

PE19-004

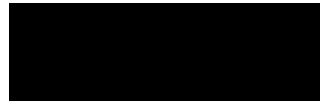
KIA

6/28/2019

DEFECT B

CA FILES

FORTE



PART 1 OF 9

Inventory - luggage

<u>Item</u>	<u>Pieces</u>	<u>Value per piece</u>	<u>Value</u>
		<u>USD/piece</u>	<u>USD</u>
Laptop Fujitsu - Lifebook S762 incl. Additional equipment	1	2500	2500
Ipad inkl. bag and cover	1	1000	1000
Tennis rackets Head	3	250	750
Iphone 4s	1	600	600
Tennisdresses - Nike Roger Federer	4	150	600
Dress shirts Tommy Hilfiger, Ralph Lauren	6	80	480
Shoes	3	120	360
Other small items	1	330	330
Tennis bag Head	1	300	300
Gifts from Germany	3	100	300
Shirts Tommy Hilfiger	6	45	270
Sweater Abercrombie & Fitch	3	90	270
Laptop bag - samsonite	1	250	250
Documents - Passport renewal etc	1	250	250
Summerjacket Abercrombie and Fitch	1	250	250
Jeans Abercrombie and Fitch	2	100	200
Dress pants Calvin Klein	2	100	200
Running shirt / pants	2	100	200
Tennis shoes Nike	1	180	180
Underwear Abercrombie & Fitch	12	15	180
Management books	2	90	180
Polo Abercrombie & Fitch	2	60	120
Headphones - auditechnica	1	120	120
Shaving etc.	1	100	100
Iphone battery	1	100	100
Belt	2	50	100
Eau de toilet Abercrombie & Fitch	1	90	90
Scarve	2	40	80
Key for own car	1	60	60
Key for apartment	1	60	60
Key for apartment in Germany	1	60	60
Sponge bag Fossil	1	50	50
iphone charger	1	40	40
ipad charger	1	40	40
Business Cards	1	40	40
Total			10710

Angebot - Fujitsu Stylistic Q702

System: Fujitsu STYLISTIC Q702

Herstellernummer	Name	Menge	Preis
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S26391-K362-V100	STYLISTIC Q702	1	1.573,00 €
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Grundeinheit mit 29,5cm (11,6") TFT wide-view-high-bright
WSXGA/HD LED Display mit kratzfesten Glas und Magnesiumdeckel,
Dual digitizer für Stifteingabe plus kapazitiven multi-touch screen
(mattiert), Intel QM77 Chipsatz mit Intel AMT 8.0 Funktionalität (vPro
benötigt Core i5 processor plus Intel W-LAN plus TPM module), 4 GB
Dual Channel DDR3 1600MHz PC12800 Arbeitsspeicher fest integriert
(aufgelötet), Mobile Intel HD4000 integrierte Graphik, SATA III
Schnittstelle für interne HDD, 10/100/1000 MBit Intel LAN, Intel HD
Audio, 2 digitale Mikrofone und 2 Lautsprecher integriert,
Umgebungslicht-Sensor, G-Sensor, Lage-Sensor, Kompass,
Fingerprint Sensor (inkl. SmartAccess Fingerprint & Security
Software), LED-Statusanzeigen, LED Rotationsanzeigen und
Funktionstasten. Schnittstellen: SD Card Leser, HDMI, 1x bootbares
USB 3.0, 1x bootbares USB2.0, optional SIM-Karten-Leser für
UMTS/LTE, Audio in (Line-In, Mikrofon), Audio out (Line-Out,
Kopfhörer), Keyboard Docking Anschluss. Tablet-Stift, Stiftschnur und
Putztuch.

Standard warranty:
2 Jahre, Bring-In Service, 5 Tage / 9 Stunden (9x5, lokale
Geschäftszeit), global / Fujitsu oder auth. Servicepartner

S26391-F1200-E100	Win7 Ready Kit	1
S26391-F1201-E343	Intel Core i5-3437U up to 2.9 GHz 3MB	1
S26391-F1203-E822	SSD mSATA 256 GB	1
S26391-F1205-E210	Intel Centrino 6205 802.11a/b/g/n (VW)	1
S26391-F1205-E310	Bluetooth Module V4.0	1
S26391-F1205-E538	LTE Sierra Wireless MC7710 WIN7/WIN8	1
S26391-F1200-E510	HD front Camera	1
S26391-F1200-E610	5 MP rear Camera	1
S26391-F1209-E110	TPM Module	1
S26391-F1208-E100	Country Kit DE	1
S26391-F1206-E500	3pin AC Adapter 19V/65W slim and light	2
S26391-F878-E310	3-pin Power cable EU	2
S26391-F1207-E221	Portreplikator mit Tastatur DE	1
S26361-F2010-E253	License EU/MM - Windows 7 Professional	1
S26361-F2237-E451	Win7 Pro64 MAIN+Office2013	1
S26381-K560-L420	Keyboard KB900 USB D	1
S26381-D463-L100	Mouse MC200	1
FSP:GM3S20200DENB3	TP 3J VO Svc,NBD Az,9x5	1

Einzelpreis:	1.573,00 €
Menge:	1
Gesamtpreis:	1.573,00 €

Arroyo, Monica A

From: Tennis Warehouse [REDACTED]
Sent: Wednesday, August 21, 2013 12:18 AM
To: [REDACTED]
Subject: Tennis Warehouse Shipment

Hello from Tennis Warehouse!

This is email to let you know that the items on the invoice below were shipped today. Any package tracking information is listed although results may not be available until your order leaves our warehouse. Tracking for orders shipped on Saturday or Sunday may not be available until Monday evening.

Thank you for choosing Tennis Warehouse.

[REDACTED]

Ship Via: UPS 2nd Day Air

[REDACTED]

*** Order [REDACTED] - Invoice [REDACTED] Date: Tue, Aug 20, 2013 **
-- Billing_Address -- -- Shipping_Address --

[REDACTED]

Westborough, MA, [REDACTED]

Product Name	Sold	Price	Total
Nike Vapor 9 Clay Men's Wh/Navy/Grey 10.5	1	130.00	130.00
Nike Men's Fall Premier RF Polo Lt. Blue MD	1	90.00	90.00
Nike Men's Fall All Court Short White MD	1	55.00	55.00
Head YOUTEK IG Ltd. Ed. Prestige Mid+ (3/8)	2	189.95	379.90

TENSION:57Head Sonic Pro Edge 16 String

Head Sonic Pro Edge 16 String 2 13.00 26.00

ok'd cbs 08/18/13 08:35 re: cust confirmed order no match/int/GC card

e'd ofu dek 08/18/13

[REDACTED]

e'd int 08/19/13 ac

await auth form Aug 19, 2013 ehm need int BA, see other order

e'd cust 08/19/13 17:47 ehm re: need copies/billing

SEE ALSO O [REDACTED]

Ready Run AF rec'd 08/20/13 08:10 mgp

Sub Total = 680.90

TaxRate : Out of State (0.00%) = 0.00

ShipVia : UPS 2nd Day Air = 0.00

Terms : Visa/Master Card = 680.90



00



Sale

Invoice :



Boston A Tech Interaction

East Boston MA United States

Tendered On 07-Aug-2013 05:39 PM
Tendered At Boston A Tech Interaction
Customer Information
Quick Sale

CAHPAT000162

AudioTechnica NCHP ANC23 buds

1 @ \$109.99 \$109.99
Reg Price \$109.99 Save \$0.00

Subtotal: \$109.99

BOS Sales Tax: \$6.87
Total: \$116.86
Change: \$0.00
Visa \$116.86

Entry Type: Swiped
I agree to pay the above total
according to the card holders
agreement.

Comments:
Thank you for shopping with us we hope to
see you again soon.
Please see return policy on back of receipt.

Boston A Tech Interaction

Arroyo, Monica A

From: [REDACTED]
Sent: Thursday, August 22, 2013 7:25 AM
To: Arroyo, Monica A
Subject: WG: [REDACTED] (ELCO claim no. [REDACTED])
Attachments: Tennis Warehouse Shipment; Inventory_luggage.xlsx

Importance: High

Resend in pieces...

Von: [REDACTED]
Gesendet: Donnerstag, 22. August 2013 00:45
An: 'Arroyo, Monica A'
Betreff: AW: [REDACTED] (ELCO claim no. [REDACTED])
Wichtigkeit: [REDACTED]

Hi Monica,

enclosed the invoice for the first tennis equipment I ordered. But I just ordered less than half the equipment I brought to a / from a tournament to Europe. This just gives you a feeling for the prices and I want to see the values replaced I claimed -> 3 rackets and the number of outfits and tennisbag. I just ordered this, so I am able to practice again.

The bigtures enclose will let you believe, that there is no left over in the trunk.

I did attach an update of my inventory with some information, as well you can get an excerpt of my credit card, so that you can see, that I buy my clothes at the brands I listed:

Aldo: 1 pair of shoes and shoe shine
Dicks: Tennis balls, tennissocks
Tommy Hilfiger: Polo-Shirt
Abercrombie & Fitch: Jeans and T-Shirt
Calvin Klein: Dress-Shirt

19.08.13		-188,85	EUR
17.08.13	ALDO US #2007NATICK	-251,68	USD
19.08.13			
17.08.13	1,75% für Auslandseinsatz	-3,30	EUR
19.08.13		-24,00	EUR
17.08.13	DICK'S CLOTHING&SPORTINGNATICK	-31,99	USD
19.08.13			
17.08.13	1,75% für Auslandseinsatz	-0,42	EUR
19.08.13		-52,46	EUR
17.08.13	TOMMY HILFIGER #116WRENTHAM	-69,91	USD
19.08.13			
17.08.13	1,75% für Auslandseinsatz	-0,92	EUR
19.08.13		-76,33	EUR
17.08.13	CALVIN KLEIN #008WRENTHAM	-101,73	USD
19.08.13			
17.08.13	1,75% für Auslandseinsatz	-1,34	EUR
19.08.13		-157,11	EUR
17.08.13	ABERCROMBIE & FITCH #0554NATICK	-209,38	USD
19.08.13			
17.08.13	1,75% für Auslandseinsatz	-2,75	EUR

Furthermore I attached some pictures. Unfortunately a movie of the burning car is to huge. I think, there is no way, that I negotiate with you the reimbursement of the amount I claim. The more I think about the incident the more I am happy that I got out of the car. This is no good publicity for [REDACTED] not checking the safety of their cars better! I hate to get more officials involved, but we are getting closer, that I consult a lawyer on my side. I lost a lot of personal belongings and had a horrible experience, so I don't want to fight for my values...

I hope I am clear enough, that I don't want to spend my time on this...

Regards

Von: Arroyo, Monica A [REDACTED]
Gesendet: Mittwoch, 21. August 2013 16:59
An: [REDACTED]
Betreff: RE: [REDACTED] (ELCO claim no. [REDACTED])

Good Afternoon [REDACTED]

Can you please send me any of your new receipts so we can confirm the prices for these items? Also on your list you put on their other small items, can you please give me specifics about what these items are? Do you have any receipts for the gifts from Germany? There are some other items on the list that I need some more clarity so that I can confirm the

prices for these items so can you please go through your list and try to be as specific as possible with the line items so that I can confirm the prices for the items to satisfy your claim.

Thank you



Monica A. Arroyo
Liability Administrator

direct
fax

ELCO Administrative Services Company

Strongsville, OH

enterprise.com

From: Brenner, Bernd
Sent: Tuesday, August 20, 2013 2:49 PM
To: Arroyo, Monica A
Subject: AW: ELCO claim no.

Hi Monica,

I typically don't keep receipts. I could maybe find something for the ipad, but not for my tennisequipment, my clothes or the other items.

I mean, it should not be a big deal to get this rolling. I don't file anything because you put my life at risk and I don't consult a lawyer yet.

Regards

Von: Arroyo, Monica A
Gesendet: Dienstag, 20. August 2013 14:17
An:
Betreff: RE: ELCO claim no.

Good Afternoon

Do you have any receipts for the original items that you can supply us? We are working with Kia to get the claim set up for your items and will keep you posted with the progress. In the meantime, can you please send us any of the original receipts/current receipts so we can review?

Thank you



Monica A. Arroyo
Liability Administrator

direct
fax

[REDACTED]
ELCO Administrative Services Company
Strongsville, OH
[REDACTED]
enterprise.com

From: Brenner, Bernd [REDACTED]
Sent: Tuesday, August 20, 2013 1:49 PM
To: Arroyo, Monica A
Subject: AW: [REDACTED] ELCO claim no. [REDACTED]
Importance: High

Hi Monica,

I just want to make sure, that you received the mail enclosed.
Please update me about the progress of reimbursing me. I already have to finance a lot of the stuff and running out of cash for it.

Best regards
[REDACTED]

Von: Arroyo, Monica A [REDACTED]
Gesendet: Freitag, 16. August 2013 12:40
An: [REDACTED]
Betreff: [REDACTED] (ELCO claim no. [REDACTED])

Please send your inventory list.



Monica A. Arroyo
Liability Administrator
[REDACTED]
[REDACTED] direct
[REDACTED] fax
[REDACTED]

ELCO Administrative Services Company
[REDACTED]
Strongsville, OH
[REDACTED]
enterprise.com

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Consumer Assistance Center Case Report

Printed By: SGuindi

Case Number - [REDACTED]

08/20/2013 04:27:19 PM

Case Details

Title: 2014 Cust alleges veh caught on fire and was engulfed in flames

VIN: KNAFX4A60E5 [REDACTED]

Mileage: 3

Status: Working

Year: 2014

Model: FORTE SEDAN

Priority: Non-Priority

Severity: Low

Call Source: Phone - English

Owner: [REDACTED]

Owner Email: [REDACTED]

Case Type Level1: Complaint

Case Type Level2: Quality

Case Type Level3: Product Liability

Case Type Level4: Fire/Explosion

Contact Details

Name: [REDACTED]

Phone: [REDACTED]

Alt Phone:

Fax:

Address1: [REDACTED]

Address2:

City: strongville

State: OH

Zip: [REDACTED]

Email:

Dealer Details

Code: ZZ001

Name: Dummy Dealer

Case History

*** PHONE LOG 08/16/2013 11:05:30 AM (Local Time) BSherrick Action Type:

Monica Arroyo from Enterprise

1. We had a customer who had an incident where the car was engulfed in flames
2. I need to report the incident

Writer stated:

1. Apologize
2. Is the customer ok? (yes)
3. Do you have a few minutes to do an accident report? (yes)

Ran accident scripting

Writer stated:

1. Someone from our other office will be contacting you within 2 bus days
2. If you have any further questions, feel free to call us back with the case number

Transferred to survey

[!<For Internal Use Only:
>!]

*** NOTES 08/16/2013 03:27:10 PM (Local Time) BBauer Action Type: Manager review

Dispatching for:

1. Fleet company alleges vehicle caught fire
2. Contact with fleet company as needed
3. Assist determination

[!<For Internal Use Only:
>!]

*** CASE YANKED 08/16/2013 03:27:44 PM (Local Time) BBauer

Yanked by BBauer into WIPbin 0 INBOX.

*** CASE DISPATCHED 08/16/2013 03:28:01 PM (Local Time) BBauer

Case History

from WIP 0 INBOX to Queue National CA.

*** CASE ACCEPTED 08/20/2013 06:17:23 AM (Local Time) JeffStroup
from Queue National CA to WIP Inbox/Need To Call.

*** PHONE LOG 08/20/2013 11:55:55 AM (Local Time) JMOjica Action Type: Outgoing call
Left Vm requesting c/b or email with pictures and copy of fire report.
[!<For Internal Use Only:
>!]

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



Consumer Assistance Center Case Report

Printed By: SGuindi

Case Number [REDACTED]

08/26/2013 08:57:54 AM

Case Details

Title: 2014 Cust alleges veh caught on fire and was engulfed in flames

VIN: KNAFX4A60E5 [REDACTED]

Mileage: 3

Status: Working

Year: 2014

Model: FORTE SEDAN

Priority: Non-Priority

Severity: Low

Call Source: Phone - English

Owner: [REDACTED]

Owner Email: [REDACTED]

Case Type Level1: Complaint

Case Type Level2: Quality

Case Type Level3: Product Liability

Case Type Level4: Fire/Explosion

Contact Details

Name: [REDACTED]

Phone: [REDACTED]

Alt Phone:

Fax:

Address1: [REDACTED]

Address2:

City: strongville

State: OH

Zip: [REDACTED]

Email:

Dealer Details

Code: [REDACTED]

Name: [REDACTED] Dealer

Case History

*** PHONE LOG 08/16/2013 11:05:30 AM (Local Time) BSherrick Action Type:

Monica Arroyo from Enterprise

1. We had a customer who had an incident where the car was engulfed in flames
2. I need to report the incident

Writer stated:

1. Apologize
2. Is the customer ok? (yes)
3. Do you have a few minutes to do an accident report? (yes)

Ran accident scripting

Writer stated:

1. Someone from our other office will be contacting you within 2 bus days
2. If you have any further questions, feel free to call us back with the case number

Transferred to survey

[!<For Internal Use Only:
>!]

*** NOTES 08/16/2013 03:27:10 PM (Local Time) BBauer Action Type: Manager review

Dispatching for:

1. Fleet company alleges vehicle caught fire
2. Contact with fleet company as needed
3. Assist determination

[!<For Internal Use Only:
>!]

*** CASE YANKED 08/16/2013 03:27:44 PM (Local Time) BBauer
Yanked by BBauer into WIPbin 0 INBOX.

*** CASE DISPATCHED 08/16/2013 03:28:01 PM (Local Time) BBauer

Case History

from WIP 0 INBOX to Queue National CA.

*** CASE ACCEPTED 08/20/2013 06:17:23 AM (Local Time) JeffStroup
from Queue National CA to WIP Inbox/Need To Call.

*** PHONE LOG 08/20/2013 11:55:55 AM (Local Time) JMoJica Action Type: Outgoing call
Left Vm requesting c/b or email with pictures and copy of fire report.
[!<For Internal Use Only:
>!]

*** EMAIL OUT 08/20/2013 04:27:32 PM (Local Time) SGuindi Action Type: External email
You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error,
please notify the Kia Consumer Affairs Dept. at [REDACTED] AND delete this email.

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

<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_[REDACTED]_SGuindi_[REDACTED]>>

*** PHONE LOG 08/21/2013 02:10:15 PM (Local Time) JMoJica Action Type: Outgoing call
Left Vm requesting c/b or email with pictures and copy of fire report.
[!<For Internal Use Only:
>!]

*** NOTES 08/22/2013 10:55:33 AM (Local Time) SGuindi Action Type: Manager review
NCA rec'd letter from ELCO. Letter states:
1. Per your request, we have included photos of the subject vehicle.
2. Please contact us directly to discuss this matter.

Attaching letter and photos to case and reassigning to JMoJica for further handling.
[!<For Internal Use Only:
>!]

*** CASE YANKED 08/22/2013 10:55:37 AM (Local Time) SGuindi
Yanked by SGuindi into WIPbin default.

Attachments to Case:

File Name	Location
Email Attachment 08/20/2013 04:27:16 PM	\\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_[REDACTED]_SGuindi_08-20-[REDACTED]
ELCO 8.22.13.pdf	\\copubs\ClarifyObj\CA_Attachments\ELCO 8.22.13.pdf

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



STRONGSVILLE, OH

RECEIVED
MAR 24 2014
CONSUMER AFFAIRS

March 19, 2014

KIA Consumer Assistance

Case No.: [REDACTED]

Irvine, CA [REDACTED]

Attn: Jeannie Mojica

RE: Date of Loss: 08/14/2013
 Vehicle: 2014 Kia Forte
 VIN: KNAFX4A60E5 [REDACTED]
 Your File No.: [REDACTED]
 Our File No.: [REDACTED]

Ms. Mojica,

This letter is to confirm that KIA USA Motors has agreed to reimburse ELCO Administrative Services Company the sum of \$10,000.00 being paid to [REDACTED] to settle his property damage claim as a result of the subject incident with a 2014 KIA Forte (VIN KNAFX4A60E5 [REDACTED]). Please confirm same in writing.

If this is incorrect, please contact us immediately at [REDACTED] to discuss same.

Very truly yours,

ELCO Administrative Services Company

[REDACTED]
Monica A. Arroyo

Liability Administrator



STRONGSVILLE, OH

RECEIVED

AUG 22 2013

CONSUMER AFFAIRS

August 16, 2013

Kia Consumer Assistance

Case no. [REDACTED]

Irvine, CA [REDACTED]

RE: Case No.: [REDACTED]
VIN: KNAFX4A60E5 [REDACTED]
Vehicle: 2014 Kia Forte
Date of Loss: 08/14/2013
Claim No.: [REDACTED]

Dear Kia:

Per your request we have included photos of the subject vehicle.

Please contact us directly to discuss this matter.

Very truly yours,
ELCO Administrative Services Company

Monica A. Arroyo
Liability Administrator
[REDACTED]





