer Recall No open recalls reported to CARFAX.	No Recalls Reported

CARFAX Detailed History

Glossary

Owner 1

Purchased:	2012
Type:	Personal
Where:	Washington
Est. length owned:	1/5/12 - present (10 months)

Date:	Mileage:	Source:	Comments:
07/27/2011	8	Kia of Puyallup Puyallup, WA 253-286-8000 kiaofpuyallup.com	Pre-delivery inspection completed
11/09/2011	13	Kia of Puyallup Puyallup, WA 253-286-8000 kiaofpuyallup.com	Vehicle serviced
12/05/2011	37	Kia of Puyallup Puyallup, WA 253-286-8000 kiaofpuyallup.com	Vehicle offered for sale
01/05/2012		Washington Motor Vehicle Dept. Auburn, WA Title #[redacted]	Title issued or updated First owner reported Registered as personal vehicle Loan or lien reported
11/05/2012		Washington Motor Vehicle Dept. Auburn, WA Title #[redacted]	**TOTAL LOSS VEHICLE** **REBUILT TITLE ISSUED** Loan or lien reported
11/08/2012		Washington	**REBUILT TITLE ISSUED**

	Motor Vehicle Dept. Cleveland, OH Title #[redacted]	Loan or lien reported
11/08/2012	Washington Motor Vehicle Dept. Cleveland, OH Title #[redacted]	**REBUILT TITLE ISSUED**

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

Accident / Damage Indicator
CARFAX receives information about accidents in all 50 states, the District of Columbia and Canada. Different information in a vehicle's history can indicate an accident or damage, such as: salvage auction, fire damage, police-reported accident, crash test vehicle, damage disclosure, collision repair facility and automotive recycler records. Not every accident or damage event is reported and not all reported are provided to CARFAX. Details about the accident or damage event when reported to CARFAX (e.g. severity, impact location, airbag deployment) are included on the Vehicle History Report. CARFAX recommends you obtain a vehicle inspection from your dealer or an independent mechanic.

- According to the National Safety Council, Injury Facts, 2007 edition, 7% of the 245 million registered vehicles in the U.S. were involved in an accident in 2005. Over 75% of these were considered minor or moderate.
- CARFAX depends on many sources for its accident / damage data. CARFAX can only report what is in our database on 11/19/12 at 2:18:05 PM (EST). New data will result in a change to this report.

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

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

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

Rebuilt/Reconstructed Title
A Rebuilt/Reconstructed vehicle is a salvage vehicle that has been repaired and restored to operation. These vehicles are often severely damaged before they are rebuilt and refurbished parts are typically used during reconstruction. In most states, an inspection of the vehicle is required before the vehicle is allowed to return to the road.

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.

Total Loss Vehicle
An insurance or fleet company declares a vehicle a total loss when a claim exceeds ~ 75% of its pre-damage value or if the vehicle is stolen and not recovered. This damage threshold varies by company. These companies typically take possession and obtain the title. Not all total loss vehicles result in a DMV-reported branded title. This may occur when an insurance company's definition of a total loss is different than the state DMV's definition for a branded title or when the owner of the vehicle is a self-insured company, like a fleet or rental company.

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Covered by United States Patents Nos. 7,113,853; 7,505,838 and 7,596,512.
11/19/12 2:18:05 PM (EST)

Hillegas, Michele [KMA]

From: [redacted]
Sent: Wednesday, October 17, 2012 4:03 PM
To: Hillegas, Michele [KMA]
Subject: Personal Items and Les Schwab Invoice
Attachments: les schwab INVOICE_PDF.htm; Cowboy Hat.jpeg; Faux Leather Coat.jpeg; Guess Sunglasses.JPG; Hair Flower.jpeg; iphone Charger.jpeg; Pea Coat.jpeg; Perfume.jpeg; Sheets.jpeg; Slippers.jpeg; Snake Print Heels.jpeg; Tanning Goggles.JPG

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 kit 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)

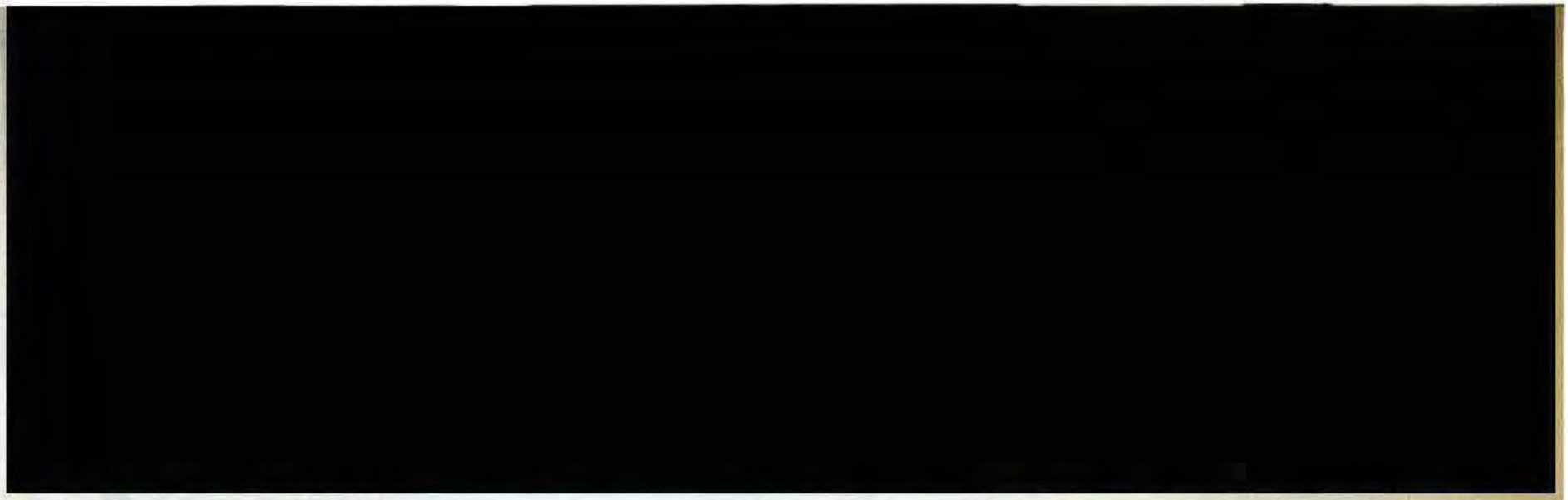
Les Schwab Invoice
-Wheels $800/set
-Tires $551/set
-Lowering Kit $245
-TPMS Straps $45/set

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 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)

[redacted]



Women's John & Jenn Faux-...
$150.00 at Neiman Marcus

Collezione Women's Plus Siz...
$129.99 at Overstock.com

Fdj French Dressing Faux-Le...
$47.96 at Sierra Trading Post

Buckle
$79.95 at Buckle

Cathenne's Women's Plus Siz...
$148.00 at Cathenne's

Levi's
$127.99 at DrJays.com

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Hi! Sign in or register | Daily Deals

To our inspiring community: Thank you.

ebay Browse by category

Home > Buy

View Full Description

Guess GU7002 Women's Zebra Sunglasses 100% Aut

Optimal Fit & Comfort

Item condition: New with tags

Time left: 27 days 22 hours (Nov 14, 2012 01:18:04 PM PST)

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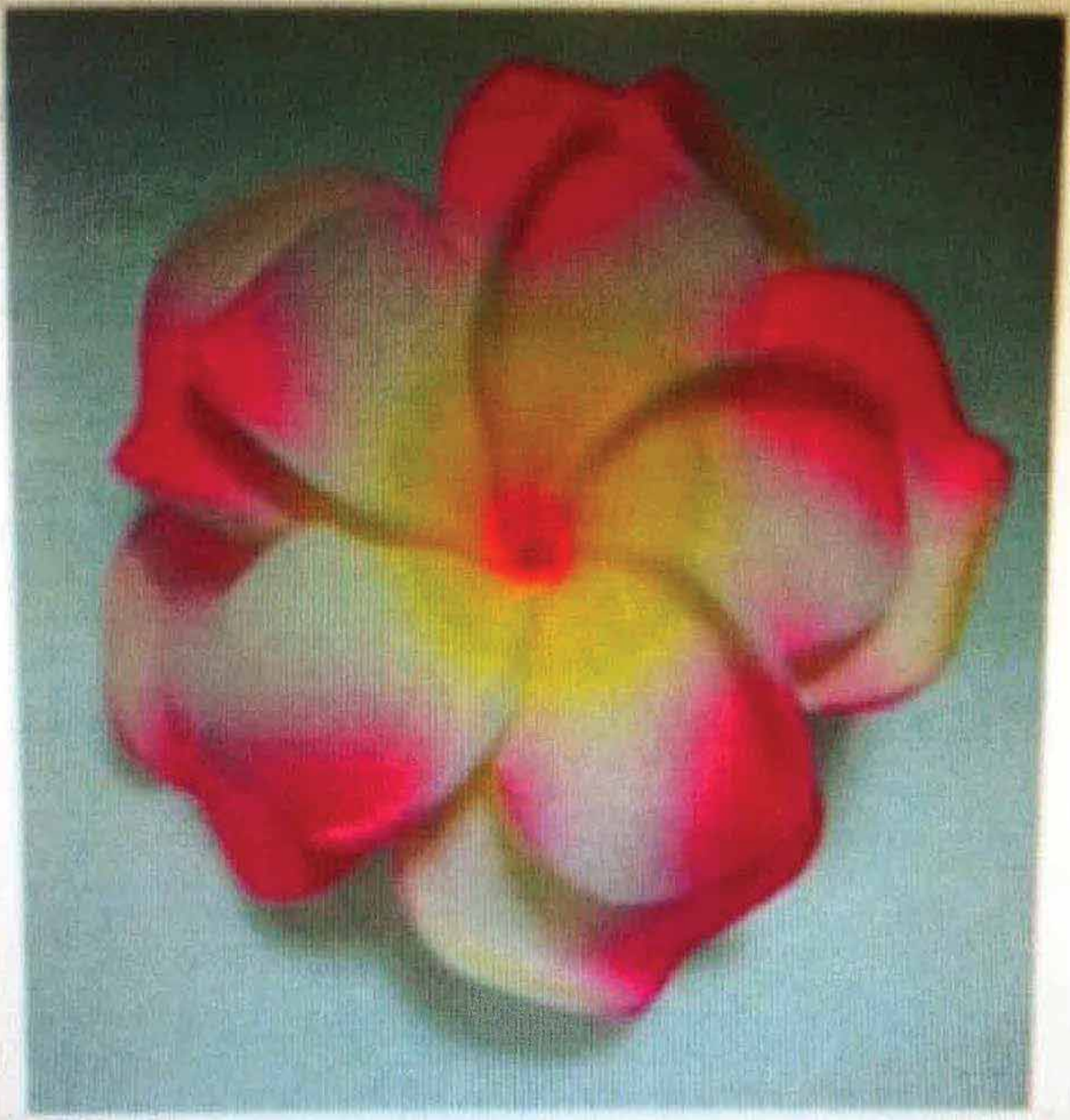
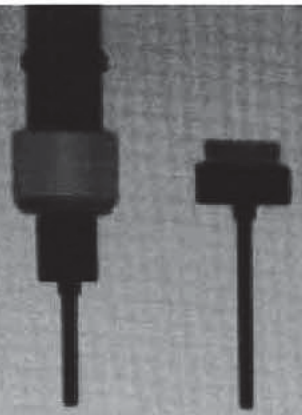


Large Pink Plumeria Flower Hair Clip

$5.99

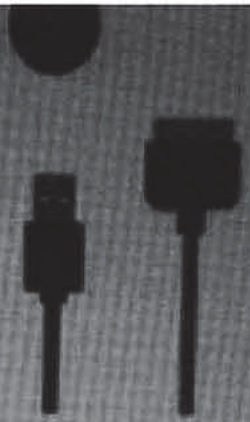
[redacted]



Just Mobile Highway Pro Charger

$39.95

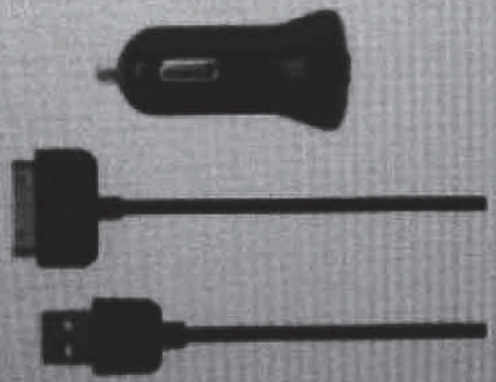
Available to ship: 1-2 months



Griffin PowerJolt Micro for iPad, iPhone and iPod

$24.95

In Stock



Griffin PowerJolt for iPad, iPhone, and iPod

$24.95

Available to ship: 1-2 months

Kensington PowerBolt™ Micro Car Charger

$24.95

In Stock

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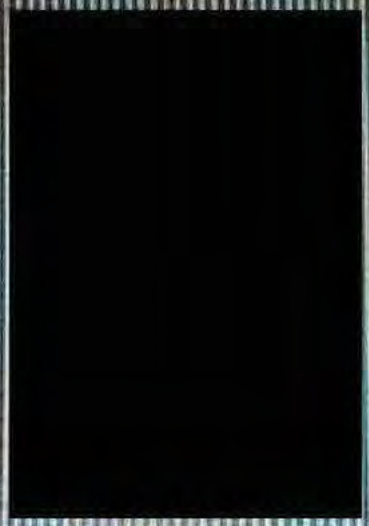

The North Face Wome...

$95.00

Zappos.com

Express Womens Tw...

$158.00

Express

DKNY C Double Brea...

$79.99

Downton Womens

$79.99

Sears

Sexy Little Things
Noir Eau de Parfum
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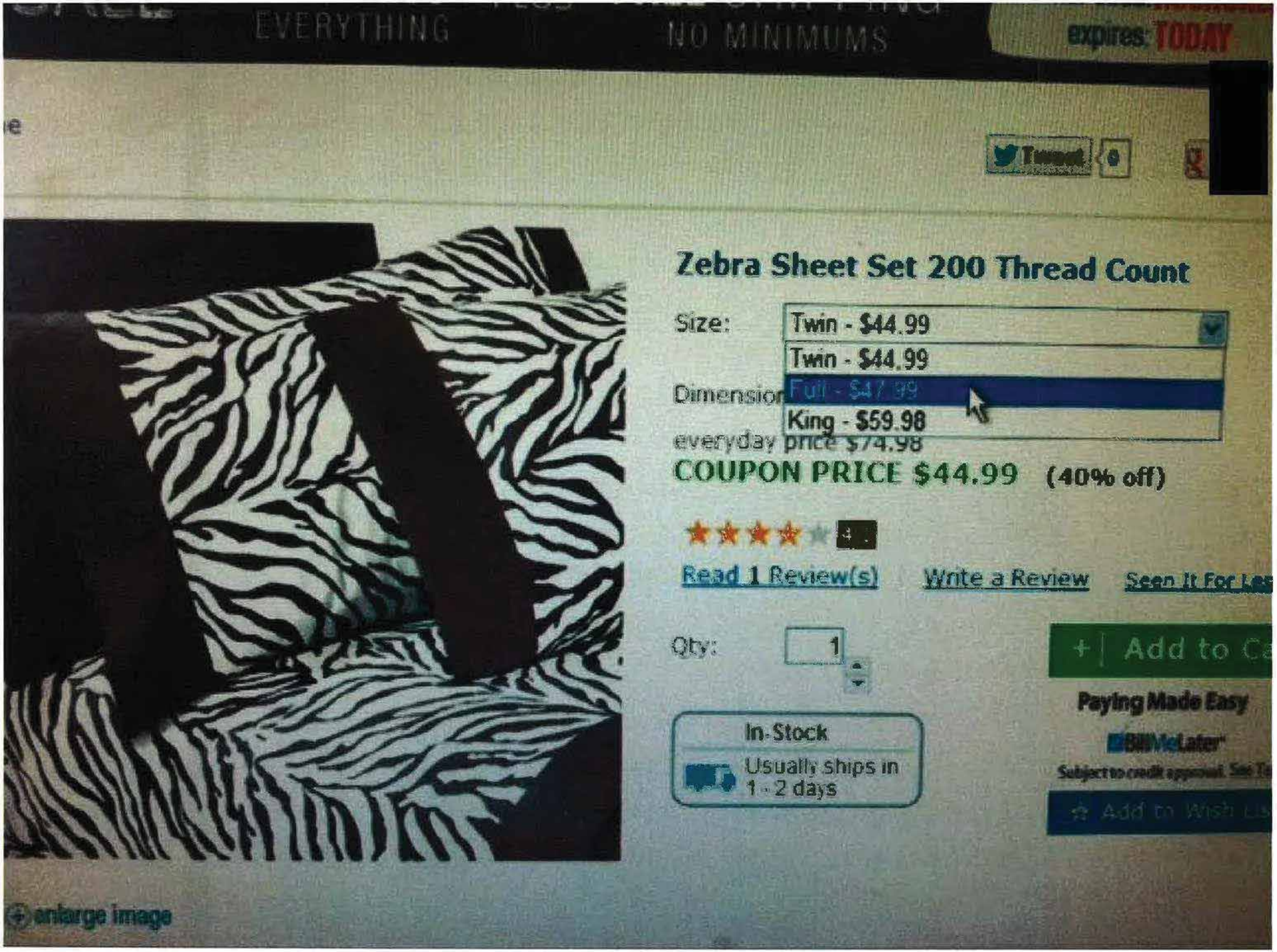
Sexy Litt
Noir Scen
Shower
$15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Twin - $44.99
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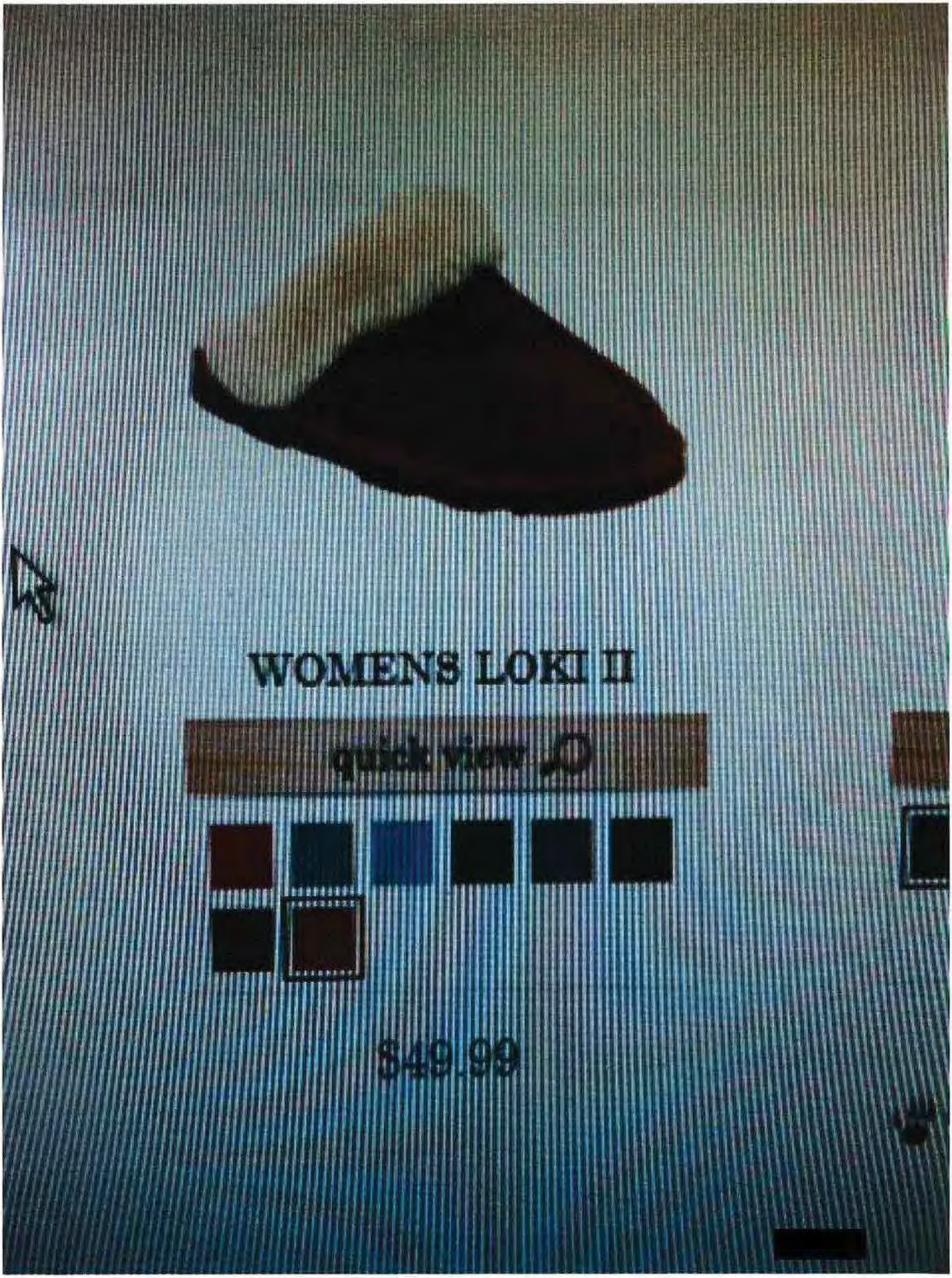
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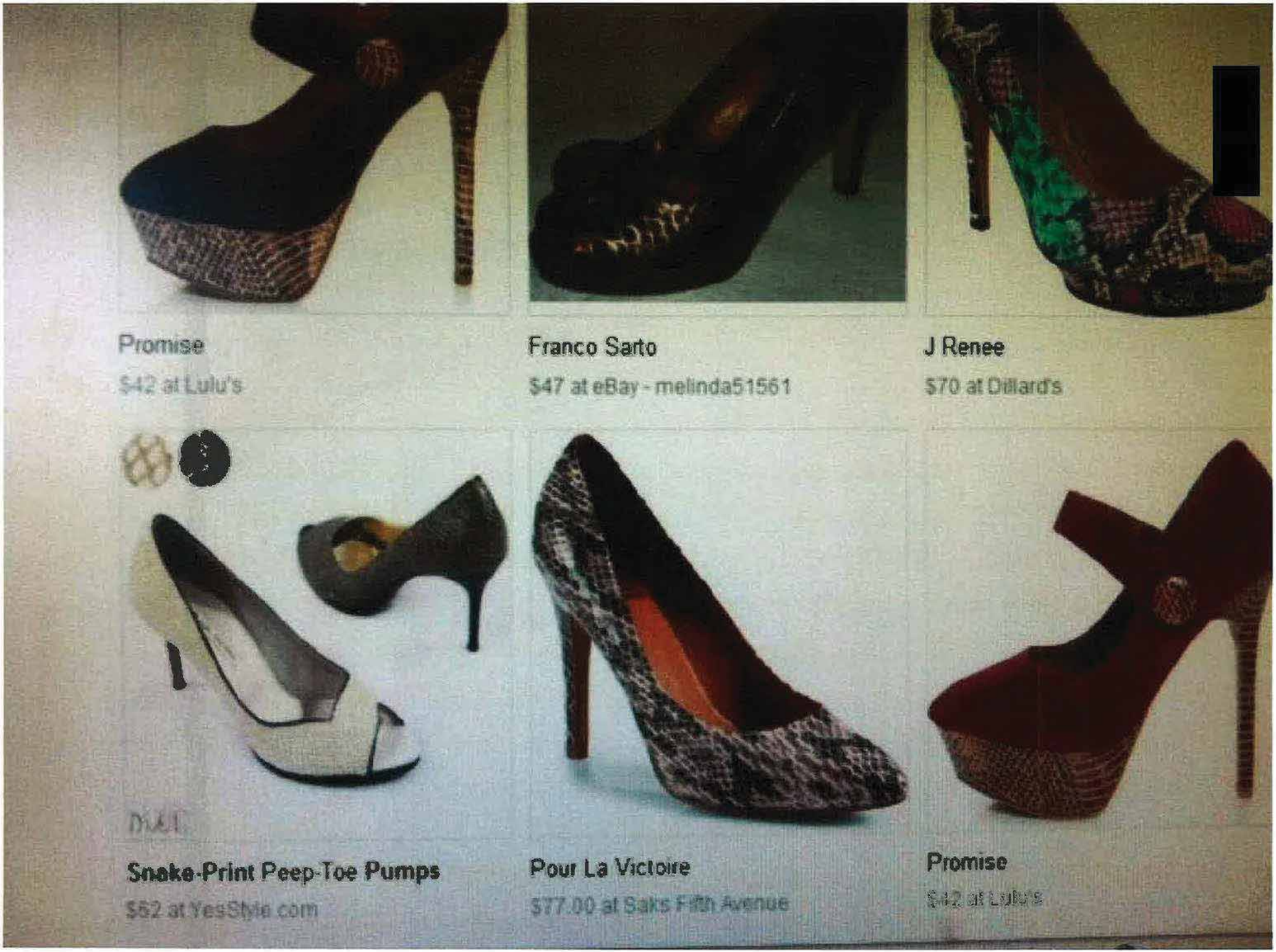
$49.99


Promise
$42 at Lulu's
Franco Sarto
$47 at eBay - melinda51561
J Renee
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Snake-Print Peep-Toe Pumps
$62 at YesStyle.com
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Hillegas, Michele [KMA]

From: Leon, Gino [KMA]
Sent: Friday, October 12, 2012 3:50 PM
To: Hillegas, Michele [KMA]
Subject: RE: Forte -thermal Incident - [redacted]
Attachments: Forte Thermal 3.jpg; Forte Thermal 1.jpg; Forte Thermal 2.jpg; ScreenHunter_05 Oct. 12 15.48.gif; ScreenHunter_03 Oct. 12 15.48.gif; ScreenHunter_04 Oct. 12 15.48.gif

Michele,

Here are the photos of the vehicle.

Thanks

Gino Leon Sr.
Western Region
Kia Field Tech Representative
공인 마스터 자동차 엔지니어
Cell Phone [redacted]

From: Hillegas, Michele [KMA]
Sent: Friday, October 12, 2012 3:41 PM
To: Leon, Gino [KMA]
Subject: FW: Forte -thermal Incident - [redacted]

Hi Gino,

As we discussed please forward photos of the 2012 Kia Forte that had the thermal event owned by [redacted] VIN KNAFU4A26C5[redacted]

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

[redacted]

From: Wirz, Margie [KMA]
Sent: Tuesday, October 02, 2012 2:36 PM
To: Hillegas, Michele [KMA]
Subject: FW: Forte -thermal Incident -

Margie Wirz
Call Center Manager
Kia Motors America, Inc.
111 Peters Canyon Road
Irvine, CA 92608
949 468 4625 Direct
949 468 4509 Fax
mwirz@kiausa.com

From: Leon, Gino [KMA]
Sent: Friday, September 28, 2012 5:08 PM
To: Wirz, Margie [KMA]
Cc: Williams, Maria [KMA]; Perez, Alberto [KMA]; Mack, Justin [KMA]
Subject: RE: Forte -thermal Incident -

Hi Margie,

Here is the information from the salesmen that took the call last night:

[redacted] - KNAFU4A26C5[redacted]

Phone Number [redacted]

Thanks and have a Great Weekend!!

Gino Leon Sr.
Western Region
Kia Field Tech Representative
공인 마스터 자동차 엔지니어
Cell Phone [redacted]

[redacted]

From: Wirz, Margie [KMA]
Sent: Friday, September 28, 2012 3:18 PM
To: Leon, Gino [KMA]
Cc: Williams, Maria [KMA]; Phi Maerez, Alberto [KMA]; Mack, Justin [KMA]
Subject: RE: Forte -thermal Incident -

Gino
I would need the vin and information regarding the customer and how the event occurred. I would also need to know from the dealership if they installed any aftermarket items on the vehicle or if they sublet installation of items to anyone else. The vehicle is being held by the police impound and will not be released until payment is made on the impound. Most likely the customer will get there insurance company involved to release the vehicle for mutual inspection.

Did the customer call the dealership to inform them of the event?

Margie Wirz
Call Center Manager
Kia Motors America, Inc.
111 Peters Canyon Road
Irvine, CA 92608
949 468 4625 Direct
949 468 4509 Fax
mwirz@kiausa.com

From: Leon, Gino [KMA]
Sent: Friday, September 28, 2012 8:46 AM
To: Wirz, Margie [KMA]
Cc: Williams, Maria [KMA]; Perez, Alberto [KMA]; Mack, Justin [KMA]
Subject: Forte -thermal Incident -

Margie,

I am at WA008, they told me about a Forte with 8000 Miles on it, that was involved in a major thermal incident. I am in the area and can do an inspection. According to the dealer, the vehicle has not been here since

[redacted]

purchased.
I am sure if you do a query, you can get the VIN. Currently the vehicle is in a towing yard somewhere because the police would not let the vehicle wait for road side assistance?

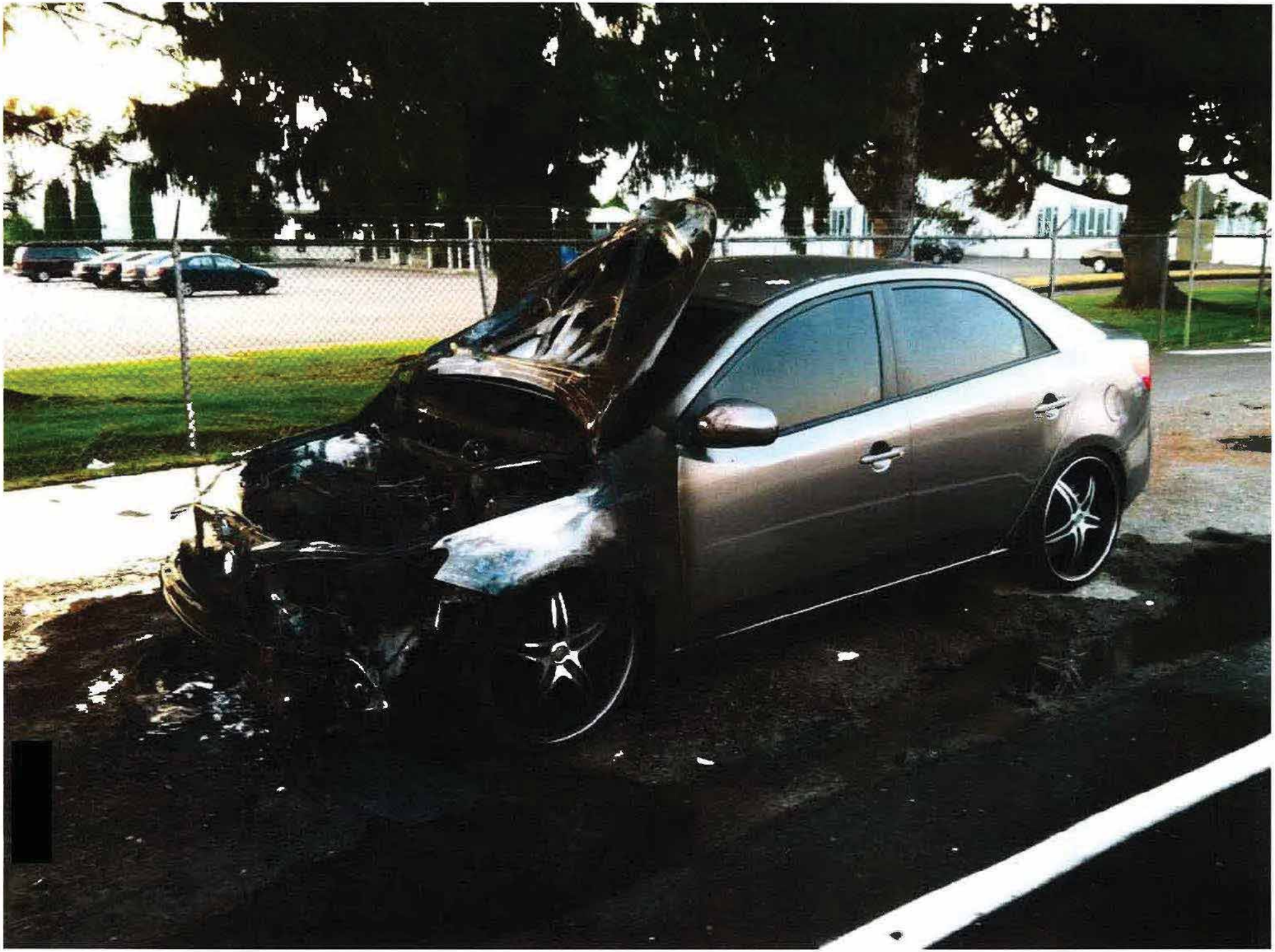
Information is still sketchy but I wanted to give you a heads up

I will be in corporate next week...

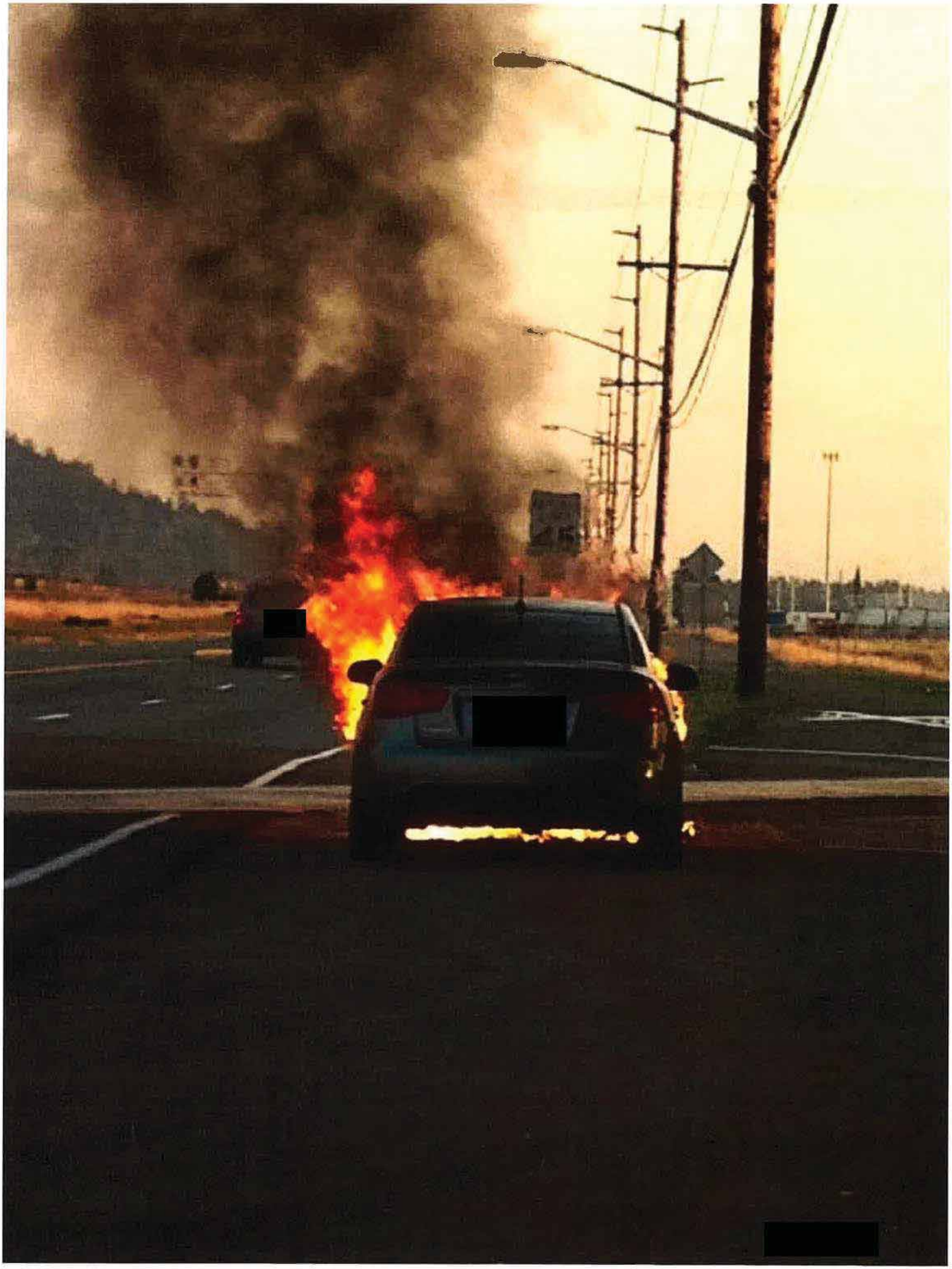
Gino

Gino Leon
FTR - Western Region
(253) 318-9216

[redacted]



KIA



Kia Forte Forum : Sedan / Koup / Forte5 Forums - Sokia.Forte's Album: My 2012 Forte - Mozilla Firefox

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Kia Forte Forum : Sedan / Koup / Forte5 For...

www.forteforums.com/forums/album.php?albumid=1242

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My 2012 Forte

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My 2012 Forte

I loved my little Sokia

start 5 Microsoft Office O... First Shift: Toyota to... MSN.com - Microsoft ... Kia Forte Forum : Sed... 3:48 PM

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www.forteforums.com/forums/all_albums.php

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Photo Gallery

	Album Title	Owner	Pictures	Last Picture
	My Forte Koup 2012 My White Kia Forte Koup 2012 --- Intake HID 5000k ARK springs MSR 18'in. Wheels Drag purple lug nuts Fluxion & Bliss front grill	Krifansuil	8	10-10-2012 05:43 PM
	Bye bye :(Poor Sokia	Sokia.Forte	7	09-30-2012 11:17 AM
	My 2012 Forte I loved my little Sokia	Sokia.Forte	3	09-30-2012 11:16 AM
	roknrolr's '10 Koup SX	roknrolr	15	09-26-2012 06:29 AM

K23937/4

start | 5 Microsoft Office O... | First Shift: Toyota to... | MSN.com - Microsoft ... | Kia Forte Forum : Sed... | 3:48 PM

Kia Forte Forum : Sedan / Koup / Forte5 Forums - Sokia.Forte's Album: Bye bye :(- Mozilla Firefox

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Kia Forte Forum : Sedan / Koup / Forte5 Forums > Photo Gallery > Sokia.Forte's Profile > Albums

Bye bye :(

Welcome, anakputa.
You last visited: 10-07-2012 at 09:03 PM
Private Messages: Unread 0, Total 3.
Upgrade My Membership

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Bye bye :(

Poor Sokia

start 5 Microsoft Office O... First Shift: Toyota to... MSN.com - Microsoft ... Kia Forte Forum : Sed... 3:48 PM

Hillegas, Michele [KMA]

From: Frank J Perkovich [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
Attachments: {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

Progressive Insurance Co.
32001 32nd Ave. South Ste 430
Federal Way, WA 98001

Telephone: 253-815-6244
Facsimile: 253-275-3448

The message is ready to be sent with the following file or link attachments:

{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

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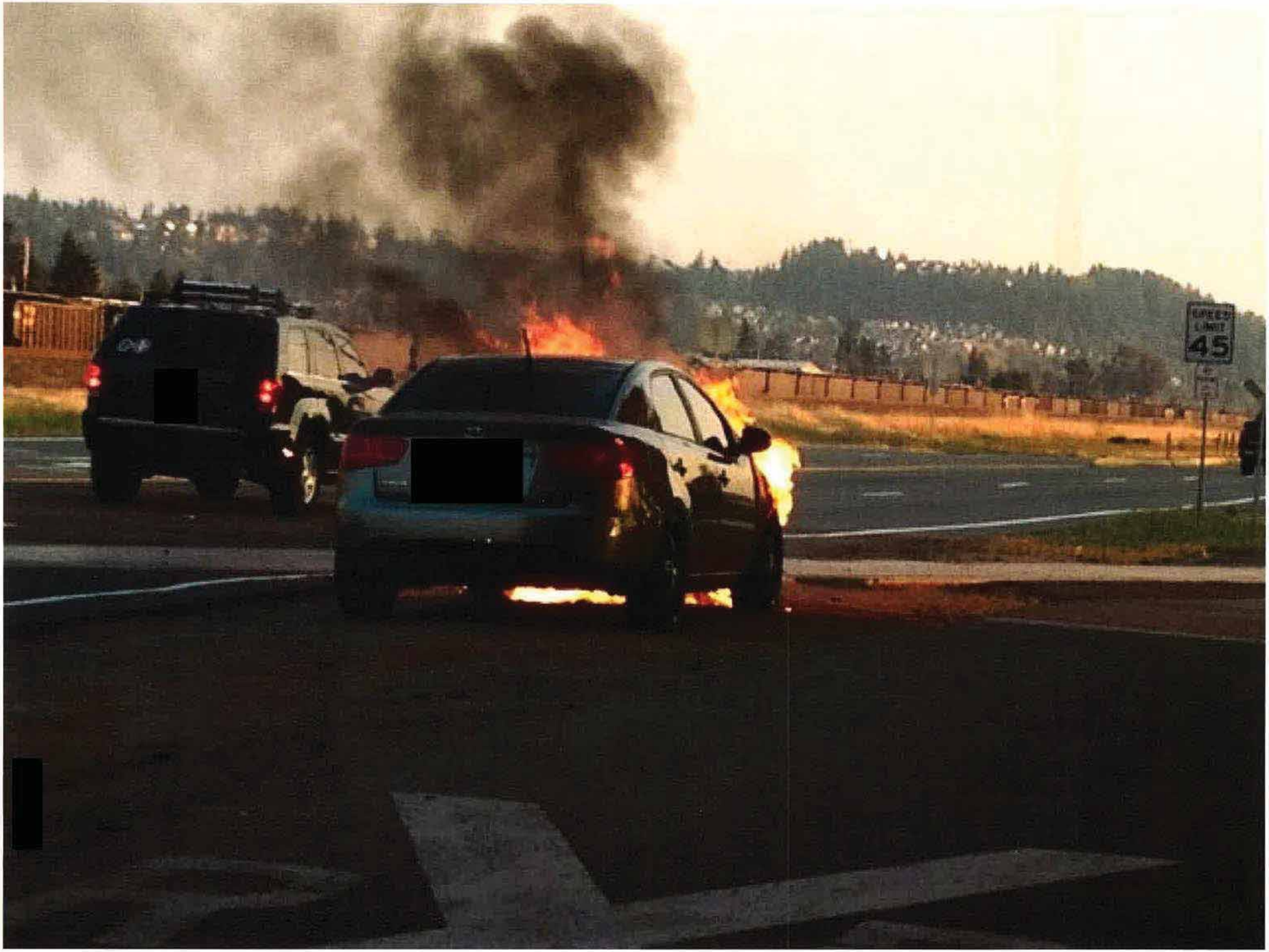
[redacted]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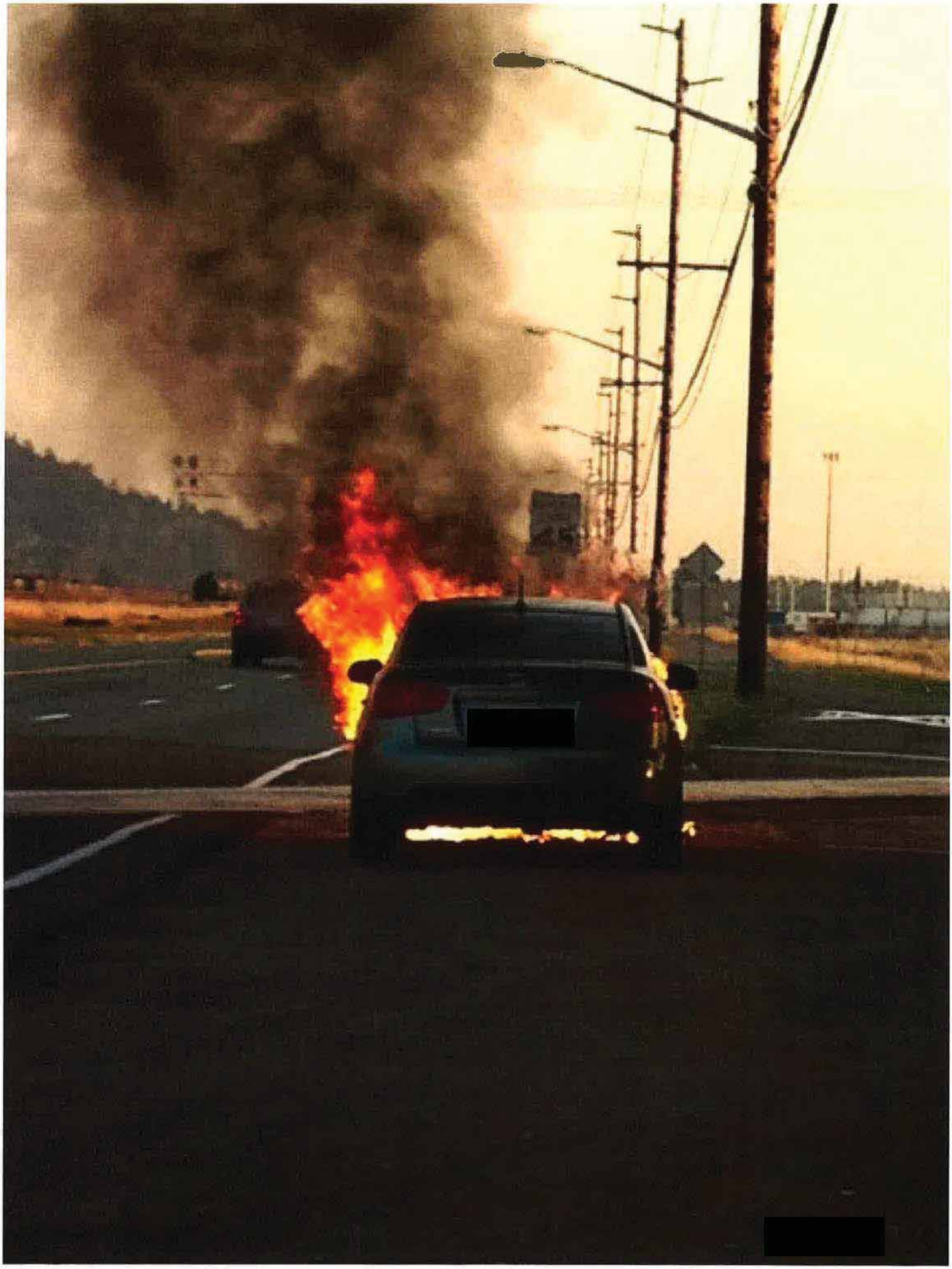

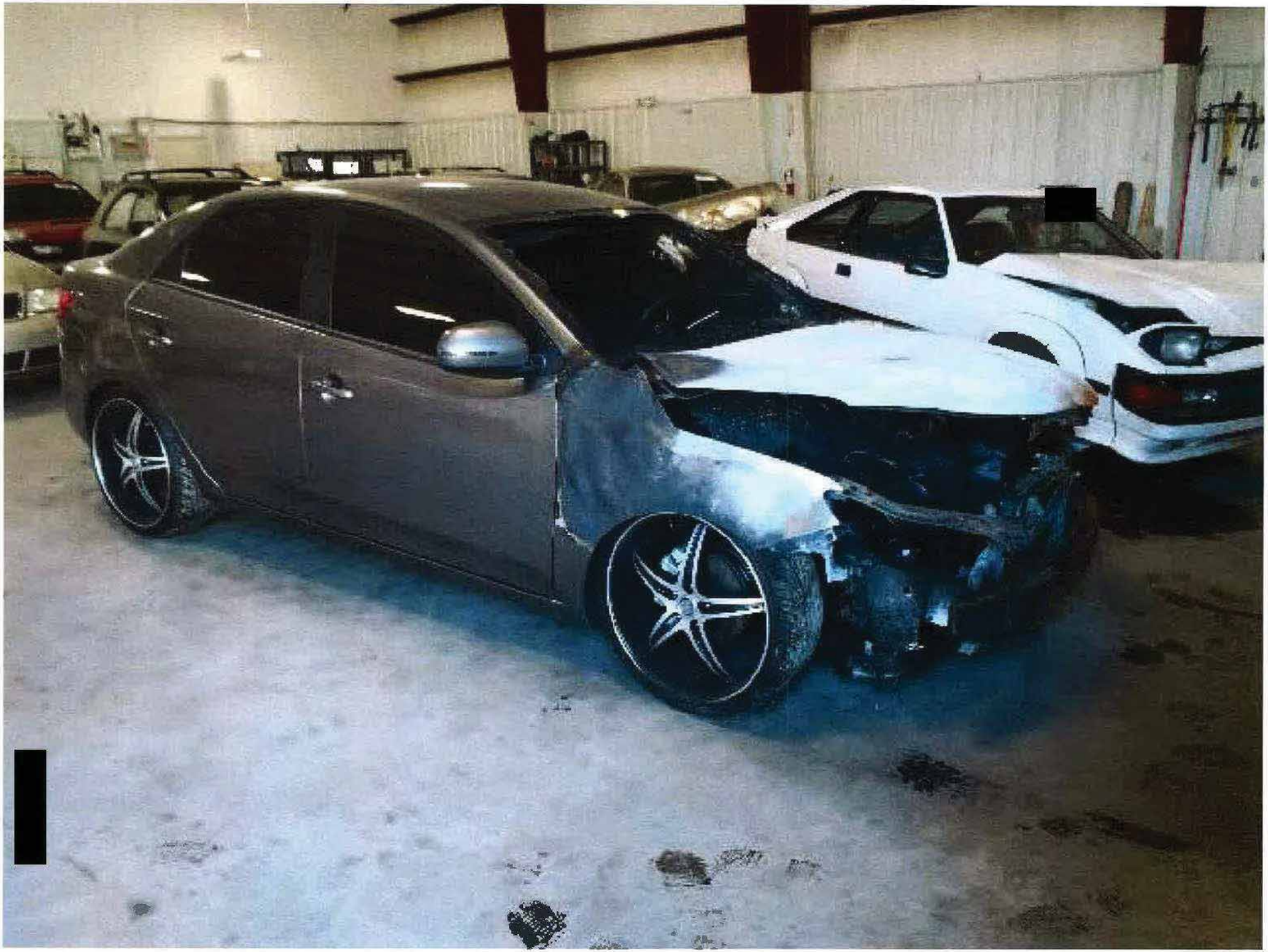

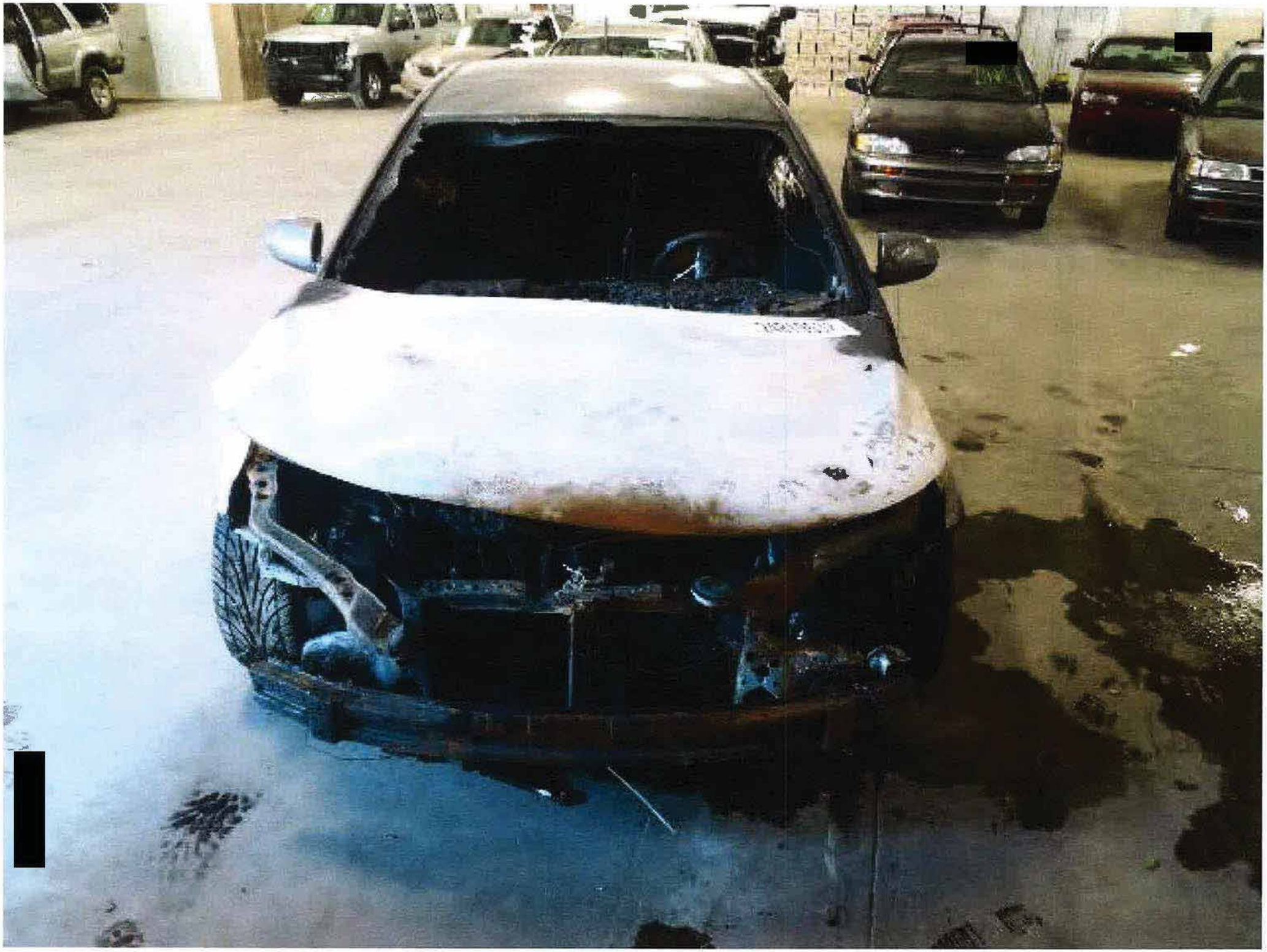

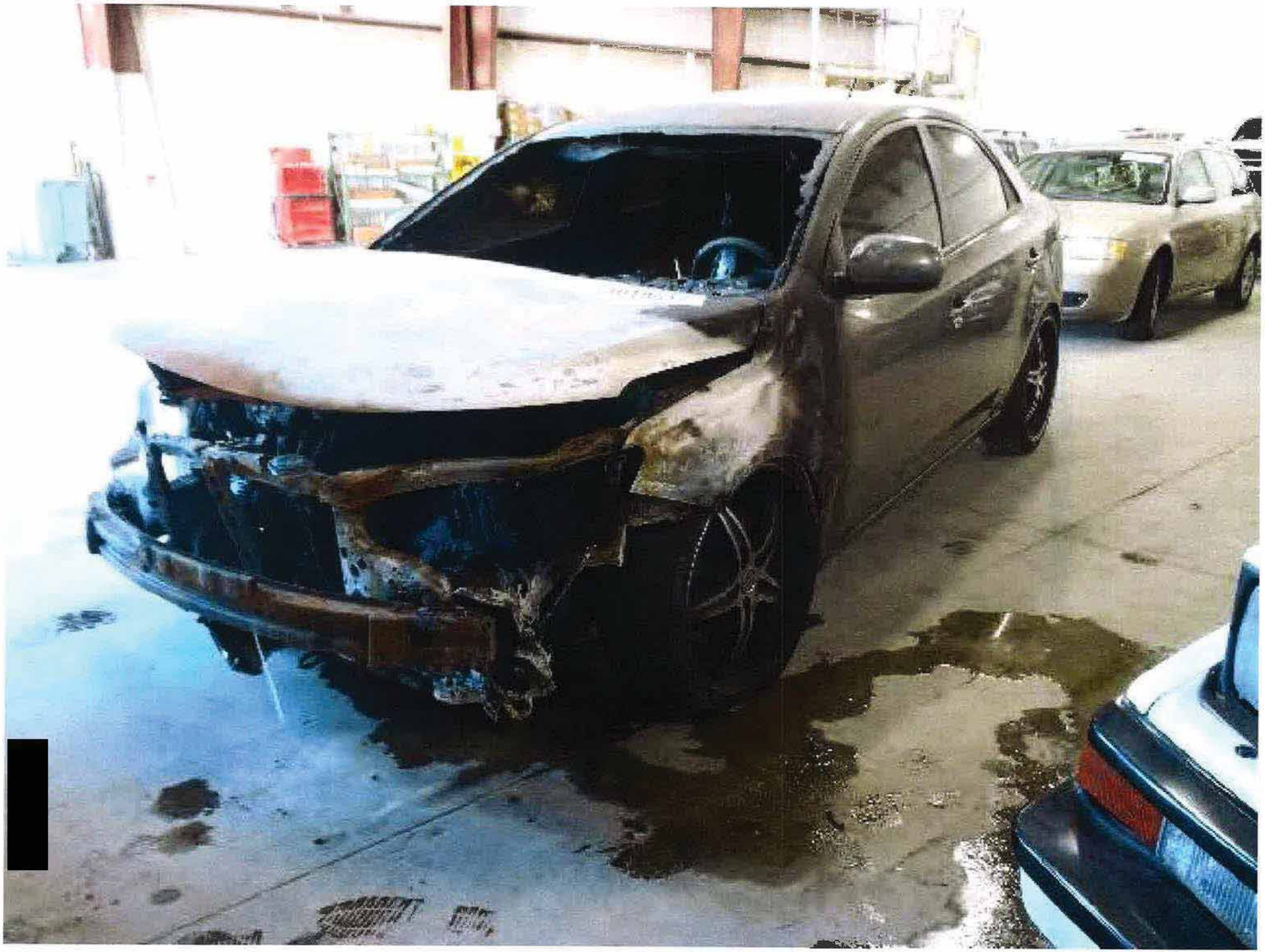

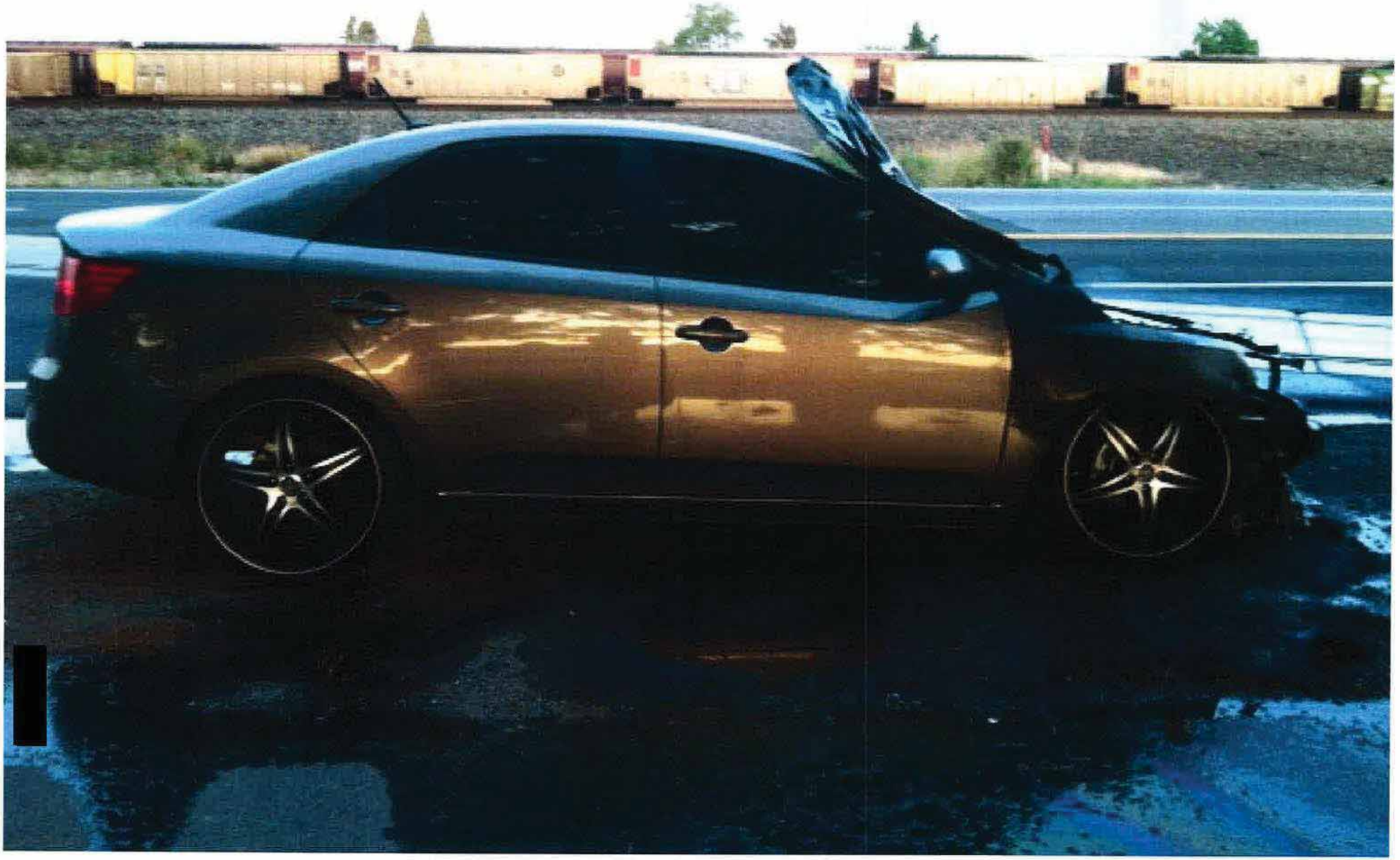

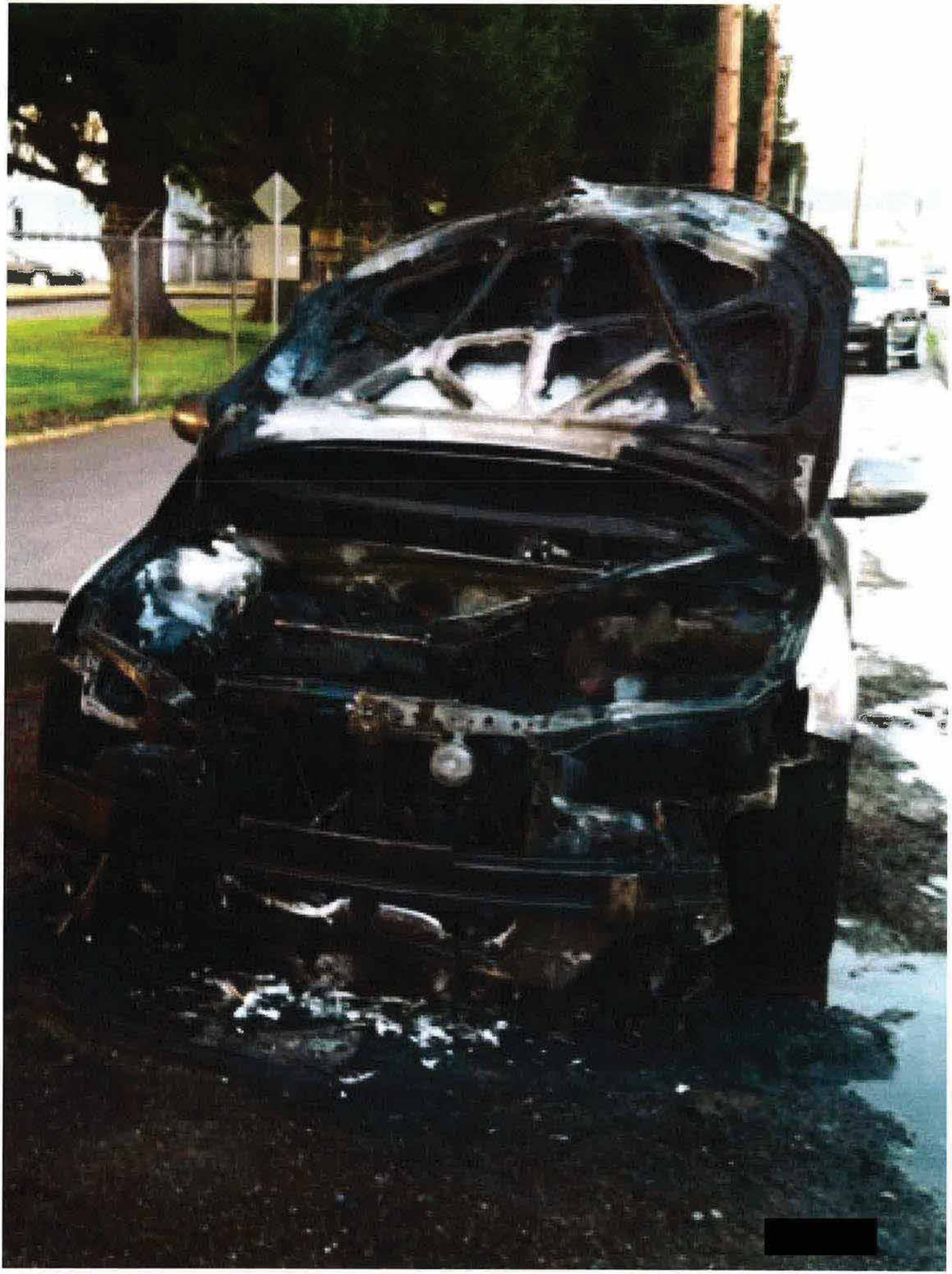

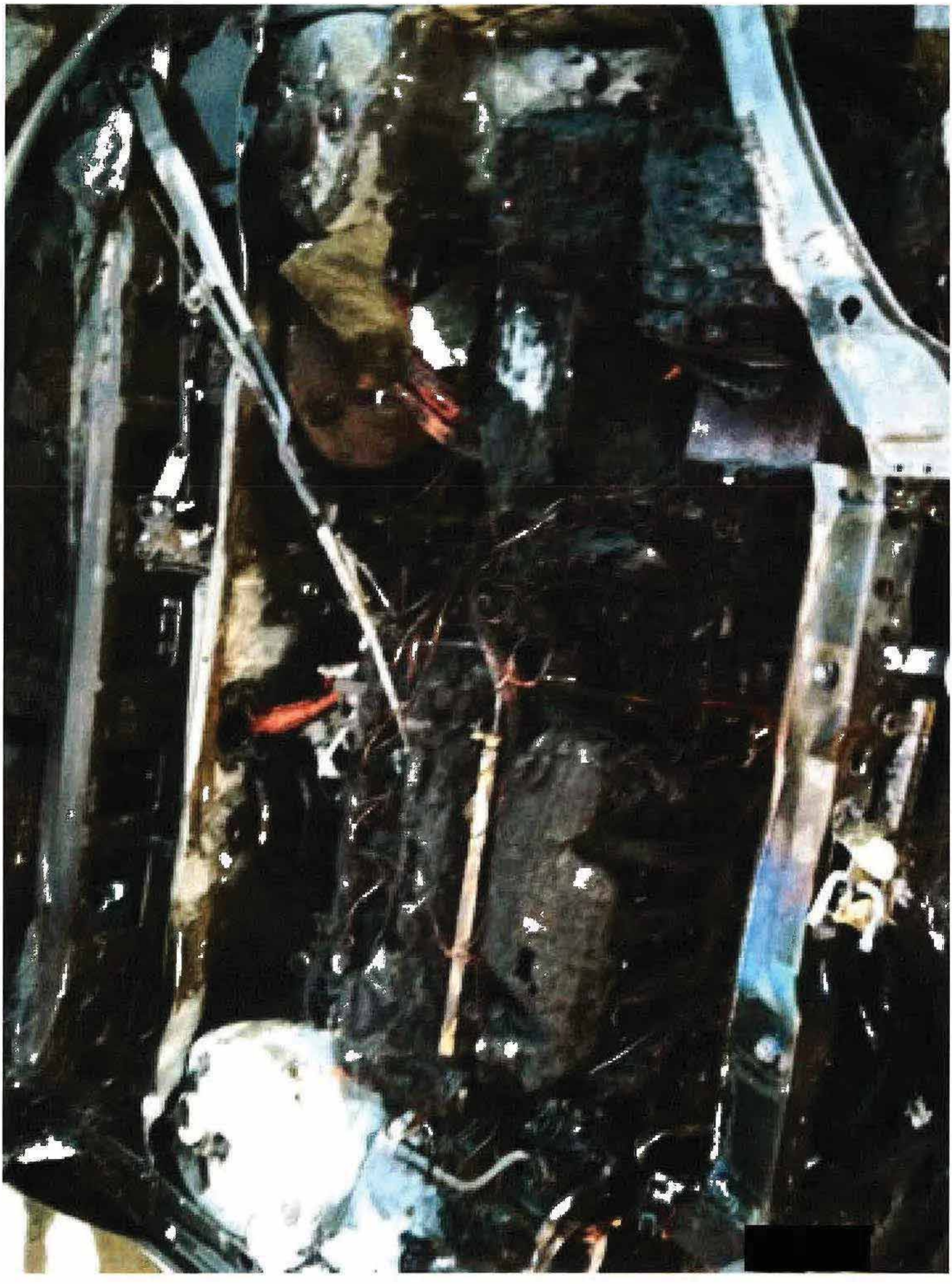

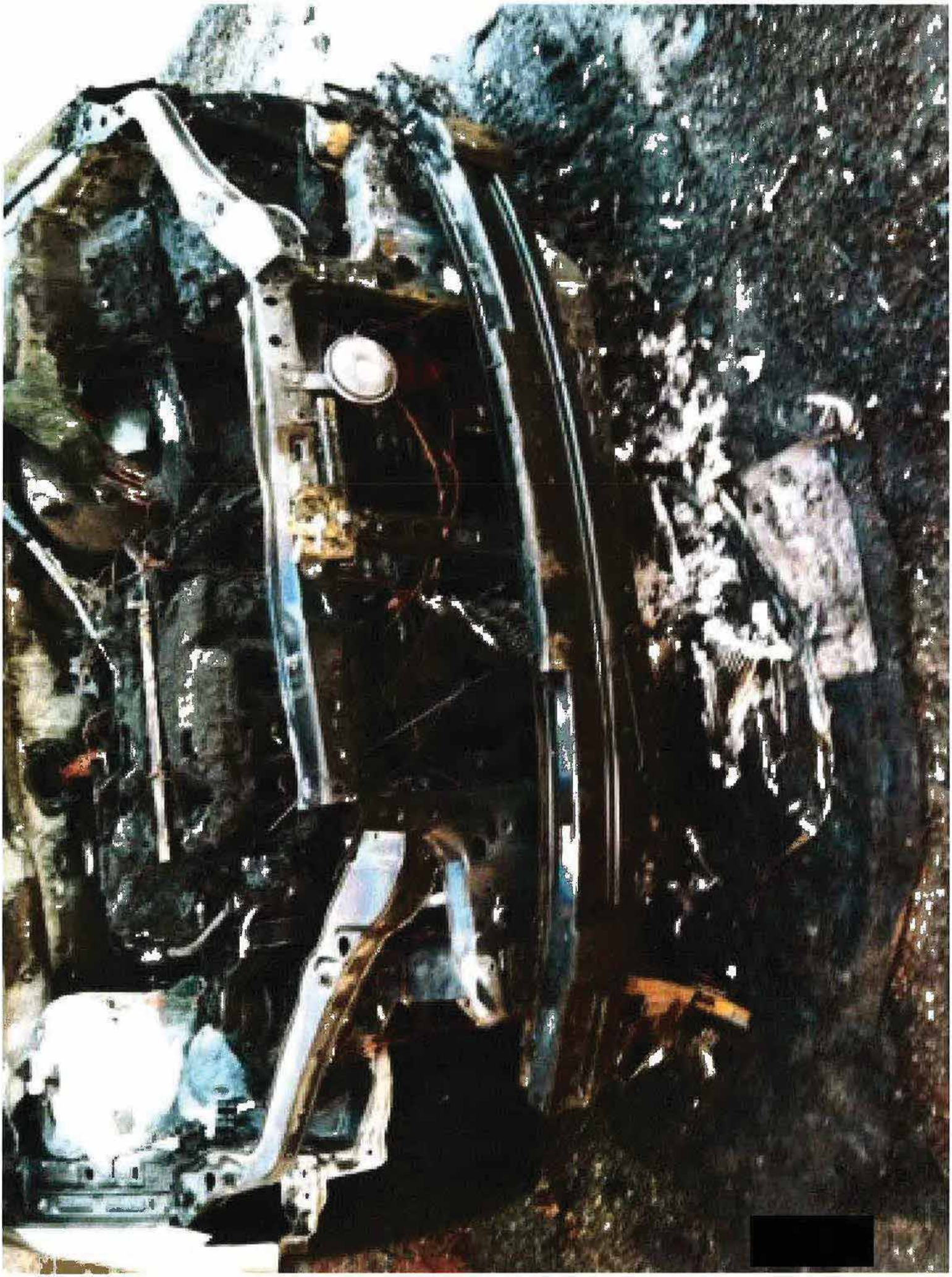

Hillegas, Michele [KMA]

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 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]

Hillegas, Michele [KMA]

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]

Hillegas, Michele [KMA]

From: [redacted]
Sent: Wednesday, October 17, 2012 2:39 PM
To: Hillegas, Michele [KMA]
Subject: 2012 Forte Fire 1/3
Attachments: 1.jpeg; 2.jpeg; 3.jpeg; 4.jpeg; 5.jpeg; 6.jpeg

I am going to split the pictures into 3 separate emails. Hopefully it won't be too big.

[redacted]

Hillegas, Michele [KMA]

From: [redacted]
Sent: Wednesday, October 17, 2012 2:45 PM
To: Hillegas, Michele [KMA]
Subject: 2012 Forte Fire 3/3
Attachments: 12.jpeg; 13.jpeg; 14.jpeg; 15.jpeg; JACKET.jpeg; JACKET2.jpeg

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.

[redacted]

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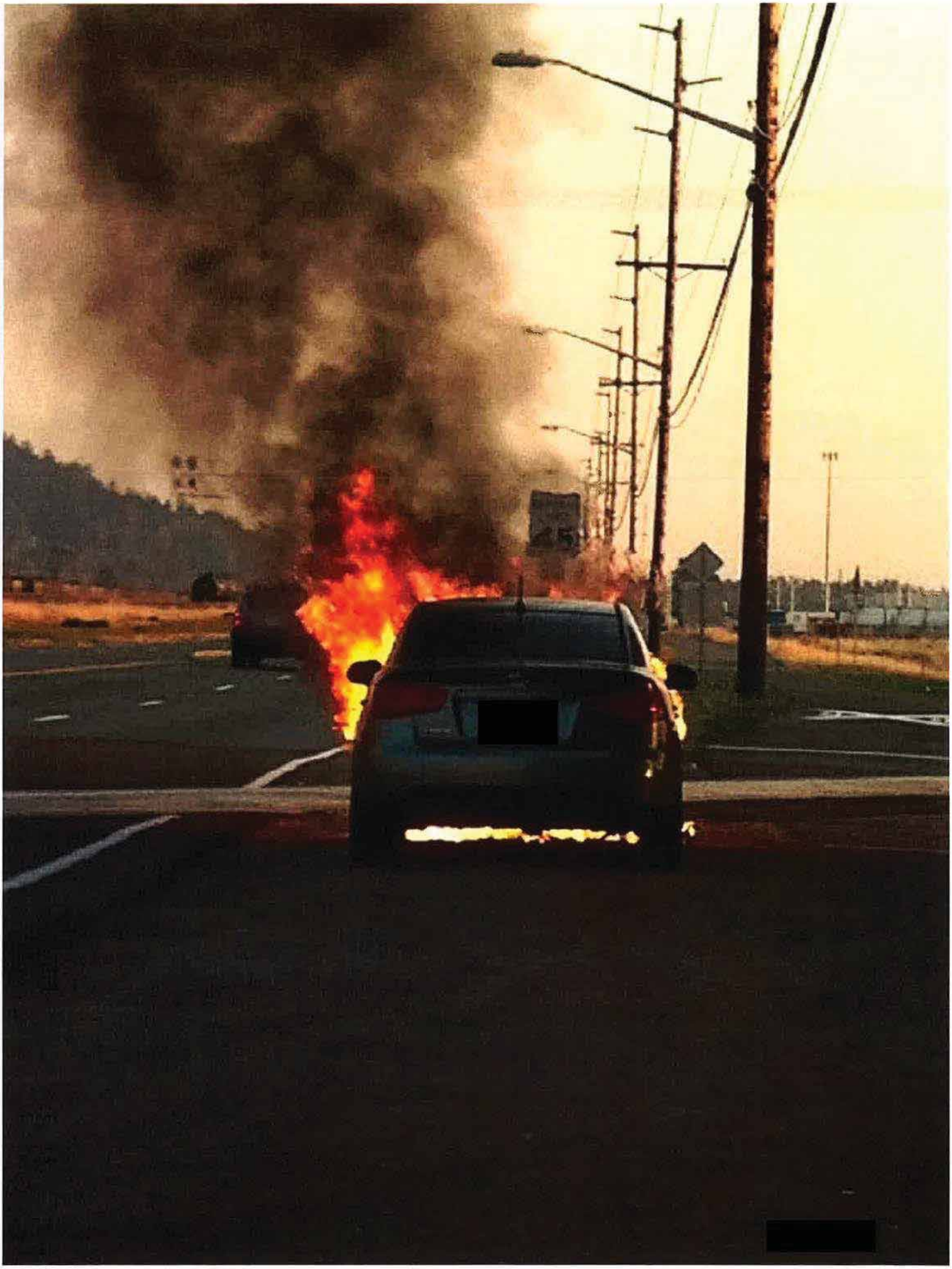
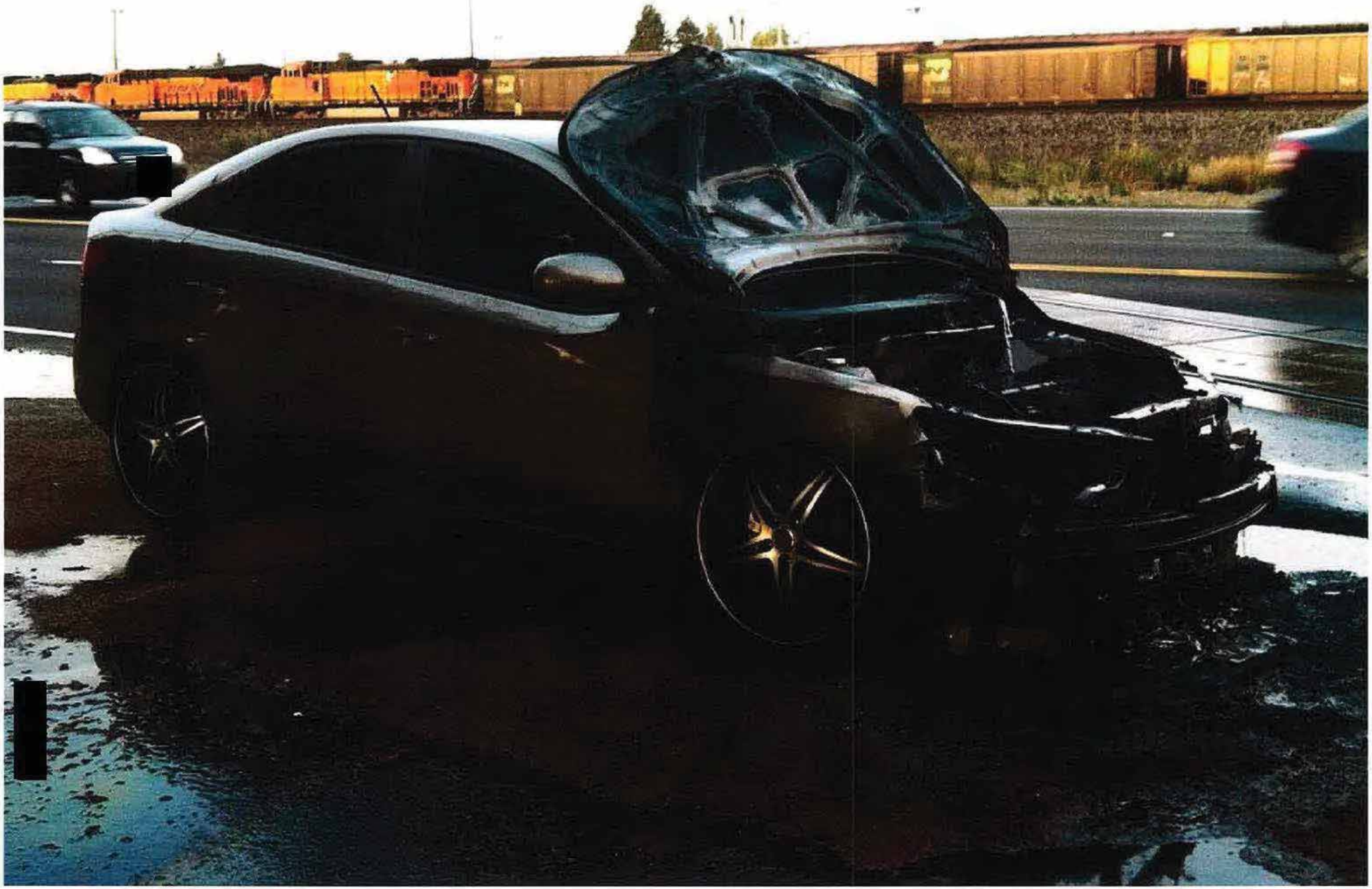
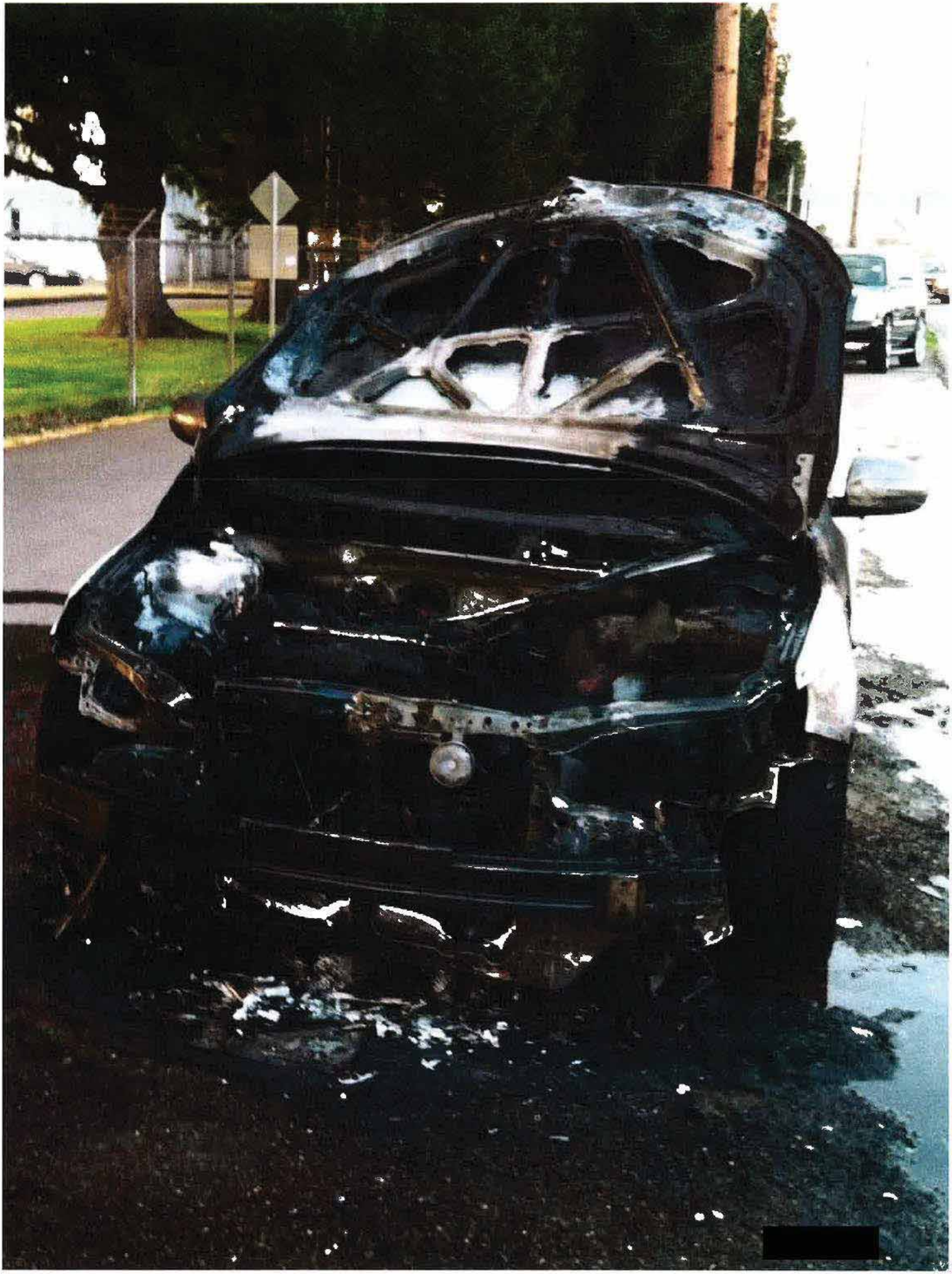
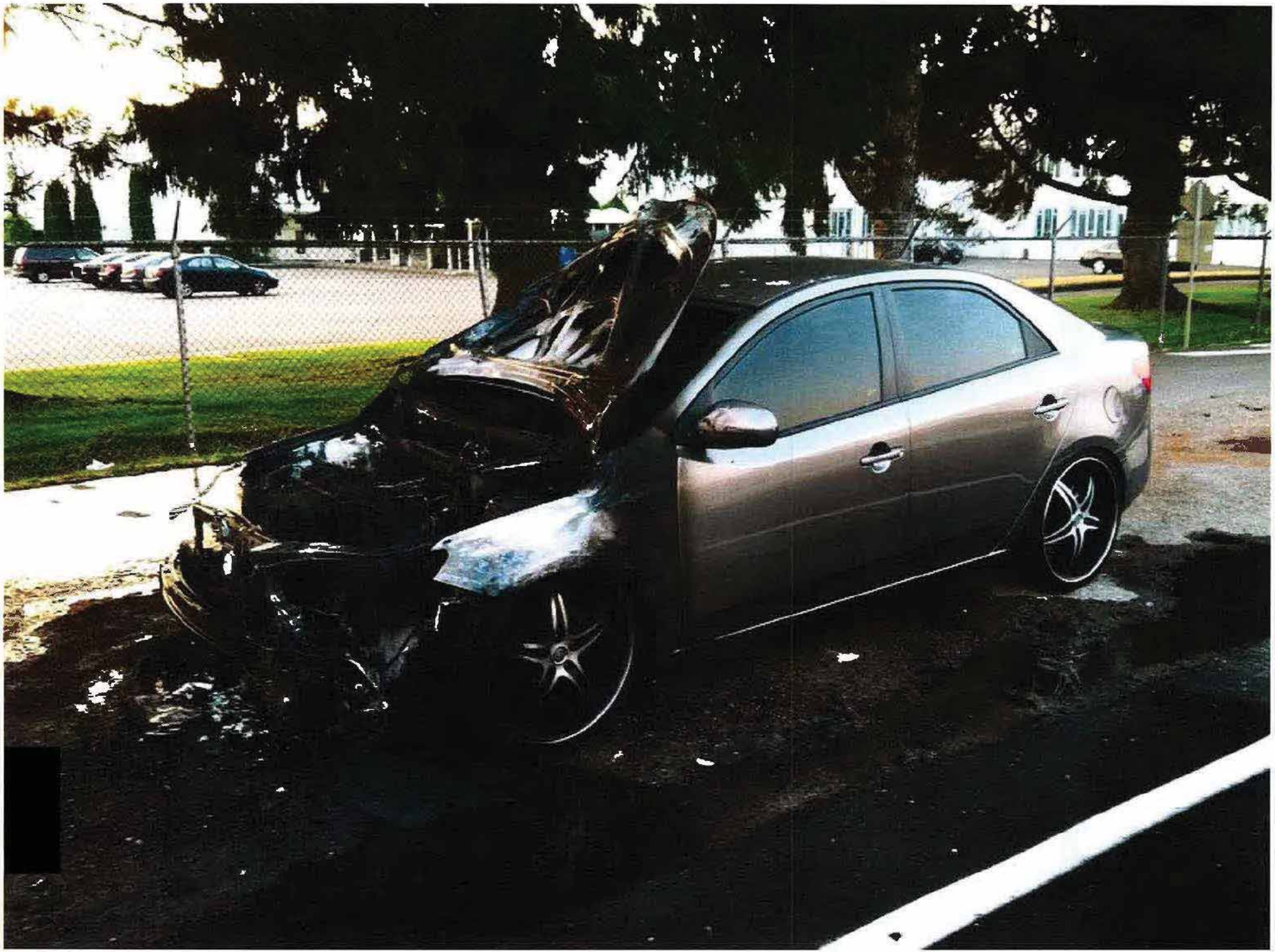
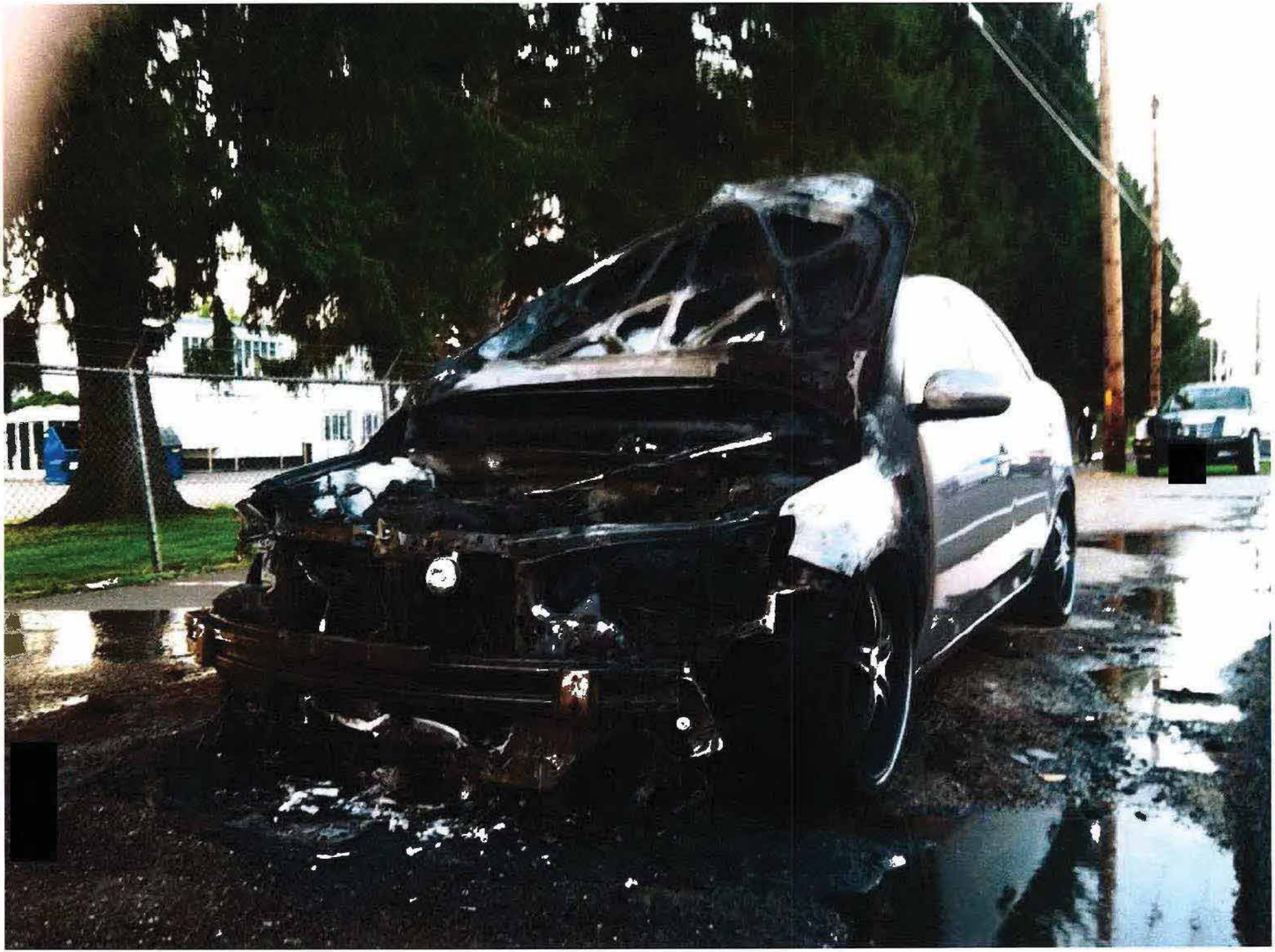
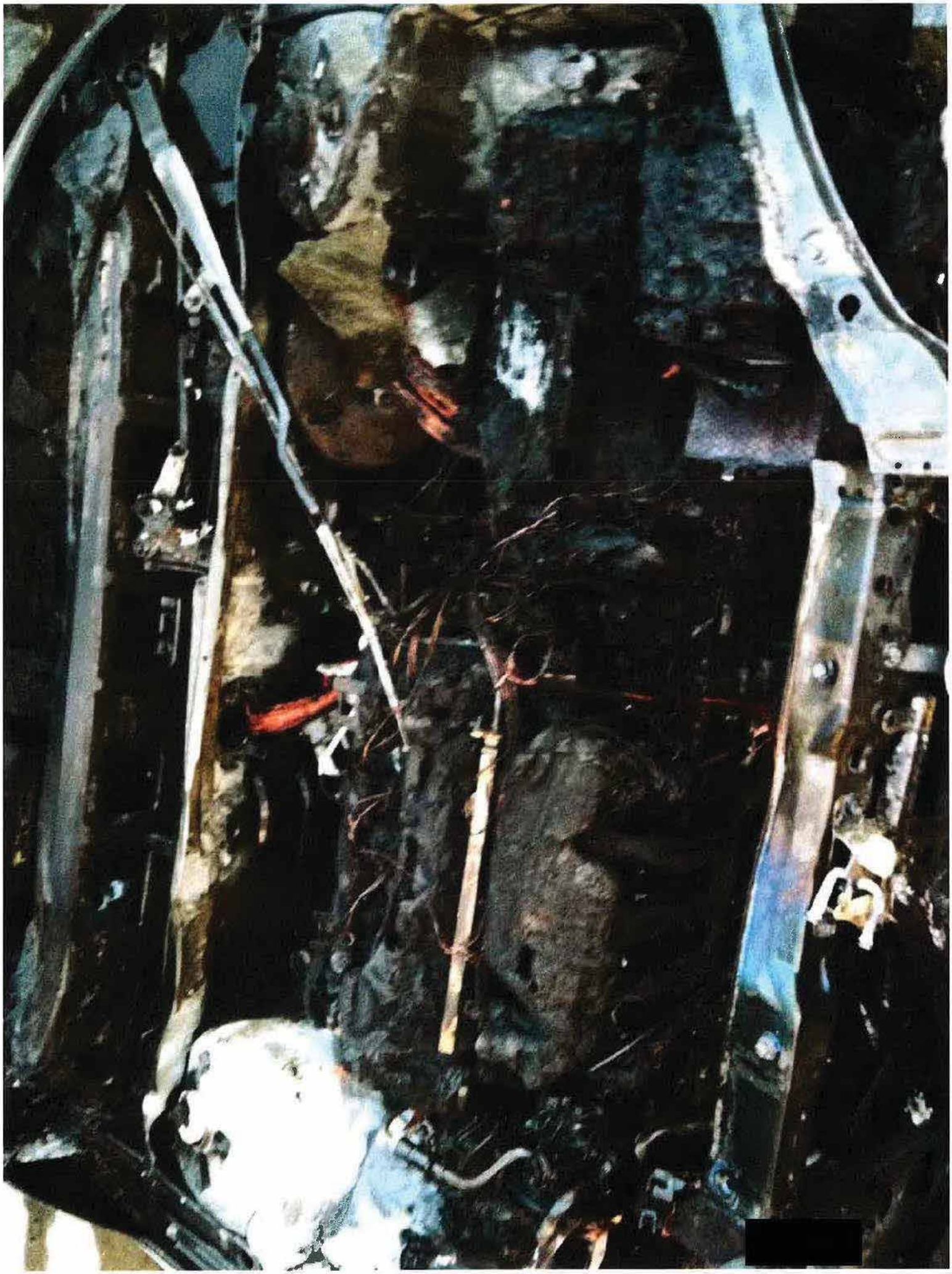


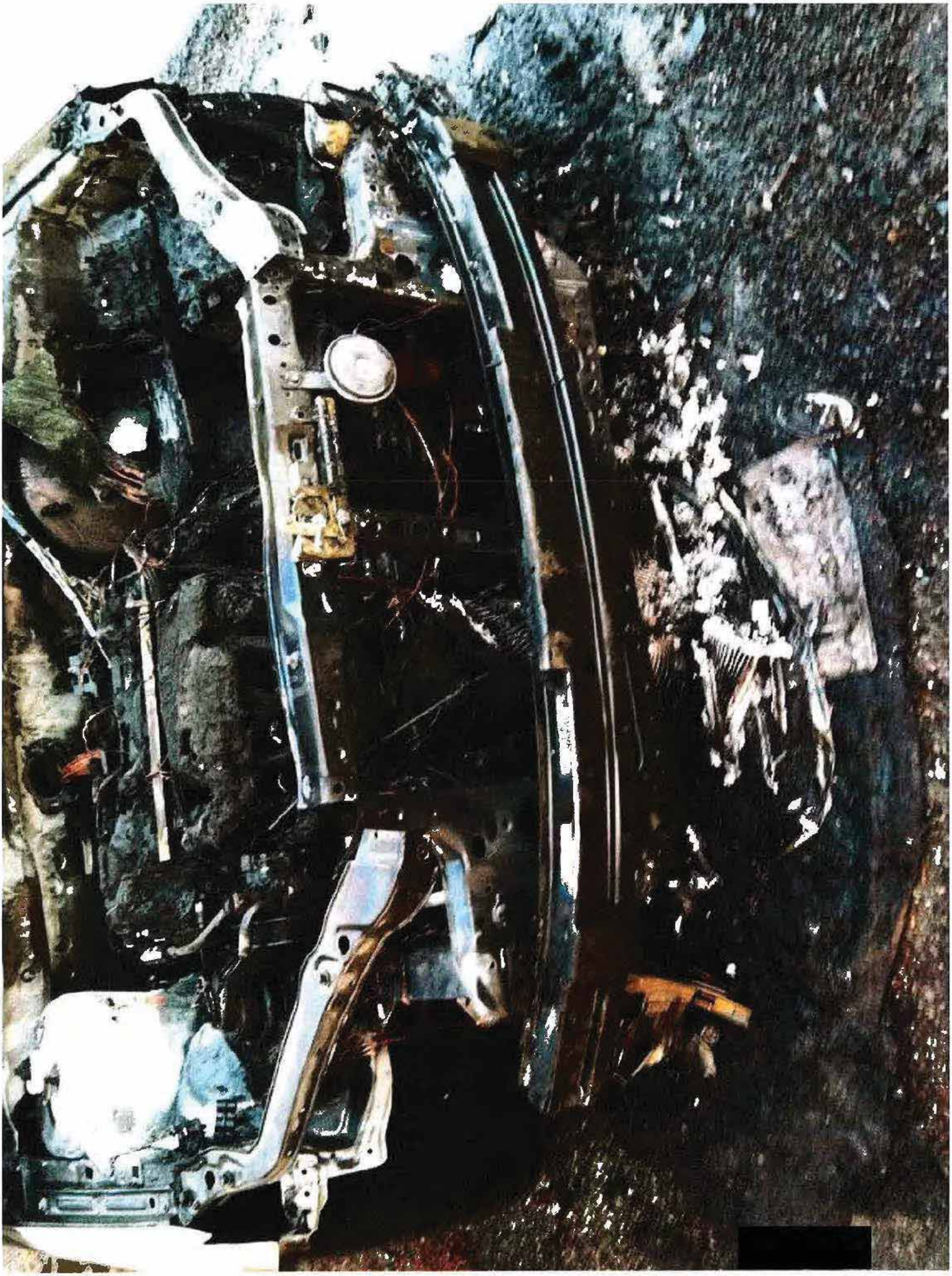


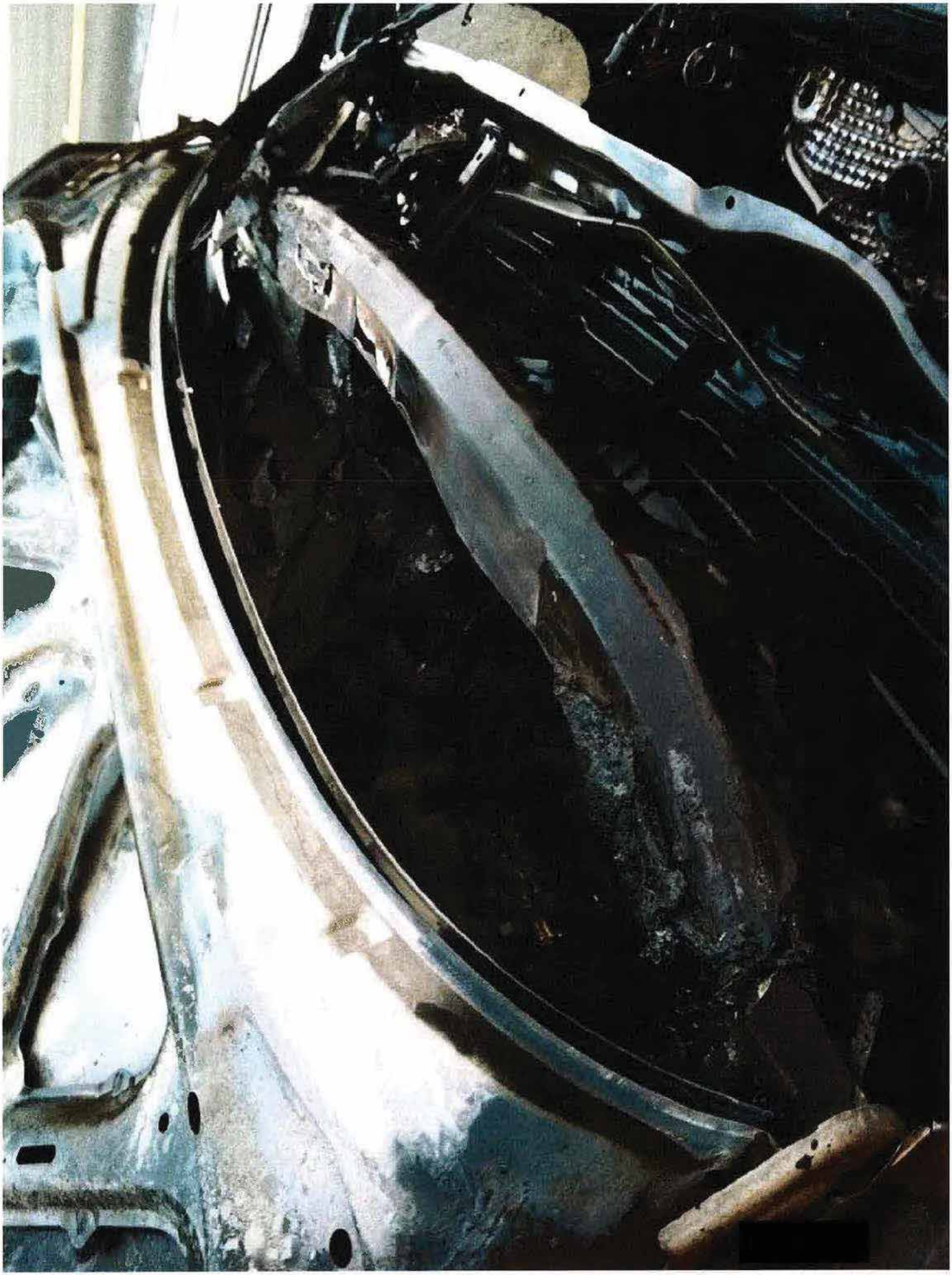


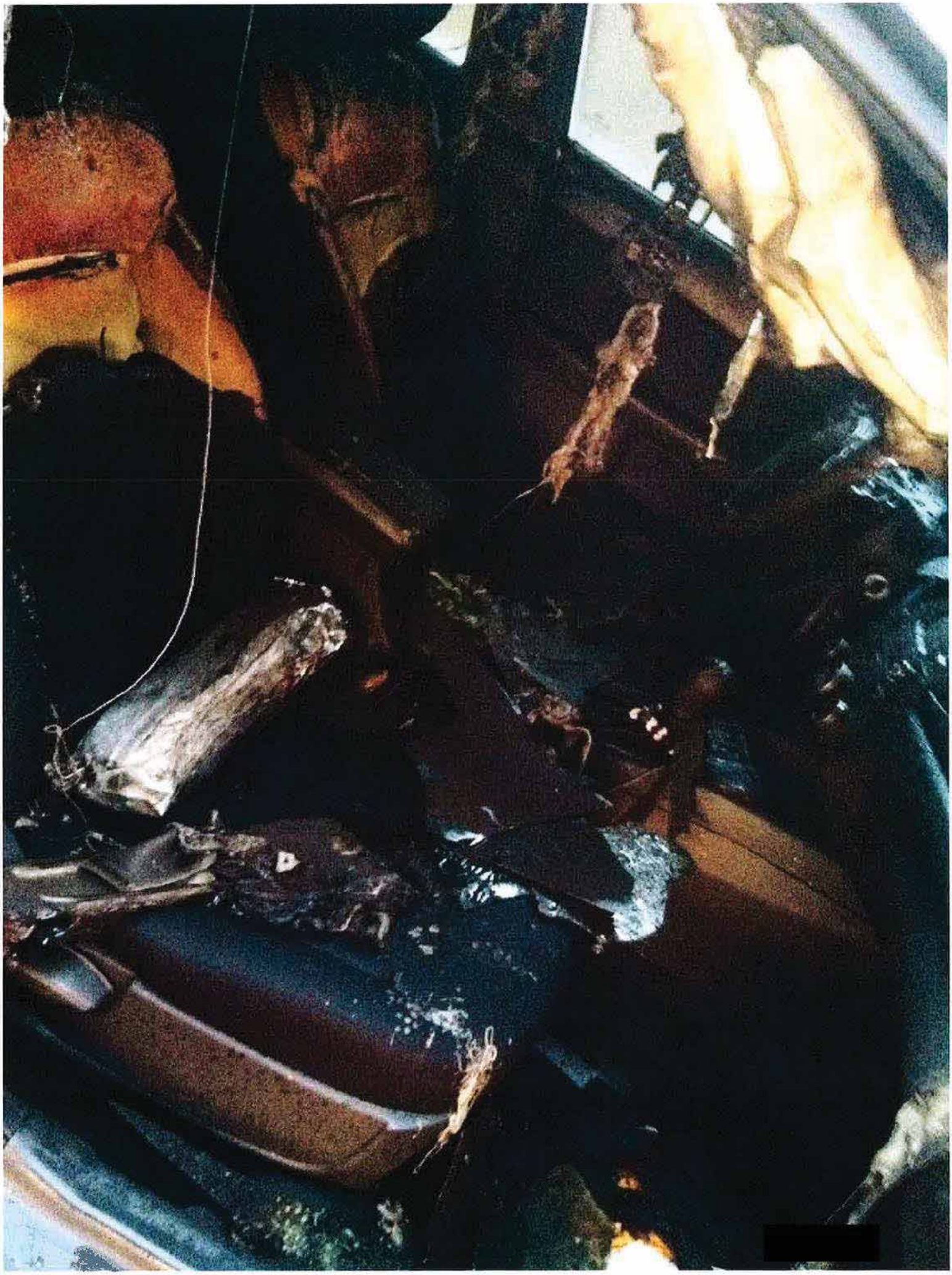


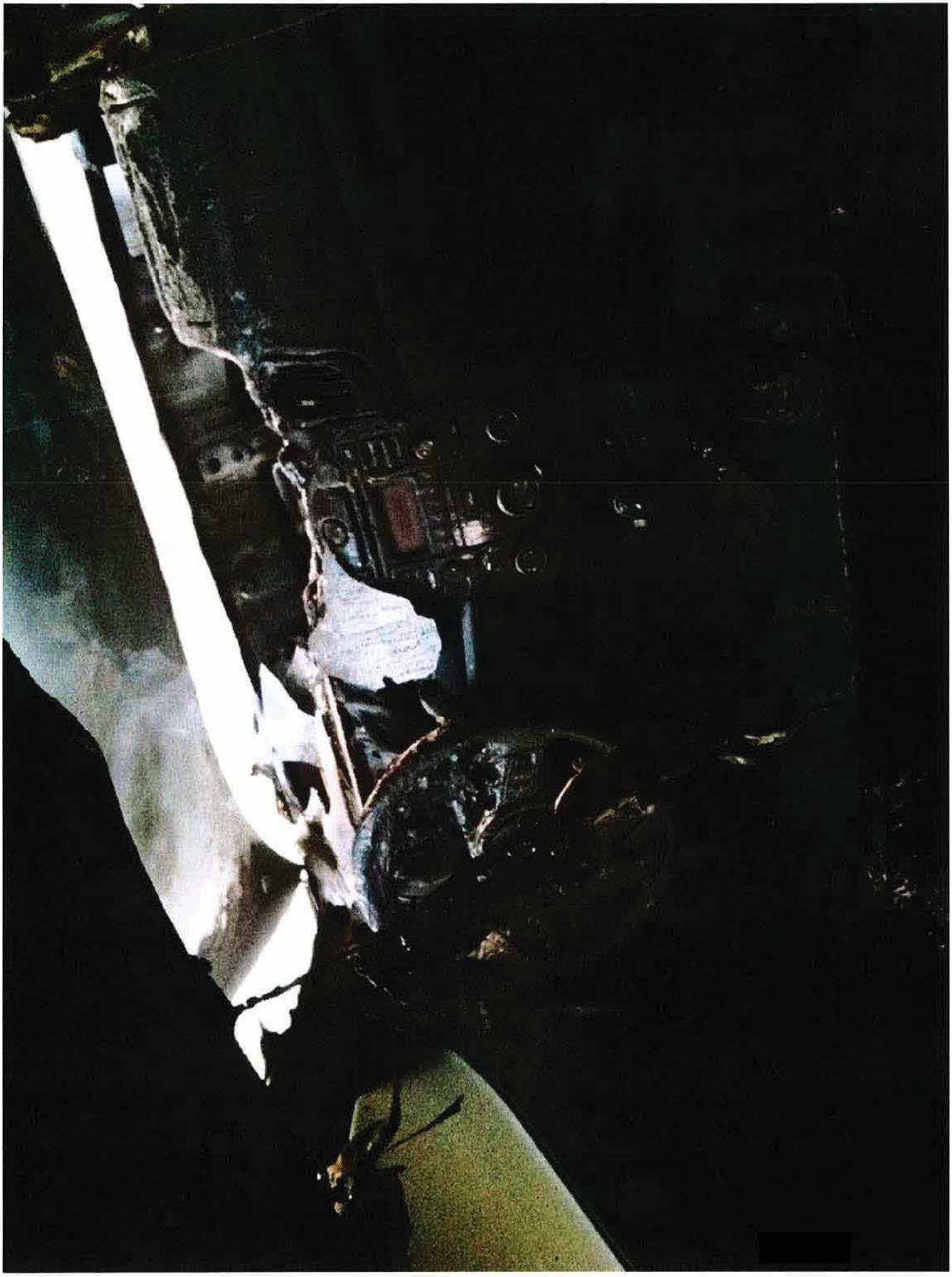


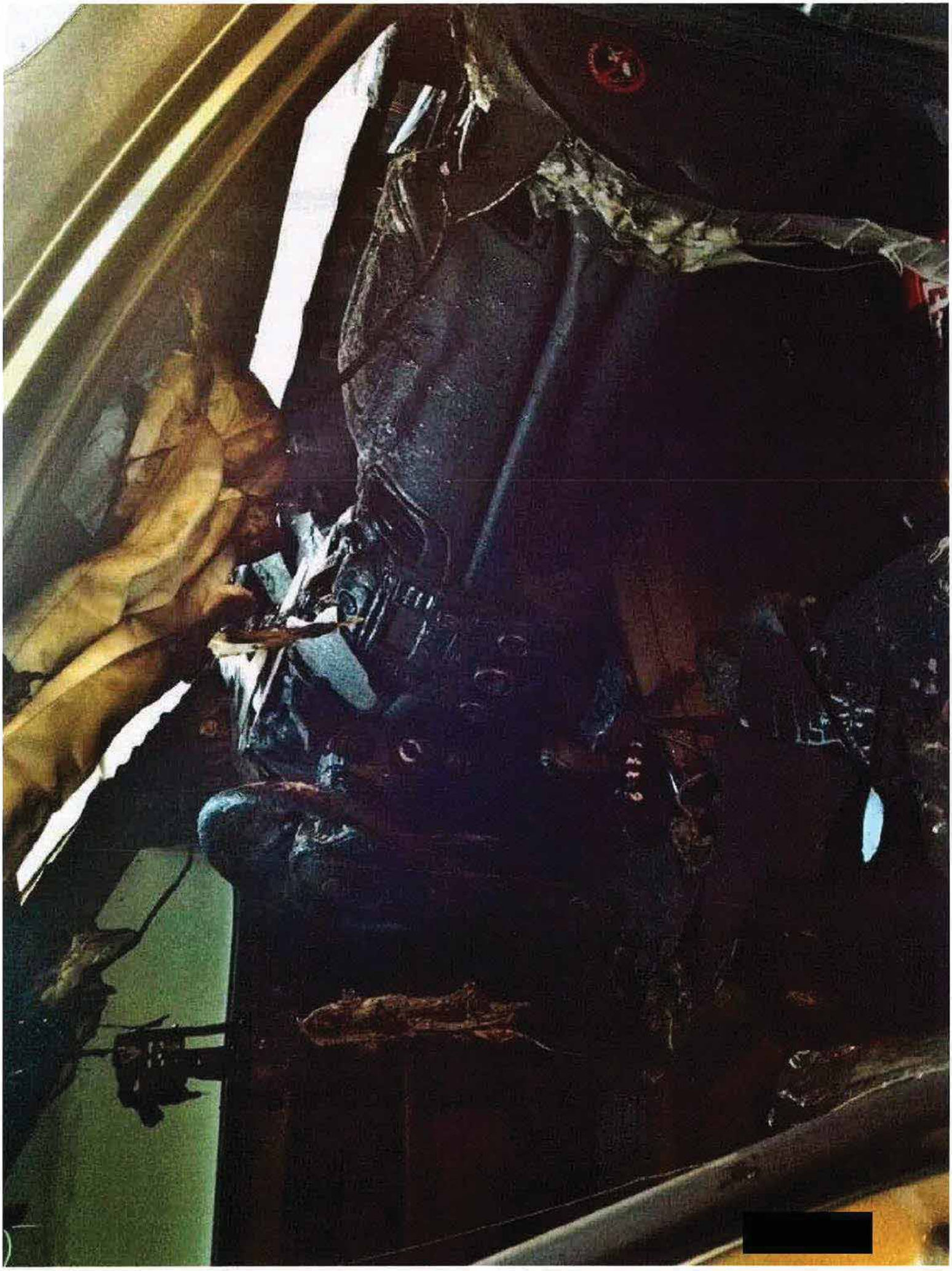


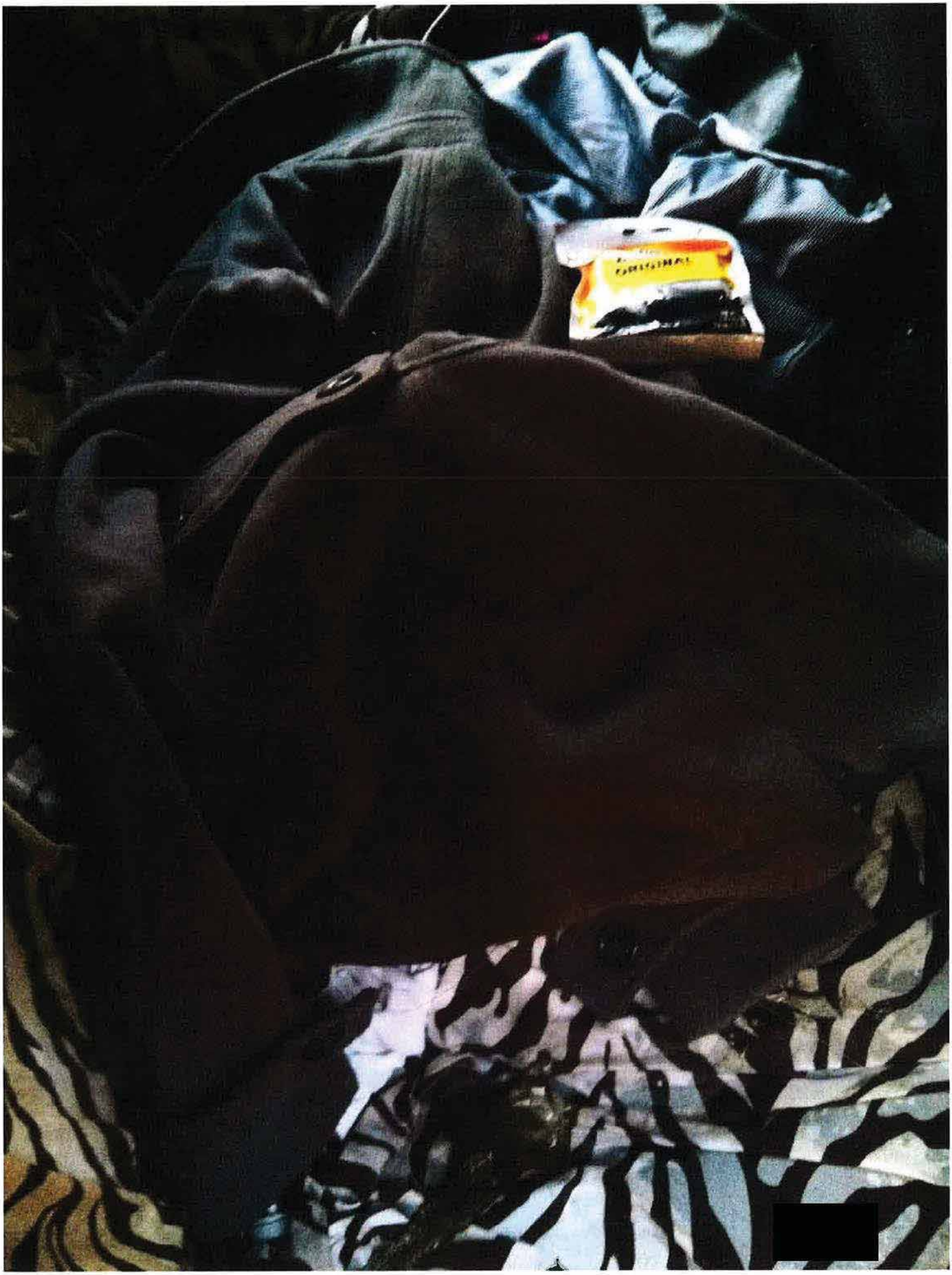












PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

FORTE

Byung Mo Ahn, President and CEO
Kia Motors America
111 Peters Canyon Rd
Irvine, CA 92606

RECEIVED
MAR 0 1 2013
CONSUMER AFFAIRS

February 25, 2013

Re: Case # [redacted]
New 2013 Kia Forte
VIN: KNAFU4A27D5[redacted]

Subject: Rejecting the car Certified Mail

Dear President and CEO Ahn:

My name is A[redacted] I represent my daughter, [redacted]
The car [redacted] purchased from your company on November 24, 2012, a 2013 Kia Forte EX, has serious and major faults.

On [redacted] 2012, as she was driving the car to work, the engine light came on, she started to see smoke from the engine, and a strong burning odor came out of the car. She stopped the car, turned the engine off, and called Kia roadside assistance to tow the car for inspection. A fire truck from the nearby fire department arrived to assist.

The car has major and substantial defects. The engine was severely defective and severely damaged, which required major repairs and the radiator had to be replaced. The substantial defects affected the safety of the car, and also affected the other parts of the car. Furthermore, the major defects substantially affected the market value of the car. Kia Motors America sold her a new car with major and substantial defects. Copy of the repair performed by Kia dealers is attached.

Recently, I had to add a quart of oil to the engine, because the oil was at (L) level; however, the engine light did not come on. The car burns oil and has serious defects. The tailpipe is dark black and heavily soiled. Pictures of the tailpipe and the residue are attached.

[redacted] has suffered an awful and very depressing experience since she bought the car, and it has been very hard for us to see our daughter suffer like that. Buying a new car should be a happy experience. The responses and the handling of her case by your company are unacceptable, and deception has been committed by Kia Motors America. Attached is her timeline/summary of her contacts.

[redacted] is entitled to reject the car under any and all the applicable State and Federal consumer protection laws. This letter is to inform you that she is rejecting the car today. She now requires that Kia Motors America refund the full purchase price, plus lost wages for [redacted] 2012. Please contact me to arrange this. She will return the car once you have agreed to refund the full purchase price.

[redacted]

I would appreciate a written reply within 10 business days of your receipt of this letter. If your company fails to respond or reject her legal right to a full refund, Kia Motors America would be responsible and liable for any and all remedies under the law including legal action, cost of court, cost of attorney's fees, cost of any and all necessary inspections of the car, compensation for my time and hers, any lost wages, plus any and all other expenses that will be needed to pursue justice under the law. Furthermore, I will file complaints with the State and Federal consumer agencies and the authorities which regulate the auto industry for further legal actions against Kia Motors America.

This case is clear under the laws. I hope that your company will honor her legal right to reject the car and receive a full refund, and that your company honor its legal and moral obligations without the need to pursue any and all legal remedies. I thank you in advance for your assistance to resolve this case without the need to purse it in court.

Sincerely yours,

[redacted]

Chino Hills, CA [redacted]

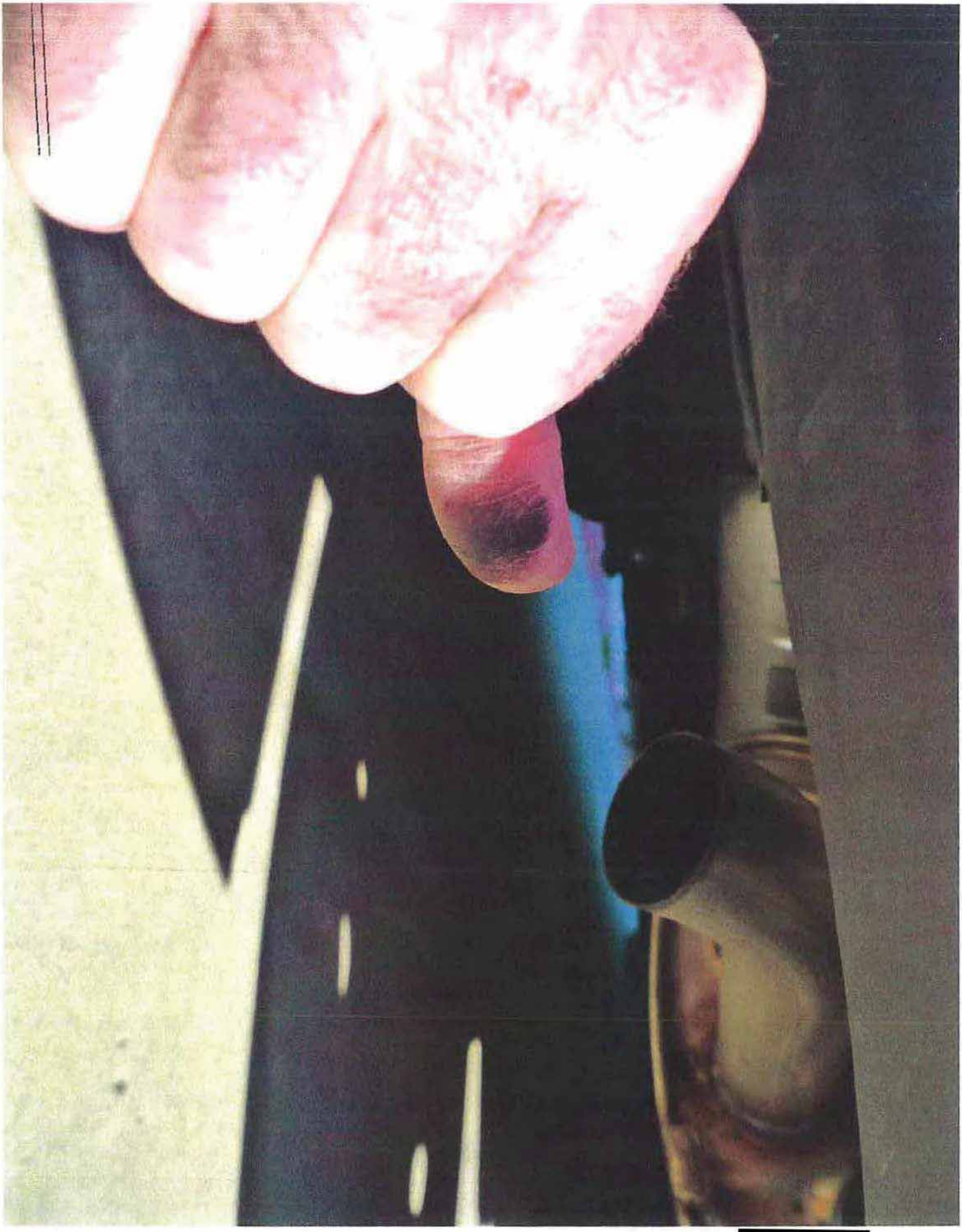
[redacted]

[redacted]

Chino Hills, CA [redacted]

[redacted]

[redacted]



2-25-13

Timeline of Communication with KIA Motors

Thursday, [redacted], 2012:

- My car broke down on the side of the freeway.
- I called KIA Roadside Assistance. I spoke with Jennifer, who arranged to have my car towed.
- After arriving at the servicing dealership, KIA Depot in Santa Ana, I spoke with Jess at Roadside Assistance. She opened a case with KIA Corporate (Irvine).
- Assigned Case# [redacted] I was told that a representative from KIA Corporate would be in contact with me.
- I waited a *full* day for a rental car and I missed a paid day's work.

Wednesday, December 19, 2012:

- I received a phone call in the evening from the servicing dealership, KIA Depot in Santa Ana, that they had replaced parts of the engine and that my car was ready to be picked up.
- The voicemail was left by Johnny Vieyra at KIA Depot.

Thursday, December 20, 2012:

- I received a phone call from KIA Depot in Santa Ana in the morning saying not to pick up my car because it was still giving problems.
- It was determined that my radiator was faulty and had to be replaced.

Thursday, December 20, 2012:

- I registered with KiaTechInfo.com, following instructions from Jess, at KIA Roadside Assistance.

Friday, December 21, 2012:

- I received a phone call from Christopher Valenti at KIA Corporate (Irvine) saying that he was assigned to my case.
- Christopher said that my car wasn't qualified for replacement but that I may be qualified for compensation.
- He asked that I email him scanned copies of my sales contract before January 02, 2013.

Monday, December 24, 2012:

- I picked up my car from the servicing dealership, KIA Depot in Santa Ana.

Friday, December 28, 2012:

- I emailed Christopher Valenti scanned copies of my sales contract.

Monday, January 07, 2013:

- I processed my first payment of $300.00 with KIA Finance online.

[redacted]

2-25-13

- Account #: [redacted]

Tuesday, January 08, 2013:

- Christopher Valenti emailed saying that he had received my paperwork and would respond to me quickly.

Friday, January 11, 2013:

- I had received no follow-up from Christopher Valenti.
- I sent Christopher an email reply asking for the follow-up.
- I received an automated email that he was out sick.

Monday, January 14, 2013:

- I followed-up on a case I had opened with the California Better Business Bureau (BBB) Auto Line.
- I reported the engine breaking down, problems with the engine experiencing delayed acceleration, and problems with the USB port on the radio not working.

Tuesday, January 15, 2013:

- I received a phone call from Joseph Lopez at KIA Corporate (Irvine) saying he was assigned to my case in place of Christopher Valenti, due it being escalated to the BBB.
- Joseph said he would mail an iPod cable to my house to test the USB port on the radio.
- He requested I email him a copy of my sales contract.
- Joseph told me that I *had* to call him in order to schedule an appointment for my car to be taken to a mechanic at either KIA Irvine or KIA Depot in Santa Ana.

Tuesday, January 16, 2013:

- I emailed my complete scanned sales contract to Joseph Lopez.

More than one week, January 16 2013 - January 28, 2013:

- I received no contact from Joseph Lopez or any other KIA representative.
- I called Joseph Lopez several times and left voice mail messages during this time.
- I asked to schedule an appointment with a mechanic and I requested the cable to test my USB port.

Monday, January 28, 2013:

- After not hearing from KIA Corp, I called KIA Depot in Santa Ana and talked to Johnny Vieyra about taking my car back in.
- About 10 minutes after getting off the phone with KIA Depot in Santa Ana, I received a call from Joseph Lopez asking if I had taken my car in.
- Joseph said that he "never said that I had to schedule an appointment through him" and that the delay was entirely my fault.

[redacted]

2-25-13

Tuesday, January 29, 2013:

- I took my car into KIA Irvine, the dealership where I had purchased the car.
- I left my car with the on-site mechanic, Chris.

Thursday, January 31, 2013:

- I received a call from Chris, the mechanic at KIA Irvine, saying that he and others had driven my car. He said that it was not producing codes from the engine and, therefore, there was nothing wrong.
- I picked it up and test drove it around a few streets. The car was still giving me the same problems with delayed acceleration, so I left it overnight at the servicing department at KIA Irvine.

Friday, February 01, 2013:

- I received a call from Chris, the mechanic at KIA Irvine, that there was still no problem with my car and to pick it up or I would be charged for the rental the next day.
- I picked up my KIA Forte and dropped off the rental car in that same evening.

Tuesday, February 05, 2013:

- I received a follow-up call from Joseph Lopez.
- I asked him for advice, since my car was still giving me problems.
- Joseph said if the mechanics couldn't find anything wrong with my car, then it must be "the way that I am driving the car that is producing problems with the vehicle."
- After I told him that I was shocked he would suggest that before suggesting something more reasonable, Joseph *angrily* spoke over me, saying that I was "not working with KIA Motors Corp, that I am a difficult customer, and that [he] was closing my case due to there no longer being an issue that he could see."

Thursday, February 07, 2013:

- I processed my second payment of $270.00 with KIA Finance online.
- Account #[redacted]

[redacted]

CUSTOMER #: [redacted]

[redacted]

CHINO HILLS RD, CA [redacted]

HOME: [redacted] CONT: [redacted]

BUS: CELL:

INVOICE

PAGE 1

THE SUZUKI DEPOT

THE KIA DEPOT

P.O. Box 88 Santa Ana, CA 92702
909 N. Grand Ave., Santa Ana, CA 92701
(714) 338-6031

SERVICE ADVISOR: 600 JOHNNY VIEYRA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	13	KIA FORTE	KNAFU4A27D56[redacted]	[redacted]	1078/1096	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24NOV12 DD		24NOV2017	WAIT 20DEC12			CASH	20DEC12

R.O. OPENED	READY	OPTIONS:
10:45 13DEC12	17:13 20DEC12	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A TOWED IN. CUSTOMER WHILE DRIVING UP HILL CHECK ENGINE LIGHT CAME ON
STARTED TO SEE SMOKE FROM UNDER OOD AREA CHECK AND ADVISE
CAUSE: OK
WR ENGINE
13 WKIA 9.40 (N/C)
1 125X1-2GH00 ENGINE ASSY-SUB (N/C)
2 28313-2G010 GASKET-INTAKE MANIFO (N/C)
2 28314-2G010 GASKET-INTAKE MANIFO (N/C)
1 28312-2G010 GASKET-THROTTLE BODY (N/C)
1 28521-25020 GASKET-EXHAUST MANIF (N/C)
6 225B 5W-30 BULK (N/C)
1 UM040-CH015W WARR, REFRIG 2LBS (N/C)
1 UM011-CH051 KIA PSF-3 12 OZ (N/C)
1 UM040-CH012 ANTIFREEZE/COOLANT (N/C)
1 25310-1M320 RADIATOR ASSY (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

21102R1A, 21102A00, 21102RD0, 25300R00, 25300RBO,25300R00, 25300RB0
ATTEMPTED TO START CAR UNABLE. SUSPECT LOW COMPRESSION, PERFORMED
COMPRESSION TEST. ENGINE HAS NO COMPRESSION. ATTEMPTED TO PRESSURIZED
COOLING SYSTEM, SYSTEM DID NOT HOLD PRESSURE. DRAINED OIL FOUND COOLANT
IN OIL. ENGINE WAS SEVERELY OVERHEATED. PER TECH LINE REPLACED LONG
BLOCK. AFTER LONG BLOCK INSTALLATION FOUND RADIATOR PLUGGED. PER DSPM
SWAPPED A RADIATOR FROM NEW CAR ON LOT. FILLED COOLING SYSTEM AND TEST
DROVE REPAIR COMPLETED

****

B PERFORMED MULTI-POINT INSPECTION. INSPECT AND SET TIRE PRESSURE TO
MFG SPECS-------RF____ LF____ RR____ LR____
MPI PERFORMED MULTI-POINT INSPECTION. INSPECT AND
SET TIRE PRESSURE TO MFG SPECS-------RF____
LF____ RR____ LR____
13 IKIA 0.00 (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

PERFORMED MULTI-POINT INSPECTION. CHECKED AND ADJUSTED TIRE
PRESSURES.

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.

(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	
SERVICE HISTORY FEE	
TOTAL CHARGES	
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

BAR # ARD244828 EPA # CAL000266906

[redacted]

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

CUSTOMER COPY

STOMER #: [redacted]

[redacted]

INVOICE

[redacted]

PAGE 2

THE SUZUKI DEPOT

THE KIA DEPOT

P.O. Box 88 Santa Ana, CA 92702
909 N. Grand Ave., Santa Ana, CA 92701
(714) 338-6031

CHINO HILLS RD, CA [redacted]
HOME: [redacted] CONT: [redacted]
BUS: CELL:

SERVICE ADVISOR: 600 JOHNNY VIEYRA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	13	KIA FORTE	KNAFU4A27D56[redacted]		1078/1096	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24NOV12 DD		24NOV2017	WAIT 20DEC12			CASH	20DEC12

R.O. OPENED	READY	OPTIONS:
10:45 13DEC12	17:13 20DEC12	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
C** GOODWILL RENTAL			
WR WARRANTY REPAIR			
13 WKIA 0.00			(N/C)
SUBL ENTER# [redacted] PO# [redacted]			
WKIA			(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

****

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
SERVICE HISTORY FEE	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

BAR # ARD244828 EPA # CAL000266906 [redacted]

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

CUSTOMER COPY

KIA of IRVINE

45 Oldfield - Irvine, CA 92617
Phone: (949) 777-2300

SERVICE DEPARTMENT 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
1/29/13	[redacted]
R/O Close Date	**Status**
1/31/13	Pre-Invoice
Mileage In	**Mileage Out**
2846	2901
Service Advisor / Tag #	
CHRIS ARMSTRONG [redacted]	

[redacted]
CHINO HILLS, CA [redacted]

Work Phone	Vehicle Identification Number
	KNAFU4A27D5[redacted]
Home Phone	**Delivery Date** / **In-Service Date**
[redacted]	11/24/12 / 11/24/12

Year	Make	Model	Body	Color	License Number
2013	KIA	FORTE	4DR SDN AUTO EX	BRIGHT SIL	

[redacted]

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - KOICS: CUSTOMER STATES, CUSTOMER STATES AT FIRST START RUNS ROUGH CAR ALS O JOLTS WHILE DRIVING BETWEEN 20-30 40-60 MPH ALSO TAKES A LONG TIME TO HEAT UP	
STARTED ENGINE COLD VEHCILE RUNS FINE TEST DROVE VEHCILE VEHCILE RUNS FINE TEST DROVE SLOW SPEED	
Work performed by ROBERT OUELLET (200)	Internal
Work performed by ROBERT OUELLET (200)	Internal
Work performed by ROBERT OUELLET (200)	Internal
MEDUIM SPEED AND FREEWAY SPEEDS NO PROBLEM FOUND CHECK FOR CODES NO CODES FOUND ALL UPDATES DONE SERVICE MGR TEST DROVE VEHCILE FOR 61 MILES AND FOUND WORKING AS DESIGNED	
#3 * KOICS: CUSTOMER STATES, CUSTOMER STATES USB PORT INOP	
Work performed by ROBERT OUELLET (200)	Warranty
USB PORT WORKING FINE	
Work performed by ROBERT OUELLET (200)	Warranty
NEEDS UPDATED USB CABLE FOR IPHONES	
#4 * KOIRENT: RENTAL CAR AUTHORIZED BY	
Work performed by ROBERT OUELLET (200)	Internal
RENTAL CAR	

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

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

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X [redacted]

(C) 2009 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group (800) 845-3726

KIA of IRVINE

45 Oldfield - Irvine, CA 92617
Phone: (949) 777-2300

SERVICE DEPARTMENT 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
1/29/13	[redacted]
Time Received	**Time Promised**
18:02	1/29 18:00
Current Mileage	**Mileage Out**
2846	
Estimate of Repairs	**Service Advisor / Key Tag #**
	CHRIS ARMSTRONG/[redacted]

BAR# 269801

	Work Phone	Vehicle Identification Number	
[redacted]	[redacted]	KNAFU4A27D5[redacted]	
CHINO HILLS, CA [redacted]	Home Phone	Delivery Date	In-Service Date
	[redacted]	11/24/12	11/24/12

Year	Make	Model	Body	Color	License Number
2013	KIA	FORTE	4DR SDN AUTO	BRIGHT SIL	

[redacted]

#1 - KOICS: CUSTOMER STATES, W
CUSTOMER STATES AT FIRST START RUBNS ROUGH CAR ALS W
O JOLTS WHILE DRIVING BETWEEN 20-30 40-60 MPH ALSO W
TAKES ALL TIMES TO HEAT UP W

#2 - KOIRENT: RENTAL CAR AUTHORIZED BY W

Original Estimate: .00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

"I hereby authorize the repair work above 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 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.

X _____

(C) 2003 ARKONA, Inc. - Dealership Application Group (800) 945-1028

[redacted]

KIA MULTI-POINT INSPECTION

1204

Customer Name [redacted] Date 1-30-13

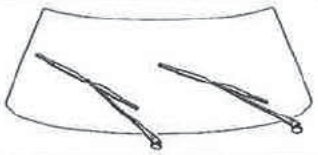
VIN [redacted] Year/Model _____ Mileage 2946

RO/Tag# _____ License _____ Phone _____

SERVICE ADVISOR SECTION

WIPER BLADES

- [x] OK
- [ ] SOON
- [ ] NEED



CHECK TIRES/MEASURE TIRE TREAD DEPTH

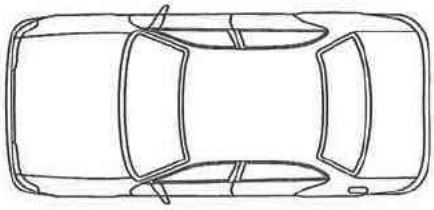
LF	RF
32"	32"
LR	**RR**
32"	32"

Size: _____ Brand: _____

- [x] OK
- [ ] SOON
- [ ] NEED

Tire Pressure Set to Factory Recommendation

EXTERIOR VEHICLE INSPECTION



Please note any scratches, dents or dings on the diagram above

MAINTENANCE INTERVAL

- [x] OK

_____ MILE SERVICE

TECHNICIAN SECTION

CHECK & FILL	INSPECT EACH SERVICE	COMMENTS
[x]	Automatic transmission fluid level/condition	
[x]	Brake fluid level/condition	
[x]	Coolant recovery reservoir fluid level/condition	
[x]	Power steering fluid level/condition	
[x]	Transmission system level/condition	
[x]	Window washer fluid level	
[x]	Battery performance & terminals	
[x]	Brake lines/hoses/parking brake	
[X]	Clutch operation (if equipped)	
[x]	Drive axle boots (CV, if equipped)	
[x]	Cooling system & hoses for visible leaks and damage	
[x]	Drive belt(s)	
[x]	Exhaust system (loose parts, visible damage, leaks)	
[x]	Oil and/or fluid leaks (Specify)	
[x]	Operation of horn, interior and exterior lights	
[x]	Front brake remaining 9 mm Lt. 9 mm Rt.	
[x]	Rear brake remaining 9 mm Lt. 9 mm Rt.	
[x]	Windshield for cracks, chips and pitting	
[x]	Windshield washer spray or wiper operation	
[x]	Steering, steering linkages/wheel end play/bearings	
[x]	Suspension (damage/leaks/struts for bounce/shocks)	
[x]	Other:	

Notes:

RECOMMENDED ADDITIONAL SERVICES

[ ] Air Filter	[ ] Tire Repair	[ ] Coolant Change	[ ] Engine Oil Change	[ ] Cabin Air Filter
[ ] Brakes (Specify)	[ ] Wheel Alignment	[ ] Fuel Filter Change	[ ] Timing Belt	[ ] Rear Differential Fluid Change
[ ] Rotate Tires	[ ] Transmission Fluid Change		[ ] Other: _____	

[X] GREEN - INSPECTION RESULT - OK

[ ] RED - REQUIRES IMMEDI[redacted]

Customer Signature _____

White Copy - Customer • Yellow - Attach to RO File Copy

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UM150 P8010

KIA MOTORS

Consumer Assistance Center Case Report

Printed By: JKim

Case Number - [redacted]

12/19/2012 12:18:58 PM

Case Details

Title: Customer states engine over heated and smoke came out- req. rental

VIN: KNAFU4A27D5[redacted]
Mileage: 1000
Status: Working
Priority: Non-Priority
Severity: Medium
Call Source: Phone - English
Owner: Jess Kim
Owner Email: jkim@kiaconsumeraffairs.com
Case Type Level1: Complaint
Case Type Level2: Quality
Case Type Level3: Engine/Exhaust/Battery/Fuel System
Case Type Level4: Engine Overheat

Contact Details

Name: [redacted]
Phone: [redacted]
Alt Phone: [redacted]
Fax:
Address1: [redacted]
Address2:
City: Chino Hills
State: CA
Zip: [redacted]
Email: [redacted]

Dealer Details

Code: CA204
Name: The Kia Depot

Case History

*** PHONE LOG 12/13/2012 02:36:35 PM (Local Time) JKim Action Type:
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

[redacted]

Case History
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

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

[!<For Internal Use Only:
>!]

*** EMAIL OUT 12/13/2012 03:06:23 PM (Local Time) JKim Action Type: External email
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: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_[redacted]JKim_12-13-2012[redacted].doc>>

*** PHONE LOG 12/13/2012 03:09:18 PM (Local Time) JKim Action Type: Web Contact
Customer's req. call back #:[redacted]
[!<For Internal Use Only:
>!]

*** PHONE LOG 12/13/2012 03:39:06 PM (Local 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
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.

[redacted]

Case History
5. Tell Steve to contact me for the pwa.
[!<For Internal Use Only:
>!]

*** PHONE LOG 12/13/2012 03:47:33 PM (Local 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.
[!<For Internal Use Only:
>!]

*** NOTES 12/17/2012 12:54:29 PM (Local 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.

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

[!<For Internal Use Only:
>!]

*** PHONE LOG 12/17/2012 01:21:05 PM (Local 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

[!<For Internal Use Only:
>!]

*** PHONE LOG 12/17/2012 02:32:20 PM (Local Time) JKim Action Type: Outgoing call
Writer called customer but recording said call cannot be completed as dialed (x2)
[!<For Internal Use Only:

[redacted]

Case History
>!]

*** PHONE LOG 12/17/2012 02:34:33 PM (Local 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

[!<For Internal Use Only:
>!]

*** PHONE LOG 12/18/2012 03:52:06 PM (Local 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

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
[!<For Internal Use Only:
>!]

*** PHONE LOG 12/19/2012 12:18:47 PM (Local 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
[!<For Internal Use Only:
>!]

Attachments to Case:

File Name	Location
Email Attachment 12/13/2012 03:03:16 PM	\\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_[redacted]JKim_12-13-2012[redacted].doc

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

[redacted]

KIA MOTORS

Consumer Assistance Center Case Report

Printed By: SGuindi

Case Number - [redacted]

03/01/2013 04:43:28 PM

Case Details

Title: Cust states substantial defects with vehicle; requesting full refund

VIN: KNAFU4A27D5[redacted]
Mileage: 1096
Status: Working
Year:2013
Model:FORTE SEDAN
Priority: Management Special
Severity: Urgent
Call Source: CEO/President
Owner: Sandra Guindi
Owner Email: SGuindi@kiausa.com
Case Type Level1: Complaint
Case Type Level2: Quality
Case Type Level3: Engine/Exhaust/Battery/Fuel System
Case Type Level4: Engine Overheat

Contact Details

Name: [redacted]
Phone: [redacted]
Alt Phone: [redacted]
Fax:
Address1: [redacted]
Address2:
City: Chino Hills
State: CA
Zip: [redacted]
Email: [redacted]

Dealer Details

Code: CA204
Name: The Kia Depot

Case History

*** PHONE LOG 12/13/2012 01:36:35 PM (Local Time) JKim Action Type:
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
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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

[redacted]

Case History
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

WRITER OFF HOLD>>>>

Writer states:
1. Apologized and thanked for holding
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3. Usually DPSM gets 24 hours to review and response
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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

[!<For Internal Use Only:
>!]

*** EMAIL OUT 12/13/2012 02:06:23 PM (Local Time) JKim Action Type: External email
Mr. Hegmann,

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*** PHONE LOG 12/13/2012 02:09:18 PM (Local Time) JKim Action Type: Web Contact
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Dpsm Joe Hegmann States:
1. I did not get message and have no missed calls?
2. What does the techline case say?

[redacted]

Case History
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.
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Dealer States:
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*** NOTES 12/17/2012 11:54:29 AM (Local 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.
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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

[!<For Internal Use Only:
>!]

*** PHONE LOG 12/17/2012 12:21:05 PM (Local Time) JKim Action Type: Outgoing call
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1. Called to follow up

Raul/SVCA states:
1. I know we ordered engine and no ETA
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[!<For Internal Use Only:
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*** PHONE LOG 12/17/2012 01:32:20 PM (Local Time) JKim Action Type: Outgoing call

[redacted]

Case History
Writer called customer but recording said call cannot be completed as dialed (x2)
[!<For Internal Use Only:
>!]

*** PHONE LOG 12/17/2012 01:34:33 PM (Local Time) JKim Action Type: Outgoing call
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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:
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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
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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
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1. Called to follow up
2. Apologized
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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
[!<For Internal Use Only:
>!]

*** EMAIL OUT 12/19/2012 11:41:04 AM (Local Time) JKim Action Type: External email
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.

[redacted]

Case History
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.

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<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_[redacted]JKim_12-19-2012121820.doc>>

*** NOTES 12/19/2012 11:42:58 AM (Local 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
[!<For Internal Use Only:
>!]

*** CASE DISPATCHED 12/19/2012 11:43:16 AM (Local Time) JKim
from WIP 06.first to Queue Western Region.

*** PHONE LOG 12/20/2012 10:01:21 AM (Local Time) JKim Action Type: Web Contact
Customer called and LVM:
1. Thanked for calling
2. Will look forward to hear back from you
[!<For Internal Use Only:
>!]

*** PHONE LOG 12/20/2012 02:21:56 PM (Local 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
[!<For Internal Use Only:
>!]

*** CASE ACCEPTED 12/20/2012 02:53:00 PM (Local Time) CValenti
from Queue Western Region to WIP Pending Call Back.

*** PHONE LOG 12/21/2012 09:58:25 AM (Local Time) CValenti Action Type: Outgoing call
Rcaa called customer and left a vm req a cb
[!<For Internal Use Only:
>!]

*** NOTES 12/21/2012 09:58:50 AM (Local Time) CValenti Action Type: Manager review

[!<For Internal Use Only:
Advised of shut down in voicemail >!]

*** PHONE LOG 12/21/2012 01:44:10 PM (Local 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
[!<For Internal Use Only:
>!]

[redacted]

Case History

*** NOTES 12/21/2012 01:44:21 PM (Local Time) CValenti Action Type: E-mail sent
emailed customer contact info
[!<For Internal Use Only:
>!]

*** NOTES 01/08/2013 09:36:31 AM (Local 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]

[!<For Internal Use Only:
>!]

*** NOTES 01/08/2013 09:36:45 AM (Local Time) CValenti Action Type: Manager review
Emailed cst
1. Advised case still in review
[!<For Internal Use Only:
>!]

*** NOTES 01/08/2013 09:37:22 AM (Local Time) CValenti Action Type: Manager review

[!<For Internal Use Only:
Complete RO review
1. Return to writer 1/10 >!]

*** CASE YANKED 01/10/2013 05:02:39 PM (Local Time) JLopez
Yanked by JLopez into WIPbin default.

*** NOTES 01/10/2013 05:07:43 PM (Local Time) JLopez Action Type: Correspondence rec.
Cust filed BBB w/CCF dated 1/4/13, RCAA faxed MRF 1/10/13, transmission okay.
[!<For Internal Use Only:
>!]

*** NOTES 01/14/2013 04:09:58 PM (Local 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]

[!<For Internal Use Only:
>!]

*** NOTES 01/14/2013 04:14:56 PM (Local Time) JLopez Action Type: E-mail rec.
RCAA rcvd email from CV with cust sls docs attached.
1. Printed and added to hardfile.
[!<For Internal Use Only:
>!]

*** PHONE LOG 01/14/2013 04:16:15 PM (Local 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 #

[redacted]

Case History
4. RCAA thanked dlr for assistance.
[!<For Internal Use Only:
>!]

*** PHONE LOG 01/14/2013 04:17:02 PM (Local 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.
[!<For Internal Use Only:
>!]

*** PHONE LOG 01/14/2013 04:17:26 PM (Local Time) JLopez Action Type: Outgoing call
RCAA lft v/m for Ms. [redacted] on alt #
1. Provided name and phn#
2. Request c/b.
[!<For Internal Use Only:
>!]

*** PHONE LOG 01/14/2013 04:41:26 PM (Local 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.
[!<For Internal Use Only:
>!]

*** NOTES 01/16/2013 02:17:18 PM (Local Time) JLopez Action Type: Manager review
RO rvw completed, added to hardfile.
[!<For Internal Use Only:
>!]

*** NOTES 01/16/2013 02:23:07 PM (Local 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.
[!<For Internal Use Only:
>!]

*** NOTES 01/22/2013 03:09:03 PM (Local Time) JLopez Action Type: Correspondence rec.
RCAA rcvd close letter from BBB
1. Printed and added to hardfile
[!<For Internal Use Only:
>!]

*** PHONE LOG 01/24/2013 03:42:39 PM (Local 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.
[!<For Internal Use Only:
>!]

*** PHONE LOG 01/24/2013 03:47:45 PM (Local Time) JLopez Action Type: Outgoing call
RCAA lft v/m for Ms. [redacted] on alt #
1. Provided name and phn#
2. Request c/b.
[!<For Internal Use Only:
>!]

*** PHONE LOG 01/28/2013 01:38:43 PM (Local Time) JLopez Action Type: Incoming call
RCAA rcvd v/m from Ms. [redacted] requesting c/b.
[!<For Internal Use Only:
>!]

*** PHONE LOG 01/28/2013 01:47:50 PM (Local Time) JLopez Action Type: Outgoing call
RCAA lft v/m for Ms. [redacted] on alt #
1. Provided name and phn#
2. Request c/b.
[!<For Internal Use Only:
>!]

*** PHONE LOG 01/28/2013 02:07:02 PM (Local Time) JLopez Action Type: Incoming call
RCAA rcvd call from Ms. [redacted]

[redacted]

Case History
1. Adv calling to f/u on case and if cust was able to take veh to another dlr.
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.
[!<For Internal Use Only:
>!]

*** PHONE LOG 02/05/2013 05:28:46 PM (Local Time) JLopez Action Type: Outgoing call
RCAA lft v/m for Ms. [redacted] on alt #
1. Provided name and phn#
2. Request c/b.
[!<For Internal Use Only:
>!]

*** PHONE LOG 02/07/2013 06:25:21 PM (Local 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.
[!<For Internal Use Only:
>!]

*** PHONE LOG 02/15/2013 11:57:05 AM (Local Time) JLopez Action Type: Outgoing call
RCAA lft v/m for Ms. [redacted] on alt #
1. Provided name and phn#
2. Request c/b.
[!<For Internal Use Only:
>!]

*** PHONE LOG 02/19/2013 03:12:56 PM (Local Time) JLopez Action Type: Outgoing call
RCAA lft v/m for Ms. [redacted] on alt #
1. Provided name and phn#
2. Request c/b.

[!<For Internal Use Only:
>!]

*** PHONE LOG 02/22/2013 03:20:53 PM (Local Time) JLopez Action Type: Outgoing call
RCAA lft v/m for Ms. [redacted] on alt #
1. Provided name and phn#
2. Request c/b.
[!<For Internal Use Only:
>!]

*** NOTES 02/22/2013 03:21:14 PM (Local Time) JLopez Action Type: Manager review

[!<For Internal Use Only:
NOTE: MAIL CUST 'CALL ME' LETTER 2/25 >!]

*** CASE CLOSE 02/25/2013 12:26:17 PM (Local Time) JLopez Resolution Code = Letter Sent.
RCAA MAILED CUST 'CALL ME' LETTER, CLOSING CASE PENDING CUST C/B.

*** CASE REOPENED 03/01/2013 04:33:31 PM (Local Time) SGuindi
with Condition of Open and Status of Working.

*** NOTES 03/01/2013 04:41:16 PM (Local 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 [redacted]/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 [redacted]/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.

[redacted]

Case History

[!<For Internal Use Only:
>!]

*** NOTES 03/01/2013 04:42:48 PM (Local Time) SGuindi Action Type: Manager review

[!<For Internal Use Only:
Phone number for father, [redacted] >!]

*** CASE PRIORITY CHANGED 03/01/2013 04:43:08 PM (Local Time) SGuindi
from priority Non-Priority to priority Management Special

*** CASE DISPATCHED 03/01/2013 04:43:23 PM (Local Time) SGuindi
from WIP default to Queue Western Region.

Attachments to Case:

File Name	Location
Email Attachment 12/13/2012 03:03:16 PM	\\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_[redacted]JKim_12-13-2012[redacted].doc
Email Attachment 12/19/2012 12:18:48 PM	\\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_[redacted]JKim_12-19-2012[redacted].doc
Eramya 3.1.13.pdf	\\copubs\ClarifyObj\CA_Attachments\Eramya 3.1.13.pdf

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

[redacted]

KIA MOTORS

Consumer Assistance Center Case Report

Printed By: JKim

Case Number - [redacted]

12/13/2012 03:03:21 PM

Case Details

Title: Customer states engine over heated and smoke came out- req. rental

VIN: KNAFU4A27D5[redacted]
Mileage: 1000
Status: Working
Priority: Non-Priority
Severity: Medium
Call Source: Phone - English
Owner: Jess Kim
Owner Email: jkim@kiaconsumeraffairs.com
Case Type Level1: Complaint
Case Type Level2: Quality
Case Type Level3: Engine/Exhaust/Battery/Fuel System
Case Type Level4: Engine Overheat

Contact Details

Name: [redacted]
Phone: [redacted]
Alt Phone:
Fax:
Address1: [redacted]
Address2:
City: Chino Hills
State: CA
Zip: [redacted]
Email: [redacted]

Dealer Details

Code: CA204
Name: The Kia Depot

Case History

*** PHONE LOG 12/13/2012 02:36:35 PM (Local Time) JKim Action Type:
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

[redacted]

Case History

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

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

[!<For Internal Use Only:
>!]

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

[redacted]

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

FORTE

P.O. Box 4410, Alpharetta, GA 30023
esurance.com · 1-800-ESURANCE (1-800-378-7262)

esurance
an Allstate company

February 20, 2013

Kia Auto Sport (Service Department)
7041 Whittlesey Blvd.
Columbus, GA 31909

Re:
Vehicle: 2012 Kia Forte EX
Vin: KNAFU5A20C5[redacted]
Owner: [redacted]
Insured [redacted]
Date of Loss: [redacted] 2013
Claim #: [redacted]
Lot #: [redacted]
File No. [redacted]

To Whom It May Concern,

Please be advised that I represent Esurance Insurance Company
For damages to the above-listed vehicle, which may have resulted from a recall.

The fire occurred on [redacted] 2103 at the address of Hwy [redacted] in Pine Mountain, GA.

In order to determine the cause of the fire, an inspection and testing of the vehicle will be conducted by North Eastern Technical Services, Inc., an authorized representative of the above. This inspection will take place at: Copart 761 Clark Drive Ellenwood GA 30294.

As you may have an interest in this matter, from both a safety precaution standpoint and as potential defendants in litigation, you are invited to have an expert attend and participate in the inspection and testing procedures.

To coordinate the inspection date and time, please contact North Eastern Technical Services, Inc. at (800) 221-4058. Should you have any questions pertaining to this matter, or wish to discuss the same in further detail, you may contact the undersigned at (800) 388-1581, extension 8575. Failure to respond to this notification within ten business days from the date of this letter will be construed as forfeiture of your right to be present at this examination.

[redacted]

P.O. Box 4410, Alpharetta, GA 30023
esurance.com · 1-800-ESURANCE (1-800-378-7262)

esurance®
an Allstate company

I would like to caution that should your expert fail to appear at the inspection, you will forfeit any right to subsequently claim prejudice/spoliation under Nally vs. Volkswagen of America, Inc., 405 Mass 191 (1989).

Sincerely,

[redacted]

Monica Phillips-Moore
Claims Representative
Esurance Insurance Company
Email: mmoore1@esurance.com
(800) 388-1581 ext. 8575
Fax (800) 334-9188

CC
North Eastern Technical Services, Inc.
P.O. Box 6530
Spring Hill, FL 34611

[redacted]

STATE OF GEORGIA TRAFFIC CRASH REPORT

Georgia State Patrol
Georgia Department of Public Safety
P.O. Box 1456
Atlanta, Georgia 30371-1456

Crash Number	Reporting Agency	Reporting Agency Case Number	Reporting Agency CAD Number
[redacted]	GEORGIA DEPARTMENT OF PUBLIC SAFETY		GSPD13CAD005175

CRASH IDENTIFIERS

County of Crash	City or Place of Crash	City Limits	Crash Date/Time	Reported Date/Time	Dispatched Date/Time
HARRIS	PINE MOUNTAIN	☐	[redacted] 2013 05:20 PM	[redacted] 2013 05:22 PM	[redacted] 2013 05:27 PM

On Scene Date/Time	Cleared Scene Date/Time	Complete Date/Time	Reason (If Investigation Not Complete)	Source of Information
[redacted] 2013 05:49 PM	[redacted] 2013 07:34 PM	[redacted] 2013 07:34 PM		LAW ENFORCEMENT AGENCY

ROADWAY INFORMATION

Roadway Description for Location of Occurrence	Distance to City or Place of Crash	Latitude	Longitude
3661 SR-354		N 32 50.7643	W 84 48.8345

Intersecting Roadway Description for Location of Occurrence	Distance / Direction from Crash Location	Roadway Blocked	Roadway Cleared Date/Time
		☐	

Part of National Highway System	Roadway Functional Class Type	Roadway Functional Class Detail
NO	RURAL	MINOR COLLECTOR

Type of Shoulder	Roadway Lighting	Roadway Bikeway Facility	Signed Bicycle Route
UNPAVED	NO LIGHTING	NONE	NOT APPLICABLE

Traffic Control Type at Intersection	Mainline Number of Lanes at Intersection	Side Road Number of Lanes at Intersection
NO CONTROL		

CRASH INFORMATION

Light Condition	Weather Condition	Roadway Surface Condition	Crash Pictures Taken
DAYLIGHT	CLEAR	DRY	☐

First Harmful Event Type	First Harmful Event Detail
NON-COLLISION	FELL/JUMPED FROM MOTOR VEHICLE

Total Counts	Vehicles	CMV	Motorists	Non-Motorists	Injured	Fatalities	Witnesses	Other Persons	Businesses	Violations
	1	0	2	0	1	0	0	0	0	0

First Harmful Event's Relation to Junction	Is First Harmful Event within Interchange Area	Type of Intersection
NON-JUNCTION	NO	NOT AT INTERSECTION

Contributing Circumstances: Environment	Contributing Circumstances: Environment	Contributing Circumstances: Environment
NONE	NONE	NONE

Contributing Circumstances: Road	Contributing Circumstances: Road	Contributing Circumstances: Road
NONE	NONE	NONE

School Bus Related	Work Zone Related	Crash Location in Work Zone
NO	NO	

VEHICLE V01

▶ V01	Motor Vehicle Type	State	License Number	Registration Expires	Permanent Registration	VIN
	MOTOR VEHICLE IN TRANSPORT	GA	[redacted]	03/02/2013	☐	KNAFU5A20C5[redacted]

Year	Make	Model	Style	Color	Body Type Category
2012	KIA	FORTE EX	4S	BRZ	PASSENGER CAR

Special Function of Motor Vehicle in Transport	Emergency Motor Vehicle Use	Type of Bus Use
NO SPECIAL FUNCTION	NO	NOT A BUS

Owner First Name	Owner Middle Name	Owner Last Name	Owner Suffix	Owner Business (if not Person)
[redacted]	[redacted]	[redacted]		

Address	Address Other	City	State	Zip Code
[redacted]		PINE MOUNTAIN	GA	[redacted]

Owner Phone Number	Owner Phone Number (other)	Insurance Company	Insurance Policy Number
		ESURANCE	[redacted]

Vehicle Removal	Vehicle Towed By	Wrecker Selection Method
TOWED DUE TO DISABLING DAMAGE	RHODES WRECKER SERVICE	ROTATION

Direction of Travel Before Crash	Estimated Speed: Posted	Roadway Type	Total Lanes	Roadway Horizontal Alignment	Roadway Grade
NORTHBOUND	45	UNDIVIDED HIGHWAY	2	CURVE LEFT	DOWNHILL

Trafficway Description	Traffic Control Device Type	Working Properly
TWO-WAY NOT DIVIDED	NO CONTROLS	

Roadway Description for Vehicle Travel
SR # 354 MM 4

Vehicle Maneuver Action (by this vehicle)	Hit & Run (by this vehicle)	Damage Extent (for this vehicle)
NEGOTIATING A CURVE	NO DID NOT LEAVE SCENE	FUNCTIONAL DAMAGE

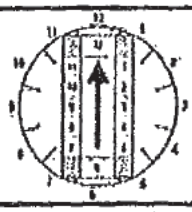
1st Sequence of Events Type (this vehicle)	1st Sequence of Events Detail (this vehicle)
NON-COLLISION	FELL/JUMPED FROM MOTOR VEHICLE

2nd Sequence of Events Type (this vehicle)	2nd Sequence of Events Detail (this vehicle)
NON-COLLISION	FIRE/EXPLOSION

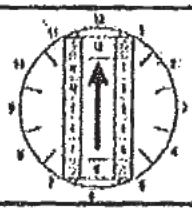
Most Harmful Event Type (this vehicle)	Most Harmful Event Detail (this vehicle)
NON-COLLISION	FELL/JUMPED FROM MOTOR VEHICLE

Contributing Circumstances 1 (this vehicle)	Contributing Circumstances 2 (this vehicle)
UNKNOWN	NONE

Area of Initial Impact
- ☑ Non Collision
- ☐ Top
- ☐ Undercarriage
- ☐ Unknown



Most Damaged Area
- ☑ Non Collision
- ☐ Top
- ☐ Undercarriage
- ☐ Unknown



Occupant Type	Person Name (First Middle Last Suffix)	Injury Status
DRIVER	DUSTY ANN MCKAY	NON FATAL INJURY
PASSENGER	NICOLE MCKAY	NO INJURY(O)

DRIVER V01

Person Type	NM#	Vehicle #	Person Type Detail
DRIVER		V01	

First Name	Middle Name	Last Name	Suffix	Date of Birth	Age	Sex
[redacted]	[redacted]	[redacted]		[redacted]	[redacted]	F

Address	Address Other	City	State	Zip Code
[redacted]		PINE MOUNTAIN	GA	[redacted]

Phone Number	Phone Number (other)	Condition at Time of Crash
		APPARENTLY NORMAL

Driver License Number	Class	Expires	State	Jurisdiction	Type	Status
[redacted]	C	[redacted]/2020	GA	02	NON-CDL DRIVER'S LICENSE	VALID LICENSE

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NONE NOT DISTRACTED		NONE VISION NOT OBSCURED	
Driver Actions at Time of Crash 1 (based on judgement of investigation officer) NO CONTRIBUTING ACTION		Driver Actions at Time of Crash 2 (based on judgement of investigation officer) NO CONTRIBUTING ACTION	
Driver Actions at Time of Crash 3 (based on judgement of investigation officer) NO CONTRIBUTING ACTION		Driver Actions at Time of Crash 4 (based on judgement of investigation officer) NO CONTRIBUTING ACTION	
Motor Vehicle Seating Position: Row FRONT	Motor Vehicle Seating Position: Seat LEFT	Motor Vehicle Seating Position: Other NOT APPLICABLE	☐ Seating Position Unknown
Restraint Systems SHOULDER AND LAP BELT USED		Helmet Use	
Air Bag Deployed NOT DEPLOYED		Ejection NOT EJECTED	
Trapped Extrication NOT TRAPPED			
Injury Severity Level Type NON FATAL INJURY	Injury Severity Level Detail POSSIBLE (C)		Primary or Most Obvious of Body Area Injured During Crash LOWER EXTREMITY
Source of Transport to Medical Facility NOT TRANSPORTED	EMS Agency Name or ID HARRIS EMS	EMS Run Number 0186	Medical Facility Transported To
Law Enforcement Suspected Alcohol Use NO	Alcohol Test Type	Alcohol Tested TEST NOT GIVEN	Alcohol Test Result / BAC
Law Enforcement Suspected Drug Use NO	Drug Test Type	Drug Tested TEST NOT GIVEN	Drug Test Result

PASSENGER V01

☒ Person Type PASSENGER	NM#	Vehicle # V01	Person Type Detail				
First Name [redacted]	Middle Name	Last Name [redacted]	Suffix	Date of Birth / Age [redacted]		Sex F	
Address [redacted]	Address Other		City HAMILTON	State GA	Zip Code [redacted]		
Phone Number	Phone Number (other)	Condition at Time of Crash APPARENTLY NORMAL					
Motor Vehicle Seating Position: Row FRONT	Motor Vehicle Seating Position: Seat RIGHT	Motor Vehicle Seating Position: Other NOT APPLICABLE	☐ Seating Position Unknown				
Restraint Systems SHOULDER AND LAP BELT USED		Helmet Use					
Air Bag Deployed NOT DEPLOYED		Ejection NOT EJECTED					
Trapped Extrication NOT TRAPPED							
Injury Severity Level Type NO INJURY(O)	Injury Severity Level Detail		Primary or Most Obvious of Body Area Injured During Crash				
Source of Transport to Medical Facility NOT TRANSPORTED	EMS Agency Name or ID	EMS Run Number	Medical Facility Transported To				
Law Enforcement Suspected Alcohol Use NO	Alcohol Test Type	Alcohol Tested TEST NOT GIVEN	Alcohol Test Result / BAC				
Law Enforcement Suspected Drug Use NO	Drug Test Type	Drug Tested TEST NOT GIVEN	Drug Test Result				

NARRATIVE: C000151221

Vehicle # 1 was traveling north on SR # 354. The driver stated the vehicle caught fire and she slowed down and exited the car. The car rolled off the road and the fire completely destroyed the car. The driver stated she had the car @ the KIA dealership earlier and had a part on order to fix a wiring problem under the car. GSP DVD 95-004-2013

REPORTING OFFICER		APPROVING OFFICER (SUPERVISOR)	
Reporting Officer Name MORRIS, J	Signature [redacted]	Approving Officer Name TRAYLOR, JAMES R	Signature [redacted]
ID Number / Rank 0096		ID Number / Rank 0092 / CORPORAL	
Org / Unit D-2		Org / Unit D-02	

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[redacted]

A FDID: [redacted] | State: GA | Incident Date: MM [redacted] DD 013 YYYY | Station: | Incident Number: [redacted] | Exposure: 0 | NFIRS - 1 Basic

B Location

Address Type: 1 - Street addres

Number/Milepost: Ga. Hwy. [redacted] | Prefix | Street or Highway: Highway | Street Type: East | Suffix

Apt./Suite/Room | City: Pine Mountain | State: GA | Zip Code: [redacted]

Census Tract

Cross street or directions, as applicable: near [redacted]

C Incident Type

Incident Type: 131 - Passenger vehicle

D Aid Given or Received

That FDID | That State | That Incident Number

Type Aid Given or Received: N - None

E1 Dates & Times (Midnight is 0000)

	Month	Day	Year	Hour	Min	Seconds
Alarm	[redacted]		2013	17	17	
Arrival			2013	17	22	
Controlled			2013	17	47	
Last Unit Cleared			2013	17	57	

E2 Shifts & Alarms (Local Option)

Shift or platoon | Alarms | District

E3 Special Studies (Local Option)

Special Study ID# | Special Study Value

F Actions Taken

11 - Extinguish
78 - Control traffic
81 - Incident command

Actions Taken

G1 Resources

[N] Check this box and skip this section if an Apparatus or Personnel form is used.

	Apparatus	Personnel
Suppression	2	3
EMS	0	0
Other	4	4

[N] Check box if resource counts include aid received resources.

G2 Estimated Dollar Losses & Values

LOSSES: Required for all fires. Optional for mutual aid or non-fires.

Property $ 0

Contents $ 0

PRE-INCIDENT VALUE: Optional

Property $ 0

Contents $ 0

H1 Casualties

	Deaths	Injuries
Fire Service	0	0
Civilian	0	0

H2 Detector

H3 Hazardous Materials Release: N - None

I Mixed Use Property: NN - Not mixed use

J Property Use: 961 - Highway or divided highway

K1 Person/Entity Involved

Mr., Ms., Mrs. | First Name: [redacted] | MI | Last Name: [redacted] | Suffix

Number: [redacted] | Prefix | Street or Highway: [redacted] | Street Type | Suffix

Post Office Box | Apt./Suite/Room | City: Hamilton

State: GA | Zip Code: [redacted] | Business name (if applicable) | Area Code | Phone Number: [redacted]

K2 Owner

Mr., Ms., Mrs. | First Name: [redacted] | MI | Last Name: [redacted] | Suffix

Number: [redacted] | Prefix | Street or Highway: [redacted] | Street Type | Suffix

Post Office Box | Apt./Suite/Room | City: Hamilton

State: GA | Zip Code: [redacted] | Business name (if applicable) | Area Code | Phone Number

[redacted]

A [redacted] FDID | GA State | [redacted]/2013 Incident Date (MM DD YYYY) | Station | [redacted] Incident Number | 0 Exposure

NFIRS - 1S Supplemental

K1 Person/Entity Involved

Mr., Ms., Mrs. | [redacted] First Name | MI | [redacted] Last Name | Suffix

Number | [redacted] Prefix | [redacted] Street or Highway | Street Type | Suffix

Post Office Box | Apt./Suite/Room | Hamilton City

GA State | [redacted] Zip Code | Business name (if applicable) | Area Code | Phone Number

K1 Person/Entity Involved

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 | Business name (if applicable) | Area Code | Phone Number

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Post Office Box | Apt./Suite/Room | City

State | Zip Code | Business name (if applicable) | Area Code | Phone Number

K1 Person/Entity Involved

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 | Business name (if applicable) | Area Code | Phone Number

[redacted]

A [redacted] | GA (State) | MM [redacted] DD YYYY 2013 (Incident Date) | (Station) | [redacted] (Incident Number) | 0 (Exposure) | NFIRS - 2 Fire

B Property Details

B1: 0 — Estimated number of residential living units in building of origin | Y — Not Residential

B2: 0 — Number of buildings involved

B3: Acres burned (outside fires)

C On-Site Materials or Products

NNN - None — On-site materials

N - None — On-site materials use

D Ignition

D1: 83 - Engine area, running ge — Area of fire origin

D2: 11 - Spark, ember or flame f — Heat source

D3: UU - Undetermined — Item first ignited

D4: UU - Undetermined — Type of material first ignited

1 - Fire Spread was — Confined to object of origin

E1 Cause of Ignition

3 - Failure of equipment or heat — Cause of ignition

E2 Factors Contributing To Ignition

NN - None — Factors contributing to ignition

E3 Human Factors Contributing To Ignition

N - None

Estimated age of person involved

Gender of person involved

F1 Equipment Involved In Ignition

NNN - None — Equipment involved

Brand

Model

Serial #

Year

F2 Equipment Power

Equipment power source

F3 Equipment Portability

Equipment portability

G Fire Suppression Factors

NNN - None — Fire suppression factors

H1 Mobile Property Involved

3 - Involved in ignitid — Mobile property involved

H2 Mobile Property Type & Make

11 - Passenger car. — Mobile property type

KI - Kia — Mobile property make

Forte EX — Mobile property model

Year

burned — License plate number

GA — State

KNAF05A20CF[redacted] — VIN number

Local Use

[redacted]

A

FDID	State	Incident Date (MM DD YYYY)	Station	Incident Number	Exposure
[redacted]	GA	[redacted] 2013		[redacted]	0

NFIRS Remarks

Remarks

Dispatched to vehicle fire at incident location. Arrived on scene to find passenger vehicle fully involved. Extinguished fire and assisted with traffic control around fire scene. Occupants of vehicle reported hearing loud "pop" and began smelling and seeing smoke. Pulled to side of road and exited vehicle. Occupants indicated fire began in engine compartment.

Times: HC 911 Center received call at 1716, PMFD dispatched at 1717.

M Authorization

Officer in charge ID	Signature	Position or rank	Assignment	Month Day Year
1238	Adam Madison	FF/EMTI		[redacted]/2013

Member making report ID	Signature	Position or rank	Assignment	Month Day Year
1238	Adam Madison	FF/EMTI		[redacted]/2013

[redacted]

FD/D	State	Incident Date (MM DD YYYY)	Station	Incident Number	Exposure	NFIRS - 9 Apparatus or Resources
07203	GA	01/24/2013		[redacted]	0	

B Apparatus or Resource (Use codes listed below)	Dates and Times (Month Day Year Hours/Mins)	Sent [X]	Number of People	Use (Check ONE box for each apparatus to indicate its main use at the incident)	Actions Taken
1 ID: Sq12 Type: 75	Dispatch [redacted]/2013 17:17 Arrival [redacted]/2013 17:22 Clear [redacted]/2013 17:57	X	1	1 - Suppress	55 81
2 ID: 1202 Type: 11	Dispatch [redacted]/2013 17:17 Arrival [redacted]/2013 17:22 Clear [redacted]/2013 17:57	X	2	1 - Suppress	11 78 55
3 ID: POV Type: 99	Dispatch [redacted]/2013 17:17 Arrival Clear [redacted]/2013 17:25	X	1	1 - Suppress	92
4 ID: POV Type: 99	Dispatch [redacted]/2013 17:17 Arrival [redacted]/2013 17:29 Clear [redacted]/2013 17:57	X	1	1 - Suppress	78
5 ID: POV Type: 99	Dispatch [redacted]2013 17:17 Arrival [redacted]2013 17:26 Clear [redacted]2013 17:57	X	1	1 - Suppress	73
6 ID: POV Type: 99	Dispatch [redacted]2013 17:17 Arrival [redacted]2013 17:25 Clear [redacted]2013 17:57	X	1	1 - Suppress	11
7 ID: Type:	Dispatch Arrival Clear				
8 ID: Type:	Dispatch Arrival Clear				
9 ID: Type:	Dispatch Arrival Clear				
10 ID: Type:	Dispatch Arrival Clear				
11 ID: Type:	Dispatch Arrival Clear				
12 ID: Type:	Dispatch Arrival Clear				
13 ID: Type:	Dispatch Arrival Clear				

[redacted]

[redacted]

[redacted]

01/31/2013

01/31/2013

01/31/2013

01/31/2013

01/31/2013

01/31/2013

[redacted]

01/31/2013

01/31/2013

[redacted]

01/31/2013

01/31/2013

01/31/2013

Hn. Jeremy

KIA AutoSport

Phone: (706) 341-4444 • Fax: (706) 341-4498
www.kiaautosport.com
7041 Whittlesey Blvd. • Columbus, Georgia 31909

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR JASON SHELTON 11778	TAG NO. [redacted]	INVOICE DATE 11/25/11
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 7,254
PINE MOUNTAIN, GA [redacted]	YEAR/MAKE/MODEL 12/KIA/FORTE/4DR HB EX		COLOR METAL BRONZ
[redacted]	VEHICLE I.D. NO. K N A F U S A 2 0 C 5 [redacted]		DELIVERY DATE 09/01/11
	A.V.C. NO.	P.O. NO.	SELLING DEALER NO. 106
			P.O. DATE 11/25/11
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS E# [redacted]	

INVOICE NO. [redacted]			
STOCK NO. [redacted]			
DELIVERY MILES 50			
PROMOTION DATE 07/13/11			
MO: [redacted]			

JOB# 1 CHARGES

LABOR

J# 1 00KIZOIL SPECIAL REWARDS PROGRAM OIL TECH(S) 14051 INTERNAL

CUSTOMER REQUESTS OIL/FILTER CHANGE
PERFORMED OIL CHANGE, REPLACED OIL AND FILTER

PARTS QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
1	PK105	OPT,SOUL,FORTE,RIO,		INTERNAL
5	5W20	OIL		INTERNAL
1	21513-23001	GASKET-OIL PLUG		INTERNAL
1	26300-35503	FILTER ASSY-ENGI		INTERNAL
			TOTAL - PARTS	0.00

MISC CODE	DESCRIPTION	CONTROL NO	
A3	HAZ HAT		INTERNAL
		TOTAL - MISC	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX KICS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 46KIZOIL ROTATE TIRES TECH(S) 14051 22.50

CUSTOMER REQUESTS TIRE ROTATION
ROTATED ALL FOUR TIRES

JOB# 2 TOTALS

LABOR 22.50

JOB# 2 JOURNAL PREFIX KICS JOB# 2 TOTAL 22.50

JOB# 3 CHARGES

LABOR

J# 3 00KIZSERVICE NEXT SERVICE DUE TECH(S) 14051 0.00

YOUR NEXT SERVICE DUE IS
11500 MILES
OIL CHNAGE

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX KICS JOB# 3 TOTAL 0.00

MISC CODE	DESCRIPTION	CONTROL NO	
JOB # A SS	SHOP SUPPLIES		2.00
JOB # A A1	SHOP SUPPLIES		INTERNAL
		TOTAL - MISC	2.00

This Repair Invoice Represents Complete Warranty Coverage 07/12/13

[redacted]

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7041 Whittlesey Blvd. • Columbus, Georgia 31909

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR WAYNE	6223	INVOICE DATE 12/04/12	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 29,596	COLOR METAL BRONZ
PINE MOUNTAIN, GA [redacted]	YEAR / MAKE / MODEL 12/KIA/FORTE/4DR HB EX		DELIVERY DATE 09/01/11	DELIVERY MILES 50
[redacted]	VEHICLE I.D. NO. KNAFU5A20C5[redacted]		SELLING DEALER NO. 106	PRODUCTION DATE 07/13/11
	E.T. NO.	P.O. NO.	R.O. DATE 12/04/12	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS E# [redacted]		MO: [redacted]

JOB# 1 TOTALS

LABOR	34.95
PARTS	25.00
JOB# 4 JOURNAL PREFIX KICS JOB# 4 TOTAL	59.95

JOB# 5 CHARGES

LABOR

J#: 64A6K1Z04 ROTATE TIRES 2 5 TECH(S): 181 71 22.50

CUSTOMER REQUESTS TIRE ROTATION
ROTATED ALL FOUR TIRES

JOB# 5 TOTALS

LABOR	22.50
JOB# 5 JOURNAL PREFIX KICS JOB# 5 TOTAL	22.50

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLIES		2.00
			TOTAL - MISC	2.00

TOTALS

TOTAL LABOR....	102.45
TOTAL PARTS....	25.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	2.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	1.75
TOTAL INVOICE $	**131.20**

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE
[ ] PAID DATE [ ] CASHIER

THANK YOU FOR YOUR BUSINESS FROM OUR TEAM
AT KIA AUTOSPORT OF COLUMBUS ANY QUESTIONS OR CONCERNS
PLEASE CONTACT KELLY FACER SERVICE MANAGER

CUSTOMER SIGNATURE

DUPLICATE INVOICE

The Kayoko and Reynolds Company. CONFIDENTIAL CONTENTS © 2012

[redacted]

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AutoSport

Phone: (706) 341-4444 • Fax: (706) 341-4498
www.kiaautosport.com
7041 Whittlesey Blvd. • Columbus, Georgia 31909

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR CARRIE 15029	TAG NO. [redacted]	INVOICE DATE 03/13/12	INVOICE NO. [redacted]
[redacted]	TAG/OUT DATE	LIC/FTSE NO.	MILEAGE 13,949	CLR OR METAL BRONZ
PINE MOUNTAIN, GA [redacted]	YEAR/MAKE/MODEL 12/KIA/FORTE/4DR HB EX		DELIVERY DATE 09/01/11	DELIVERY MILES 50
[redacted]	VEHICLE ID NO K N A F U 5 A 2 0 C 5 [redacted]		SELLING DEALER NO. 106	PRODUCTION DATE 07/13/11
HOME PHONE [redacted]	BUSINESS PHONE	F.I.E. NO.	P.O. NO.	R. O. DATE 03/13/12
		COMMENTS E# [redacted]		MO: [redacted]

JOB# 1 CHARGES

LABOR

J# 1 ODK1Z01L SPECIAL REWARDS PROGRAM OIL [redacted] TECH(S): 14075 INTERNAL

CUSTOMER REQUESTS OIL/FILTER CHANGE
PERFORMED OIL CHANGE. REPLACED OIL AND FILTER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	PK105	OPT.SOUL,FORTE,RIO,		INTERNAL
	5	5W20	OIL		INTERNAL
	1	21513-23001	GASKET-OIL PLUG		INTERNAL
	1	26300-35503	FILTER ASSY-ENGI		INTERNAL
				TOTAL - PARTS	0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
	A3	HAZ MAT		INTERNAL
			TOTAL - MISC	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX KICS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 ODK12KCPI 360 INSPECTION [redacted] TECH(S): 14075 0.00

COMPLETE KIA 360 MULTI-POINT INSPECTION
COMPLETED 360 MULTI-POINT INSPECTION
THANK YOU FOR YOUR BUSINESS

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX KICS JOB# 2 TOTAL 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	A3	SHOP SUPPLIES		INTERNAL
			TOTAL - MISC	0.00

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 05:10pm

[redacted]

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7041 Whittlesey Blvd. • Columbus, Georgia 31909

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR JASON SHELTON 11778	TAG NO. [redacted]	INVOICE DATE 11/25/11	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 7,254	COLOR METAL BRONZ
PINE MOUNTAIN, GA [redacted]	VEAR/MAKE/MODEL 12/KIA/FORTE/4DR HB EX		DELIVERY DATE 09/01/11	STOCK NO. [redacted]
[redacted]	VEHICLE I.D. NO. K N A F U 5 A 2 0 C 5 [redacted]		SELLING DEALER NO. 106	DELIVERY MILES 50
	P.T.E. NO.	P.O. NO.	R.O. DATE 11/25/11	PRODUCTION DATE 07/13/11
ACCOUNT PHONE [redacted]	BUSINESS PHONE	CUSTOMER E# [redacted]		MO [redacted]

TOTALS

TOTAL LABOR....	22.50
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	2.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**24.50**

[ ] CASH [ ] CHECK CK NO. [ ]

[ ] VISA [ ] MASTERCARD [ ] DISCOVER

[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

[ ] PAID DATE [ ] CASHIER

THANK YOU FOR YOUR BUSINESS FROM OUR TEAM
AT KIA AUTOSPORT OF COLUMBUS ANY QUESTIONS OR CONCERNS
PLEASE CONTACT KELLY FACER SERVICE MANAGER

CUSTOMER SIGNATURE

DUPLICATE INVOICE

The Reynolds and Reynolds Company (32675267) (C) 2012

CUSTOMER COPY

[END OF INVOICE] 05:18pm

[redacted]

KIA AutoSport

Phone: (706) 341-4444 • Fax: (706) 341-4498
www.kiaautosport.com
7041 Whittlesey Blvd. • Columbus, Georgia 31909

CELL: [redacted]

[redacted]
PINE MOUNTAIN, GA [redacted]
[redacted]
[redacted]

ADVISOR WAYNE | R.O. NO. 6223 | PROMISE DATE 12/04/12
LABOR RATE | CUSTOMER NO. | MILEAGE 29,596 | COLOR METAL BRONZ
YEAR/MAKE/MODEL 12/KIA/FORTE/4DR HB EX | DELIVERY DATE 09/01/11 | 50
VEHICLE I.D. NO. K N A F U 5 A 2 0 C 5 [redacted] | SELLING DEALER NO. 106 | PRODUCTION DATE 07/13/11
P.O. NO. | R.O. DATE 12/04/12
E# [redacted] MO: [redacted]

JOB# 1 CHARGES

LABOR

J#:1-10K1Z06 CHECK ENGINE LIGHT TECH(S):16/1 0.00
CUSTOMER STATES CHECK ENGINE LIGHT ON
HAD TO ORDER SENSOR

PARTS QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
0	39210-2G400	SENSOR ASSY-OXYG		

PART ON SPECIAL ORDER
** QUANTITY 1 IS SPECIAL ORDERED **

TOTAL - PARTS 0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J#:2-46K1Z TIRES TECH(S):16/1 45.00
CUSTOMER STATES THAT TIRE LIGHT IS ON
CHECK FOUND NAIL IN LEFT FRONT TIRE AND SCREW IN THE RIGHT
REAR TIRE
REPAIRED LEFT FRONT TIRE AND RIGHT REAR TIRE

JOB# 2 TOTALS

LABOR 45.00

JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL 45.00

JOB# 3 CHARGES

LABOR

J#:3-00K1ZKGR1 360 INSPECTION TECH(S):16/1 0.00
COMPLETE KIA 360 MULTI-POINT INSPECTION
COMPLETED 360 MULTI-POINT INSPECTION
THANK YOU FOR YOUR BUSINESS

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX K1CS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

J#:4-00K1ZCABIN AC FILTER TECH(S):16/1 0.00
CUSTOMER STATES REPLACE AC IN-CABIN FILTER
REMOVED AND REPLACED AC IN-CABIN FILTER
SERVICE COMPLETE. THANK YOU

PARTS QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
1	97890-3F200A	CABIN AIR FILTER	25.00	25.00

TOTAL - PARTS 25.00

PAGE 1 OF 2 CUSTOMER COPY [CONTINUED ON NEXT PAGE] 05:18pm

TOTALS

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE $	**0.00**

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE
[ ] PAID DATE [ ] CASHIER

THANK YOU FOR YOUR BUSINESS FROM OUR TEAM
AT KIA AUTOSPORT OF COLUMBUS ANY QUESTIONS OR CONCERNS
PLEASE CONTACT KELLY FACER SERVICE MANAGER

CUSTOMER SIGNATURE

DUPLICATE INVOICE

[redacted]

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

FORTE

KIA MOTORS

Consumer Assistance Center Case Report

Printed By: JKim

Case Number - [redacted]

04/19/2013 10:47:14 AM

Case Details

Title: SA: Customer states burning smell, stopped vehicle and won't restart

VIN: KNAFU4A26C5[redacted]
Mileage: 46379
Status: Working
Year:2012
Model:FORTE SEDAN
Priority: Priority
Severity: High
Call Source: Service Alert – TL
Owner: Jess Kim
Owner Email: jkim@kiaconsumeraffairs.com
Case Type Level1: Complaint
Case Type Level2: Quality
Case Type Level3: Engine/Exhaust/Battery/Fuel System
Case Type Level4: Start Operation

Contact Details

Name: [redacted]
Phone: [redacted]
Alt Phone:
Fax:
Address1: [redacted]
Address2:
City: Forest Home
State: AL
Zip: [redacted]
Email:

Dealer Details

Code: AL023
Name: Brewbaker Kia

Case History

*** PHONE LOG 04/13/2013 07:00:11 PM (Local Time) sa Action Type:
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.
[!<For Internal Use Only:
>!]

*** CASE ACCEPTED 04/15/2013 06:40:33 AM (Local Time) DFerrick
from Queue Service_Alert_TL2CA_SO to WIP West/Central.

*** PHONE LOG 04/15/2013 07:06:48 AM (Local 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

[redacted]

Case History
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

[!<For Internal Use Only:
>!]

*** NOTES 04/17/2013 10:58:57 AM (Local 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]

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

*** PHONE LOG 04/17/2013 12:22:04 PM (Local 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?

[!<For Internal Use Only:
>!]

*** PHONE LOG 04/19/2013 06:52:23 AM (Local 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 [redacted] 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]

[redacted]

Case History
3. Thank you.
[!<For Internal Use Only:
>!]

*** PHONE LOG 04/19/2013 10:34:18 AM (Local 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
[!<For Internal Use Only:
>!]

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

[redacted]

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

FORTE

STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE

DIVISION OF CONSUMER AFFAIRS
500 JAMES ROBERTSON PARKWAY, TWELFTH FLOOR
NASHVILLE, TENNESSEE 37243-0600

(615) 741-4737

TN TOLL FREE 1-800-342-8385
FAX 615-532-4994

RECEIVED
AUG 19 2013
CONSUMER AFFAIRS

August 13, 2013

Kia Motors America
111 Peters Canyon Road
Irvine, CA 92606

RE: [redacted]
File Number [redacted]

Dear Sir/Madam:

The Tennessee Division of Consumer Affairs has received the enclosed complaint from Ms. [redacted]. Tennessee Code Annotated §47-18-5002, requires us to serve as the central clearinghouse for all consumer complaints filed with us.

Please respond in writing to the Division within 21 calendar days from the date of this letter. For your convenience, you may mail, email, or fax your response. Please reference the consumer's name and file number on all communication. After I receive your reply, I will send a copy to Ms. [redacted] and ask for a written response. If Ms. [redacted] has additional concerns, I will forward those to you, at which time, you will be asked to provide a written response to those concerns.

If you need assistance, my direct line, email address, and fax number are listed below.

Sincerely,

[redacted]

Kristen Aplin
Consumer Protection Specialist I
(615) 532-7628
FAX: 615-532-4994
Kristen.F.Aplin@tn.gov

Enclosure

4.3

[redacted]

Phyllis Y. Jordan [redacted]

From: [redacted]
Sent: Saturday, July 20, 2013 3:34 PM
To: Consumer Affairs
Subject: On-Line Complaint Form

RECEIVED
JUL 22 2013
Dept of Commerce and Insurance
Division of Consumer Affairs

Below is the result of your feedback form. It was submitted by [redacted] on Saturday, July 20, 2013 at 15:34:18

***Consumer Name:** [redacted]

***Consumer Address:** [redacted]

***Consumer City: Union City**

***Consumer State: TN**

***Consumer Zip** [redacted]

***Tennessean County: Obion**

Consumer Home Phone: [redacted]

Consumer Work Phone: [redacted]

Consumer Contact Time: any time

***Business Name: Kia Motors America**

Contact Person: ~~Jeremy Moore~~

***Business Address: ~~kia drive~~** 111 Peters Canyon Rd.

***Business City: ~~orange co~~** Irvine

***Business State: CA**

***Business Zip: ~~90065~~** 92606

Business Phone: 949-468-1190

Business Fax: 949-468-4509

Category: Automobile

***Amount Involved: 20000**

***Method of Payment: Loan**

***Transaction Date: 07/28/2012**

[redacted]

*Contacted Business: YES

*When did you contact the business: 7/2/13 Jeremy Moore, 7/5/13 Jeremy Moore

*What did you ask the business to do: Replace or Trade Product

*Business Resolution: So far they have not done anything

*Lawsuit: NO

Advertised: YES

*Complaint in Detail: We purchased a 2011 Kia Forte on 7/28/2012 from Jim Keras Automotive, Memphis, Tn. It had 22,723 miles on it and we were told that it had a 100,000 mile bumper to bumper warranty on it. We never had any problems with the car and kept the oil changed regularly. On [redacted] 2013 I drove the car to [redacted] and when I pulled out of the parking lot I started smelling gas fumes really strong. I pulled over to another parking lot got out and looked underneath the car to see if there was a gas leak - there wasn't. I looked in the trunk to see if there was a lawnmower jug in there that had tipped over and there wasn't anything in there. I got back in the car & started it, it kind of sputtered and died. I sat there for a minute and then tried to start it again & when I did I heard an explosion and huge flames shot out from underneath the hood. I grabbed my purse and got out and ran. I called 911 but by the time the fire truck got there it had burned the w hole front of the car up. Luckily my kids weren't with me and no one was injured. The car only had 40,000 miles on it and we had never had any problems with it whatsoever. We just want Kia to replace it with one just like we had. We haven't even had the car a year yet.

*Is this an auto complaint: Yes

*Auto Year: 2011

*Auto Make: Kia

*Auto Model: Forte

*Auto Vin: KNAFT4A21B5[redacted]

*Submit Date: 7-20-13

*Consumer Signature: [redacted]

*Submit: Submit

[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

July 5, 2013

[redacted]
Union City, TN [redacted]

Re: KNAFT4A21B5[redacted] – 2011 Kia Forte
Case #: [redacted]

Dear Ms. [redacted]

Thank you for calling KIA Motors Inc. and requesting assistance. We appreciate hearing from our customers who inform us of issues that need to be addressed. However, a KIA representative has not been able to get a hold of you through the phone number provided.

In order to best assist you with your concerns, we need to be in contact with you. If you still have any concerns that you would like a KIA representative to address, please contact me at 949-468-1190. Thank you again for taking the time to call and we look forward to hearing from you.

Sincerely,

[redacted]

Jeremy Moore
Kia Motors America, Inc.
National Consumer Affairs

[redacted]

07-01-2013 23:16

07.01.2013 23:16

07 01 2013 23:17

07 01 2013 23:18

07.01.2013 23:18

07 01 2013 23:19

07.01.2013 23:20

07 01 2013 23:20

07 01 2013 23:21

07 01 2013 23:37

07.01.2013 23:38

07.01.2013 23:38

07.01.2013 23:46

07.01.2013 23:46

SERRA

CHEVROLET • CADILLAC • BUICK • GMC • KIA

175 Stonebridge Blvd.
Jackson, TN 38305
731-660-5501
FAX 731-660-5352

FAX TRANSMITTAL

DATE: 9/30/2013

FAX NUMBER: 949-468-4509

PLEASE DELIVER TO: SAM

FROM: Serra of Jackson Kia

NUMBER OF PAGES INCLUDING COVER: 7

CLAIM: VIN KNAFT4A21B5 [redacted]

COMMENTS: Per Request

[redacted]

[redacted]

SERRA
CHEVROLET-CADILLAC
BUICK-GMC
189 STONEBRIDGE BLVD
JACKSON TN 38305
(731) 660-8862
FAX (731) 660-3358

SERRA
KIA of JACKSON
175 STONEBRIDGE BLVD
JACKSON, TN 38305
(731) 660-8901
FAX (731) 660-8947

GMC

KIA

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO. 492 JAMES BOULTON

SERVICE

TERMS: CASH / CREDIT / CHECK / OTHER

VEHICLE I.D. NO: KNAFT4A21B5[redacted]
YEAR MAKE/MODEL: 11/KIA/FORTE/FORTE LX
PRODUCTION DATE:
STOCK NO: [redacted]
LICENSE NO:
R.O. NO: [redacted]
CUSTOMER NO: [redacted]
SERVICE CONTRACT:
DELIVERY DATE: 06/18/11
DELIVERY MILES: 315
SELLING DEALER NO:
R.O. DATE: 11/17/11
COLOR: BRIGHT SILVER/STO
CONTRACT NO:
EXPIRATION DATE:
EXPIRATION MILES:
TAG NO:
TURBO: K1zz
MAKE:
AIR COND:
O.D.:
TRANS:
MILEAGE: 12,014
ADVISOR NO: 0699
ADVISOR: JOHN T LEWIS

[redacted]
ENVILLE, TN [redacted]
RESIDENCE PHONE:
BUSINESS PHONE:

DISCLAIMER OF WARRANTIES

TIME RECEIVED: 02:48pm
DATE/TIME PROMISED: 11/17/11 06:00pm
PRIORITY:
APPOINTMENT: YES / NO
LABOR RATE:
CELL: [redacted]

JOB [redacted]

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

X _____

COMMENTS:
CHARGE TO 15B PER JOHN DUNN

1 | 02K1Z01SILLOF ***SILVER LOF SERVICE***
CHANGE ENGINE OIL AND FILTER, CHECK TIRE PRESSURE AND SET

4 FARM HISTORIC ENTERPRISES 1800 REPRINTS

HARD COPY

34975-1

[redacted]

SERRA
CHEVROLET-CADILLAC
BUICK-GMC
189 STONEBRIDGE BLVD.
JACKSON, TN 38305
(731) 660-8880
FAX (731) 660-3338

[redacted]
KIA of JACKSON
175 STONEBRIDGE BLVD.
JACKSON, TN 38305
(731) 660-5501
FAX (731) 660-5352

CELL: [redacted]

CUSTOMER NO [redacted]	ADVISOR JOHN T LEWIS 0699	TAG NO	INVOICE DATE 11/17/11	INVOICE NO [redacted]
[redacted]	LABOR RATE	LICENSE NO	MILEAGE 12,014	COLOR BRIGHT SILV
ENVILLE, TN [redacted]	YEAR - MAKE - MODEL 11/KIA/FORTE/FORTE LX		DELIVERY DATE 06/18/11	STOCK NO. [redacted] DELIVERY MILES 315
[redacted]	VEHICLE I.D. NO K N A F T 4 A 2 1 B 5 [redacted]		SELLING DEALER NO	PRODUCTION DATE
	F.C.E. NO	P.O. NO.	P.O. DATE 11/17/11	
RESIDENCE PHONE [redacted] BUSINESS PHONE	COMMENTS			MO: [redacted]

LABOR & PARTS----------

J# 1 02K1Z01SILLOF SILVER LOF SERVICE TECH(S):601 INTERNAL
CHANGE ENGINE OIL AND FILTER, CHECK TIRE PRESSURE AND SET
SCHEDULED MAINTENANCE
CHANGED ENGINE OIL AND FILTER. CHECKED TIRE PRESSURE AND SET

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	26300-35503	FILTER ASSY-ENG			INTERNAL
JOB # 1	5	12345615	5W30 GM OIL			INTERNAL
			JOB # 1 TOTAL PARTS			0.00
			JOB # 1 TOTAL LABOR & PARTS			0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SSI	EPA AND SHOP SUPPLIES		INTERNAL
JOB # 1	ADV	ADV SPECIALS ON SERVICE		INTERNAL
JOB # 1	ADVP	ADVERTISING SPECIAL PARTS		INTERNAL
		TOTAL - MISC		0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

COMMENTS----------
CHARGE TO 15B PER JOHN DUNN

TOTALS----------

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

****
CASH [ ] CHECK [ ] MASTERCARD [ ] VISA [ ] AMEX [ ]

CHARGE [ ] DISCOVER [ ] OTHER [ ]

WE APPRECIATE YOUR BUSINESS !

PARTS WARRANTY 12 MO. OR 12K MILES, WHICHEVER OCCURS FIRST.

SERRA AUTOMOTIVE IS NOT RESPONSIBLE FOR PERSONAL PROPERTY LEFT IN VEHICLE.

YOUR COMPLETE SATISFACTION IS OUR NUMBER ONE PRIORITY. IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED, PLEASE CONTACT OUR FIXED OPERATIONS MGR GARRY HULL AT 731-660-8880

_____
CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTY

All warranties on these parts are the manufacturer's. 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 authories any other person to assume for it any liability in connection with the sale of these parts. This disclaimer is by the seller, in no way affects the terms of the manufacturer's warranty.

[redacted]

SERRA
CHEVROLET-CADILLAC
BUICK-GMC
189 STONEBRIDGE BLVD.
JACKSON, TN 38305
(731) 660-8880
FAX (731) 660-3338

[redacted]
KIA of JACKSON
175 STONEBRIDGE BLVD.
JACKSON, TN 38305
(731) 660-5501
FAX (731) 660-5352

[redacted]

CELL: [redacted]

CUSTOMER NO [redacted]	ADVISOR JOHN T LEWIS 0699	TAG NO.	INVOICE DATE 11/17/11	INVOICE NO [redacted]
[redacted] ENVILLE, TN [redacted]	LABOR RATE / LICENSE NO	MILEAGE 12,014	COLOR BRIGHT SILV	STOCK NO [redacted]
	YEAR / MAKE / MODEL 11/KIA/FORTE/FORTE LX		DELIVERY DATE 06/18/11	DELIVERY MILES 315
	VEHICLE I D NO. K N A F T 4 A 2 1 B 5 [redacted]		SELLING DEALER NO	PRODUCTION DATE
	F T E NO	P O NO	R O DATE 11/17/11	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		MO: [redacted]

LABOR & PARTS

J# 1	02K1201SILLOF	SILVER LOF SERVICE HOURS:	TECH(S):601	4.95
	CHANGE ENGINE OIL AND FILTER. CHECK TIRE PRESSURE AND SET			
	SCHEDULED MAINTENANCE			
	CHANGED ENGINE OIL AND FILTER. CHECKED TIRE PRESSURE AND SET			

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		26300-35503	FILTER ASSY-ENG	6.00	6.00
JOB # 1	5		12345615	5W30 GM OIL	2.00	10.00
				JOB # 1 TOTAL PARTS		16.00
				JOB # 1 TOTAL LABOR & PARTS		20.95

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SSI	EPA AND SHOP SUPPLIES		0.89
JOB # 1	ADV	ADV SPECIALS ON SERVICE		-4.00
JOB # 1	ADVP	ADVERTISING SPECIAL PARTS		-4.00
			TOTAL - MISC	-7.11

COMMENTS
CHARGE TO 158 PER JOHN DUNN

TOTALS

CONTROL#	ACCOUNT NUMBER	AMOUNT..
11KC3875		

TOTAL LABOR....	4.95
TOTAL PARTS....	16.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC.CHG.	0.89
TOTAL MISC.DISC	-8.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**13.84**

Certificate
APPROVED BY SIGNATURE

[redacted]

VSA

DISCLAIMER OF WARRANTY

All warranties on these parts are the manufacturer's. 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 authories any other person to assume for it any liability in connection with the sale of these parts. This disclaimer is by the seller, in no way affects the terms of the manufacturer's warranty.

ENTERED NOV 18 2011

PAGE 1 OF 1 FILE COPY-I [END OF INVOICE] 03:08pm

[redacted]

[redacted]

SERRA of Jackson

GMC | KIA

Free Oil Change

$12.95 Value

This certificate entitles [redacted]

Authorized by [redacted]

SERRA Chevrolet-Cadillac-Buick-GMC-Kia
189 Stonebridge Blvd.
Jackson, TN 38305
Phone: 731-660-8880
www.SerraJackson.com

Expires: 12/9/2012

Not redeemable for cash.

ST. JUDES

[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

October 16, 2013

State of Tennesee Department of Commerce and Insurance
Kristen Aplin
500 James Robertson Parkway, 12th floor
Nashville, TN 37243

Re: [redacted]
2011 Kia Forte
VIN: KNAFT4A21B5[redacted]
Case: [redacted]
Your File Number: [redacted]

Dear Ms. Aplin:

We at Kia Motors America, Inc. (KMA) regret the circumstances which prompted your letter. KMA has carefully reviewed this matter and found no basis on which to believe KMA is responsible for this incident. A KMA representative performed a detailed inspection of the referenced vehicle on September 25, 2013. This inspection found no evidence that a product defect, failure or malfunction caused or contributed to this incident. This is an issue that should be addressed by Ms. [redacted] nsurance company.

Thank you for allowing KMA to explain our position. Naturally, should additional factual information become available, KMA would be glad to review it and reconsider our position.

Should you have any questions, feel free to contact me.

Sincerely,

[redacted]
Samuel Kim
National Consumer Affairs
Kia Motors America, Inc.

[redacted]

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

FORTE

KIA MOTORS

Consumer Assistance Center Case Report

Printed By: NSerrano

Case Number - [redacted]

01/28/2014 09:16:27 AM

Case Details

Title: SA: Vehicle in exterior fire, 2nd owner requesting warranty repairs

VIN: KNAFU4A21A5[redacted] **Mileage:** 57282 **Status:** Working

Year:2010 **Model:FORTE SEDAN**

Priority: Non-Priority **Severity:** Low **Call Source:** Service Alert

Owner: Norika Serrano **Owner Email:** norikaserrano@kiaconsumeraffairs.com

Case Type Level1: Complaint

Case Type Level2: Quality

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

Case Type Level4: Other

Contact Details

Name: [redacted]

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

Address1: MA

Address2:

City: MA **State:** MA **Zip:** **Email:**

Dealer Details

Code: MA014

Name: Commonwealth Kia

Case History

*** PHONE LOG 01/23/2014 01:20:38 PM (Local Time) LEDavis Action Type:
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]

[!<For Internal Use Only:
>!]

*** CASE DISPATCHED 01/23/2014 01:20:54 PM (Local Time) LEDavis
from WIP 0-INBOX to Queue Service Alert.

*** CASE ACCEPTED 01/24/2014 07:16:49 AM (Local Time) DFerrick
from Queue Service Alert to WIP East/South.

*** PHONE LOG 01/28/2014 09:10:51 AM (Local 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

[redacted]

Case History
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
[!<For Internal Use Only:
>!]

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

[redacted]

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

FORTE

Howell Township Police Department
Incident Report

* Incident #: [redacted]-OF
Call #: [redacted]

Date/Time Reported: [redacted]/2014 0012
Report Date/Time: [redacted]/2014 0639
Status: No Crime Involved

Reporting Officer: Ptl. Daniel Murphy
Assisting Officer: Cpl. Fred Bauer
Approving Officer: Sgt. Scott Revilak

Signature: _____

Signature: _____

#	EVENTS(S)

LOCATION TYPE: Residence/Home/Apt./Condo Zone: WINSTON PARK
[redacted]
HOWELL NJ [redacted]

1 **VEHICLE FIRE**

#	VICTIM(S)	SEX	RACE	AGE	SSN	PHONE
1	[redacted]	F	W	[redacted]	[redacted]	

HOWELL NJ [redacted]
DOB: [redacted]
ETHNICITY: Not Of Hispanic Origin
RESIDENT STATUS: Resident
VICTIM CONNECTED TO OFFENSE NUMBER(S): 1
CONTACT INFORMATION:
CallBack Number (Primary) [redacted]

#	PERSON(S)	PERSON TYPE	SEX	RACE	AGE	SSN	PHONE
1	[redacted]	OTHER	F	W	[redacted]	[redacted]	

HOWELL NJ [redacted]
DOB: [redacted]
CONTACT INFORMATION:
CallBack Number (Primary) [redacted]

2	[redacted]	OTHER					

3	[redacted]	OTHER	F	W	[redacted]	[redacted]	

HOWELL TOWNSHIP NJ [redacted]
DOB: [redacted]
CONTACT INFORMATION:
Home Phone (Primary) [redacted]

[redacted]

Howell Township Police Department
Incident Report

Incident #: [redacted] OF
Call #: [redacted]

#	PERSON(S)	PERSON TYPE	SEX	RACE	AGE	SSN	PHONE
4	[redacted]	OTHER	M	W	[redacted]		[redacted]
	HOWELL TOWNSHIP NJ [redacted]						
	DOB: [redacted]						
	CONTACT INFORMATION:						
	Home Phone (Primary) [redacted]						
5	[redacted]	OTHER	M	W	00	[redacted]	
	HOWELL NJ [redacted]						
	DOB: NOT AVAIL						

#	VEHICLE(S)	YEAR	MAKE	STYLE	COLOR1	COLOR2	REG	VALUE
1	FOR	2010	KIA	4D	MAR		NJ X57D8U	$5,000.00

STATUS: Burned DATE: 07/11/2014
OWNER: [redacted]
VIN: KNAFU4A20A5[redacted]

ADDITIONAL ASSISTING OFFICERS

Ptl. Jonathan Woolley

[redacted]

Howell Township Police Department **Page: 1**

NARRATIVE FOR PTL. DANIEL MURPHY JR.

Ref: [redacted]-OF

Entered: 07/11/2014 @ 0644 **Entry ID: 643**
Modified: 07/21/2014 @ 0548 **Modified ID: 244**
Approved: 07/21/2014 @ 0548 **Approval ID: 244**

Vehicle Fire

On [redacted] 2014, Cpl. Bauer #170, Ptl. Woolley #638 and I responded to [redacted] for a vehicle fire.

Upon arrival Freewood Acres F.D. was on scene extinguishing the fully engulfed vehicle which was located in the driveway:

2010 Kia Forte
Maroon in color
N.J. Reg. [redacted]
V.I.N. #KNAFU4A20A5[redacted]
Insurance company: 135
Insurance policy: [redacted]

I spoke with the owner/resident, [redacted] (W/F/[redacted] Howell), who advised that she had last used the vehicle approximately three hours prior to the fire. She stated that while utilizing the vehicle she did not notice that it operated any different than normal.

Ms. [redacted] stated that at approximately 0000hrs, she heard an explosion in the front of the residence. She then looked out her window and observed her vehicle in flames. Subsequent to seeing the vehicle on fire, she woke up her daughter, [redacted] (W/F/[redacted] Howell), and exited the residence out the back door, ultimately calling 9-1-1.

I then spoke with Ms. [redacted] s son [redacted] He advised that his bedroom is located in the front of the residence, in the area of the driveway. He stated that he heard the explosion and then immediately ran out the back door.

I also spoke with [redacted] who advised that she did not hear the explosion, but was woken up by Ms. [redacted] and exited the residence shortly after.

All residents advised that they did not suspect anyone of tampering with the vehicle, nor did they believe anyone was upset with them.

I spoke with a neighbor/caller, [redacted] (W/F/[redacted] Howell) of #[redacted], who advised that she did not hear an explosion but did notice that the vehicle horn was activated, which caught her her attention. She then looked out her window and observed the vehicle in flames which prompted her to call 9-1-1. She did not advise of any suspicious subjects or activity in the area prior to the vehicle fire.

I spoke with [redacted] (NFI) of [redacted] and [redacted] (W/M/[redacted]) of [redacted] Both advised that they did not observe

[redacted]

Entered: 07/11/2014 @ 0644 Entry ID: 643
Modified: 07/21/2014 @ 0548 Modified ID: 244
Approved: 07/21/2014 @ 0548 Approval ID: 244

any suspicious activity prior to the vehicle fire. They also stated that it is a quiet neighborhood and there are usually no problems.

I attempted to contact the residents at #[redacted] but received no answer at the door.

Bob Lewis #131 of the Howell Township Fire Bureau responded to the scene. He deemed the fire non-suspicious and believes an electrical failure, eminating in the area of the engine compartment, to be the ignition source.

I checked the area for any suspicious materials which may have contributed to the fire, but this yielded negative results. A further check of suspicious persons/vehicle also yielded negative results.

[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

October 21, 2014

[redacted]
Howell, NJ [redacted]

RE: 2010 Kia Forte
KNAFU4A20A5[redacted]
Case[redacted]

Dear Ms.[redacted]

We at Kia Motors America, Inc. (KMA) regret the circumstances that prompted you to contact us. After careful review of the information we gathered during our inspection, KMA is referring you to your insurance.

We have new information that confirms that there were 3 separate fires, the engine room, the right rear, and the left rear of the vehicle. Based on our inspection, we are unable to determine if the engine compartment fire was the result of a manufacturer's defect. However, the two rear fires were not a result of a manufacturer's defect.

KMA will take no further action at this time. Rest assured that if your insurance company's investigation reveals that your vehicle did not operate as designed, they will contact Kia Motors America to be reimbursed for any payout that they have awarded you.

Sincerely,

[redacted]

Jeannie Mojica
National Consumer Affairs
Kia Motors America, Inc.

[redacted]

CARFAX® Vehicle History Report™

An independent company established in 1986

US $39.99

Vehicle Information:
2010 KIA FORTE EX
VIN: KNAFU4A20A5[redacted]
SEDAN 4 DR
2.0L I4 FI DOHC 16V
FRONT WHEEL DRIVE
Standard Equipment | Safety Options

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

- No accident / damage reported to CARFAX
- **2** Previous owners
- **4** Service records available
- Types of owners: Personal lease, Personal
- **16,245** Last reported odometer reading
- **$450** Above retail book value

This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 9/22/14 at 7:24:08 PM (EDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

CARFAX Price Calculator™

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

1) Retail Book Value	2) CARFAX Price Adjustment™	3) Adjusted Retail Value
$ 0	+ $450	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	Owner 2
Year purchased	2010	2013
Type of owner	Personal lease	Personal
Estimated length of ownership	2 yrs. 11 mo.	1 yr. 5 mo.
Owned in the following states/provinces	New Jersey	New Jersey
Estimated miles driven per year	3,348/yr	---
Last reported odometer reading	10,106	16,245

CARFAX Title History

CARFAX guarantees the information in this section

	Owner 1	Owner 2
Salvage | Junk | Rebuilt | Fire | Flood | Hail | Lemon	Guaranteed No Problem	Guaranteed No Problem
Not Actual Mileage | Exceeds Mechanical Limits	Guaranteed No Problem	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	Owner 2
Total Loss No total loss reported to CARFAX.	✓ No Issues Reported	✓ No Issues Reported
Structural Damage No structural damage reported to CARFAX.	✓ No Issues Reported	✓ No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	✓ No Issues Reported	✓ No Issues Reported
Odometer Check No indication of an odometer rollback.	✓ No Issues Indicated	✓ No Issues Indicated
Accident / Damage No accidents or damage reported to CARFAX.	✓ No Issues Reported	✓ No Issues Reported
Manufacturer Recall No open recalls reported to CARFAX.	✓ No Recalls Reported	✓ No Recalls Reported

CARFAX Detailed History

Glossary

Owner 1

Purchased:	2010
Type:	Personal lease
Where:	New Jersey
Est. miles/year:	5,348/yr
Est. length owned:	4/15/10 - 4/5/13 (2 yrs, 11 mo.)

Low mileage! This owner drove less than the industry average of 15,000 miles per year.

Date:	Mileage:	Source:	Comments:
03/15/2010		Jim Curley Pontiac Buick GMC Lakewood, NJ 732-363-7400 jimcurley.com	Vehicle offered for sale
03/18/2010	8	Jim Curley Pontiac Buick GMC Lakewood, NJ 732-363-7400 jimcurley.com	Pre-delivery inspection completed
04/05/2010	9	Jim Curley Pontiac Buick GMC Lakewood, NJ 732-363-7400 jimcurley.com	Vehicle sold
04/15/2010		New Jersey Motor Vehicle Dept. Jackson, NJ Title #[redacted]	Title issued or updated Registration issued or renewed First owner reported Titled or registered as personal lease vehicle
04/30/2011		New Jersey Motor Vehicle Dept.	Registration updated when owner moved the vehicle to a new location

		Irvine, CA	
08/30/2012	8,858	Jim Curley Pontiac Buick GMC Lakewood, NJ 732-363-7400 jimcurley.com	Oil and filter changed
04/05/2013		Jim Curley Pontiac Buick GMC Lakewood, NJ 732-363-7400 jimcurley.com	Vehicle offered for sale
04/08/2013		Dealer Inventory Lakewood, NJ	Vehicle offered for sale
04/17/2013		Jim Curley Pontiac Buick GMC Lakewood, NJ 732-363-7400 jimcurley.com	Pre-delivery inspection completed Washed/detailed Oil and filter changed Oil pan gasket replaced
04/17/2013	10,074	New Jersey Motor Vehicle Dept. Lakewood, NJ Title #[redacted]	Title issued or updated Dealer took title of this vehicle while it was in inventory
04/18/2013	10,106	Jim Curley Pontiac Buick GMC Lakewood, NJ 732-363-7400 jimcurley.com	Vehicle sold
04/22/2013		New Jersey Motor Vehicle Dept. Howell, NJ	Registration issued or renewed Vehicle color noted as Maroon

Owner 2

Purchased:	2013
Type:	Personal
Where:	New Jersey
Est. length owned:	4/22/13 - present (1 yr, 5 mo.)

Date:	Mileage:	Source:	Comments:
04/22/2013		New Jersey Motor Vehicle Dept. Howell, NJ Title #[redacted]	Title issued or updated Registration issued or renewed New owner reported Loan or lien reported Vehicle color noted as Maroon
			Avoid financial headaches. Make sure the loan has been paid off if you're buying from a private seller.
05/15/2013	10,680	Inspection Co. New Jersey	Inspection performed
01/28/2014	16,245	Jim Curley Pontiac Buick GMC Lakewood, NJ 732-363-7400 jimcurley.com	Maintenance inspection completed Brake light switch replaced

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.

New Owner Reported
When a vehicle is sold to a new owner, the Title must be transferred to the new owner(s) at a Department of Motor Vehicles.

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.

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© 2014 CARFAX, Inc., an R.L. Polk & Co. company. All rights reserved.
Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512, 8,600,823; 8,595,079; 8,606,648; 7,505,838.
9/22/14 7:24:08 PM (EDT)

Mojica, Jeannie [KMA]

From: Pete Buldo <pbuldo@jimcurley.com>
Sent: Thursday, July 24, 2014 10:23 AM
To: Mojica, Jeannie [KMA]
Subject: Ferro case#[redacted]

Follow Up Flag: Follow up
Flag Status: Flagged

[redacted]

Sent From My IPad

Peter Buldo
Parts & Service Director
Jim Curley Buick/GMC/Kia

[redacted]

Phone: 732-363-7400
Fax: 732-367-5201
Mobile: [redacted]
pbuldo@jimcurley.com

[redacted]

Mojica, Jeannie [KMA]

From: Pete Buldo <pbuldo@jimcurley.com>
Sent: Thursday, July 24, 2014 10:24 AM
To: Mojica, Jeannie [KMA]
Subject: Ferro [redacted]

[redacted]

Sent From My IPad

Peter Buldo
Parts & Service Director
Jim Curley Buick/GMC/Kia

[redacted]

Phone: 732-363-7400
Fax: 732-367-5201
Mobile: [redacted]
pbuldo@jimcurley.com

[redacted]

Mojica, Jeannie [KMA]

From: Pete Buldo <pbuldo@jimcurley.com>
Sent: Thursday, July 24, 2014 10:25 AM
To: Mojica, Jeannie [KMA]
Subject: [redacted]

[redacted]

Sent From My IPad

Peter Buldo
Parts & Service Director
Jim Curley Buick/GMC/Kia

[redacted]

Phone: 732-363-7400
Fax: 732-367-5201
Mobile: [redacted]
pbuldo@jimcurley.com

[redacted]

Mojica, Jeannie [KMA]

From: Pete Buldo <pbuldo@jimcurley.com>
Sent: Thursday, July 24, 2014 10:26 AM
To: Mojica, Jeannie [KMA]
Subject: [redacted]

[redacted]

Sent From My IPad

Peter Buldo
Parts & Service Director
Jim Curley Buick/GMC/Kia

[redacted]

Phone: 732-363-7400
Fax: 732-367-5201
Mobile: [redacted]
pbuldo@jimcurley.com

[redacted]

Mojica, Jeannie [KMA]

From: Pete Buldo <pbuldo@jimcurley.com>
Sent: Thursday, July 24, 2014 10:26 AM
To: Mojica, Jeannie [KMA]
Subject: [redacted]

[redacted]

Sent From My IPad

Peter Buldo
Parts & Service Director
Jim Curley Buick/GMC/Kia

[redacted]

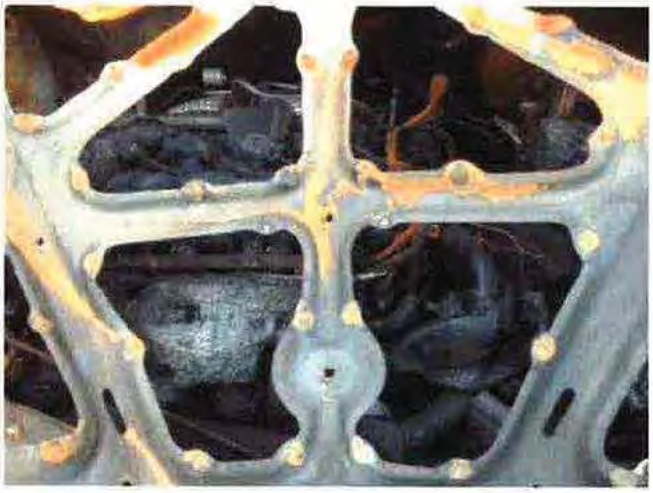
Phone: 732-363-7400
Fax: 732-367-5201
Mobile: [redacted]
pbuldo@jimcurley.com

[redacted]

Mojica, Jeannie [KMA]

From: Pete Buldo <pbuldo@jimcurley.com>
Sent: Thursday, July 24, 2014 10:28 AM
To: Mojica, Jeannie [KMA]
Subject: Ferro [redacted]

[redacted]



Sent From My IPad

Peter Buldo
Parts & Service Director
Jim Curley Buick/GMC/Kia

[redacted]

Phone: 732-363-7400
Fax: 732-367-5201
Mobile: [redacted]
pbuldo@jimcurley.com

[redacted]

Mojica, Jeannie [KMA]

From: Pete Buldo <pbuldo@jimcurley.com>
Sent: Thursday, July 24, 2014 10:29 AM
To: Mojica, Jeannie [KMA]
Subject: [redacted]

[redacted]

Sent From My IPad

Peter Buldo
Parts & Service Director
Jim Curley Buick/GMC/Kia

[redacted]

Phone: 732-363-7400
Fax: 732-367-5201
Mobile: [redacted]
pbuldo@jimcurley.com

[redacted]

FORTE

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

FORTE

GDS Flight Recorder

Owner Consent Form

Dealer Information	
Dealer Code:	CA217
Techline Case:	[redacted]
Dealer Name:	ALLSTAR KIA POMONA
Dealer Shipping Address:	8 RIO RANCHO Rd. POMONA CA. 91766
Dealer Phone:	909-664-2200
Service Manager Name:	RALPH McGUIRE
Technician Name:	GARY HERNANDEZ
Vehicle VIN:	KNAFU4A26C5[redacted]

Owner Information	
Owner Name:	[redacted]
Owner Address:	[redacted] YORBA LINDA CA. [redacted]
Owner Phone:	[redacted]

As the registered owner and primary driver (age 18 or over) of the Vehicle the VIN # of which is set forth above, I, the above named Owner, agree and certify as follows:

1. I understand that the above-named Dealer, which is in the process of investigating and servicing an issue with the above described vehicle (VIN as specified above), which I own as the registered owner and primary driver ("Vehicle"), is willing to install in my Vehicle, on a temporary basis, during the above Term a Diagnostic GDS Flight Recorder module ("Flight Recorder") that will collect information from my Vehicle during operation regarding the Vehicle's use and operation.

2. I hereby consent to the installation in my Vehicle of the Flight Recorder for the Term.

3. I acknowledge that the purpose of the Flight Recorder is to provide supplemental vehicle diagnostic data which may help diagnose and repair the vehicle. I also acknowledge that this information may reflect how the vehicle is driven, potentially affecting any applicable warranty . I consent to the Dealer and Kia Motors America, Inc. using the information collected by the Flight Recorder to help diagnosis and repair the vehicle, evaluate the use of the vehicle in connection with warranty claims, for research and development purposes, and for any other purpose.

4. I acknowledge that a Dealer technician has instructed me on the use and appropriate placement of the Flight Recorder during operation of the vehicle. I agree to return the Flight Recorder to the Dealer shown above as instructed by Dealer personnel at the end of the Term or sooner, upon demand by the Dealer or Kia Motors America, Inc. ("KMA"). I further agree to follow all standard rules of the road and traffic safety guidelines while driving the Vehicle with the Flight Recorder installed.

5. I understand and acknowledge that title to and ownership of the Flight Recorder is and belongs at all times to KMA. I will not acquire any interest or ownership in the Flight Recorder.

Email completed Consent Form to mgoldwasser@kiausa.com

[redacted]

GDS Flight Recorder

Owner Consent Form

6. I hereby release and indemnify Kia Motors America, Inc., the Dealer shown above and each of their respective affiliates, agents and representatives (collectively, the "Releases") from any and all claims, including, but not limited to any claims relating to any injuries, death or property damage, that may arise in connection with the installation or use in my Vehicle of the Flight Recorder, and including due to any violation involving the Vehicle of any law, ordinance or regulation of any governmental authority (including, without limitation, the United States of America or any of its states or localities. I further agree to hold harmless on behalf of my heirs or assigns the Releases from any and all claims for injuries or damages that may occur as a result of a product liability or the negligence of any of the Releases be it active or passive. I agree to hold harmless, not liable and to release from all liability whatsoever Releases and not to sue them on account of or in connection with any claims, causes of action, injuries or damages, costs or expenses arising out of the installation or use of the Flight Recorder in my Vehicle; provided, however, that the foregoing agreements to indemnify and hold Releases harmless shall not be applicable to the extent that such loss, damage, claim, action, suit, judgment, decree, order, cost or expense is attributable to the sole gross negligence or the willful or wanton misconduct of such Release. I further agree that if I live in a state which does not accept the doctrine of The Assumption of the Risk, I will be contractually bound by the doctrine of The Assumption of the Risk for my Vehicle described herein.

7. I understand and agree that all operating expenses for my Vehicle during the Term, such as maintenance and repairs, including repairs arising based on information collected from the Flight Recorder (except as required for the Flight Recorder itself), gas, oil, grease, tire repair, and all other similar incidentals are my sole responsibility. All repairs required to be made to the Flight Recorder that are determined by the Dealer or KMA to be result of abuse or failure to properly maintain the Flight Recorder during the Term are my responsibility.

8. I understand that I shall be responsible for loss associated with the Flight Recorder (and the Vehicle in which it is installed) at all times, except to the extent that such loss results from KMA's or Dealer's gross negligence or willful or wanton misconduct.

9. I agree that Kia Motors America, Inc. shall not be liable for any failure in performing any provision hereof due to fire other casualty, labor difficulty, governmental restriction or any cause beyond KMA's control. IN NO EVENT SHALL KIA MOTORS AMERICA, INC. BE LIABLE FOR ANY LOSS OF PROFITS, OTHER CONSEQUENTIAL DAMAGES OR INCONVENIENCE DUE TO ANY EARLY TERMINATION OF THIS AGREEMENT, OR ANY THEFT, DAMAGE, LOSS DELAY OR FAILURE OF DELIVERY OR DEFECT OR FAILURE OF THE FLIGHT RECORDER OR THE TIME CONSUMED IN RECOVERING, REPAIRING, SERVICING OR REPLACING THE SAME.

Owner Signature [redacted]

Date 11-24-14

[redacted]

Service Manager Signature

Date

Please return Customer/Service Mgr .signed copy in VCI Recorder Box when returning for our records.

Email completed consent Form to mgoldwasser@kiausa.com

8-23-2011

[redacted]

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.

[redacted]

Kia RCAA Case Scorecard

KIA MOTORS

Analyst JMOJICA Date of Review 1/6/14

Case# K [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

[redacted]

1/06/15 10:28:01 Kia Motors America Page: 1
MOJICAJ Request for Goodwill Assistance CSR400P

CASE: [redacted] 1 CLRFY: [redacted] KNAFU4A26C5[redacted]
RSP DLR: 90202 DIST: 01 REGION: NA MODEL: 2012 FORTE EX
WARRANTY START DATE: 2/19/12 MILES: 028581
REASON FOR GOODWILL: RT REPAIR/TOWING REIMBURSEMENT
CAUSE: BK BRAKES
PART#:
PART DESC: NATIONAL RCVD REQST: 00 00 00
SPECIFIC OFFER: CH CASH SETTLEMENT NATIONAL SENT CHECK: 00 00 00

GOODWILL COMMENTS:
1/6/15 JM: CUSTOMER CONTACTED KMA DUE TO BRAKE CONCERN. CUSTOMER STATED THA T BRAKES FEEL UNRESPONSIVE AT TIMES (INTERMITTEN CONCERN). WTR HAD DEALER P ERFORM COURTESY INSPECTION AND PROVIDED ALTERNATE TRANSPORTATION WHILE VEHI CLE WAS BEING INSPECTED. DEALER TO BE REIMBURSED FOR INSPECTION AND RENTAL. DEALER CND CONCERN.

CHECK REQUEST: MAKE CHECK PAYABLE TO:
ALLSTAR KIA DEALER CODE: CA217

POMONA CA 91766

TOTAL AMOUNT: $ 137.40

GWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWG

JEANNIE MOJICA [redacted] DATE: 1/6/14

JEFF STROUP _____ DATE: _____

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

[redacted]

CUSTOMER #: [redacted]
UNIT# [redacted]
[redacted]
YORBA LINDA, CA [redacted]
HOME: [redacted] CONT: [redacted]
BUS: [redacted] CELL: [redacted]

[redacted]
WARRANTY
DUPLICATE 1
PAGE 1

ALLSTAR KIA

8 Rio Rancho Road
Pomona, CA 91766
Phone (909) 664-2200
www.allstarkia.net

SERVICE ADVISOR: 323 JASON CONLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
3D-SILVER	12	KIA FORTE	KNAFU4A26C5[redacted]		28581/28620	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19FEB12 DD	16NOV11		18:00 17NOV14		0.00	CASH	19NOV14

R.O. OPENED	READY	OPTIONS:
08:24 17NOV14	15:44 19NOV14	SOLD-STK: [redacted] ENG:2.0 TRN:AUTO AXL:EX

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
B	CUSTOMER STATES WHEN SLOWING IN HEAVY TRAFFIC, VEHICLE STOPPED. PLUS WHEN TRAFFIC PICKED UP, CAR WOULD NOT GO FASTER THEN 30MPH. THIS HAS HAPPENED SEVERAL TIMES, ONE TIME IT "SURGED FORWARD". 1 TIME THE STABILITY CONTROL LIGHT CAME ON. 4 WEEKS AFTER THE BRAKE SWITCH WAS REPLACED, THE SAME PROBLEM OCCURED. HAS BEEN TO KIA 3 TIMES FOR THE SAME ISUUE. LAST TIME IT HAPPENED ON NOEMBER 17TH. CAR APPEARS TO BE GOING INTO LIMP MODE IN STOP AND GO TRAFFIC							
CAUSE:								
CONCERN CODE:								
1	PERFORM SCAN TOOL OPERATION AND TEST DRIVE VEHICLE							
	344		WK	0.60			62.40	62.40
					0	0 TPARTS		
					1200	6240 TLABOR		
SUBL RENTAL PO# [redacted]								
			WK				75.00	75.00

ON 11/17/14, SERVICE DIRECTOR TEST DROVE VEHICLE WITH CUSTOMER APPROX. 4 MILES AND CUSTOMER WAS UNABLE TO DUPLICATE CUSTOMERS CONCERN. VEHICLE WAS OPERATING NORMAL. PERFORMED GDS OPERATION AND FOUND NO CODES PENDING, ACTIVE OR IN HISTORY. INSPECTED BRAKE SWITCH AND FOUND IT IS PROPERLY ADJUSTED AND FUNCTIONING CORRECTLY. LIFTED VEHICLE ONTO LIFT AND INSPECTED FOR ANY DAMAGE. NO PHYSICAL DAMAGE PRESENT. INSPECTED UNDER THE HOOD AND FOUND NO DAMAGE IN ENGINE COMPARTMENT. OPENED TECH LINE CASE [redacted], WAS INSTRUCTED TO INSPECT BRAKE SWITCH AND SEE IF YAW SENSOR IS CLOSE TO 0. PERFORMED GDS OPERATION AND FOUND YAW RATE SENSOR WITHIN SPECS. 11/18/14 ...TEST DROVE WITH SERVICE DIRECTOR AND WAS UNABLE TO DUPLICATE CUSTOMERS CONCERN. VEHICLE IS WORKING AS DESIGNED. PERFORMED GDS OPERATION AND FOUND NO CODES PENDING, ACTIVE OR IN HISTORY. 11/19/14, TEST DROVE VEHICLE WITH SERVICE DIRECTOR AND SERVICE MANAGER WHILE MONITORING CURRENT DATA, WAS UNABLE TO DUPLICATE CUSTOMERS CONCERN. VEHICLE IS WORKING AS DESIGNED. PERFORMED GDS OPERATION AND FOUND NO CODES PENDING, ACTIVE OR IN HISTORY. CUSTOMER PICKED UP VEHICLE 11/19/14.

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.

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.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE DISP.	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK BAR# ARD253675 EPA# CAL000326081

Copyright 2000 ADP, Inc SERVICE INVOICE #2 XSI2C

WARRANTY COPY

[redacted]

CUSTOMER #: [redacted]
UNIT# [redacted]
[redacted]
YORBA LINDA, CA [redacted]
HOME: [redacted] CONT: [redacted]
BUS: [redacted] CELL: [redacted]

[redacted]

WARRANTY

DUPLICATE 1
PAGE 2

ALLSTAR KIA

8 Rio Rancho Road
Pomona, CA 91766
Phone (909) 664-2200
www.allstarkia.net

SERVICE ADVISOR: 323 JASON CONLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
3D-SILVER	12	KIA FORTE	KNAFU4A26C5[redacted]		28581/28620	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19FEB12 DD	16NOV11		18:00 17NOV14		0.00	CASH	19NOV14

R.O. OPENED	READY	OPTIONS:
08:24 17NOV14	15:44 19NOV14	SOLD-STK:K7425 ENG:2.0 TRN:AUTO AXL:EX

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
EST: 0.00			17NOV14 08:24	SA: 323			

COST, SALE, & COMP TOTALS 8700 13740 0

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.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

STATEMENT OF DISCLAIMER

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CUSTOMER SIGNATURE [redacted]

DESCRIPTION	TOTALS
LABOR AMOUNT	62.40
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	75.00
HAZ. WASTE DISP.	0.00
TOTAL CHARGES	137.40
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	137.40

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK BAR# ARD253675 EPA# CAL000326081

Copyright 2000 ADP, Inc SERVICE INVOICE #2 XSI2C

WARRANTY COPY

[redacted]

Consumer Assistance Center Case Report

Printed By: JMojica

Case Number [redacted]

01/06/2015 10:20:31 AM

Case Details

Title: Customer is calling to request a loaner or rental car

VIN: KNAFU4A26C5[redacted]
Mileage: 27224
Status: Working
Year:2012
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: Brake
Case Type Level4: Braking Power

Contact Details

Name: [redacted]
Phone [redacted]
Alt Phone: [redacted]
Fax:
Address1: [redacted]
Address2:
City: Yorba Linda
State: CA
Zip [redacted]
Email:

Dealer Details

Code: CA217
Name: Allstar Kia

Case History

*** NOTES 09/24/2014 01:11:57 PM (Local 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

*** CASE DISPATCHED 09/24/2014 01:15:11 PM (Local Time) BHilderbrand
from WIP In Box to Queue National CA.

*** PHONE LOG 09/24/2014 01:17:08 PM (Local Time) BHilderbrand Action Type:
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

[redacted]

Case History

*** CASE ACCEPTED 09/24/2014 07:44:44 PM (Local Time) JeffStroup
from Queue National CA to WIP Inbox/Need To Call.

*** NOTES 09/25/2014 03:16:15 PM (Local 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 11:10:02 AM (Local 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 11:20:56 AM (Local 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

*** CASE CLOSE 09/30/2014 06:03:55 AM (Local Time) BHilderbrand Resolution Code = Concerns Documented.

*** CASE REOPENED 10/01/2014 08:01:37 AM (Local Time) BHilderbrand
with Condition of Open and Status of Working.

*** PHONE LOG 10/01/2014 08:36:44 AM (Local 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

*** CASE DISPATCHED 10/01/2014 08:38:46 AM (Local Time) BHilderbrand
from WIP In Box to Queue National CA.

*** NOTES 10/01/2014 08:39:41 AM (Local 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

*** CASE ACCEPTED 10/02/2014 06:39:23 AM (Local Time) JeffStroup
from Queue National CA to WIP Inbox/Need To Call.

*** PHONE LOG 10/02/2014 07:46:59 AM (Local 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

[redacted]

Case History

4. she will see the case notes and be in contact
4. it has been barely 24 hours from when case was transferred

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 12:16:45 PM (Local Time) JMojica Action Type: Outgoing call
Wtr attempted to contact customer:
1. No answer.
2. No VM.

*** PHONE LOG 10/03/2014 08:13:41 AM (Local 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 04:01:59 PM (Local 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.
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 03:03:43 PM (Local 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 03:13:34 PM (Local 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.

[redacted]

Case History

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 12:16:53 PM (Local Time) JMojica Action Type: Outgoing call
Wtr spoke to SD Ralph:
1. SD emailed over RO.

*** PHONE LOG 10/13/2014 12:27:36 PM (Local 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.
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 12:28:11 PM (Local Time) JMojica Resolution Code = Information Given.
No further action required.

*** CASE REOPENED 11/07/2014 02:01:16 PM (Local Time) JMojica
with Condition of Open and Status of Working.

*** PHONE LOG 11/07/2014 02:02:35 PM (Local 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 10:32:21 AM (Local 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 11:45:39 AM (Local 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.

Wtr:
1. Advised customer that vehicle will have to go to the dlr.

[redacted]

Case History
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 02:25:14 PM (Local 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 02:25:32 PM (Local 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 02:48:01 PM (Local 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:
1. Ok, thank you so much for the help.
2. I will give the dlr a buzz.

*** PHONE LOG 11/12/2014 03:08:28 PM (Local 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 08:37:41 AM (Local 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 03:53:15 PM (Local 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 04:30:38 PM (Local 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 01:42:50 PM (Local 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]

[redacted]

Case History
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
[redacted] - Cell

*** PHONE LOG 11/19/2014 02:26:19 PM (Local 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 10:56:29 AM (Local 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]

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 11:00:54 AM (Local Time) JMojica Action Type: Outgoing call
Wtr left VM for customer requesting c/b.

*** PHONE LOG 11/26/2014 12:47:32 PM (Local 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]

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
[redacted] - Cell

*** PHONE LOG 11/26/2014 12:59:02 PM (Local Time) JMojica Action Type: Outgoing call
Customer left VM requesting c/b. (2x)

*** PHONE LOG 11/26/2014 12:59:15 PM (Local Time) JMojica Action Type: Outgoing call
Wtr left VM for customer requesting c/b.

*** PHONE LOG 11/26/2014 01:19:05 PM (Local 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.

[redacted]

Case History
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 01:20:09 PM (Local 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]

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 03:00:09 PM (Local Time) JMojica Action Type: Incoming call
SM sent email to wtr:

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]

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
[redacted] - Cell

*** PHONE LOG 12/03/2014 03:05:13 PM (Local 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]

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 10:36:27 AM (Local 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.

[redacted]

Case History
4. Thanked and disconnected.

*** PHONE LOG 12/08/2014 10:38:02 AM (Local Time) JMojica Action Type: Ltr/email/fax sent
Wtr sent email to SD Ralph:

From: Mojica, Jeannie [KMA]
Sent: Monday, December 08, 2014 10:38 AM
To: 'Ralph McGuire'
Cc: Lawyer, Janet [KMA]
Subject: RE: Kia Case #: [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 02:34:07 PM (Local 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]

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
[redacted](cell)

*** PHONE LOG 12/10/2014 02:34:57 PM (Local 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]

Ralph,

Thank you. I have not heard back yet, but I will let you know if/when I do.

*** PHONE LOG 12/15/2014 03:59:53 PM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
Wtr received email from SM Ralph:

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]

Hi Jeannie,
This may explain why she has not contacted us.
Kia Case #: [redacted]
Please Advise
Thank You

Ralph A McGuire
Service Director
ALLSTAR Kia
909-664-2200 - Pomona
909-763-4740 - San Bernardino
[redacted](cell)

*** PHONE LOG 12/15/2014 04:05:25 PM (Local Time) JMojica Action Type: Ltr/email/fax sent
Wtr sent email:

[redacted]

Case History

From: Mojica, Jeannie [KMA]
Sent: Monday, December 15, 2014 4:05 PM
To: 'Ralph McGuire'; Lawyer, Janet [KMA]
Subject: RE: [redacted] Kia Case # [redacted]

Ralph,

Thanks for the heads up. I will figure out how to handle this.

Thank you,

*** NOTES 12/17/2014 03:32:48 PM (Local 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]

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
Service Director
ALLSTAR Kia
909-664-2200 - Pomona
909-763-4740 - San Bernardino
[redacted] - Cell

*** NOTES 12/17/2014 03:42:51 PM (Local Time) JMojica Action Type: Dealer contact
Wtr referred SM to KSPP Sect. 16.

*** PHONE LOG 01/06/2015 10:18:37 AM (Local Time) JMojica Action Type: Outgoing call
Legal handling case.

Attachments to Case:

File Name	Location
[redacted]RO.pdf	\\copubs\ClarifyObj\CA_Attachments\Williams-[redacted]RO.pdf
[redacted]Dlr Consent.pdf	\\copubs\ClarifyObj\CA_Attachments\Williams-[redacted]Dlr Consent.pdf
[redacted]Invoice.pdf	\\copubs\ClarifyObj\CA_Attachments\Williams-[redacted]Invoice.pdf
[redacted]Legal Docs.pdf	\\copubs\ClarifyObj\CA_Attachments\Williams-[redacted]Legal Docs.pdf

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

[redacted]

CUSTOMER #: [redacted]
UNIT# [redacted]
[redacted]
YORBA LINDA, CA [redacted]
HOME: [redacted] CONT: [redacted]
BUS: [redacted] CELL: [redacted]

[redacted]
WARRANTY
DUPLICATE 1
PAGE 1

ALLSTAR KIA

8 Rio Rancho Road
Pomona, CA 91766
Phone (909) 664-2200
www.allstarkia.net

SERVICE ADVISOR: 323 JASON CONLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
3D-SILVER	12	KIA FORTE	KNAFU4A26C5[redacted]		28581/28620	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19FEB12 DD	16NOV11		18:00 17NOV14		0.00	CASH	19NOV14

R.O. OPENED	READY	OPTIONS:
08:24 17NOV14	15:44 19NOV14	SOLD-STK: [redacted] ENG:2.0 TRN:AUTO AXL:EX

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
B	CUSTOMER STATES WHEN SLOWING IN HEAVY TRAFFIC, VEHICLE STOPPED. PLUS WHEN TRAFFIC PICKED UP, CAR WOULD NOT GO FASTER THEN 30MPH. THIS HAS HAPPENED SEVERAL TIMES. ONE TIME IT "SURGED FORWARD". 1 TIME THE STABILITY CONTROL LIGHT CAME ON. 4 WEEKS AFTER THE BRAKE SWITCH WAS REPLACED, THE SAME PROBLEM OCCURED. HAS BEEN TO KIA 3 TIMES FOR THE SAME ISUUE. LAST TIME IT HAPPENED ON NOEMBER 17TH. CAR APPEARS TO BE GOING INTO LIMP MODE IN STOP AND GO TRAFFIC							
CAUSE:								
CONCERN CODE:								
	1 PERFORM SCAN TOOL OPERATION AND TEST DRIVE VEHICLE							
		344	WK	0.60			62.40	62.40
					0	0 TPARTS		
					1200	6240 TLABOR		
SUBL	RENTAL PO# [redacted]							
			WK				75.00	75.00
	ON 11/17/14, SERVICE DIRECTOR TEST DROVE VEHICLE WITH CUSTOMER APPROX. 4 MILES AND CUSTOMER WAS UNABLE TO DUPLICATE CUSTOMERS CONCERN. VEHICLE WAS OPERATING NORMAL. PERFORMED GDS OPERATION AND FOUND NO CODES PENDING, ACTIVE OR IN HISTORY. INSPECTED BRAKE SWITCH AND FOUND IT IS PROPERLY ADJUSTED AND FUNCTIONING CORRECTLY. LIFTED VEHICLE ONTO LIFT AND INSPECTED FOR ANY DAMAGE. NO PHYSICAL DAMAGE PRESENT. INSPECTED UNDER THE HOOD AND FOUND NO DAMAGE IN ENGINE COMPARTMENT. OPENED TECH LINE CASE [redacted], WAS INSTRUCTED TO INSPECT BRAKE SWITCH AND SEE IF YAW SENSOR IS CLOSE TO 0. PERFORMED GDS OPERATION AND FOUND YAW RATE SENSOR WITHIN SPECS. 11/18/14 ...TEST DROVE WITH SERVICE DIRECTOR AND WAS UNABLE TO DUPLICATE CUSTOMERS CONCERN. VEHICLE IS WORKING AS DESIGNED. PERFORMED GDS OPERATION AND FOUND NO CODES PENDING, ACTIVE OR IN HISTORY. 11/19/14, TEST DROVE VEHICLE WITH SERVICE DIRECTOR AND SERVICE MANAGER WHILE MONITORING CURRENT DATA, WAS UNABLE TO DUPLICATE CUSTOMERS CONCERN. VEHICLE IS WORKING AS DESIGNED. PERFORMED GDS OPERATION AND FOUND NO CODES PENDING, ACTIVE OR IN HISTORY. CUSTOMER PICKED UP VEHICLE 11/19/14.							

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.

(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	
HAZ. WASTE DISP.	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK BAR# ARD253675 [redacted]00326081

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XS12C

WARRANTY COPY

CUSTOMER #: [redacted]
UNIT# [redacted]
[redacted]
YORBA LINDA, CA [redacted]
HOME: [redacted] CONT: [redacted]
BUS: [redacted] CELL: [redacted]

[redacted]

WARRANTY

DUPLICATE 1
PAGE 2

ALLSTAR KIA

8 Rio Rancho Road
Pomona, CA 91766
Phone (909) 664-2200
www.allstarkia.net

SERVICE ADVISOR: 323 JASON CONLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
3D-SILVER	12	KIA FORTE	KNAFU4A26C5[redacted]		28581/28620	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19FEB12 DD	16NOV11		18:00 17NOV14		0.00	CASH	19NOV14

R.O. OPENED	READY	OPTIONS:
08:24 17NOV14	15:44 19NOV14	SOLD-STK: [redacted] ENG:2.0 TRN:AUTO AXL:EX

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
EST: 0.00				17NOV14 08:24 SA: 323			

COST, SALE, & COMP TOTALS 8700 13740 0

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.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

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[redacted]

DESCRIPTION	TOTALS
LABOR AMOUNT	62.40
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	75.00
HAZ. WASTE DISP.	0.00
TOTAL CHARGES	137.40
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	137.40

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK BAR# ARD253675 [redacted]

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WARRANTY COPY

SUM-100

SUMMONS
(CITACION JUDICIAL)

NOTICE TO DEFENDANT:
(AVISO AL DEMANDADO):
KIA MOTORS AMERICA, INC., ALLSTAR KIA AND DOES 1-20

YOU ARE BEING SUED BY PLAINTIFF:
(LO ESTÁ DEMANDANDO EL DEMANDANTE):
[redacted]

FOR COURT USE ONLY
(SOLO PARA USO DE LA CORTE)

ELECTRONICALLY FILED
Superior Court of California,
County of Orange
12/03/2014 at 11:34:08 AM
Clerk of the Superior Court
By Davon Velasquez,Deputy Clerk

NOTICE! You have been sued. The court may decide against you without your being heard unless you respond within 30 days. Read the information below.

You have 30 CALENDAR DAYS after this summons and legal papers are served on you to file a written response at this court and have a copy served on the plaintiff. A letter or phone call will not protect you. Your written response must be in proper legal form if you want the court to hear your case. There may be a court form that you can use for your response. You can find these court forms and more information at the California Courts Online Self-Help Center (*www.courtinfo.ca.gov/selfhelp*), your county law library, or the courthouse nearest you. If you cannot pay the filing fee, ask the court clerk for a fee waiver form. If you do not file your response on time, you may lose the case by default, and your wages, money, and property may be taken without further warning from the court.

There are other legal requirements. You may want to call an attorney right away. If you do not know an attorney, you may want to call an attorney referral service. If you cannot afford an attorney, you may be eligible for free legal services from a nonprofit legal services program. You can locate these nonprofit groups at the California Legal Services Web site (*www.lawhelpcalifornia.org*), the California Courts Online Self-Help Center (*www.courtinfo.ca.gov/selfhelp*), or by contacting your local court or county bar association. **NOTE:** The court has a statutory lien for waived fees and costs on any settlement or arbitration award of $10,000 or more in a civil case. The court's lien must be paid before the court will dismiss the case.

¡AVISO! *Lo han demandado. Si no responde dentro de 30 días, la corte puede decidir en su contra sin escuchar su versión. Lea la información a continuación.*

Tiene 30 DÍAS DE CALENDARIO después de que le entreguen esta citación y papeles legales para presentar una respuesta por escrito en esta corte y hacer que se entregue una copia al demandante. Una carta o una llamada telefónica no lo protegen. Su respuesta por escrito tiene que estar en formato legal correcto si desea que procesen su caso en la corte. Es posible que haya un formulario que usted pueda usar para su respuesta. Puede encontrar estos formularios de la corte y más información en el Centro de Ayuda de las Cortes de California (www.sucorte.ca.gov), en la biblioteca de leyes de su condado o en la corte que le quede más cerca. Si no puede pagar la cuota de presentación, pida al secretario de la corte que le dé un formulario de exención de pago de cuotas. Si no presenta su respuesta a tiempo, puede perder el caso por incumplimiento y la corte le podrá quitar su sueldo, dinero y bienes sin más advertencia.

Hay otros requisitos legales. Es recomendable que llame a un abogado inmediatamente. Si no conoce a un abogado, puede llamar a un servicio de remisión a abogados. Si no puede pagar a un abogado, es posible que cumpla con los requisitos para obtener servicios legales gratuitos de un programa de servicios legales sin fines de lucro. Puede encontrar estos grupos sin fines de lucro en el sitio web de California Legal Services, (www.lawhelpcalifornia.org), en el Centro de Ayuda de las Cortes de California, (www.sucorte.ca.gov) o poniéndose en contacto con la corte o el colegio de abogados locales. AVISO: Por ley, la corte tiene derecho a reclamar las cuotas y los costos exentos por imponer un gravamen sobre cualquier recuperación de $10,000 ó más de valor recibida mediante un acuerdo o una concesión de arbitraje en un caso de derecho civil. Tiene que pagar el gravamen de la corte antes de que la corte pueda desechar el caso.

The name and address of the court is:
(El nombre y dirección de la corte es): SUPERIOR COURT OF THE STATE OF CALIFORNIA FOR THE COUNTY OF ORANGE
700 Civic Center Dr. Santa Ana, CA 92701

CASE NUMBER: [redacted]

Judge Ronald L. Bauer

The name, address, and telephone number of plaintiff's attorney, or plaintiff without an attorney, is:
(El nombre, la dirección y el número de teléfono del abogado del demandante, o del demandante que no tiene abogado, es):
Lawrence J. Hutchens, 9047 Flower Street, Bellflower, California 90706 562-804-0600

DATE: 12/03/2014 *(Fecha)* ALAN CARLSON, Clerk of the Court — Clerk, by *(Secretario)* [redacted], Deputy *(Adjunto)*

Davon Velasquez

(For proof of service of this summons, use Proof of Service of Summons *(form POS-010).)*
(Para prueba de entrega de esta citatión use el formulario Proof of Service of Summons, *(POS-010)).*

NOTICE TO THE PERSON SERVED: You are served
1. ☐ as an individual defendant.
2. ☐ as the person sued under the fictitious name of *(specify):*
3. ☑ on behalf of *(specify):*

under: ☑ CCP 416.10 (corporation) ☐ CCP 416.60 (minor)
☐ CCP 416.20 (defunct corporation) ☐ CCP 416.70 (conservatee)
☐ CCP 416.40 (association or partnership) ☐ CCP 416.90 (authorized person)
☐ other *(specify):*

4. ☐ by personal delivery on *(date):*

LAWRENCE J. HUTCHENS (SBN 117673)
KALMAN A. HUTCHENS (SBN 270430)
Attorneys at Law
9047 Flower Street
Bellflower, California 90706
(562) 804-0600 phone
(562) 804-0603 fax

Attorneys for Plaintiff [redacted]

ELECTRONICALLY FILED
Superior Court of California,
County of Orange
12/03/2014 at 11:34:06 AM
Clerk of the Superior Court
By Davon Velasquez,Deputy Clerk

SUPERIOR COURT OF THE STATE OF CALIFORNIA

FOR THE COUNTY OF ORANGE

[redacted]

Plaintiff,

v.

KIA MOTORS AMERICA, INC., ALLSTAR KIA, and DOES 1-20

Defendants.

CASE NO. [redacted]
Judge Ronald L. Bauer

COMPLAINT FOR DAMAGES BASED ON VIOLATION OF SONG-BEVERLY CONSUMER WARRANTY ACT; RESCISSION AND RESTITUTION; REVOCATION OF ACCEPTANCE

PLAINTIFF [redacted]

I

At the time Plaintiff entered into the contract, she resided in the City of Yorba Linda, County of Orange, State of California.

///

///

///

[redacted]

II

1. Defendant, KIA MOTORS AMERICA, INC., and DOES 1 to 10 is and at all times herein mentioned was a corporation organized and existing under the laws of the State of California.

2. Defendant, ALLSTAR KIA, and DOES 11 to 20 is and at all times herein mentioned was a corporation organized and existing under the laws of the State of California.

FIRST CAUSE OF ACTION - VIOLATION OF SONG-BEVERLY CONSUMER WARRANTY ACT AGAINST DEFENDANT KIA MOTORS AMERICA, INC., ALLSTAR KIA AND DOES 1-20.

I

On or about the year 2012, KIA MOTORS AMERICA, INC. manufactured the following new motor vehicle: a 2012 Kia Forte, Serial Number KNAFU4A26C5[redacted] KIA MOTORS AMERICA, INC. manufactured this new motor vehicle for its eventual sale to retail buyers. Defendants KIA MOTORS AMERICA, INC. and ALLSTAR KIA appended to such vehicle an express warranty; undertaking to preserve or maintain the utility or performance of the vehicle by means of a written statement designed to accompany the product.

///

///

[redacted]

CUSTOMER #: [redacted]
UNIT# [redacted]
[redacted]
YORBA LINDA, CA [redacted]
HOME: [redacted] CONT: [redacted]
BUS: [redacted] CELL: [redacted]

[redacted]

INVOICE

PAGE 1

ALLSTAR KIA
8 Rio Rancho Road
Pomona, CA 91766
Phone (909) 664-2200
www.allstarkia.net

SERVICE ADVISOR: 347 WILLLIAM ENRIQUEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
3D-SILVER	12	KIA FORTE	KNAFU4A26C5[redacted]		27200/27224	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19FEB12 DL	16NOV11		17:00 06OCT14		0.00	CASH	06OCT14

R.O. OPENED	READY	OPTIONS:
10:55 06OCT14	16:29 06OCT14	SOLD-STK:[redacted] ENG:2.0 TRN:AUTO AXL:EX

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A PERFORM CUSTOMER 360- MULTI-POINT INSPECTION - PLEASE SEE INSPECTION REPORT -- CHECK AND SET TIRE PRESSURE AS PER AB-32			
COMP INSPECTION COMPLETED TIRE PRESSURE SET TO 33-LF 33-RF 33-LR 33-RR			
48 CK		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
**********			
B CUSTOMER STATES FRIDAY WAS DRIVING ON FREEWAY AT 65MPH THEN VEHICLE WENT TO 35MPH AND STARTED SHAKING AND SMOKING AND ELECTRIC SMELL AND STABILITY LIGHT ON			
CAUSE: .			
93810R00 SWITCH / BRAKE LIGHT / REPLACE			
48 WK			(N/C)
1 93810-3K000 SWITCH ASSY-STOP LAM			(N/C)
93810RQ0 SCAN TOOL			
48 WK			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00

PERFORMED GDS OPERATION AND FOUND CODE C1513 HISTORY CODE. STARTED TECH LINE [redacted] WAS INSTRUCTED TO INSPECT BRAKE SWITCH SYS WITH GDS TO SEE CHANGE FROM TO OFF. INSPECTED AND FOUND BRAKE SWITCH WAS TURNING ON AND OFF. SERVICE MANAGER TEST DROVE VEHICLE 8 MILES WITH THE CUSTOMER AND WAS NOT ABLE TO DUPLICATE CUSTOMERS CONCERN WITH SMOKE AND BURNING SMELL. INFORMED TECH LINE OF FINDINGS AND WAS INSTRUCTED TO REPLACE THE BRAKE SWITCH TO FIX THE C1513 CODE. AS FOR THE SMOKE AND ELECTRICAL BURNING SMELL, NO REPAIR TO BE DONE UNTIL ABLE TO DUPLICATE CONCERN WITH CUSTOMER. AFTER BRAKE SWITCH REPLACEMENT, TEST DROVE VEHICLE 16 MILES WITH CUSTOMER AND WAS NOT ABLE TO DUPLICATE SMELL OR SMOKE, BUT ESC LIGHT DID NOT COME ON. VEHICLE WAS FUNCTIONING AS DESIGNED.

****

created 2014-10-02 09:00:00am
taken by William Enriquez

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.

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.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. WASTE DISP.	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK BAR# ARD253675 EPA# CAL000326081 [redacted]

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CUSTOMER COPY 2

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

FORTE

CUSTOMER #: [redacted] 1[redacted]

ACCOUNTING

QUIRK KIA
444 QUINCY AVENUE · P.O. BOX 850972
E. BRAINTREE, MA 02185
(781) 848-2900
www.quirkcars.com

[redacted]
MARSHFIELD, MA [redacted]
HOME[redacted] CONT[redacted]
BUS: CELL:[redacted]

PAGE 1

SERVICE ADVISOR: 16023 MARQUES DORVALMAR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
EB/EBONY B	12	KIA Forte	KNAFU4A27C5[redacted]		56518/56522	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
15JUL12 DL			WAIT 29JAN15			VISA	06FEB15

R.O. OPENED	READY	OPTIONS:
29JAN15	06FEB15	STK:[redacted] DLR:32203 ENG:G5KDCH77671

LINE OPCODE TECH TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER STATES THAT THERE IS BURNING SMELL COMING FROM ENGINE. STATES THAT SMOKE COMING FROM ENGINE COMPARTMENT WHILE DRIVING. PLEASE CHECK AND ADVISE.								
CAUSE: TECHLINE [redacted] DPSM PWA								
25385R00 COOLING FAN MOTOR RESISTOR, R&R								
5142 WPK	1.95	0.20	600	1900			19.00	19.00
1 25385-1M000 RESISTOR			2328	3885	0	38.85	38.85	38.85
OLH OTHER LABOR HOURS								
5142 WPK	0.00	0.50	1500	4750			47.50	47.50
FC:								
PART#: 25385-1M000								
COUNT: 1			2328	3885	TPARTS			
CLAIM TYPE: W								
AUTH CODE:								
			2100	6650	TLABOR			
SUBL QUIRK RENTAL AGREEMENT 34902								
WPK			24001	24001			240.01	240.01
56518 Verified burning smell coming from the area of the cooling fan resistor. Start tech line case #[redacted] Per consumer affairs. Removed and replaced cooling fan drive resistor. Sent old resistor out for inspection.								
B MULTI-POINT VEHICLE INSPECTION AND WALK AROUND CHECK OVER.								
MPI MULTI-POINT VEHICLE INSPECTION AND WALK AROUND CHECK OVER.								
5142 CPK	0.00	0.00	0	0			0.00	0.00
56518 Recommended wiper blades, rear brakes, 4 tires and alignment. Customer declined recommendations. Noted: damage to front air dam, rear bumper and cladding on driver's door.								
C** REPLACE AIR FILTER								
AF REPLACE AIR FILTER								
5142 CPK	0.32	0.20	600	999			9.99	9.99
1 28113-2H000 FILTER-AIR								

QUIRK AUTO BODY
(617) 773-2040

QUIRK RENT-A-CAR
(781) 917-1159

SERVICE CENTER GLASS
(781) 849-1300

COMMITTED TO CUSTOMER SATISFACTION

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The 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 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.

"LIMITED LABOR WARRANTY"

The repair facility guarantees the labor used in performing the repairs listed on this repair order for a period of 90 days or 4,000 miles (whichever comes first) from the date such repairs were completed. If our repair or replacement falls in normal service within that period, we'll fix it free of charge parts and labor.

DISPOSAL OF HAZARDOUS WASTE

The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

[redacted]

WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

QUIRK KIA
444 QUINCY AVENUE · P.O. BOX 850972
E. BRAINTREE, MA 02185
(781) 848-2900
www.quirkcars.com

[redacted]
MARSHFIELD, MA [redacted]
HOME: [redacted] CONT [redacted]
BUS: CELL: [redacted]

SERVICE ADVISOR: 16023 MARQUES DORVALMAR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
EB/EBONY B	12	KIA Forte	KNAFU4A27C5[redacted]		56518/56522	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
15JUL12 DL			WAIT 29JAN15			VISA	06FEB15

R.O. OPENED	READY	OPTIONS:
29JAN15	06FEB15	STK: [redacted] DLR:32203 ENG:G5KDCH77671

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	CLEANER					900	1850	0	18.50	18.50	18.50
	56518 Removed and replaced engine air filter										
D** REPLACE CABIN AIR FILTER											
	CAF REPLACE CABIN AIR FILTER										
		5142	CPK	0.15	0.40	1200	3500			35.00	35.00
	1 P8790-1F200A CABIN AIR										
	FILTER					1295	2395	0	23.95	23.95	23.95
	56518 Removed and replaced cabin air filter										
E** FUEL INJECTION SYSTEM CLEANING/TUNE UP SERVICE;EFFECTIVELY CLEAN											
	FUEL INJECTORS,INTAKE MANIFOLD AND CHAMBER AS WELL AS THE										
	COMBUSTION CHAMBER BY USING SPECIALIZED EQUIPMENT WITH SPECIAL										
	CLEANERS. HELP RESTORE LOST POWER,HELP REDUCE EMISSION										
	DECARB FUEL INJECTION SYSTEM CLEANING/TUNE UP										
	SERVICE;EFFECTIVELY CLEAN FUEL										
	INJECTORS,INTAKE MANIFOLD AND CHAMBER AS										
	WELL AS THE COMBUSTION CHAMBER BY USING										
	SPECIALIZED EQUIPMENT WITH SPECIAL CLEANERS.										
	HELP RESTORE LOST POWER,HELP REDUCE EMISSION										
		5142	CPK	0.93	1.00	3000	9500			95.00	95.00
	1 UM011-CH056 CHEVRON										
	TECHRON FUEL					750	3495	0	34.95	34.95	34.95
	56518 Performed Fuel system cleaning.										
WASTE DISPOSAL CHARGE						0	1050				10.50

Thank you for servicing your vehicle at Quirk Kia.
If you have concerns or questions or were not completely satisified,please contact
Richard Pearson - Service Manager
(781)917-1293 or email rpearson@quirkcars.com

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
01-29-15	09:42	10:41	0.98	DW	5142	A	
	12:38	12:57	0.32	W	5142	C	
	12:58	13:07	0.15	W	5142	D	

QUIRK AUTO BODY
(617) 773-2040

QUIRK RENT-A-CAR
(781) 917-1159

SERVICE CENTER GLASS
(781) 849-1300

COMMITTED TO CUSTOMER SATISFACTION

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The 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 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.

"LIMITED LABOR WARRANTY"

The repair facility guarantees the labor used in performing the repairs listed on this repair order for a period of 90 days or 4,000 miles (whichever comes first) from the date such repairs were completed. If our repair or replacement falls in normal service within that period, we'll fix it free of charge parts and labor.

DISPOSAL OF HAZARDOUS WASTE

The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

[redacted]

WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

MARSHFIELD, MA [redacted]
HOME [redacted] CONT: [redacted]
BUS: CELL [redacted]

QUIRK
KIA
ACCOUNTING
444 QUINCY AVENUE · P.O. BOX 850972
E. BRAINTREE, MA 02185
(781) 848-2900
www.quirkcars.com

SERVICE ADVISOR: 16023 MARQUES DORVALMAR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
EB/EBONY E	12	KIA Forte	KNAFU4A27C5[redacted]		56518/56522	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
15JUL12 DL			WAIT 29JAN15			VISA	06FEB15

R.O. OPENED	READY	OPTIONS:
29JAN15	06FEB15	STK:[redacted] DLR:32203 ENG:G5KDCH77671

LINE	OPCODE	TECH	TYPE A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
		13:07	14:03	0.93	W	5142	E			
01-30-15		14:48	15:19	0.52	DW	5142	A			
02-05-15		13:20	13:47	0.45	W	5142	A			

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
[redacted]	6650	2100		[redacted]	3885	2328	
	24001	24001			13999	4800	
	7740	2945			1050	0	00
	484	0			34536	*******	
	23273	*******					

COST, SALE, & COMP TOTALS 36174 57325 0

QUIRK AUTO BODY
(617) 773-2040

QUIRK RENT-A-CAR
(781) 917-1159

SERVICE CENTER GLASS
(781) 849-1300

COMMITTED TO CUSTOMER SATISFACTION

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The 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 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.

"LIMITED LABOR WARRANTY"

The repair facility guarantees the labor used in performing the repairs listed on this repair order for a period of 90 days or 4,000 miles (whichever comes first) from the date such repairs were completed. If our repair or replacement falls in normal service within that period, we'll fix it free of charge parts and labor.

DISPOSAL OF HAZARDOUS WASTE

The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

DESCRIPTION	TOTALS
LABOR AMOUNT	139.99
PARTS AMOUNT	77.40
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	10.50
TOTAL CHARGES	227.89
	0.00
SALES TAX	4.84
PLEASE PAY THIS AMOUNT	232.73

[redacted]

WARRANTY COPY

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

FORTE

[redacted]

MISCELLANEOUS INCIDENT EXCEPTION REPORT
CHICAGO POLICE DEPARTMENT

BEAT/UNIT ASSIGNED	BEAT/OCC.	DATE REPORTING OFFICER (S) ARRIVED	TIME
1933	1933	17 FEB 15	1040

NATURE OF INCIDENT: DAMAGE TO PROPERTY / FIRE

LOCATION OF INCIDENT: 938 W. NELSON

NAME OF COMPLAINANT: ORTEGA-ACEVEDO, MANUEL

ADDRESS (IF SAME AS LOCATION, WRITE "DNA"):

PHONE NO.:

NARRATIVE:

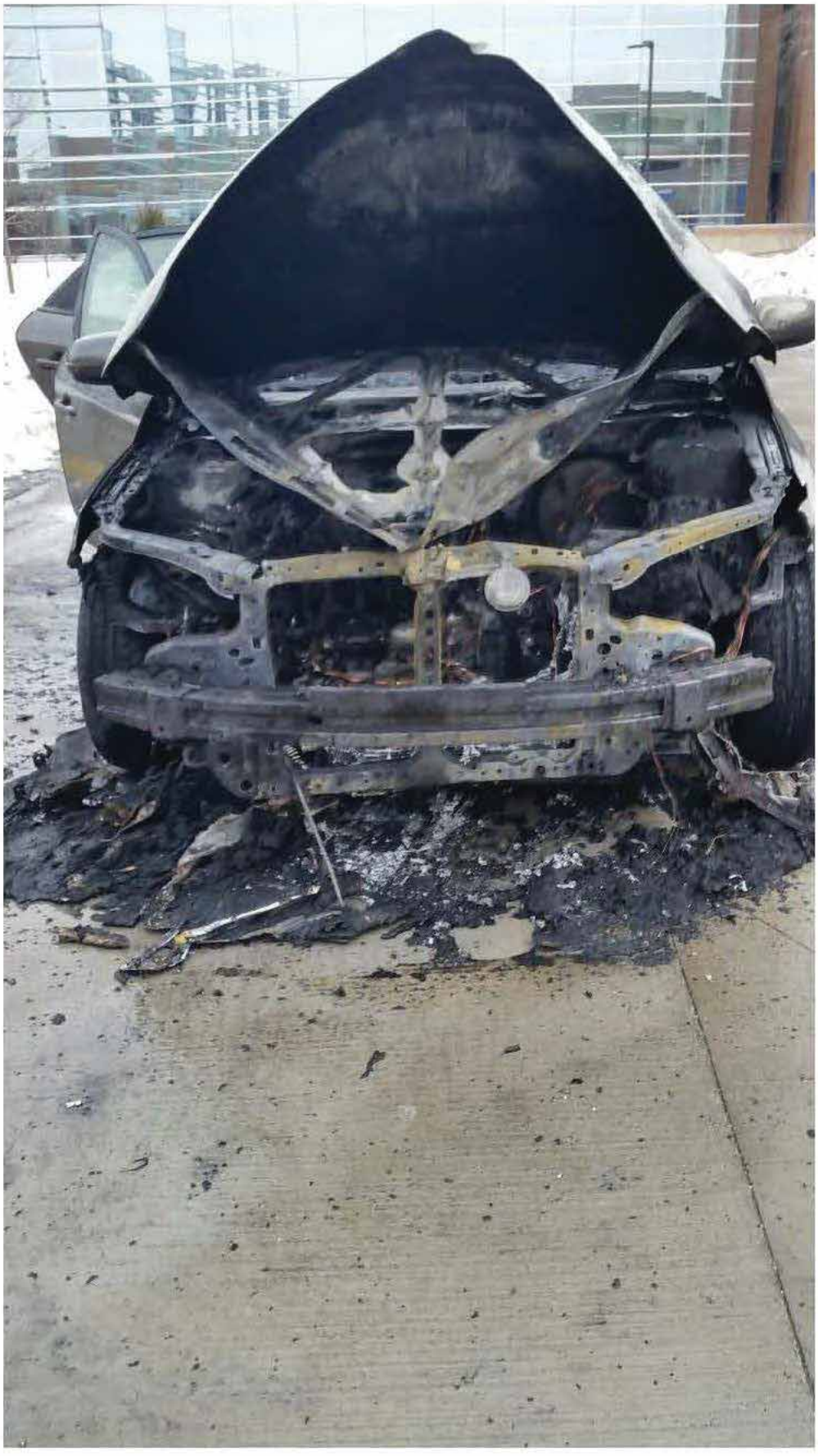
POLICE REPORT - HY- [redacted]

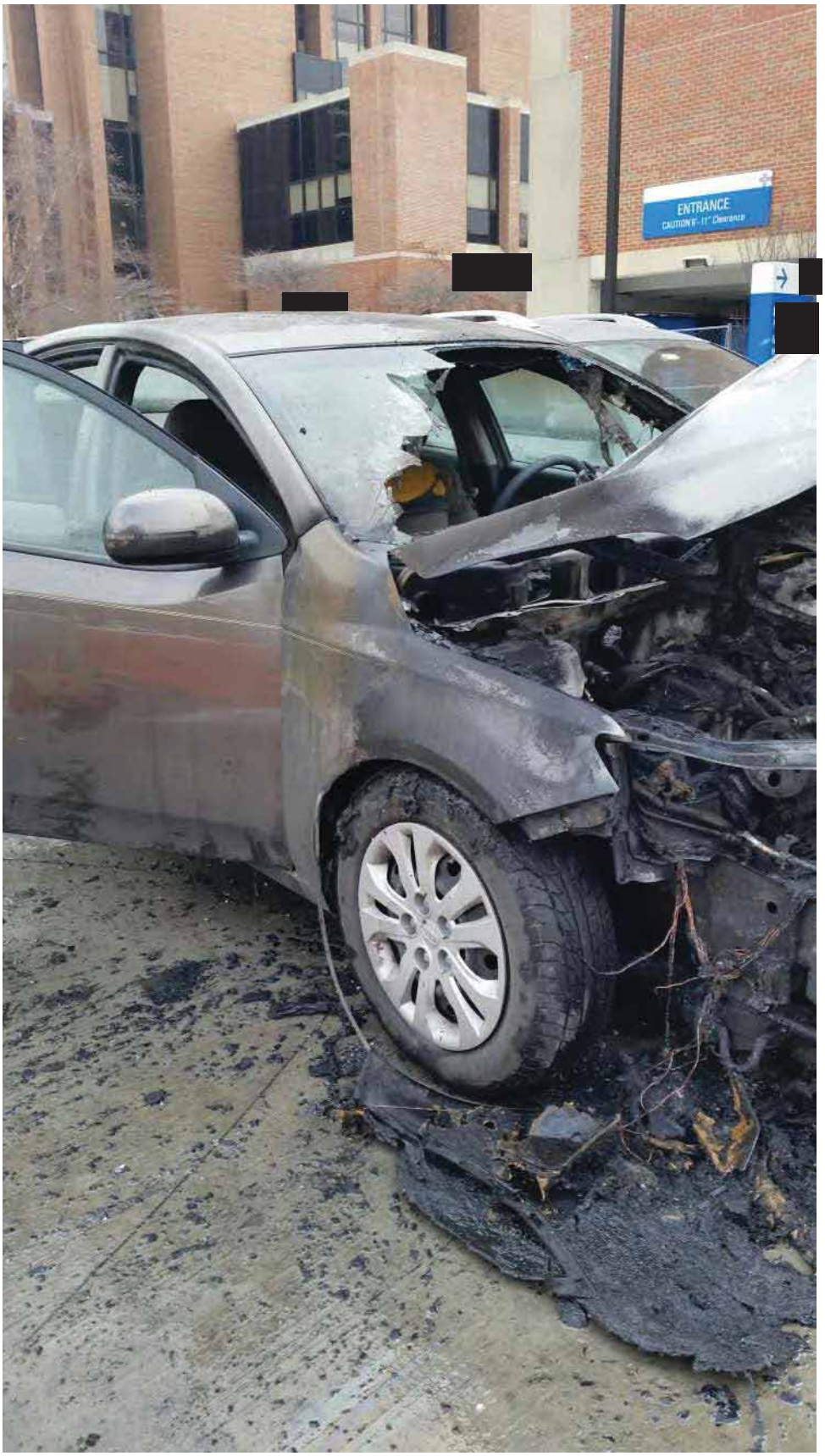
- CAR ON FIRE UNKNOWN CAUSES

ASSIGNMENT COMPLETED AT: HRS.

REPORTING OFFICER	STAR NO.	REPORTING OFFICER	STAR NO.	SUPERVISOR APPROVING	STAR NO.
VALENTIN	4746				

CPD-11.419 (7/72)




ENTRANCE
CAUTION 9'- 11" Clearance

CARFAX® Vehicle History Report™

An independent company established in 1986

US $39.99

Vehicle Information:
2011 KIA FORTE EX
VIN: KNAFU4A20B5[redacted]
SEDAN 4 DR
2.0L I4 FI DOHC 16V
FRONT WHEEL DRIVE
Standard Equipment | Safety Options

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

- No accident / damage reported to CARFAX
- **2** Previous owners
- **3** Service records available
- Personal vehicle
- **58,335** Last reported odometer reading
- Worth **$110** more than retail book value

This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 3/26/15 at 2:16:27 PM (EDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

CARFAX Price Calculator™

Adjust the value of this 2011 Kia Forte EX based on the information available in this report

1) Retail Book Value	2) CARFAX Price Adjustment™	3) Adjusted Retail Value
$ 0	+ $110	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	Owner 2
Year purchased	2011	2015
Type of owner	Personal	Personal
Estimated length of ownership	3 yrs. 2 mo.	2 months
Owned in the following states/provinces	See Details	Wisconsin
Estimated miles driven per year	17,861/yr	---
Last reported odometer reading	58,335	---

CARFAX Title History

CARFAX guarantees the information in this section

	Owner 1	Owner 2
Salvage | Junk | Rebuilt | Fire | Flood | Hail | Lemon	Guaranteed No Problem	Guaranteed No Problem
Not Actual Mileage | Exceeds Mechanical Limits	Guaranteed No Problem	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	Owner 2
Total Loss No total loss reported to CARFAX.	✓ No Issues Reported	✓ No Issues Reported
Structural Damage No structural damage reported to CARFAX.	✓ No Issues Reported	✓ No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	✓ No Issues Reported	✓ No Issues Reported
Odometer Check No indication of an odometer rollback.	✓ No Issues Indicated	✓ No Issues Indicated
Accident / Damage No accidents or damage reported to CARFAX.	✓ No Issues Reported	✓ No Issues Reported
Manufacturer Recall No open recalls reported to CARFAX.	✓ No Recalls Reported	✓ No Recalls Reported

CARFAX Detailed History

Glossary

Owner 1

Purchased:	2011
Type:	Personal
Where:	Illinois, Arkansas, Wisconsin
Est. miles/year:	17,851/yr
Est. length owned:	2/21/11 - 4/22/14 (3 yrs, 2 mo.)

Date:	Mileage:	Source:	Comments:
02/21/2011		Illinois Motor Vehicle Dept.	Vehicle purchase reported Titled or registered as personal vehicle
03/15/2011	16	Illinois Motor Vehicle Dept. Dundee, IL Title #[redacted]	Title issued or updated Registration issued or renewed First owner reported Loan or lien reported Vehicle color noted as Bronze
02/02/2012		Illinois Motor Vehicle Dept. Dundee, IL	Registration issued or renewed
02/27/2013		Illinois Motor Vehicle Dept. Lake in the Hills, IL	Registration issued or renewed Registration updated when owner moved the vehicle to a new location
02/04/2014		Illinois Motor Vehicle Dept. Lake in the Hills, IL	Registration issued or renewed
04/22/2014	56,568	Auto Auction	Sold at auction

Millions of used vehicles are bought and sold at auction every year.[redacted]

04/22/2014		ShottenKirk Superstore West Burlington, IA 319-753-2866 shottenkirksuperstore.com	Vehicle offered for sale
04/23/2014		Dealer Inventory	Vehicle offered for sale
04/29/2014	56,569	Shottenkirk Automotive Group shottenkirk.com	Engine checked
05/19/2014		Arkansas Motor Vehicle Dept. Little Rock, AR Title #[redacted]	Title issued or updated Vehicle repossessed
06/16/2014	56,591	Auto Auction Illinois	Sold at auction
10/06/2014	56,943	Auto Auction Illinois	Listed as a dealer vehicle Sold at auction
10/16/2014		Van Horn Milwaukee Milwaukee, WI 414-434-9123 vanhornmilwaukee.com/	Vehicle offered for sale
10/27/2014		Van Horn Milwaukee Milwaukee, WI 414-434-9123 vanhornmilwaukee.com/	Tire condition and pressure checked Brakes checked Four wheel alignment performed Air filter replaced Oil and filter changed Rear brake pads and rotors replaced Cabin air filter replaced/cleaned Engine checked
01/10/2015	58,334	Van Horn Milwaukee Milwaukee, WI 414-434-9123 vanhornmilwaukee.com/	Vehicle sold
01/19/2015	58,335	Van Horn Milwaukee Milwaukee, WI 414-434-9123 vanhornmilwaukee.com/	Vehicle serviced
01/22/2015		Wisconsin Motor Vehicle Dept. Milwaukee, WI	Registration issued or renewed Vehicle color noted as Brown

Owner 2

Purchased: 2015
Type: Personal
Where: Wisconsin
Est. length owned: 3/22/15-present (2 months)

Date:	Mileage:	Source:	Comments:
01/22/2015		Wisconsin Motor Vehicle Dept. Milwaukee, WI Title #[redacted]	Title issued or updated New owner reported Loan or lien reported Vehicle color noted as Brown

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

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.

New Owner Reported
When a vehicle is sold to a new owner, the Title must be transferred to the new owner(s) at a Department of Motor Vehicles.

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.

Repossession
When a repossession occurs a vehicle owner fails to make loan payments, and the financial institution holding the title takes possession of the vehicle.

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

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Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512, 8,600,823; 8,595,079; 8,606,648; 7,505,838.
3/26/15 2:16:27 PM (EDT)

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

FORTE

CARFAX® Vehicle History Report™

An independent company established in 1986

US $39.99

Vehicle Information:
2012 KIA FORTE EX
VIN: KNAFU4A22C5[redacted]
SEDAN 4 DR
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
- Personal vehicle
- Last owned in Utah
- **19** Last reported odometer reading
- Worth **$240** more than retail book value

This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 10/26/15 at 12:03:50 PM (EDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

CARFAX Price Calculator™

Adjust the value of this 2012 Kia Forte EX based on the information available in this report

1) Retail Book Value	2) CARFAX Price Adjustment™	3) Adjusted Retail Value
$ 0	+ $240	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	2012
Type of owner	Personal
Estimated length of ownership	3 yrs. 6 mo.
Owned in the following states/provinces	Utah
Estimated miles driven per year	---
Last reported odometer reading	19

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: 2012
Type: Personal
Where: Utah
Est. length owned: 4/9/12 - present (3 yrs, 6 mos)

Date:	Mileage:	Source:	Comments:
04/09/2012	19	Utah Motor Vehicle Dept.	Vehicle purchase reported Titled or registered as personal vehicle
04/20/2012		Utah Motor Vehicle Dept. Provo, UT Title #[redacted]	Title issued or updated First owner reported Loan or lien reported
06/26/2012		Utah Motor Vehicle Dept. Provo, UT Title #[redacted]	Title issued or updated Correction to record Loan or lien reported
04/10/2013		Utah Motor Vehicle Dept. Provo, UT Title #[redacted]	Registration issued or renewed Correction to record Loan or lien reported Passed safety inspection
04/29/2014		Utah Motor Vehicle Dept. Provo, UT Title #[redacted]	Registration issued or renewed Correction to record Passed safety inspection Vehicle color noted as White
04/24/2015		Utah Motor Vehicle Dept. Provo, UT	Registration issued or renewed Correction to record Passed safety inspection [redacted]

Title #[redacted] Vehicle color noted as White

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CARFAX Glossary

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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.
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[redacted]

COZEN O'CONNOR

October 16, 2015

BARRETT KIERNAN
BKIERNAN@COZEN.COM

VIA FACSIMILE ((949) 470-2809)

Attn: Claims/Risk Management
Kia Motors America, Inc.
111 Peters Canyon Road
Irvine, CA 92606

Re: Insured : [redacted]
Our Client : Farmers Insurance Company
Claim No. : [redacted]
Date of Loss : October 13, 2015
Loss Location : [redacted]
Provo, UT [redacted]
Our File No. : To Be Assigned

RECEIVED
OCT 19 2015
CONSUMER AFFAIRS

Dear Sir/Madam:

Please accept this notice of potential claim to Kia Motors from Farmers Insurance as subrogated to the recovery rights of its insured, [redacted], for damages arising out of the fire that occurred on [redacted] 2015, at the single family home addressed as [redacted] Road in Provo, Utah. Farmers Insurance insured Mr. [redacted] against damage caused by the fire and is subrogated to the recovery rights of Mr. [redacted] for such damage. This firm represents Farmers Insurance as subrogated to the recovery rights of Mr. [redacted] for the damages in issue.

Preliminary investigation revealed the fire originated in the engine compartment of a 2012 Kia. The vehicle has been driven approximately 30,000 miles. There has been no recent work done on the vehicle.

Please be advised that the fire scene and the vehicle are being held for additional examination to determine the cause of the fire, if possible. Kia Motors is invited to send representatives to the fire scene and vehicle examination to protect its interests. Please contact me at your earliest convenience to confirm your interest in attending the examination and to schedule a date for the examination.

Please be advised that the home cannot be preserved in its damaged state indefinitely. Therefore, the examination will proceed in the near future if we do not hear from you.

[redacted]

Please do not hesitate to contact me if you have comments or questions.

Sincerely,

COZEN O'CONNOR

[redacted]

By: BARRETT KIERNAN

BK/drm

LEGAL\24651476\1

[redacted]

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

FORTE

Loyalty Card [redacted]

#629135	U3S-32055	2.99 P
Little Trees		
Black Ice, 3 PK		
#540719	AQA003	13.99 P
AutoZone DEX-COOL		
Antifreeze & Coolant, 1 GAL		
#162412	85120	10.49 P
Permatex		
Liquid Electric Tape, 4 OZ		
#182569	7800103	4.09 P
Gorilla		
Super Glue 2 Pk, 0.22 OZ		
SUBTOTAL		31.56
TOTAL TAX @ 6.500%		2.05
TOTAL		33.61
XXXXXXXXXXXX2657 DEBIT		33.61
APPROVAL #		

REG #01 CSR #08 RECEIPT [redacted]
STR. TRANS #474788
STORE #2471
DATE 10/23/2015 14:50
OF ITEMS SOLD 4

[redacted]

****
AutoZone Rewards Has Changed!
As of October, you will have 12 months to make 5 qualifying purchases of $20 or more to get your $20 Reward.
REWARDS GOOD FOR 90 DAYS.
Visit AutoZone.com/azrewards for details.
****
Member: [redacted]
As of 12/21/2014 at 12:27:07 PM CST
Credits Towards Next Reward: 1

Take a survey for a chance to win $10000
at www.autozonecares.com
or by calling 1-800-598-8943.
No purchase necessary. Ends 11/30/15.
Subject to full official rules
at www.autozonecares.com

Ref No: [redacted]

[redacted] CAR CARE DR
ORLANDO FL 32830

DATE: 10/23/15 TIME: 16:04
MERCHANT ID: KL12227570002
CREDIT CARD
VISA SALE

CARD# ***** [redacted]
EXPIRATION DATE
SEQ: [redacted]
APPROVAL CODE:
ENTRY METHOD: SWIPED

PRODUCT	QTY	PRICE	AMOUNT
GEN AUTO MER			94.89

TOTAL AMOUNT: $94.89

APPROVED 057858

THANKS FOR YOUR BUSINESS

CUSTOMER COPY

[redacted]

Car Care Center

1000 W. Car Care Drive, Bay Lake, FL 32830
at the
WALT DISNEY WORLD® Resort
407-824-0976
MV-30126

INVOICE DATE	CUST. NO.	ORDER NO.	PAGE	INVOICE NO.
10/23/15	[redacted]	[redacted]	1	[redacted]

License: [redacted]
Mileage:116,442 2012 KIA FORTE 2.0L

SOLD TO [redacted]
DELAND, FL [redacted]

SHIP TO

PURCHASE ORDER	SALES PERSON	MAIN PHONE	OTHER PHONE	SHIP VIA	TECH NO.
	020	[redacted]		INSTALL	

Charge
VIN:KNAFU4A21C5[redacted]

ITEM NO.	DESCRIPTION	QTY. ORDERED	QTY. SHIPPED	FET	PRICE	NET EXTENSION
047102	LABOR - ELECTRICAL DIAGNOSTIC *CHECK WIRING HARNESS MELTED *TOWED IN BY CAR CARE	1	1		89.99	89.99
046154	TOWING/TOLLS FEE *ADVISED NEEDS FAN ASSEMBLY *AND CONNECTOR (PART OF HARNES) *DECLINED REPAIR *TECH // CARLOS	1	1		0.00	0.00
SCAST	CAST MEMBER DISCOUNT	1-	1-		8.99	8.99-
SHOP3	SHOP SUPPLIES	1	1		8.10	8.10

ALL WHEELS MUST BE RE-TORQUED
AFTER 100 MILES AND ALSO
ANYTIME THE WHEEL IS REMOVED.

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN

I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED $100.00.

__ I REQUEST A WRITTEN ESTIMATE.
__ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED $_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
__ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED_____ DATE_____

IC/VISA: 94.89

SubTot Parts:	0.89-
SubTot Labor:	89.99
Tax 6.500% :	5.79
Inv Total :	94.89

stimated price firm for 30 days. All parts new unless specified otherwise. Labor based on flat rates unless specified otherwise. See nited warranty folder for details of merchandise warranties. Due to space limitations we request that you pick up your vehicle at the romised completion time or within a reasonable time after notification that the repairs have been completed. Should you fail to pick up our vehicle within three (3) working days after notification of its completion, a storage rate of $15.00 per day will be charged. hereby authorize the above work to be done with the necessary materials. You and your employees may operate the above vehicle for e purpose of testing, inspection or delivery at my risk. If there is a dispute over the final bill, I may bond the amount with my local clerk the court, per FS 559.917. Failure to bond/pay my bill may lead to implementation of FS 713.585 Lien Law. The State of Florida requires $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured attery sold in the state [s.403.7185].

( ) do ( ) do not request the return of replace[redacted]

USTOMER SIGNATURE [redacted] REFUNDS

GEICO

GEICO
FOR SUPPLEMENT REQUESTS:
R6ADSUPPORLANDO@GEICO.COM
MIKE SMULL 386-882-3553
3936 S. SEMORAN BLVD. BOX 348
ORLANDO, FL 32822
Phone: (386) 882-3553
Fax: (855) 248-9198

Claim #: [redacted]
Workfile ID:

Estimate of Record

Written By: MICHAEL SMULL, 11/6/2014 11:32:36 AM
Adjuster: SMULL, MICHAEL, (386) 882-3553 Business

Insured:	[redacted]	Policy #:	[redacted]	Claim #:	[redacted]
Type of Loss:	Collision	Date of Loss:	[redacted]2014 06:50 AM	Days to Repair:	10
Point of Impact:	12 Front	Deductible:	1500.00		

Owner:
[redacted]
Deland, Fl
[redacted] Evening

Inspection Location:
virgils auto
1067 Shadick Dr Unit C
Orange City, FL 32763
Other
(386) 848-8050 Day

Appraiser Information:
msmull@geico.com
(386) 882-3553

Repair Facility:
OWNER'S CHOICE

VEHICLE

Year:	2012	Color:	silver Int:	License:	[redacted]	Production Date:	
Make:	KIA	Body Style:	4D SED	State:	FL	Odometer:	88021
Model:	FORTE EX	Engine:	4-2.0L-FI	VIN:	KNAFU4A21C5[redacted]	Condition:	

TRANSMISSION
Automatic Transmission
Overdrive
POWER
Power Steering
Power Brakes
Power Windows
Power Locks
Power Mirrors
Heated Mirrors
DECOR
Dual Mirrors
Tinted Glass
Console/Storage
CONVENIENCE
Air Conditioning
Intermittent Wipers
Tilt Wheel
Cruise Control
Rear Defogger
Keyless Entry
Steering Wheel Touch Controls
Telescopic Wheel
Home Link
RADIO
AM Radio
FM Radio
Stereo
Search/Seek
CD Player
Auxiliary Audio Connection
Satellite Radio
SAFETY
Drivers Side Air Bag
Passenger Air Bag
Anti-Lock Brakes (4)
4 Wheel Disc Brakes
Front Side Impact Air Bags
Head/Curtain Air Bags
Hands Free Device
SEATS
Cloth Seats
Bucket Seats
WHEELS
Wheel Covers
PAINT
Clear Coat Paint
OTHER
Traction Control
Stability Control
Signal Integrated Mirrors
Power Trunk/Gate Release

Estimate of Record

2012 KIA FORTE EX 4D SED 4-2.0L-FI silver

Line		Oper	Description	Qty	Extended Price $		Labor		Paint
1	#	Repl	Antifreeze - Coolant	1	10.00	T			
2	**FRONT BUMPER**								
3	**	Repl	A/M CAPA Bumper cover	1	178.00		1.8		2.8
4			Add for Clear Coat						1.1
5		Repl	Absorber	1	80.00		Incl.		
6		Repl	Lower grille	1	27.23		Incl.		
7		Repl	License bracket	1	14.30		0.2		
8		Repl	RT Side retainer	1	9.18		0.1		
9		Repl	LT Side retainer	1	9.93		Incl.		
10	**GRILLE**								
11		Repl	Grille assy	1	141.67		Incl.		
12	**FRONT LAMPS**								
13	*	Repl	LKQ RT Headlamp assy +20%	1	194.52		Incl.		
14			Aim headlamps				0.5		
15	*	Repl	LKQ LT Headlamp assy +20%	1	194.52		Incl.		
16	**RADIATOR SUPPORT**								
17		Repl	Radiator support	1	272.82		4.2		
18			Evacuate & recharge			m	1.4	M	
19			Refrigerant recovery			m	0.4	M	
20	**	Repl	A/M Front shield	1	15.00		Incl.		
21		Repl	Side shield	1	11.13		0.2		
22	**COOLING**								
23	**	Repl	A/M Radiator assy auto trans	1	256.00	m	2.1		
24	**	Repl	A/M Fan assy all	1	195.00	m	Incl.		
25	**AIR CONDITIONER & HEATER**								
26	**	Repl	A/M Condenser	1	164.00	m	0.5		
27	**HOOD**								
28	**	Repl	A/M CAPA Hood	1	321.00		1.1		2.8
29			Add for Clear Coat						1.1
30			Add for Underside(Complete)						1.4
31		Repl	RT Hinge	1	24.26		0.3		0.3
32			Add for Clear Coat						0.1
33		Repl	LT Hinge	1	21.93		0.3		0.3
34			Add for Clear Coat						0.1
35		Repl	Latch	1	36.07		Incl.		
36	**FENDER**								
37	**	Repl	A/M CAPA LT Fender	1	158.00		1.6		2.2
38			Overlap Major Adj. Panel						-0.4
39			Add for Clear Coat						0.4
40			Add for Edging						0.5
41			Deduct for Overlap				-0.3		

[redacted]

Estimate of Record

2012 KIA FORTE EX 4D SED 4-2.0L-FI silver

42	*	Rpr	RT Fender				2.0	1.5
43			Overlap Major Adj. Panel					-0.4
44			Add for Clear Coat					0.2
45	*	Rpr	RT Apron assy			s	1.5	0.5
46	*	Rpr	LT Apron assy			s	1.0	0.5
47			Overlap Major Non-Adj. Panel					-0.2
48	**FRONT DOOR**							
49		Blnd	LT Door shell					1.0
50		R&I	LT Belt molding				0.2	
51		R&I	LT Mirror assy w/power				0.3	
52		R&I	LT Handle, outside w/o chrome w/o smart key				0.5	
53		R&I	LT R&I trim panel				0.5	
54	**ENGINE / TRANSAXLE**							
55		Repl	Air duct	1	43.30		Incl.	
56	#	Rpr	floor pull				2.0	
57	#	Repl	Freon	1	15.00	T		
58	#	Repl	stripe tape	1	20.00			
59	**OTHER CHARGES**							
60	#		E.P.C.	1	2.50			
			SUBTOTALS		**2,415.36**		**22.4**	**15.8**

NOTES

Line 42: partial rfn/full clear

Prior Damage Notes:
none

Estimate of Record

2012 KIA FORTE EX 4D SED 4-2.0L-FI silver

ESTIMATE TOTALS

Category		Basis		Rate	Cost $
Parts					2,387.86
Body Labor		20.6 hrs	@	$ 40.00 /hr	824.00
Paint Labor		15.8 hrs	@	$ 40.00 /hr	632.00
Mechanical Labor		1.8 hrs	@	$ 65.00 /hr	117.00
Paint Supplies		15.8 hrs	@	$ 22.00 /hr	347.60
Miscellaneous					25.00
Other Charges					2.50
Subtotal					4,335.96
Sales Tax	Tier 1	$ 4,333.46	@	6.5000 %	281.67
Total Cost of Repairs					**4,617.63**
Deductible					1,500.00
Total Adjustments					**1,500.00**
Net Cost of Repairs					**3,117.63**

This is not an authorization to repair.

All GEICO customers have the right to have their vehicle repaired in the shop of their choice.

No Supplement will be honored unless authorized by GEICO.

NOTICE: Vehicles constructed of special metals may require the use of specialized welding and bonding equipment. Proper measuring and structural repair systems are required on today's vehicle to accurately accomplish vehicle repairs. Make sure your shop has the proper equipment to repair your vehicle.

ALTERNATE PARTS DISCLAIMER:
IF A QUALITY REPLACEMENT PART (A/M, LKQ, RECOND OR OPT OEM) APPEARS ON THIS ESTIMATE, IT INDICATES THAT THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF ONE OR MORE CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. GUARANTEES, IF ANY, APPLICABLE TO THESE REPLACEMENT CRASH PARTS ARE PROVIDED BY THE PART MANUFACTURER OR DISTRIBUTOR RATHER THAN BY THE MANUFACTURER OF YOUR VEHICLE.

***IN ADDITION TO ANY SUCH GUARANTEES, GEICO PROVIDES THE FOLLOWING:
****OWNER LIMITED GUARANTEE**** WE GUARANTEE THAT ALL QUALITY REPLACEMENT BODY PARTS (PARTS NOT MANUFACTURED BY THE MANUFACTURER) IDENTIFIED ON YOUR ESTIMATE, ARE FREE OF DEFECTS IN MATERIAL AND WORKMANSHIP AND MEET GENERALLY ACCEPTED INDUSTRY STANDARDS. THIS PARTS AND LABOR GUARANTEE WILL BE IN EFFECT FOR AS LONG AS YOU OWN THE VEHICLE DESCRIBED IN THE ESTIMATE. THIS GUARANTEE COVERS THE COST OF THE PART, LABOR TO INSTALL, AND INCIDENTALS SUCH AS PAINT AND MATERIALS AND IS SPECIFICALLY LIMITED TO THOSE ITEMS. THIS GUARANTEE DOES NOT COVER LOSS OR DAMAGE THAT IS UNRELATED TO DEFECTS IN THE QUALITY REPLACEMENT PARTS. THIS IS NOT TRANSFERABLE. IF ANY QUALITY REPLACEMENT PARTS ARE DEFECTIVE IN EITHER MATERIAL OR WORKMANSHIP, CONTACT YOUR LOCAL GEICO REPRESENTATIVE.

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO INJURE, DEFRAUD, OR DECEIVE ANY INSURER FILES A STATEMENT OF CLAIM OR AN APPLICATION CONTAINING ANY FALSE, INCOMPLETE, OR MISLEADING INFORMATION IS GUILTY OF A FELONY OF THE THIRD DEGREE(FLORIDA STATUTES TITLE XLVI, CHAPTER 817.234). FAILURE TO USE THE INSURANCE PROCEEDS IN ACCORDANCE WITH THE SECURITY AGREEMENT,IF ANY, COULD BE A VIOLATION OF S. 812.014, FLORIDA STATUTES. IF YOU HAVE ANY QUESTIONS, CONTACT YOUR LENDING INSTITUTION. IF A CHARGE FOR SHOP SUPPLIES OR HAZARDOUS OR OTHER WASTE REMOVAL IS INCLUDED ON THIS ESTIMATE, PLEASE NOTE THE FOLLOWING: "THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL." IF A CHARGE FOR NEW TIRES OR A NEW OR REMANUFACTURED LEAD-ACID BATTERY IS INCLUDED ON THIS ESTIMATE, PLEASE NOTE THE FOLLOWING: A $1.00 FEE FOR EACH NEW MOTOR VEHICLE TIRE SOLD AT RETAIL IS IMPOSED ON ANY PERSON ENGAGING IN THE BUSINESS OF MAKING RETAIL SALES OF NEW MOTOR VEHICLE TIRES WITHIN THE STATE OF FLORIDA. FLORIDA STATUTES TITLE XXIX CHAPTER 403.718. A $1.50 FEE FOR EACH NEW OR REMANUFACTURED LEAD-ACID BATTERY SOLD AT RETAIL IS IMPOSED ON ANY PERSON ENGAGING IN THE BUSINESS OF MAKING RETAIL SALES OF NEW OR REMANUFACTURED LEAD-ACID BATTERIES WITHIN THE STATE OF FLORIDA. FLORIDA STATUTES TITLE XXIX 403.7185.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. THE AFTERMARKET CRASH PARTS USED IN THE PREPARATION OF THIS ESTIMATE ARE WARRANTED BY THE MANUFACTURER OR DISTRIBUTOR OF SUCH PARTS RATHER THAN THE MANUFACTURER OF YOUR VEHICLE.

Estimate of Record

2012 KIA FORTE EX 4D SED 4-2.0L-FI silver

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide ARY2470, CCC Data Date 10/17/2014, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as Non OEM or A/M. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 2015 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The CCC ONE estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

The following is a list of additional abbreviations or symbols that may be used to describe work to be done or parts to be repaired or replaced:

SYMBOLS FOLLOWING PART PRICE:
m=MOTOR Mechanical component. s=MOTOR Structural component. T=Miscellaneous Taxed charge category. X=Miscellaneous Non-Taxed charge category.

SYMBOLS FOLLOWING LABOR:
D=Diagnostic labor category. E=Electrical labor category. F=Frame labor category. G=Glass labor category. M=Mechanical labor category. S=Structural labor category. (numbers) 1 through 4=User Defined Labor Categories.

OTHER SYMBOLS AND ABBREVIATIONS:
Adj.=Adjacent. Algn.=Align. ALU=Aluminum. A/M=Aftermarket part. Blnd=Blend. BOR=Boron steel. CAPA=Certified Automotive Parts Association. D&R=Disconnect and Reconnect. HSS=High Strength Steel. HYD=Hydroformed Steel. Incl.=Included. LKQ=Like Kind and Quality. LT=Left. MAG=Magnesium. Non-Adj.=Non Adjacent. NSF=NSF International Certified Part. O/H=Overhaul. Qty=Quantity. Refn=Refinish. Repl=Replace. R&I=Remove and Install. R&R=Remove and Replace. Rpr=Repair. RT=Right. SAS=Sandwiched Steel. Sect=Section. Subl=Sublet. UHS=Ultra High Strength Steel. N=Note(s) associated with the estimate line.

CCC ONE Estimating - A product of CCC Information Services Inc.

The following is a list of abbreviations that may be used in CCC ONE Estimating that are not part of the MOTOR CRASH ESTIMATING GUIDE:
BAR=Bureau of Automotive Repair. EPA=Environmental Protection Agency. NHTSA= National Highway Transportation and Safety Administration. PDR=Paintless Dent Repair. VIN=Vehicle Identification Number.

[redacted]

Estimate of Record

2012 KIA FORTE EX 4D SED 4-2.0L-FI silver

ALTERNATE PARTS SUPPLIERS

Line	Supplier	Description	Price
3	KEYSTONE - ORLANDO, FL 1010 GRAND ST. ORLANDO FL 32805 (407) 425-7531	#KI1000145PP A/M CAPA Bumper cover Quote: 18101712 Expires: 12/20/14	$ 178.00
13	LKQ - Potomac German South, In Lkq 1301 South Orange Blossom Trai Orlando FL 32805 (800) 432-4504	#J20753 LKQ RT Headlamp assy +20% RH,SDN, R. S#J20753 - SW, R.	$ 162.10
15	LKQ - Potomac German South, In Lkq 1301 South Orange Blossom Trai Orlando FL 32805 (800) 432-4504	#W03283 LKQ LT Headlamp assy +20% LH,SDN, L. S#W03283 - SW, L.	$ 162.10
20	KEYSTONE - ORLANDO, FL 1010 GRAND ST. ORLANDO FL 32805 (407) 425-7531	#KI1228126 A/M Front shield Quote: 18101712 Expires: 12/20/14	$ 15.00
23	KEYSTONE - ORLANDO, FL 1010 GRAND ST. ORLANDO FL 32805 (407) 425-7531	#RAD13133 A/M Radiator assy auto trans Quote: 18101712 Expires: 12/20/14	$ 256.00
24	KEYSTONE - ORLANDO, FL 1010 GRAND ST. ORLANDO FL 32805 (407) 425-7531	#KI3115131 A/M Fan assy all Quote: 18101712 Expires: 12/20/14	$ 195.00
26	1-800-RADIATOR DAYTONA BEACH WAREHOUSE 114 TAYLOR AVENUE DAYTONA BEACH FL 32114 (386) 252-1165	#303595AP A/M Condenser Quote: 374073 Expires: 11/19/14	$ 164.00
28	KEYSTONE - ORLANDO, FL 1010 GRAND ST. ORLANDO FL 32805 (407) 425-7531	#KI1230125C A/M CAPA Hood Quote: 18101712 Expires: 12/20/14	$ 321.00
37	KEYSTONE - ORLANDO, FL	#KI1240131C	$ 158.00

Estimate of Record

2012 KIA FORTE EX 4D SED 4-2.0L-FI silver

1010 GRAND ST.
ORLANDO FL 32805
(407) 425-7531

A/M CAPA LT Fender
Quote: 18101712
Expires: 12/20/14

Estimate of Record

2012 KIA FORTE EX 4D SED 4-2.0L-FI silver

ALTERNATE PARTS USAGE

Year:	2012	Color:	silver Int:	License:	[redacted]	Production Date:	
Make:	KIA	Body Style:	4D SED	State:	FL	Odometer:	88021
Model:	FORTE EX	Engine:	4-2.0L-FI	VIN:	KNAFU4A21C5[redacted]	Condition:	

Alternate Part Type	# Of Available Parts	# Of Parts Selected
Aftermarket	38	7
Optional OEM	1	0
Reconditioned	3	0
Recycled	35	2

INVOICE

Invoice No. [redacted]

All Pro Auto Parts, Inc.
P.O. Box 1942
3605 Old Dixie hwy
Auburndale, FL 33823
TOLL FREE: 800-551-8557
WATTS: 863-510-0111

Team PRP
PREMIUM RECYCLED PARTS

ALL Pro auto parts 800.551.8557

Order #	[redacted]		
Claim Number		**Date**	22 Oct 2015
Customer PO#		**Time**	14:17:10 EDT
Customer RO#		**Salesperson**	doug
Contact	BRANDON 321-200-	**Sales Type**	Cash On Delivery

Invoice To

DOUG - 863-510-0111 EXT.242
CALL DOUG @ EXT.242
AUBURNDALE, FL 33823

Ship To

DOUG - 863-510-0111 EXT.242
CALL DOUG @ EXT.242
AUBURNDALE, FL 33823
863-665-2727

Delivery Customer Pickup

[redacted]

Acct. Code

Stock #	Part Description	Price
A51354	(ALL) 2012 FORTE Engine Cooling Motor Fan Assembly: (includes coolant reservoir) 50553 VIN: KNAFU4A27D56[redacted] Part Comments: CANT EAT IT, MIGHT AS WELL SELL IT Location: H-ROW Environmental Handling Fee	115.00

Sub Total:	115.00
Tax1:	8.05
Tax2:	0.00
Total:	123.05

Invoice Terms

1. CORES ON MECHANICAL MUST BE PAID FOR IF NOT RETURNED AT TIME OF DELIVERY.
2. A second check for the core can be written and held for 30 days if the core is not ready for pick up at time of delivery.
3. Cash on Delivery means: YOU must pay for the item at time of delivery, Neither the Salesman or Driver can authorize non-payment.

ALL ADJUSTMENTS MUST BE MADE AT TIME OF DELIVERY********REFER TO THE BACK OF THIS INVOICE FOR OUR STANDARD GUARANTEE

*********Please fax 2015 Sales Tax Certificate to 863-669-9670 **********

****

Wholesale Parts Dept. Salesman Extensions:
Todd-233**Randy-231*****Doug-242*****Coleman-235*****John-243*****Tony-234*****Phil-248*****Jeremy-232***** Hector-221***

****

[redacted]

[redacted]

REPAIRS ON KIA

Removal and installation of fan assembly and repaired wiring harness

Total Cost $150.00

Work performed by: [redacted]

Sam Huffstutler

State of Florida
County of Seminole

Appeared before me this 30th day of October, 2015, was Samuel Huffstutler who is personally known to me and who did not take an oath.

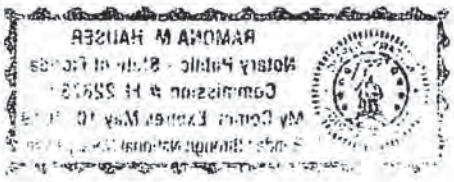
[redacted]

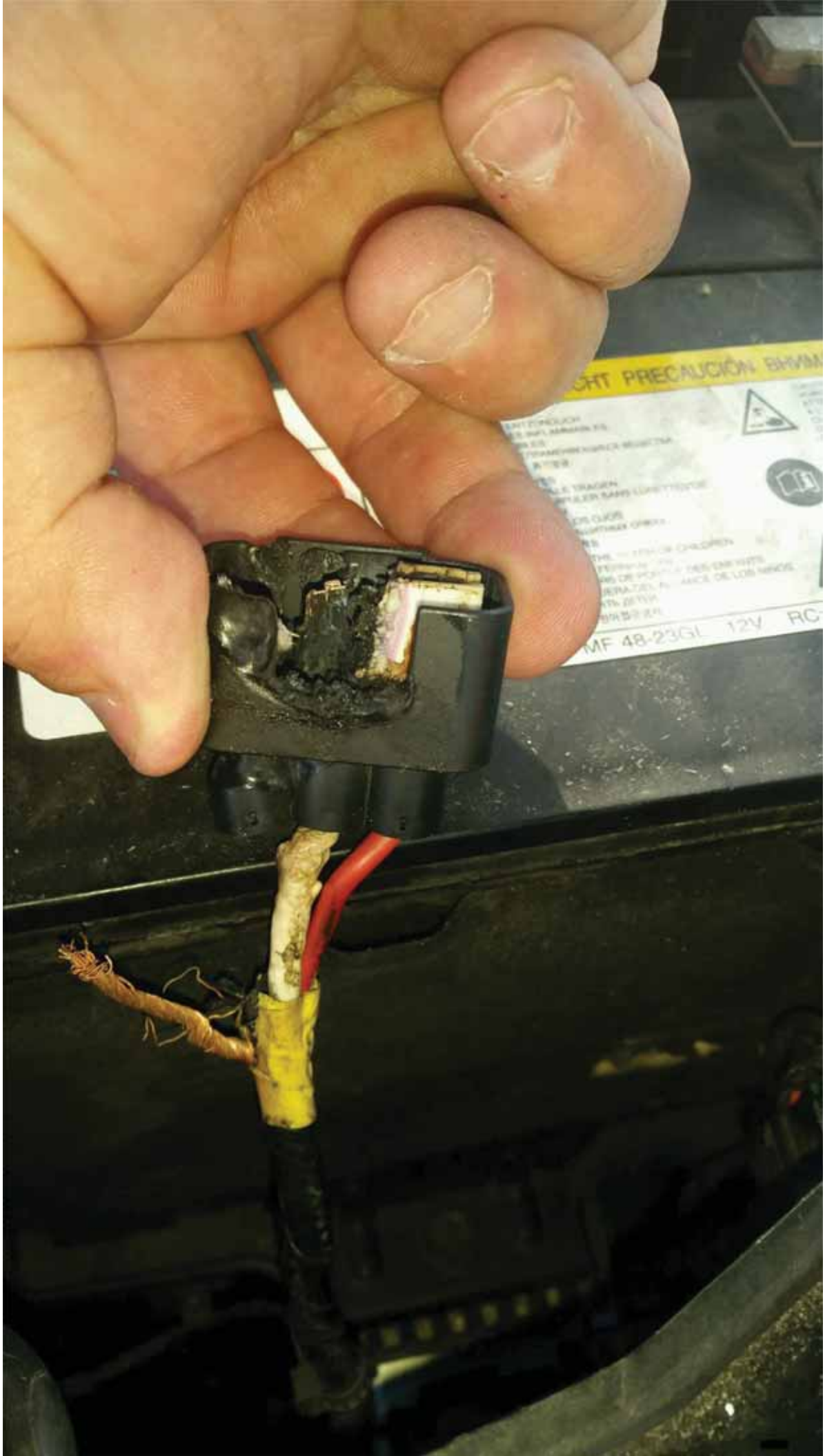
Ramona M . Hauser
Notary Public , State of Florida

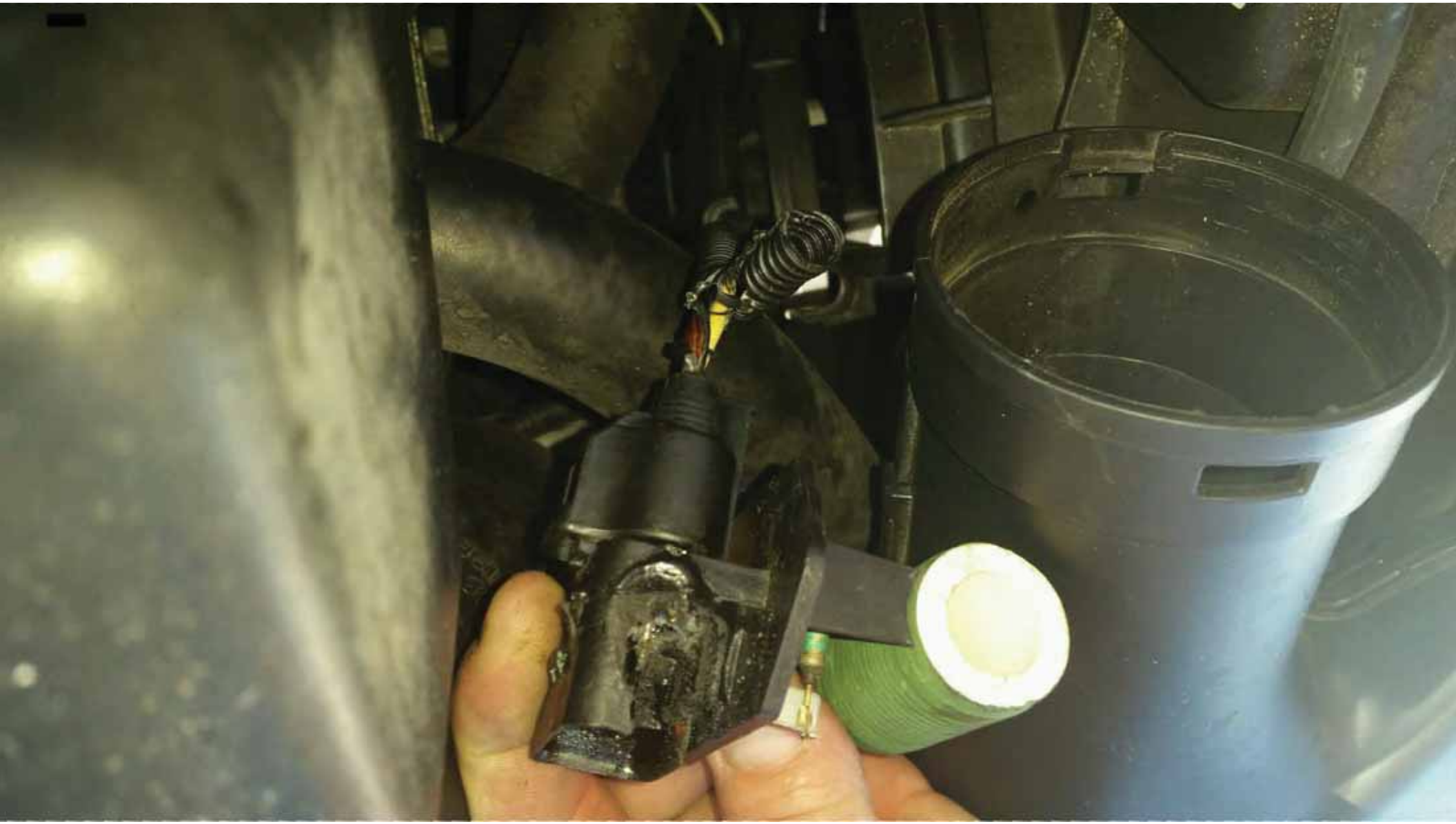
My commission expires: May 10, 2019

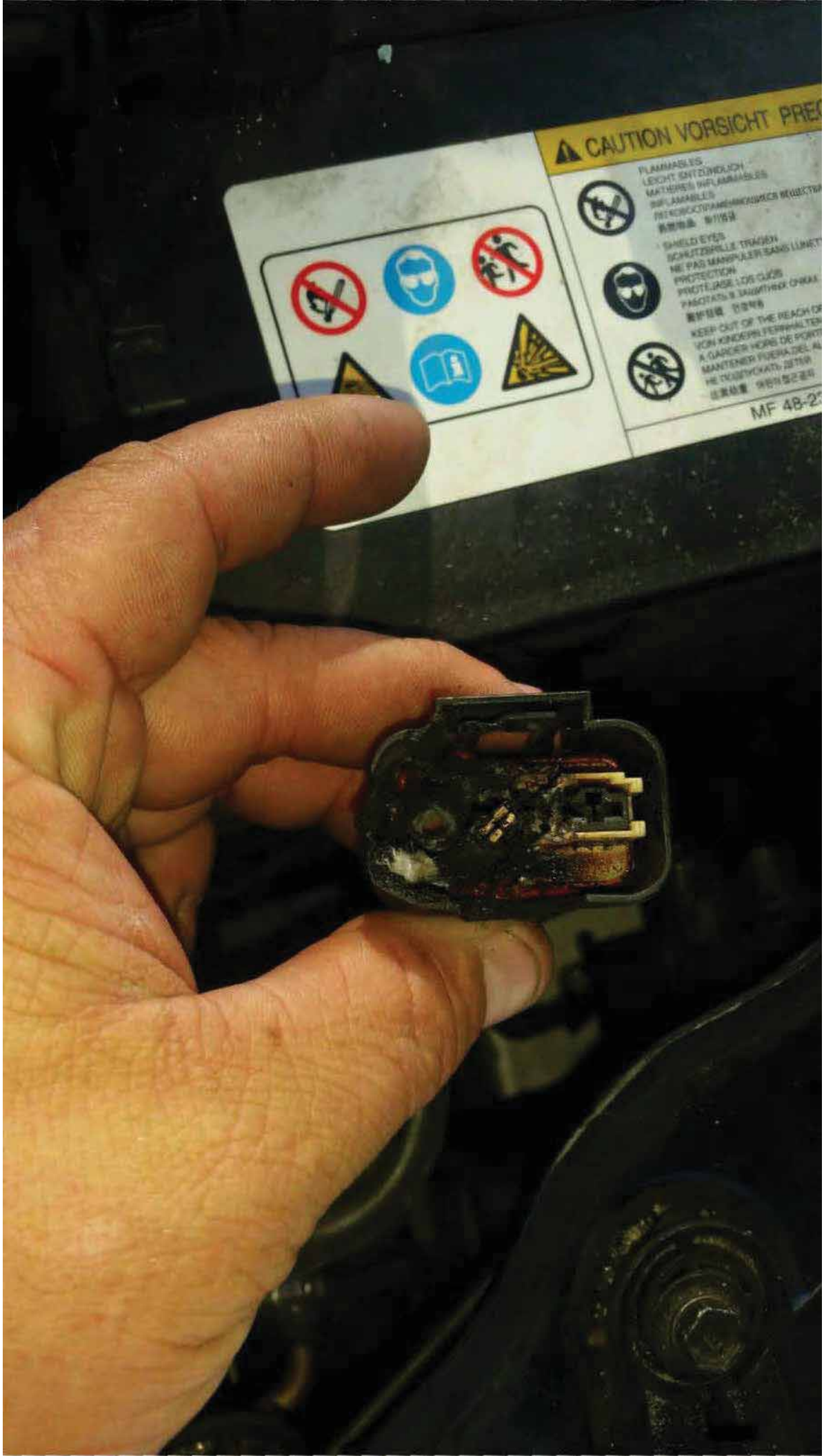
RAMONA M. HAUSER
Notary Public - State of Florida
Commission # FF 228732
My Comm. Expires May 10, 2019
Bonded through National Notary Assn.

[redacted]


RAMONA M HAUSER
Notary Public - State of Florida
Commission # HH 22575
My Comm. Expires May 10


PRECAUCIÓN
MF 48-23GL
12V




CAUTION VORSICHT
MF 48-2

COOLANT
KI3115131
1408APP
010299
KA67013A
PLINK: KI3115131
13719

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

FORTE

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

May 27, 2016

[redacted]
Upper Marlboro, MD [redacted]

Re: 2010 Kia Forte
Case #: [redacted]

Dear Ms. [redacted]

Thank you for calling Kia Motors America, Inc. and requesting assistance. We appreciate hearing from our customers who inform us of issues that need to be addressed. However, a Kia representative has not been able to get a hold of you through the phone number provided.

In order to best assist you with your concerns, we need to be in contact with you. Please contact us at 1-800-333-4542, reference your case number, and a representative will be able to assist you. Thank you again for taking the time to contact us. We look forward to hearing from you.

Sincerely,

[redacted]

Gustavo Villela
Kia Motors America, Inc.
National Consumer Affairs

[redacted]