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

OPTIMA

2016 OPTIMA_ACCIDENT SCRIPTS_ALLEGED DEFECT B_EXPANDED SCOPE

Accident Report

Case [redacted]

Report Details

A-1) Who owns the vehicle?

[redacted]

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

[redacted]

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

[redacted]

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

0

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

N/A

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

No

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

11/07/2018 13:15:00

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

No

B-2) What time was 911 called?

No

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

Clear Morning

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

No

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

I was leaving for work. I had the vehicle started with the remote starter. When I got in to the vehicle notice there was smoke and a burning smell. I looked under the hood there was smoke and the wiring was melting I had the vehicle towed to the dlr and they said they have never seen anything like this.

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

On

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

No

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

Yes Remote starter installed by Kia

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

[redacted] Elizabeth NJ[redacted]

C-1) Which fire agency responded?

No

C-2) What is the fire report number?

No

D-1) Where is the vehicle now?

[redacted] / Sansone Kia

D-2) Have any repairs been completed?

In process with the dlr waiting for parts to come in.

D-3) Was the insurance company contacted?

No

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

No

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

To have the vehicle looked into to know why this happened.

Accident Report

Case [redacted]

Report Details

A-1) Who owns the vehicle?

[redacted]

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

[redacted]

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

[redacted]

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

no

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

yes

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

12/22/2018 23:58:00

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

Front of Home, Window screens, My garage door, and my driveway the vehicle and the 2016 Kia optima is completely burned to ground

B-2) What time was 911 called?

03:58 PM

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

n/a

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

no

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

took vehicle into dealership in for oil change. 2 recalls for ECU upgrade and for air intake hose replacement. Left car all day, picked up car from dealership. Son drove car home and when son walked in house the car started smoking and burst into flames. Car was in driveway neighbors was hosing vehicle and my house.

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

Engine was off but was believes engine was already smoking while driving

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

no

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

no

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

[redacted], Simi Valley Ca [redacted]

C-1) Which fire agency responded?

Simi Valley Fire Dept and Simi Valley PD

C-2) What is the fire report number?

n/a

D-1) Where is the vehicle now?

Mercury Insurance picked up vehicle and took to location

D-2) Have any repairs been completed?

n/a

D-3) Was the insurance company contacted?

Mercury Insurance/yes

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

still working on report

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

Somebody take care of damage to home and driveway and to replace vehicle

Accident Report

Case [redacted]

Report Details

1. Who Owns the Vehicle?

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

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

   [redacted] was driving, he was alone <Provide Driver's Name, Address, and Phone>

3. Do You Own the Vehicle?

   Yes

4. What is the Age of the Driver?

   [redacted] <Driver's Age>

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

   1/20/17 aprox 6:45pm-7:00pm <DATE> and <TIME>

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

   Road and weather clear <ROAD & WEATHER CONDITIONS>

7. What Speed was the Vehicle Traveling?

   Approx 25 mph <VEHICLE SPEED>

8. Were any Other Vehicles Involved in the Accident?

   No

9. Were There Any Injuries?

No

10. Was Anyone Taken by Ambulance to The Hospital?

No

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

No

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

1. Had ran out of gas, eventhough computer said still 20 miles
2. I left work and got call from [redacted], he had ran out of gas
3. Went to gas station together
4. Got a can of gas
5. Saw him put the gas in the KIA, nothing spilled that I saw
6. [redacted] drove off in the KIA
7. When I arrived, 10 minutes later, there were flames coming from the vehicle
8. Fire chief is thinking a main fuel line
9. [redacted] saw from hood
10. When hood opened the vehicle ignited <INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>

13. Were the Police Contacted?

Yes

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

Fire Chief info only
Cpt Steve McDowell
Hillsdale City Fire Dept
Cell [redacted]
email [redacted]
[redacted]
Hillsdale MI [redacted]
Station Number [redacted] <Officer Name, Department, Badge>

15. What is the Police Report Number?

They did not provide us with one <POLICE REPORT NUMBER>

16. Was the Insurance Company Contacted?

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

17. Have You Settled With the Insurance Company?

No

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

Towed

19. Where is the Vehicle Now?

Towed to a facility in Lansing MI, insurance co facility <VEHICLE LOCATION>

20. Have Any Repairs Been Completed?

No

21. Were Parties Wearing Seatbelts?

Yes

22. Did the Airbag(s) Deploy?

No

23. Was Airbag Light on prior to accident?

No

24. What action are you requesting of Kia?

I would like KIA or my insurance, to pay off my loan on the vehicle, that would be my main priority <RESOLUTION SOUGHT>

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

Accident Report

Case [redacted]

Report Details

A-1) Who owns the vehicle?

[redacted]

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

Nobody - was parked in garage in residence

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

[redacted]

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

0

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

N/A - Vehicle was parked.

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

No.

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

12/29/2017 01:30:00

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

There was melting damage and smoke damage to the other vehicle that was parked - the 2017 Chevy Silverado. Structure damage to the garage. Severe smoke damage and fire damage. There is a homeowner's claim. The front of the KIA in question sustained pretty severe fire damage.

B-2) What time was 911 called?

1730

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

N/A - vehicle was parked

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

No

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

She got home, parked in the garage and closed the garage door. Another vehicle was parked in the garage - 2017 Chevy Silverado. 10 minutes later, a neighbor was banging on the door, saying it looked like the garage was smoking and had fire. They called 911, attempted to open the garage door, saw smoke and fire and left the door closed. Waited for emergency crews.

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

Off

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

No

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

No

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

[redacted] East Lansing MI[redacted]

C-1) Which fire agency responded?

Meridan Township

C-2) What is the fire report number?

Not available yet

D-1) Where is the vehicle now?

Still at the residence. Garage is boarded up. Scene is intact.

D-2) Have any repairs been completed?

No.

D-3) Was the insurance company contacted?

Yes.

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

Will look to settle on behalf of the insured, because it is leased. With cause and origin and potentially dual inspection, it may take some time.

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

At this time, it is merely to let KIA know due to potential manufacturer defects. Not sure if KIA wants to go out and do a joint inspection, to make us aware.

Accident Report

Case [redacted]

Report Details

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

OPTIMA

2016 OPTIMA_CA REPORTS_ALLEGED DEFECT B_EXPANDED SCOPE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	KNAGT4L39G5[redacted]	[redacted]	1
, ,		Prod. Date: 03/15/2016	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

Case History

*** 06/21/2017 13:35:42 (GMT-08:00) Pacific Time (US & Canada) ***
Contact = [redacted], Priority = Escalated, Sub Status = Working

*** Letter - Letter Received created on 06/21/2017 13:35:45 (GMT-08:00) Pacific Time (US & Canada) and created by Brecon Crosby ***
NCA rec'd letter from Weltman, Weinberg, & Reis Co LPA. letter states:
1. Please be advised that this office has been retained to represent the above referenced client.
2. It is requested that you forward a check.
3. Unless you dispute the validity of the debt, or any portion thereof, within 30 days we will assume the debt is valid

Attaching & dispatching to NCA.

*** 06/21/2017 13:42:10 (GMT-08:00) Pacific Time (US & Canada) ***
Dispatched from WIPBin = Default to Queue National CA by Brecon Crosby
Reason:

*** Phone - Call - Inbound commitment created on 06/21/2017 13:51:28 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/23/2017 and created by Ryan Ristow ***

*** 06/21/2017 13:52:34 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1. Intro Calls and Sub Status of Working

*** Phone - Call - Inbound commitment fulfilled on 06/23/2017 14:15:23 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/23/2017 closed by Ryan Ristow ***
Wrt reviewed with legal.

*** Phone - Call - Outbound created on 06/23/2017 14:15:25 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt left a VM for Rebecca Beyer.

*** Phone - Call - Outbound commitment created on 06/23/2017 14:15:52 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/26/2017 and created by Ryan Ristow ***

*** Phone - Call - Inbound commitment fulfilled on 06/26/2017 13:16:24 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/26/2017 closed by Ryan Ristow ***
Rebecca contacted wrt:
1. Returning your call.

Wrt replied:
1. We would like to settle.
2. We will pay the claim in full.
3. Please provide the salvage docs and I will provide you the release.

Rebecca replied:
1. Okay, I will email it over to you shortly.

*** Email - External Email Received commitment created on 06/26/2017 13:16:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/30/2017 and created by Ryan Ristow ***

*** Email - External Email Received commitment created on 06/26/2017 13:16:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/19/2017 and created by Ryan Ristow ***

Last_name	First_name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	KNAGT4L39G5[redacted]	[redacted]	1
, ,	Prod. Date: 03/15/2016	Dealer:		

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

*** 06/27/2017 08:40:08 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 5. Review and Sub Status of Working

*** Email - External Email Received commitment created on 06/26/2017 13:16:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/19/2017 and created by Ryan Ristow ***
Wrt received salvage doc from attorney.
Wrt sent release to attorney.
Wrt pending signed release.

*** 07/14/2017 08:08:59 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Submitted

*** Email - External Email Received commitment fulfilled on 07/14/2017 08:09:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/19/2017 closed by Ryan Ristow ***
Signed doc attached.

*** Others - Others commitment created on 07/14/2017 08:09:28 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/18/2017 and created by Ryan Ristow ***

*** 07/26/2017 10:59:59 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Submitted

*** 08/04/2017 18:10:40 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Final Approved

*** Others - Others commitment fulfilled on 08/09/2017 08:23:28 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/18/2017 closed by Ryan Ristow ***
Hello [redacted]

I placed the check in the mail this morning.

Best,

*** 08/09/2017 08:23:50 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Goodwill Issued
[Resolution Summary]
Case closed pending customer contact.

*** 09/28/2017 10:50:45 (GMT-07:00) Arizona ***
Reopened with Sub Status of Working

*** 09/28/2017 10:50:52 (GMT-07:00) Arizona ***
Closed with Resolution Code : Goodwill Issued
[Resolution Summary]
Case closed pending customer contact.

*** 09/29/2017 13:50:32 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened with Sub Status of Working

*** Others - Others created on 09/29/2017 13:50:35 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	KNAGT4L39G5[redacted]	[redacted]	1

, , Prod. Date: 03/15/2016 Dealer:

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

Tread review complete.

*** 09/29/2017 14:00:09 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Goodwill Issued
[Resolution Summary]
Case closed pending customer contact.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L33GG[redacted]	[redacted]	26,821

Tenafly , NJ , [redacted] Prod. Date: 04/18/2016 Dealer: [redacted] Prestige KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Result
Kia Case Type Lvl4: Not Applicable

Case History

*** 09/26/2017 15:45:26 (GMT-05:00) Eastern Time (US & Canada) ***
Contact = [redacted], Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 09/26/2017 15:39:40 (GMT-05:00) Eastern Time (US & Canada) and created by Dennis Whitman ***
Cust States:
1. I just took my car to the KIA Service Center
2. I've had an issue with the vehicle shuddering
3. The DLR States they cannot duplicate the issue and I've been to them 3 times over the issue
4. When I got into my car, they stated they drove my car 13 miles - I had half a tank and now I'm on about an eighth of a tank
5. When I got into my car there was water in on my mats and on the floor
6. The DLR left panel under the steering wheel where they plug in for diagnostics for the computer
7. My Service Advisor was Mike - he documented the issue (photographed it but that was it.

Wtr States:
1. Apologized
2. Advised that will notate and update your case
3. KCAC will reach back out when we have more information
4. Provided Case ID and CB#

Cust States:
1. Thank you
2. On top of everything, I have aftermarket speakers in my vehicle
3. They moved some things around in my engine, but I don't know what they did but the speakers sounded distorted and I had to readjust them
4. Will someone call me back?

Wtr States:
1. Apologized
2. What action are you requesting of KIA?

Cust States:
1. Nothing in regards to the speakers but I do want to know what the DLR is going to do in regards to the shuddering/vibration
2. I'd like my vehicle fixed and that issue resolve is all

Wtr States:
1. Thanked/Apologized
2. Advised that Case is update and concerns are noted
3. KCAC will reach out to the DLR and research your concern
4. Thanked
5. Referred Cust to DLR (Advised can seek a 2nd opinion)

Cust States;
1. Thank you

*** 09/26/2017 15:56:03 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin = Fresh Cases to Queue Callcenter by Dennis Whitman
Reason:

*** Phone - Call - Inbound created on 09/26/2017 15:34:33 (GMT-07:00) Mountain Time (US & Canada) and

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L33GG[redacted]	[redacted]	26,821

Tenafly , NJ , [redacted] Prod. Date: 04/18/2016 Dealer: [redacted] Prestige KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Result
Kia Case Type Lvl4: Not Applicable

created by Linda Welter ***
Customer States:
1. I left DLR 1 hr ago, now AC is vibrating.
2. Went to the DLR, said I have to make an appt.
3. Have an appt. for tomorrow, but do not like how they are treating me.
4. Tomorrow will be the the 4th time to the DLR for this issue.

Writer States:
1. Apologized
2. Confirmed with the DLR/Vinney both issues will be looked at tomorrow.
3. Please call back if there are further issues after appt.

Customer States:
1. Ok Thank you.
Thank you call ended.

*** Phone - Call - Outbound created on 09/26/2017 15:48:30 (GMT-07:00) Mountain Time (US & Canada) and created by Linda Welter ***
Writer states:
1. Called DLR [redacted] spoke to Vinney
2. Relay concerns with old and new issue.

DLR states:
1. He has appt tomorrow.
2 Both issues will be checked.
Thank you call ended.

*** 09/27/2017 07:25:10 (GMT-07:00) Arizona ***
Accepted from Queue Callcenter to WIPBin 1. East by Diana Thacker

*** 09/27/2017 08:12:54 (GMT-07:00) Arizona ***
Dispatched from WIP 1. East to Queue by Dennis Whitman

*** 09/27/2017 08:34:29 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue ZZ Tracey Icenhour to WIPBin 0- Inbox by Tracey Icenhour

*** Phone - Call - Inbound created on 09/28/2017 08:09:24 (GMT-07:00) Arizona and created by Debra Rustin ***
customer states
1.went to dlr yeaterday
2.wasnt happening while i was there
3.said would keep car
4.last night it happened but was too late to take there
5.i took a video
6.would like to share it

Writer states
1.Apologised
2.you would want to give that to the dealership

customer states
1.last rep told me to call back

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 OPTIMA 5XXGT4L33GG[redacted]	[redacted]	26,821

Tenafly , NJ , 07670 Prod. Date: 04/18/2016 Dealer: [redacted] Prestige KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Result
Kia Case Type Lvl4: Not Applicable

2.said would escalate
3.dlr very careless with the vehicle
4.left water and a panel in my car
5.was told car was driven 13 miles
6. when i got there i had 12 tank gas
7. when i picked up there was an eight tank of gas
8.i know there was a recall on optimas

Writer states
1.considered going to a different dealership?

customer states
1.i made appointment at freddy kia for next week

Writer states
1.what are you requesting from kia ?

customer states
1. want issue resolved

Writer states
1.dlr has to be able to supl;icate concern

customer states
1.driving at low speeds
2. engine vibrations and slipping
3. switched to manual mode
4. 25-30 mph
5. was already going into 5/6 gear

Writer states
1.can you call us back after veh has been at freddy kia?

customer states
1. yes

*** 09/28/2017 08:09:59 (GMT-07:00) Arizona ***
Closed with Resolution Code : Referred to Dlr
[Resolution Summary]

*** 09/28/2017 14:04:01 (GMT-07:00) Arizona ***
Reopened with Sub Status of Working

*** Phone - Call - Inbound created on 09/28/2017 14:04:03 (GMT-07:00) Arizona and created by Debra Rustin ***
customer states
1.appointment yesterday
2.for ac and trans slipping
3.wasn happening when i brought it in
4. said to come back when it was doing it
5. said would keep ticket open
6.happened last night

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L33GG[redacted]	[redacted]	26,821

Tenafly , NJ , [redacted] Prod. Date: 04/18/2016 Dealer: [redacted] Prestige KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Result
Kia Case Type Lvl4: Not Applicable

7. sent video to tony's email, SM
8.havent heard back from him
9.shaking now
10.cant take it in because im working
11. id like this issue escalated

Writer states
1.Apologised
2.you will need to bring veh in when its doing it

customer states
1.they are providding horrible customer service
2.they always say the dont have loaners
3.they are not giving me the proper steps

Writer states
1.they did say they would keep the ticket open
2. they did say to bring the veh in when it was having issue
3. we cannot escalate case till dlr can duplicate concern

customer states
1.ok, thank you

*** 09/28/2017 14:04:14 (GMT-07:00) Arizona ***
Closed with Resolution Code : Referred to Dlr
[Resolution Summary]

*** 10/03/2017 10:14:56 (GMT-07:00) Mountain Time (US & Canada) ***
Reopened with Sub Status of Working

*** Phone - Call - Inbound created on 10/03/2017 10:15:00 (GMT-07:00) Mountain Time (US & Canada) and created by Harold Noyes ***
Cust States:
1. I missed the appointment with Freddy Kia.
2. So I went to Jack Daniels Kia because I had an open ticket.
3. They checked for repeat codes.
4. The dlr would not let me go with them for the test drive.
5. They were not able to duplicate this issue.
6. I think this is getting to be a safety issue.
7. I will still be trying to go to Freddy Kia.
8. It work nights so it is hard to do morning appointments.
9. I even believe one of the employees for Jack Daniels Kia was smoking weed in the parking lot.
10. Thye vehicle has been to the dealer 4 or 5 times for this issue.
11. The vehicle loses power.
12. It is unsafe.
13. I will try to take it to Freddy Kia today.

Wrtr states:
1. Apologizes.
2. I will contact dlr Jack Daniels Kia
3. I will the get additional resources involved.

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L33GG[redacted]	[redacted]	26,821

Tenafly , NJ , [redacted] Prod. Date: 04/18/2016 Dealer: [redacted] Prestige KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Result
Kia Case Type Lvl4: Not Applicable

Cust states:
1. Thank you

Wrtr States:
1. Thank you for calling Kia.

*** Phone - Call - Inbound created on 10/03/2017 10:31:05 (GMT-07:00) Mountain Time (US & Canada) and created by Harold Noyes ***
Writer Called Dealer[redacted] and Spoke to Svc Dept.
1. Calling to get vehicle repair status & location

Svc Adv/Mgr Vinny States:
1. He just came in.
2. We could not duplicate concern
3. Told him to come back in when it was happening.
4. I did not open a new RO
5. The other service adviser had one open
6. If you hold for a few minutes I can get the RO information.

Wrtr states:
1. Thank you, I will hold.

Customer Name: [redacted]
Customer phone #: [redacted]
Customer address:
VIN: 5XXGT4L33GG[redacted]
MY and Mileage:2016 / 27775
Most recent RO#, Open and Close Date [redacted] 10/3/2017 10/3/2017
Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis: Customer says,
customer states vehicle having hesitation and loosing power.
1. CND customer concern.
2. Invited him back when issue was occurring.

Able to Duplicate (Y or N): N
Repeat Repair (Y/N), if so, how many times?: N
Repair History of current concern with dates (Open and Closed) and mileage:
9/26/2017 [redacted] 2nd to 3rd gear vehicle stalling while accelerating. Test drove CND scanned no faults found. Technician was concerned about after market wiring.
9/22/2017 RO[redacted] Complained of loss of power, complained of slippage when going from 2nd to 3rd. Reset adaptive values. CND customers concern.

ETA for completion of repairs (if applicable): N/A
Parts on order (Y/N), if so obtain part#, order#: N/A
Techline Case (if applicable): N
Rental / Loaner Provided? If so, since when?: N
Dealer contacted DPSM (if needed): N
Vehicle repaired?: N
Customer has possession?: Y
Dealer Code/Selling Dealer (Y or N): [redacted] / N
Original Owner (Y or N): N

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L33GG[redacted]	[redacted]	26,821

Tenafly , NJ , [redacted] Prod. Date: 04/18/2016 Dealer: [redacted] Prestige KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Result
Kia Case Type Lvl4: Not Applicable

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

*** Phone - Call - Inbound created on 10/03/2017 11:14:14 (GMT-07:00) Mountain Time (US & Canada) and created by Harold Noyes ***
Forward to ECR.
1. Customer states vehicle hesitates and looses power.
2. [redacted] states unable to duplicate customers concern.
3.Dispatching because vehicle has been to dealer 3x and cust states feels unsafe in vehicle.
4. DPSM has been advised.
5.Please review and follow up accordingly

*** Phone - Call - Inbound created on 10/03/2017 12:54:51 (GMT-07:00) Mountain Time (US & Canada) and created by Harold Noyes ***

<For Internal Use Only
Wrtr emailed DPSM Crystal Pent>

*** 10/03/2017 13:05:54 (GMT-07:00) Mountain Time (US & Canada) ***
Dispatched from WIPBin = Default to Queue Eastern Region ECR by Harold Noyes
Reason: Customer does not feel safe in vehicle

*** 10/04/2017 14:37:10 (GMT-07:00) Arizona ***
Accepted, from Queue = Eastern Region ECR to WIPBin default-1

*** 10/04/2017 14:37:24 (GMT-07:00) Arizona ***
Assigned to WIPBin 0 INBOX of Lael Clark by Randy Chacon
Reason:

*** Phone - Call - Inbound created on 10/05/2017 16:55:53 (GMT-05:00) Eastern Time (US & Canada) and created by Dustin Trent ***
Cust states
1 calling to get an update
2 i haven't heard back from anyone

wtr states
1 apologized
2 adv case has been escalated
3 new CM has been assigned
4 offered VM

*** Phone - Call - Inbound created on 10/06/2017 08:36:03 (GMT-07:00) Arizona and created by Erika Lento ***
Cust states:
1.I'm calling because I haven't heard anything
2.I'd like to speak with my case owner

Wrt states:
1.I do see where your case has been escalated to our ECR dept
2.Let me see if your new case manager is available
3.*placed cust on hold
4.Your new case manager is unavailable
5.They are currently gathering information from the dealership on your case and working with their many resources
6.I will notate your case so they can see you called

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L33GG[redacted]	[redacted]	26,821

Tenafly , NJ , [redacted] Prod. Date: 04/18/2016 Dealer: [redacted] Prestige KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Result
Kia Case Type Lvl4: Not Applicable

7.They will call you back as soon as they are able

Cust states:
1.I tried yesterday too
2.I've gone back to dealer 5-6 times
3.I have safety concerns

Wrt states:
1.And safety is our top priority
2.Your case is with the correct team

*** Phone - Call - Inbound created on 10/06/2017 09:28:44 (GMT-07:00) Arizona and created by Lael Clark ***
Writer called customer and states:
1. Gave writer's name and case info
2. Calling to advise of escalation
3. Apologized for concerns
4. What is the current status?
5. Writer sees veh in on the 3rd

Customer states:
1. It was in on Tuesday, and they CND the problem
2. So they gave the car back and said that they would hold the ticket open for me
3. They said to bring it back when the problem is occurring
4. But I told them, it's very intermittent
5. *Gave history of concerns already documented

Writer states:
1. Apologized
2. Writer does understand the frustration
3. Writer wishes to assist in any way possible
4. In order to have the vehicle repaired however, it does need to be at a Kia dealership with the problem duplicated
5. If veh is in customer's possession, Kia's hands are tied

Customer states:
1. They are saying that they don't have any loaner cars available, but there were two cars in their lot
2. I think this is all negligence on the part of the dealership
3. I think they are just pushing this away

Writer states:
1. Apologized
2. Advised dealerships get paid for warranty work
3. In order to enact a repair however, concerns must be duplicated
4. If customer is not trusting of this dealership, writer does see 4 other dealerships near customer's home ZIP code
5. Any of those dealerships will be happy to work within customer's warranty

Customer states:
1. OK, so I will make an appointment for another dealer early next week

Writer states:
1. Writer out of the office Monday and Tuesday, but will followup on Wednesday for status

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L33GG[redacted]	[redacted]	26,821

Tenafly , NJ , [redacted] Prod. Date: 04/18/2016 Dealer: [redacted] Prestige KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Result
Kia Case Type Lvl4: Not Applicable

2. Gave ECR contact and case number
3. Requested callback for further assistance

*** Phone - Call - Inbound created on 10/06/2017 10:01:13 (GMT-07:00) Arizona and created by Lael Clark ***
Writer called [redacted] and states:
1. Gave writer's name and case info
2. Calling for RO history

SVCA Vinnie states:
1. Did the customer tell you that we are asking him to bring it in when it's doing it?
2. What he does is, he brings the car in, we drive it, we can't find anything
3. We ask him, was it doing it when you brought the car in?
4. He says no, it was doing it a couple of days ago
5. OK, so what is your email address?
6. When one of the ladies who knows how to do this gets back in, I will have her help me get it to you

Writer states:
1. Gave email address for RO history
2. Gave ECR contact info
3. Thanked

*** Phone - Call - Inbound commitment created on 10/06/2017 10:14:54 (GMT-07:00) Arizona with Commitment Date 10/13/2017 and created by Lael Clark ***

*** Phone - Call - Inbound created on 10/13/2017 09:33:25 (GMT-07:00) Arizona and created by Lael Clark ***
Writer called customer and states:
1. Gave writer's name and case info
2. Calling for status of appointment

Customer states:
1. I took the car to Kia of Tenafly
2. They kept the car overnight, they initially CND the concern
3. They requested that I go on a test drive with them and we were able to duplicate it.
4. The tech did a complete engine and transmission reset, and replaced the transmission sensor
5. Since I have had the car back, it is doing a little bit better, but I have had the problem occur 2 or 3 times
6. I am trying to figure out a time to get it back, but I have talked to the SVC MGR, who said that if the problem persists, let him know and he will try to get a field tech out

Writer states:
1. Will update the case and will collect the RO info from Tenafly
2. In the meantime, customer is requested to monitor vehicle over the weekend
3. Writer will followup on Monday for update

Customer states:
1. OK, thank you

*** Phone - Call - Inbound created on 10/13/2017 09:44:54 (GMT-07:00) Arizona and created by Lael Clark ***
Writer called [redacted] and left VM for SVC MGR Ruben:

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L33GG[redacted]	[redacted]	26,821

Tenafly , NJ , [redacted] Prod. Date: 04/18/2016 Dealer: [redacted] Prestige KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Result
Kia Case Type Lvl4: Not Applicable

1. Gave writer's name and case info
2. Calling for recent RO info
3. Gave ECR contact, case number and last 8 of VIN
4. Requested callback for further assistance

*** Phone - Call - Inbound commitment created on 10/13/2017 09:54:25 (GMT-07:00) Arizona with Commitment Date 10/16/2017 and created by Lael Clark ***

*** Phone - Call - Inbound commitment fulfilled on 10/13/2017 09:58:59 (GMT-07:00) Arizona with Commitment Date 10/13/2017 closed by Lael Clark ***

*** Phone - Call - Inbound created on 10/13/2017 10:57:27 (GMT-07:00) Arizona and created by Erika Lento ***
[redacted]

Dealer states:
1.Most recent RO#, Open and Close Date: 26352 10/09/17 closed same day
-unable to duplicate concerns

*** Phone - Call - Inbound created on 10/16/2017 09:38:38 (GMT-07:00) Arizona and created by Lael Clark ***
Writer called [redacted] and states:
1. Gave writer's name and case info
2. Calling for RO info and status

SVC MGR Ruben states:

MY 2016 Optima and Mileage: 28,643
Most recent RO# [redacted] Open 10/09/2017 and Close Date: Same
Days Down at initial Service Alert report (if applicable): 1
Most recent Repair Issue and Diagnosis: Customer states lack of acceleration, misfiring, etc - CND concern - Reset adaptive values - Road tested with customer who advise felt better
Able to Duplicate (Y or N): N
Repeat Repair (Y/N), if so, how many times?: Y / 3
Repair History of current concern with dates (Open and Closed) and mileage: Please see previous RO template
ETA for completion of repairs (if applicable): Finished and gone
Parts on order (Y/N), if so obtain part#, order#: N/A
Techline Case (if applicable): N
Rental / Loaner Provided? If so, since when?: N
Dealer contacted DPSM (if needed): N
Vehicle repaired?: Y
Customer has possession?: Y
Dealer Code/Selling Dealer (Y or N): [redacted] / N
Original Owner (Y or N): N
What is current Customer Request (if needed): N/A

*** Phone - Call - Inbound created on 10/16/2017 10:01:02 (GMT-07:00) Arizona and created by Lael Clark ***
Writer called customer and states:
1. Gave writer's name and case info

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L33GG[redacted]	[redacted]	26,821

Tenafly , NJ , [redacted] Prod. Date: 04/18/2016 Dealer: [redacted] Prestige KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Result
Kia Case Type Lvl4: Not Applicable

2. Calling to followup
3. How is vehicle doing?

Customer states:
1. It's better than it was before, but I am still getting some stalling
2. The tech that I took the road test with did say that he was able to duplicate the concern
3. After they did the reset, it was better, but I am still feeling it
4. Like last night, there was a moment where I was stuck in second gear for longer than I think I should have been
5. It took 7 or 8 seconds once the tach registered 3 for it to shift into the next gear

Writer states:
1. Apologized
2. Has customer considered revisiting the dealer?

Customer states:
1. I'm going to keep an eye on it
2. If it gets worse, I will take it back to Tenafly

Writer states:
1. If customer revisits dealer, please callback to KCA

Customer states:
1. OK, thank you

*** Phone - Call - Inbound commitment fulfilled on 10/16/2017 10:09:16 (GMT-07:00) Arizona with Commitment Date 10/16/2017 closed by Lael Clark ***

*** 10/16/2017 10:10:40 (GMT-07:00) Arizona ***
Closed with Resolution Code : Concerns Recorded
[Resolution Summary]
Veh in cust possession - Cust to call back if taken back to dlr - Closing case pending callback

*** 10/25/2017 14:11:27 (GMT-07:00) Mountain Time (US & Canada) ***
Reopened with Sub Status of Working

*** Phone - Call - Inbound created on 10/25/2017 14:19:23 (GMT-07:00) Mountain Time (US & Canada) and created by Octavia Murray ***
Customer States:
1. My engine stalled last night.
2. I have been back and forth with the dlr for this issue
3. My vehicle is a [redacted] .
4. I do have a loaner
5. I feel as if the dlr dose not want to fix the vehicle
6. If it is not repaired I will get an attorney to help my case
7. I only had the car for 2months
8. Should I think this vehicle is a lemon

Writer States:
1. Apologized
2.I will f/u with the dlr to make sure that your repairs are completed
3. It will be reviewed for the lemon law and attorney
4. I under stand that you want the power train fully replaced

Last_name	First_name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L33GG[redacted]	[redacted]	26,821

Tenafly , NJ , [redacted] Prod. Date: 04/18/2016 Dealer: [redacted] Prestige KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Result
Kia Case Type Lvl4: Not Applicable

5. Or a new vehicle.

Customer States:
1. Thank you

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

*** Phone - Call - Inbound created on 10/25/2017 14:37:10 (GMT-07:00) Arizona and created by Amanda Cromer ***
Customer states:
1. provided phone #
2. My engine seized last night
3. I was on the phone an hour ago
4. went to turn on car last night, 5 seconds after turning on veh, it started vibrating violently, CEL came on, things started fluctuating, had a really foul smell of gas in cabin area.
5. Veh began to start smoking
6. I called RSA around midnight, veh was towed to prestige kia
7. veh has been there as of last night
8. stopped by today, tech was working with TL
9. I left prestige Kia at around 10 am.
10. he said they had no answer for me
11. I went by again and asked what was wrong
12. they told me the fuel injectors in the engine, and spark plugs had blown, and they are not sure why.
13. my problem is that my fuel injectors blew, and there is gasoline stuck in the engine somewhere.
14. I took veh into svc 7-8 times prior to last night in regards to engine issues.
15. took it to 2 different dlrs, went for a road test with tech
16. they finally got it to duplicate the concern and he said he would reset engine and transmission back to original settings
17. I told him it wouldn't fix it, he said let's just try it.
18. it ended up not working and then last night happened
19. my issue is that this veh is clearly not safe (10/25/2017)
20. I don't feel safe driving this car.
21. I have tried several times to fix this issue, but had no help from dlr or Kia.
22. this should've been fixed 2 months ago
23. I know the law, I am a lawsuit in myself.

writer states:
1. thanked and apologized
2. asked customer who he is working with at dlr?

customer states:
1. I don't want this car back (10/25/2017)
2. these issues should not be happening
3. I don't feel safe in this car, i bought it 2 months ago and this is what's going on.
4. I want you to take it back and I want a new one.
5. I am working with Ruben the svc mgr
6. I drive for work on a regular basis, I am in a loaner right now as of this morning.

writer states:
1. apologized

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	HASSAN	5XXGT4L33GG[redacted]	[redacted]	26,821

Tenafly , NJ , [redacted] Prod. Date: 04/18/2016 Dealer: [redacted] Prestige KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Result
Kia Case Type Lvl4: Not Applicable

2. offered to contact dlr for current RO information

Customer agreed to hold

****

Writer called [redacted] @[redacted]: Left VM
1. introduced self
2. adv requesting RO info
3. provided last 8 of VIN, KCA#, Case#
4. requested call back

****

Writer sent email to DPSM Crystal Pent advising of case escalation to ECR.
****

Writer to customer states:
1. thanked and apologized for hold
2. advised customer will escalate case, please allow 2-3 business days for contact.

customer states:
1. thank you

*** Phone - Call - Inbound created on 10/25/2017 14:56:09 (GMT-07:00) Arizona and created by Amanda Cromer ***

Forward to ECR:
1. customer states multiple times in for same concern
2. customer states fuel injectors and spark plugs blew
3. veh currently at dlr
4. customer states doesn't feel safe in veh and is requesting buy back (10/25/2017)
5. please review and follow up accordingly.

*** 10/25/2017 14:57:03 (GMT-07:00) Arizona ***
Dispatched from WIPBin = default to Queue Eastern Region ECR by Amanda Cromer
Reason:

*** 10/26/2017 08:56:38 (GMT-07:00) Arizona ***
Accepted from Queue Eastern Region ECR to WIPBin default-1 by Randy Chacon

*** 10/26/2017 08:57:41 (GMT-07:00) Arizona ***
Assigned to WIPBin Default of Lael Clark by Randy Chacon
Reason:

*** Phone - Call - Inbound created on 10/26/2017 16:08:41 (GMT-05:00) Eastern Time (US & Canada) and created by Tracey Icenhour ***
Faisal Arwand [redacted]

Cust states
1 [redacted]
2 Opened case about a month ago

Last_name	First_name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L33GG[redacted]	[redacted]	26,821

Tenafly , NJ , [redacted] Prod. Date: 04/18/2016 Dealer: [redacted] Prestige KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Result
Kia Case Type Lvl4: Not Applicable

3 Case was escalated
4 Issue with veh 2 nights ago
5 Towed to dlr, reopened case yesterday and re-escalated
6 DLR just called and said veh ready to pick up
7 Not going to drive that car, it is a hazard and safey issue.
8 Waiting on ECR to call cust back

Wrt states
1 Apologized
2 Advised case escalated 10/25/17
3 Advised can take 2-3 business days for ECR to research and follow up with customer.

Cust states
1 This car nearly exploded and went on fire with me sitting in it
2 Been to dlr 7-8 times within 1 1/2 months and feel ignored
3 think it was negilgence on what technicians did
4 they just looked at it and found no codes.
5 had issue with gas in veh, dlr replaced fuel injector and don't trust it
6 veh is still under warranty
7 warranty is bogus cause they didn't do anything to fix it
8 want this veh bought back
9 know you did a 1.6 million recall
10 don't feel safe
11 dlr says come pick up veh
12 not putting family in harms way
13 told rep yesterday, that demanding a new veh or taking legal action

Wrt states
1 Advised will update case notes for ECR

Cust states
1 DLR said veh ready but not providing service papers today, and that he'd email them to customer tomorrow
2 Want service order on the spot, that is against the law

Wrt states
1 Advised will update case notes for ECR

Cust states
1 Can you transfer me to escalated team

Wrt states
1 Advised no team to transfer to
2 Advised ECR has not had time to research yet as just rec'd case and has not had time to research

Cust states
1 Who is ECR

Wrt states
1 Lael

Cust states
1 Same person cust had before

Last_name	First_name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L33GG[redacted]	[redacted]	26,821

Tenafly , NJ , [redacted] Prod. Date: 04/18/2016 Dealer: [redacted] Prestige KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Result
Kia Case Type Lvl4: Not Applicable

Wrt states
1 Advised Skyped ECR with no response
2 Advised is either on another call or away from desk at this time

Cust states
1 So, what is cust to do in this case

Wrt states
1 Advised wrt unable to tell cust what to do
2 Cust should use own discursion

cust disconnected call

*** Phone - Call - Inbound created on 10/30/2017 10:20:26 (GMT-07:00) Arizona and created by Lael Clark ***
Writer called [redacted] and left VM for SVC MGR Ruben:
1. Gave writer's name and case info
2. Calling for current status
3. Gave ECR contact and case number
4. Requested callback for further assistance

*** Phone - Call - Inbound created on 10/30/2017 10:26:18 (GMT-07:00) Arizona and created by Lael Clark ***
Writer called customer and states:
1. Gave writer's name and case info
2. Calling to followup
3. Apologized for concerns

Customer states:
1. The car broke down on me last week
2. Gave history documented
3. I took the car back to the dealer
4. They said the spark plugs and injectors were faulty, and replaced them
5. They had me pick up the car after a couple of days
6. The CEL is back on at this point, and I told them that the car wasn't right and I still was smelling gas in the car
7. They said the gasoline smell should go away after a couple of days, that I should pick up the car and drive it
8. They said to give them a call back after a couple of days if there is anything wrong
9. My thing is that they should have held onto the car and looked deeper into it before releasing it back to me
10. It's still not driving right, still not shifting right

Writer states:
1. Apologized for concerns
2. Has customer taken the vehicle back since the issue has returned?

Customer states:
1. No!
2. They should have kept it at the time, instead of giving it back to me

Writer states:
1. Apologized
2. Advised if the vehicle is repaired, no CEL and operating as designed, the dealer is required to return vehicle back to customer

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L33GG[redacted]	[redacted]	26,821

Tenafly , NJ , [redacted] Prod. Date: 04/18/2016 Dealer: [redacted] Prestige KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Result
Kia Case Type Lvl4: Not Applicable

Customer states:
1. But it wasn't fixed
2. I noticed within just a short test drive that it wasn't right, but the dealer wasn't willing to keep it and look further
3. They said that I should drive it a few days and let them know
4. After all these times of taking the car in?
5. They have never been able to find anything, and then this?
6. This car could have caught fire on me
7. You all recalled a ton of Optimas because they were catching fire
8. It's negiligence on the part of the dealership for them to not find anything
9. I want a new drivetrain in the car!

Writer states:
1. Apologized
2. Advised writer's office is not technically trained
3. Referred back to dealership if vehicle is not right
4. Writer unable to discuss negligence, or anything of that nature
5. KCA is not legally trained

Customer states:
1. I am a law student, and the laws state that you have to fix or replace the car

Writer states:
1. That is what writer is trying to do, is get the vehicle repaired under the terms of the warranty
2. For anything further, customer is to refer to WCIM for requirements and procedures regarding buyback, replacement, etc
3. Again, if vehicle is not at a dealership, KCA's hands are tied
4. Referred back to Kia dealership for diag of current concerns

Customer states:
1. I am just taking legal action

CUSTOMER DISCONNECTED CALL

*** 10/30/2017 10:59:47 (GMT-07:00) Arizona ***
Closed with Resolution Code : Concerns Recorded
[Resolution Summary]
Veh in cust possession - Cust to call back if taken back to dlr - Closing case pending callback

*** 11/01/2017 12:30:07 (GMT-07:00) Arizona ***
Reopened with Sub Status of Working

*** 11/01/2017 13:30:30 (GMT-07:00) Mountain Time (US & Canada) ***
Reopened with Sub Status of Working

*** Phone - Call - Inbound created on 11/01/2017 13:30:37 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
customer states
1. Im getting angry this is all bad
2,. Im having the same issues

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 OPTIMA 5XXGT4L33GG[redacted]	[redacted]	26,821

Tenafly , NJ , [redacted] Prod. Date: 04/18/2016 Dealer: [redacted] Prestige KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Result
Kia Case Type Lvl4: Not Applicable

Writer states
1.where is the veh now?
2 One moment please hold

customer states
1..It was at veh dealer and he was notified to come get it and still having same issue

*** Phone - Call - Inbound created on 11/01/2017 13:33:24 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
writer states
1. I have Lael on the line he will further assist you

*** Phone - Call - Inbound created on 11/01/2017 12:30:43 (GMT-07:00) Arizona and created by Lael Clark ***
Customer called writer and states:
1. Gave name and case info
2. Are you the same guy I have been speaking with?

Writer states:
1. Advised yes, writer is the same ECR customer has been working with
2. Is the vehicle at the dealership at this point in time as requested?

Customer states:
1. I don't want to work with you anymore
2. I want to work with a different case manager!
3. The car was just at the dealer, and I was just asked to pick it up
4. Now your office is going to [redacted] do something about this!
5. I am getting [redacted] tired of your negligence with this [redacted] car!

Writer states:
1. Requested customer keep language professional

Customer states (Interrupting):
1. No!
2. I am done being professional with you!
3. If you were in NY / NJ right now, I would be in your [redacted] office right now!
4. I just had the car at the dealership, and I test drove it with the SVC MGR who did nothing but twiddle his thumbs and play on his phone!
5. Why can't you do anything about it?

Writer states:
1. Apologized
2. Reiterated if vehicle is in customer's possession, there is nothing KCA is able to do
3. This is why writer asked customer to call back with the vehicle at the dealer

Customer states:

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L33GG[redacted]	[redacted]	26,821

Tenafly , NJ , [redacted] Prod. Date: 04/18/2016 Dealer: [redacted] Prestige KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Result
Kia Case Type Lvl4: Not Applicable

1. And this is negligence on your part for not knowing when the car is there!
2. You are supposed to keep tabs on your dealerships!

Writer states:
1. Apologized
2. If customer does not call writer when the vehicle is at the dealer, KCA does not know this
3. What is customer requesting at this point in time?

Customer states:
1. I want you to buy this car back!
2. Right now!

Writer states:
1. Apologized
2. Advised writer's office does not repurchase vehicles
3. Referred to WCIM for in print process and requirements for repurchase, LL, etc
4. As stated previously, the goal of Kia is to repair the vehicle under the terms of the warranty
5. If the car is in customer's possession, Kia's hands are tied
6. Without the vehicle at the dealership, KCA is unable to work with the dealer to ensure the appropriate resources are followed

Customer states:
1. I'm going to take this to my attorney

CUSTOMER DISCONNECTED CALL

*** Phone - Call - Inbound created on 11/01/2017 12:52:22 (GMT-07:00) Arizona and created by Lael Clark ***
Writer called [redacted] and was left on extended hold in excess of 5 minutes

*** Phone - Call - Inbound commitment created on 11/01/2017 13:02:27 (GMT-07:00) Arizona with Commitment Date 11/03/2017 and created by Lael Clark ***

*** Note - Others created on 11/03/2017 09:03:41 (GMT-08:00) Pacific Time (US & Canada) and created by Taylor Bergerot ***
CLOSE CASE ADL RECEIVED

*** Phone - Call - Inbound commitment fulfilled on 11/03/2017 09:39:41 (GMT-07:00) Arizona with Commitment Date 11/03/2017 closed by Lael Clark ***

*** 11/03/2017 09:39:47 (GMT-07:00) Arizona ***
Closed with Resolution Code : Concerns Recorded
[Resolution Summary]
Closing case - ADL received

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGW4L21GG[redacted]	[redacted]	41,000

Oklahoma City OK, [redacted] Prod. Date: 11/09/2015 Dealer: [redacted] Boomer KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

Case History

*** 10/11/2017 13:57:01 (GMT-05:00) Eastern Time (US & Canada) ***
Contact = [redacted], Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 10/11/2017 13:57:19 (GMT-05:00) Eastern Time (US & Canada) and created by Tracey Icenhour ***
[redacted]

Cust states
1 16 Optima broke down on Sunday
2 Had veh looked at Friday and they said nothing is wrong
3 No CEL on or anything
4 Towed to Oklahoma City and paid out of pocket.
5 vRSA said trip interruption, how does that work
6 Veh had rough idle
7 Went in for induction cleaning done for $150 but didn't help.
8 While out of town, there was a hesitation and loss power.
9 DLR said turbo overheated and melted a gasket and hose
10 After repairs, a bolt snapped
11 After bolt fixed, they found misfire and overheating.
12 They needed to fix the turbo and it was all under warranty.
13 Is rental covered under warranty?
14 Could see white smoke from exhaust.
15 5XXGW4L21GG[redacted] / 41000
16 DLR didn't offer rental.

Wrt states:
1. Apologized / no SC
2. Where is the veh now?
3. Advised rental/loaner is not a provision of warranty.
4. Advised can submit receipts for trip interruption to Kia Extra Mile Care [redacted] Medford MA [redacted]

Cust states:
1. [redacted]

Wrt states:
1. Who are you speaking with at the Kia dealer?
2. Is it the service manager?

Cust states:
1. Caleb and he is the SA.

Wrt states:
1. What did the dealer advise?

Cust states:
1. DLR replaced turbo but seared a bolt off which put them back a day.
2. They have no clue when the veh will be repaired.
3. They don't know why the veh is overheating after turbo replaced.

Wrt states:
1. What are you requesting from Kia?

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGW4L21GG[redacted]	[redacted]	41,000
Oklahoma City OK, [redacted]		Prod. Date: 11/09/2015	Dealer: [redacted]	Boomer KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

Cust states:
1. Feel that cust should be reimbursed for all charges incurred while veh broke down including the rental.
2. Should not have to pay for tow, rental or anything.

Wrt states:
1. Advised RSA provides tow to closest Kia dealer, if cust chooses another dlr outside that radius, it would be cust pay.
2 Advised cust can give receipts to SVCM when veh is repaired and they can submit for rental reimbursement, no guarantees.
3 Advised can mail receipts for trip interruption to Kia extra Mile Care[redacted] Medford MA[redacted]
4 Trip interruption covers up to $100 per day, 3 days max for rental/food/lodging.
5 Advised cust can submit other receipts but no guarantees for reimbursement.

Cust states:
1. That is ridiculous, not going to have them tow in opposite direction cust is headed.

Wrt states
1 Advised will reach out to dlr for repair info and follow up with customer accordingly.

Cust states
1 Thank you

Wrt states:
1. Thank you

*** Phone - Call - Outbound commitment created on 10/11/2017 14:34:01 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 10/12/2017 and created by Tracey Icenhour ***

*** Phone - Call - Outbound commitment created on 10/11/2017 14:34:36 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 10/18/2017 and created by Tracey Icenhour ***

*** Phone - Call - Outbound commitment fulfilled on 10/12/2017 13:20:14 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 10/12/2017 closed by Tracey Icenhour ***
Wrt calls [redacted]
Wrt states
1 Calling from KCAC
2 Need RO info for [redacted]
3 Can cust submit rental receipt to dlr to submit with warranty claim for reimbursement since out of states

Speaking with: Caleb
Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted] FORT WORTH TX[redacted]
VIN: 5XXGW4L21GG[redacted]
MY and Mileage: 16 Optima 41999
Most recent RO#, Open and Close Date: [redacted] 10/09/17-still open
Days Down at initial Service Alert report (if applicable): 3 days
Most recent Repair Issue and Diagnosis:

Concern: Cust states drove up hill, saw white puff of smoke from hear and veh had no power, CEL on.
Turbo leaking massive amounts of oil.
Replaced turbo and plugs and all turbo related parts.

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGW4L21GG[redacted]	[redacted]	41,000

Oklahoma City, OK, [redacted] Prod. Date: 11/09/2015 Dealer: [redacted] Boomer KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

After this repair there is still a misfire and still don't know what is going on.
Will get with SVCM about rental question

Able to Duplicate (Y or N): Y
Repeat Repair (Y/N), if so, how many times?: N
Repair History of current concern with dates (Open and Closed) and mileage: N/A
ETA for completion of repairs (if applicable): call back 10/13 for update
Parts on order (Y/N), if so obtain part#, order#: N/A
Techline Case (if applicable): N/A
Rental / Loaner Provided? If so, since when?: cust rental 10/08/17
Dealer contacted DPSM (if needed): N
Vehicle repaired?: N
Customer has possession?: N
Dealer Code/Selling Dealer (Y or N): [redacted] / N
Original Owner (Y or N): Y
What is current Customer Request (if needed): N/A

*** Phone - Call - Outbound commitment created on 10/12/2017 13:20:30 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 10/13/2017 and created by Tracey Icenhour ***

*** Case note has been appended from duplicated auto-case on 10/13/2017 01:02:53 (PST)

Comments from Service Alert - TL

Dealer : Boomer Kia
Technician : John Waldron
Service Manager :
Dealer Phone :
DPSM : Christopher Besser
Vehicle Model : OPTIMA SX TURBO 4CYL AUTO
Model Year : 2016
Mileage : 41999
Initial comments by Technician found in TL Case #[redacted]:

[Problem Description]
CUSTOMER STATES WHILE DRIVING VEHICLE STARTED SMOKING AND LOST ALL POWER. CHECK ENGINE LIGHT CAME ON.

[Diagnostics Performed]
VERIFIED CUSTOMER COCNERN. RAN DTC CHECK AND FOUND UNDERBOOST CODES AS WELL AS MISSFIRE CODES ON MULTIPULE CYLINDERS. STARTED TO CHECK FOR LOOSE OR BROKEN HOSES THAT PERTAINED TO THE TURBO SYSTEM. FOUND THE INTAKE TUBE FROM THE AIR BOX TO THE TURBO WAS ERODED DUE TO MASSIVE AMOUNT OF OIL COMING FROM THE TURBO CAUSING A MASSIVE LEAKE IN THE TURBO SYSTEM. HAVE ATTACHED PHOTOS OF THE INTAKE INLET TUBE AS WELL AS THE INLET OF THE TURBO

*** Phone - Call - Inbound created on 10/13/2017 11:28:04 (GMT-07:00) Mountain Time (US & Canada) and created by Harold Noyes ***
Cust states:

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGW4L21GG[redacted]	[redacted]	41,000

Oklahoma City OK, [redacted] Prod. Date: 11/09/2015 Dealer: [redacted] Boomer KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

1. calling to follow up.
2. Would like a call back for rental information.
3. Could Tracey please give me a call back

Wrtr states:
1. Apologizes
2. Usually the customer would submit receipts fro rental to DLR

Cust sates:
1. OK

Wrtr states:
1. Thank you for calling Kia

Cust thanks

*** Case note has been appended from duplicated auto-case on 10/14/2017 01:01:11 (PST)

Comments from UPER

Part ordered for customer vehicle has been placed into the UPER status on10/13/2017 00:00:00

Dealer Name : ORRKLAHOMA MOTORS, INC. Boomer Kia
Dealer Contact name : ROY JACKSON
Dealer Phone : [redacted]
Part No# : 21101 2GK10R Boomer Kia
Order No# [redacted]
Order Qty# : 1

Dealer Comment : CUST ONLY VEHICLE

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

*** Phone - Call - Outbound commitment created on 10/11/2017 14:34:36 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 10/18/2017 and created by Tracey Icenhour ***

*** Phone - Call - Outbound commitment fulfilled on 10/16/2017 10:42:34 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 10/13/2017 closed by Tracey Icenhour ***
Wrt calls [redacted]
Wrt states
1 Calling from KCAC
2 Need veh status update
3 Cust had own rental since 10/08/17, did dlr put cust in rental?

Robert DLR states
1 Cust will be reimbursed $33 per day
2 Cust can give receipts to dlr

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGW4L21GG[redacted]	[redacted]	41,000

Oklahoma City OK, [redacted] Prod. Date: 11/09/2015 Dealer: [redacted] Boomer KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

3 DLR will set up for rental at no cost

Wrt states
1 Thank you

*** Phone - Call - Outbound commitment fulfilled on 10/16/2017 10:50:13 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 10/18/2017 closed by Tracey Icenhour ***
Wrt calls [redacted]
Wrt states
1 Calling from KCAC

Cust states
1 Cust is in Ft Worth and veh is OKC
2 How does that work
3 Rental was picked up in OKC and no way to return it

Wrt states
1 Advised Caleb will call cust today
2 Advised to ask him about that and wrt will research as well and follow up accordingly

Cust states
1 Thank you

*** Phone - Call - Outbound commitment created on 10/16/2017 10:50:15 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 10/18/2017 and created by Tracey Icenhour ***

*** Phone - Call - Outbound commitment fulfilled on 10/18/2017 10:52:37 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 10/18/2017 closed by Tracey Icenhour ***
Wrt calls [redacted]
Wrt states:
1. Calling from KCAC
2. Advised case being escalated to get additional resources involved.
3. Advised ECR will follow up with cust in 3-4 business days.
4. Advised cust would need to speak with ECR about the rental questions since out of states.

Cust states
1. Today Caleb said engine still not arrived.
2. Thank you

Wrt states
1. Thank you

*** Email - Internal Email Sent created on 10/18/2017 17:16:37 (GMT-05:00) Eastern Time (US & Canada) and created by Tracey Icenhour ***
Wrt sent email to DPSM Christopher Besser - Dispatching to ECR due to veh down 10 days.

*** Note - Others created on 10/18/2017 17:17:01 (GMT-05:00) Eastern Time (US & Canada) and created by Tracey Icenhour ***
Forward to ECR
1 Cust states veh hesitated and lost power.
2 [redacted] states engine needs to be replaced (turbo already replaced)
3 Dispatching because vehicle has been down 10 days.

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGW4L21GG[redacted]	[redacted]	41,000

Oklahoma City, OK, [redacted] Prod. Date: 11/09/2015 Dealer: [redacted] Boomer KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

4 DPSM has been advised
5 Please review and follow up accordingly

*** 10/18/2017 17:17:21 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin = Review for Dispatch to Queue Southwest Region ECR by Tracey Icenhour
Reason:

*** 10/19/2017 10:54:06 (GMT-07:00) Arizona ***
Accepted from Queue Southwest Region ECR to WIPBin default-1 by Randy Chacon

*** 10/19/2017 10:54:32 (GMT-07:00) Arizona ***
Assigned to WIPBin Default of Jeremy Carrifee by Randy Chacon
Reason:

*** Phone - Call - Inbound created on 11/08/2017 14:59:06 (GMT-05:00) Eastern Time (US & Canada) and created by Kristi Smith ***
cust states:

1. [redacted]
2. Calling to get an update.

wrt states:

1. apologized.
2. Advised case was escalated and case manager can take your call.

cust states:

1. Ok, thank you.

transferred to Jeremy

*** Phone - Call - Inbound created on 11/08/2017 13:33:26 (GMT-07:00) Arizona and created by Jeremy Carrifee ***
Customer states:
1. My turbo went out.
2. I had it towed to Oklahoma City because I was traveling.
3. The said they sheared a bolt off when they turbo when they were replacing it.
4. After that they said I needed a new engine
5. Then they said they needed another part and now it has been down for a month
6. I got a rental 2 days before.
7. Robert at the dlr said he would cover the rental when it is repaired.
8. They said they would do $33 a day. But they could not send me any paperwork saying that,
9. I just want to make sure that thats going to happen?

Writer states:
1. Thank you for calling, introduced myself
2. Apologized for the delay with repair and the turbo and engine concern
3. The rental is not part of our warranty.
4. I will call the dlr and confirm that they will be reimbursing you for the rental.

customer states:

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGW4L21GG[redacted]	[redacted]	41,000

Oklahoma City OK, [redacted] Prod. Date: 11/09/2015 Dealer: [redacted] Boomer KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

1. Can you please do that?
2. I dont want to look into lemon law.

Writer states:
1. Referred customer to WCIM
2. Advised customer I do not mind looking into GW for the time down once the vehicle is repaired
3. Verified customers email.
4. Can you send me your SC?

Customer states:
1. Yes I will do that thank you

Writer states:
1. Your welcome

*** Phone - Call - Outbound created on 11/08/2017 13:57:20 (GMT-07:00) Arizona and created by Jeremy Carrifee
***
Writer states:
1. Called dlr spoke to SA Kenneth ask about repair and rental?

Kenneth states:
1. Yes we are going to cover the rental $33 a day.
2. And the repair will be completed tomorrow and the customer is picking it up on Saturday.

Writer states:
1. The price went up to $38 a day for his vehicle

Kenneth states:
1. Ok at that fine.

Writer states:
1. Thank you I will let the customer know.

*** Phone - Call - Outbound created on 11/08/2017 14:04:25 (GMT-07:00) Arizona and created by Jeremy Carrifee
***
Writer states:
1. I called the dlr and confirmed that they are going to reimburse you for the rental once they submit the paperwork.
2. You will only be covered from the point of diagnosis.
3. That being said I can look into reimbursing you for the 2 days prior.
4. Can you attach the rental bill to the email as well?
5. I need to get some documents sent to me from the dlr and then I will look into the GW when you have your vehicle back.

Customer states:
1. Thank you for all this.
2. Yes i will send you the SC and the rental bill.

Writer states:
1. Your welcome

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGW4L21GG[redacted]	[redacted]	41,000
Oklahoma City OK, [redacted]	Prod. Date: 11/09/2015	Dealer: [redacted]	Boomer KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

****

[redacted]

Per our conversation today, can you please attach a copy of your sales contract and the rental bill to this email. Once again per my conversation with the dealership they agreed to cover the rental from the point of diagnosis.

Thank you.

Jeremy Carrifee | Escalated Case Representative

Kia Motors America, Inc. Southern Region
[redacted]., Irvine, CA [redacted]
E [redacted]

*** Phone - Call - Inbound commitment created on 11/08/2017 14:15:05 (GMT-07:00) Arizona with Commitment Date 11/14/2017 and created by Jeremy Carrifee ***

*** Phone - Call - Inbound commitment fulfilled on 11/15/2017 08:01:23 (GMT-07:00) Arizona with Commitment Date 11/14/2017 closed by Jeremy Carrifee ***

*** Email - External Email Received created on 11/15/2017 08:01:25 (GMT-07:00) Arizona and created by Jeremy Carrifee ***
Hey Jeremy.
I wanted to see if you can assist me with something. I just called the dealership since they fail to keep my informed on anything that is going on with my vehicle and was informed they just got the engine replaced today and found out that the drive belt tensioner seized up and shredded the drive belt. He stated that I need to pay for this out of pocket and it wasn't covered under warranty being my car has over 100k miles on it. I stopped him there saying tha my car only has 40k miles and that it should be covered on my original 60k bumper to bumper warranty and that I had bought the extended coverage as well.
Are you able to look in your back end system and see if you see any notes on this? What irks me is that I called las week and was told that a part was missing and that they would have it delivered Monday. If said part was delivered Monday why would they wait until today to put the motor in and test it? Thus leaving today to overnight a needed part that I believe must have been damaged by them. This is getting to the point that its ridiculous.
Can you assist and maybe shed some light on this?
Thanks,
[redacted]

*** Phone - Call - Outbound created on 11/15/2017 08:13:55 (GMT-07:00) Arizona and created by Jeremy Carrifee ***
*****Called DLR left VM for SA gave ECR contact info for callback

*** Phone - Call - Outbound created on 11/15/2017 08:18:43 (GMT-07:00) Arizona and created by Jeremy Carrifee ***
Writer states:
1. Advised customer I got his email.

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGW4L21GG[redacted]	[redacted]	41,000

Oklahoma City OK, [redacted] Prod. Date: 11/09/2015 Dealer: [redacted] Boomer KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

Customer states:
1. They actually repaired and covered the belt tensioner I have the car back and so far everything's fine.

writer states:
1. Great to hear
2. I just need to get some information from the dlr and I will look into the GW for you
2. I will call you on Friday

customer states:
1. Thanks a lot

Writer states:
1. your welcome

*** Phone - Call - Inbound commitment created on 11/15/2017 08:26:59 (GMT-07:00) Arizona with Commitment Date 11/17/2017 and created by Jeremy Carrifee ***

*** Phone - Call - Outbound created on 11/21/2017 15:26:55 (GMT-07:00) Arizona and created by Jeremy Carrifee ***
*****Asked Caleb at DLR for RO to be faxed and emailed gave ECR info

*** Phone - Call - Inbound commitment fulfilled on 11/21/2017 15:34:03 (GMT-07:00) Arizona with Commitment Date 11/17/2017 closed by Jeremy Carrifee ***

*** Phone - Call - Inbound commitment created on 11/21/2017 15:34:05 (GMT-07:00) Arizona with Commitment Date 11/22/2017 and created by Jeremy Carrifee ***

*** Phone - Call - Outbound created on 11/21/2017 15:34:29 (GMT-07:00) Arizona and created by Jeremy Carrifee ***
Writer states:
1. Advised customer I have requested the information from the dlr today I should have it by tomorrow

customer states:
1. Thank you i will also email you what they gave me as well

Writer states:
1. Than you

*** Phone - Call - Inbound commitment created on 11/21/2017 15:34:05 (GMT-07:00) Arizona with Commitment Date 11/22/2017 and created by Jeremy Carrifee ***

*** Phone - Call - Outbound created on 11/27/2017 07:59:14 (GMT-07:00) Arizona and created by Jeremy Carrifee ***
Writer states:
1. Called customer no answer left VM
2. Gave ECR contact info for callback

*** Phone - Call - Inbound commitment fulfilled on 11/27/2017 08:00:12 (GMT-07:00) Arizona with Commitment Date 11/22/2017 closed by Jeremy Carrifee ***

*** Phone - Call - Inbound commitment created on 11/27/2017 08:00:15 (GMT-07:00) Arizona with Commitment Date 11/29/2017 and created by Jeremy Carrifee ***

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGW4L21GG[redacted]	[redacted]	41,000

Oklahoma City, OK, [redacted] Prod. Date: 11/09/2015 Dealer: [redacted] Boomer KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

*** Phone - Call - Inbound created on 11/27/2017 09:18:53 (GMT-07:00) Arizona and created by Jeremy Carrifee ***
Customer states:
1. I was returning your call

Writer states:
1. Thank you
2. Did you give the rental receipts to the dlr?

Customer states:
1. Yes i did

Writer states:
1. Thank you let me confirm with the dlr and I will call you back

Corey

*** Phone - Call - Outbound created on 11/27/2017 09:24:20 (GMT-07:00) Arizona and created by Jeremy Carrifee ***
*****Per Terra at dlr she submitted the rental to the DPSM and warranty

*** Phone - Call - Outbound created on 11/27/2017 09:29:06 (GMT-07:00) Arizona and created by Jeremy Carrifee ***
Writer states:
1. Advised customer I spoke to the dlr and they will be reimbursing you for the rental.
2. Your vehicle was down a little over a month.
3. I would like to offer you 1 months car payment and a MP.

Customer states:
1. That would be great thank you so much for all your help

Writer states:
1. Your welcome
2. I will send you an offer letter.
3. once I get that back it will take 4-6 weeks for you to receive a check and the MP in the the mail.

*** Phone - Call - Inbound commitment created on 12/12/2017 14:48:02 (GMT-07:00) Arizona with Commitment Date 12/14/2017 and created by Jeremy Carrifee ***

*** Phone - Call - Inbound commitment fulfilled on 12/12/2017 14:48:21 (GMT-07:00) Arizona with Commitment Date 11/29/2017 closed by Jeremy Carrifee ***

*** 12/28/2017 17:36:38 (GMT-07:00) Arizona ***
Goodwill #: [redacted] Submitted

*** 12/28/2017 17:37:56 (GMT-07:00) Arizona ***
Goodwill #: [redacted] Submitted

*** 12/28/2017 16:38:53 (GMT-07:00) Arizona ***
Dispatched from WIP 6. GW to Queue by Randy Chacon

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGW4L21GG[redacted]	[redacted]	41,000

Oklahoma City OK, [redacted] Prod. Date: 11/09/2015 Dealer: [redacted] Boomer KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

*** Phone - Call - Inbound commitment fulfilled on 12/29/2017 07:45:55 (GMT-07:00) Arizona with Commitment Date 12/14/2017 closed by Jeremy Carrifee ***

*** 12/29/2017 11:55:24 (GMT-07:00) Arizona ***
Accepted from Queue ECR Goodwill to WIPBin GOODWILL by Bonnie Bauer

*** 01/30/2018 10:24:00 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Submitted

*** 01/30/2018 10:35:20 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill # [redacted] Submitted

*** 01/30/2018 10:35:35 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill # [redacted] Submitted

*** 01/30/2018 10:38:18 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Submitted

*** 01/30/2018 13:15:03 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Final Approved

*** Note - Others created on 02/05/2018 09:48:00 (GMT-08:00) Pacific Time (US & Canada) and created by Christian Knudsen ***
NCA mailed maintenance plan to customer on 2/5/2018.

*** Note - Others created on 02/05/2018 16:59:44 (GMT-08:00) Pacific Time (US & Canada) and created by Jesse Martinez ***
Wtr mailed GW check to cust on 2/5/18.

*** 03/02/2018 12:14:42 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Final Approved

*** 04/12/2018 12:14:10 ***
Closed with Resolution Code : Goodwill Issued
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGW4L23GG[redacted]	[redacted]	25,826

Columbia , SC , [redacted] Prod. Date: 11/06/2015 Dealer: [redacted] Jts KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

Case History

Dealer : JTs Kia
Technician : Steve Fletcher
Service Manager : ANGEL MENDEZ
Dealer Phone :
DPSM : Paul Gianmoena
Vehicle Model : OPTIMA SX TURBO 4CYL AUTO
Model Year : 2016
Mileage : 25826
Initial comments by Technician found in TL Case [redacted]:

[Problem Description]
customer states vehicle smoking and lost power while driving , pulled over and had to put 3 qrts of oil in engine

[Diagnostics Performed]
ck oil level and found that oil was 3 qrts low again and intake hose was burnt off . replace intake hose and fill oil to correct level vehicle is running rough ck and found that #2 cylinder miss fire replace spark plugs due to fowled out engine still runs rough ,performed compression test #1 has 75 running #2 0 running #3 75 running #4 75 running test ,also did leak down test #1 5% #2 100% #3 5% #4 5% air leaking out of dipstick tube when i did #2 cylinder

*** Assigned to WIPBin Default of Sarah Samples on 11/04/2017 07:06:23 (PST)
*** Phone - Call - Outbound created on 11/07/2017 14:29:02 and created by Sarah Samples ***
wrt states:
1. calling to check status of veh

cust states:
1. veh is not complete
2. dlr said they are going to have to replace motor

wrt states:
1. apologized
2. advised of case # and callback information

*** Phone - Call - Inbound commitment created on 11/07/2017 14:30:58 with Commitment Date 11/08/2017 and created by Sarah Samples ***

*** Phone - Call - Outbound created on 11/08/2017 12:47:23 and created by Sarah Samples ***
Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted] Columbia SC [redacted]
VIN: 5XXGW4L23GG[redacted]
MY and Mileage: 2016 Optima/25,826
Most recent RO# and Open Date: RO# [redacted] 10/31/2017-
Days Down at initial Service Alert report 8
Most recent Repair Issue and Diagnosis:
Concern : Smoking and oil usage
Cause :
Correction: Replacement engine assembly
Able to Duplicate (Y or N):Y
Repeat Repair (Y/N), if so, how many times?: N

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGW4L23GG[redacted]	[redacted]	25,826

Columbia , SC , [redacted] Prod. Date: 11/06/2015 Dealer: [redacted] Jts KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

Repair History of current concern- dates/mileage:N
ETA for completion of repairs:
Parts on order- part# order#: 21101-2gk10r 11/4/2017
Techline Case: [redacted]
Rental / Loaner Provided? Dates: Y 10/31/17
Dealer contacted DPSM:N
Vehicle repaired?: N
Customer has possession?: N
Dealer Code/Selling Dealer (Y or N): Y
Original Owner (Y or N): Y
What is current Customer Request (if needed): N/A
If HEV vehicle, is dealer HEV certified (if needed): N/A

*** Phone - Call - Inbound commitment fulfilled on 11/08/2017 12:47:41 with Commitment Date 11/08/2017 closed by Sarah Samples ***

*** Phone - Call - Outbound commitment created on 11/08/2017 12:47:43 with Commitment Date 11/16/2017 and created by Sarah Samples ***

*** Phone - Call - Outbound created on 11/15/2017 12:34:13 and created by Sarah Samples ***
wrrt states:
1. calling about repair status of veh

Dlr states: Spoke with Angel
1. repairs completed 11/15/2017
2. customer will be picking up tommorow.

wrt states:
1. Thank you

*** Phone - Call - Outbound commitment fulfilled on 11/15/2017 12:35:10 with Commitment Date 11/16/2017 closed by Sarah Samples ***

*** Phone - Call - Outbound commitment created on 11/15/2017 12:35:12 with Commitment Date 11/17/2017 and created by Sarah Samples ***

*** Phone - Call - Outbound created on 11/17/2017 06:22:16 and created by Sarah Samples ***
wrt states:
1. calling to check on repair status of veh

cust states:
1. rcvd veh back and it is fine
2. everything is working fine for now.
3. Thank you

*** Phone - Call - Outbound commitment fulfilled on 11/17/2017 06:23:06 with Commitment Date 11/17/2017 closed by Sarah Samples ***

*** 11/17/2017 06:23:28 ***
Closed with Resolution Code : Information Given
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	KNAGT4L37G5[redacted]	[redacted]	10,621
, ,		Prod. Date: 07/25/2016	Dealer:	

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

Case History

*** 01/05/2018 06:09:25 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 01/05/2018 05:58:06 and created by Cassandra Pierson ***
Ross with Farmer's Insurance states:
1. Calling to advise that we are putting on notice.
2. Leased vehicle.
3. Sending out a cause and origin investigator to look into it.
4. Vehicle is at location where fire occureed.
5. If you guys want to do a joint inspection, you can.
6 [redacted] is Ross's number.
7. Cause and origin investigator:
Herndon & Assoc.
Lavonia Michigan
[redacted]

Writer states:
1. Takes Fire script and contact information.
2. Thank you.

*** Phone - Call - Inbound created on 01/05/2018 06:09:53 and created by Cassandra Pierson ***
Forward to NCA:
1. Customer alleges engine set fire while vehicle parked in garage.
2. Vehicle is currently still in the garage, awaiting an inspection on behalf of Farmers Insurance.
3. Farmers Insurance called to notify us and to offer a joint-inspection.
4. Please review and follow up accordingly.

*** 01/05/2018 06:11:19 ***
Dispatched from WIPBin = Default to Queue National CA by Cassandra Pierson
Reason:

*** 01/05/2018 08:22:29 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 01/05/2018 08:25:34 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin Default of Gustavo Villela by Jeff Stroup
Reason:

*** Phone - Call - Inbound created on 01/08/2018 11:09:32 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr LVM for Ross, with insurance

*** Phone - Call - Inbound commitment created on 01/08/2018 11:09:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/15/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment created on 01/08/2018 11:09:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/12/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 01/31/2018 09:46:30 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/12/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 01/31/2018 09:47:02 (GMT-08:00) Pacific Time (US & Canada) and created

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	KNAGT4L37G5[redacted]	[redacted]	10,621
, ,		Prod. Date: 07/25/2016	Dealer:	

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

by Gustavo Villela ***
Wtr LVM for Ross, with insurance

*** Phone - Call - Inbound commitment created on 01/31/2018 09:47:11 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/07/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 02/07/2018 15:28:34 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/07/2018 closed by Gustavo Villela ***

*** 02/07/2018 15:30:33 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Information Given
[Resolution Summary]
Pending contact from insurance

*** 02/13/2018 12:30:43 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened with Sub Status of Working

*** Letter - Letter Received created on 02/13/2018 12:33:23 (GMT-08:00) Pacific Time (US & Canada) and created by Brecon Crosby ***
NCA rec'd letter from Farmers Insurance. Letter states:
1. Our initial investigation has established that the above loss may have been caused by the malfunction of your product.
2. Vehicle caught fire will parked & unoccupied.
3. We shall seek reimbursement from you for the amount of damages.

Attaching & dispatching to NCA.

*** 02/13/2018 12:35:15 (GMT-08:00) Pacific Time (US & Canada) ***
Dispatched from WIPBin = Default to Queue National CA by Brecon Crosby
Reason:

*** Letter - Letter Received created on 02/13/2018 12:36:06 (GMT-08:00) Pacific Time (US & Canada) and created by Brecon Crosby ***
NCA rec'd letter from Farmers Insurance. Letter states:
1.Our initial investigation has established that the above loss may have been caused by the malfunction of your product
2. Engine fire that spread to out insured's other vehicle (2017 Chevrolet Silverado).
3. We shall seek reimbursement from you for the amount of damages.

Attaching to case.

*** 02/14/2018 08:03:37 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 02/14/2018 08:12:34 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin Pending docs of Gustavo Villela by Jeff Stroup
Reason:

*** Phone - Call - Inbound created on 02/14/2018 13:02:45 (GMT-07:00) Arizona and created by David Holly ***
Farmers agent states:
1 I am trying to send this stuff to gus

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	KNAGT4L37G5[redacted]	[redacted]	10,621
, ,		Prod. Date: 07/25/2016	Dealer:	

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

2 do you have his fax# and a physical address

Writer states:
1 apologize
2 gave [redacted] irvine CA [redacted]
3 The case manger will reach out and provide his contact info

Farmers agents states:
1 thank you

*** Phone - Call - Inbound commitment created on 02/15/2018 16:08:15 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/16/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 02/19/2018 11:00:07 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/16/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 02/19/2018 11:00:09 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr reviewed case with engineer

*** Phone - Call - Inbound created on 02/19/2018 11:01:43 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr LVM for Tonya Deboer, with insurance

*** Phone - Call - Inbound commitment created on 02/19/2018 11:02:51 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/20/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 02/20/2018 10:24:35 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/20/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 02/20/2018 10:24:40 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr LVM for Tonya Doboer, with insurance

*** Phone - Call - Inbound commitment created on 02/20/2018 10:27:18 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/21/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment created on 02/20/2018 10:27:18 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/22/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 02/22/2018 07:59:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/22/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 02/22/2018 07:59:53 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr spoke with Tonya, with farmers insurance:
1. Tonya advised case is now being represented
2. Please call Atty TIm Pescal, [redacted]
3. Wtr thanked

call ended

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 OPTIMA KNAGT4L37G5[redacted]	[redacted]	10,621

, , Prod. Date: 07/25/2016 Dealer:

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

*** Phone - Call - Inbound created on 02/22/2018 08:12:25 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr called Atty Tim Pescal:
1. Left message with receptionist for call back
call ended

*** Phone - Call - Inbound commitment created on 02/22/2018 08:13:02 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/23/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 02/23/2018 08:57:05 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/23/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 02/23/2018 08:58:33 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr spoke with Tim P. Atty,
1. Wtr asked for copy of LOR and pictures of all vehs and garage involved
2.Tim advised will email LOR copy and pictures
3. Tim advised farmers insures the cars and garage

call ended

*** Phone - Call - Inbound commitment created on 02/23/2018 09:09:06 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/23/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 02/26/2018 13:02:39 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/23/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound commitment created on 02/26/2018 13:02:42 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/27/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound created on 02/26/2018 13:03:06 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr LVM for Tim P, atty

*** Phone - Call - Inbound created on 02/27/2018 07:58:56 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr LVM for Tim, Pescal atty

*** Phone - Call - Inbound commitment fulfilled on 02/27/2018 07:59:24 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/27/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound commitment created on 02/27/2018 07:59:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/01/2018 and created by Gustavo Villela ***

*** Letter - Letter Received created on 02/27/2018 14:06:23 and created by Jazmin Diaz ***
NCA rec'd letter from Grotefeld Hoffmann. Letter states:
1. Our firm represents Farmers Insurance Exchange.
2. You have already been placed on notice of the fire.
3. Repair are under way, and if you wish to inspect the scene or the damages, you should contract the undersigned immediately.
4. Destructive examination will occur on 3/2/18 at 9 AM.
5. The incident report is attached.

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	KNAGT4L37G5[redacted]	[redacted]	10,621
, ,		Prod. Date: 07/25/2016	Dealer:	

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

Attaching to case.

*** Phone - Call - Inbound commitment created on 02/27/2018 07:59:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/02/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound created on 02/28/2018 13:09:46 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr received docs from atty

*** Phone - Call - Inbound commitment created on 02/27/2018 07:59:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/06/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 03/06/2018 12:45:25 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/06/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 03/06/2018 12:45:27 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr reviewed case with engineers

*** Phone - Call - Inbound created on 03/06/2018 12:45:41 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr LVM for Timothy P. with Grotefeld Hoffman

*** Phone - Call - Inbound commitment created on 03/06/2018 12:46:00 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/08/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 03/08/2018 08:20:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/08/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 03/08/2018 08:20:40 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr spoke with Tim P. with Grotefeld:
1. Wtr asked for breakdown
2. Tim advised it is estimated around$100,000
3. its $37,000 for the kia and around $75,000 for other property
4. Tim advised this is estimate, advised it could be more or less
5. Wtr thanked

call ended

*** Phone - Call - Inbound commitment created on 03/08/2018 08:25:30 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/09/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 03/12/2018 09:55:07 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/09/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 03/12/2018 09:55:09 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr reviewed case with engineer

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	KNAGT4L37G5[redacted]	[redacted]	10,621
, ,		Prod. Date: 07/25/2016	Dealer:	

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

*** Phone - Call - Inbound created on 03/12/2018 10:02:52 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr LVM for Tim P. atty

*** Phone - Call - Inbound created on 03/12/2018 10:09:09 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr spoke with Tim P.
1. Wtr advised case was reviewed
2. Wtr advised if engineers can inspect
3. Wtr advised if cno can be given
4. Tim advised cno cannot be given until end of kia's inspection
5. Tim advised kia can still inspect but would have to pay for our engineers to go out and inspect as well
6. Wtr advised will review this information with engineers

call ended

*** Phone - Call - Inbound commitment created on 03/12/2018 10:21:02 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/16/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 03/13/2018 11:58:10 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/16/2018 closed by Gustavo Villela ***

*** 03/13/2018 11:58:40 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Legal Handling
[Resolution Summary]
Closing case, legal handling

*** 03/30/2018 15:34:41 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened with Sub Status of Working

*** Phone - Call - Inbound created on 03/30/2018 15:34:44 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Tread Review Complete

*** 03/30/2018 15:34:57 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Legal Handling
[Resolution Summary]
Closing case, legal handling

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]		5XXGT4L3XGG[redacted]	[redacted]	42,380

Renton , WA, [redacted] Prod. Date: 02/02/2016 Dealer: [redacted] Car Pros KIA Renton

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

Case History

Dealer : Car Pros Kia Renton
Technician : Keo Manisy
Service Manager : JIM ACKERMAN
Dealer Phone :
DPSM : Mark White
Vehicle Model : OPTIMA LX 4CYL AUTO
Model Year : 2016
Mileage : 42380
Initial comments by Technician found in TL Case #[redacted]

[Problem Description]
ENGINE SMOKE #2 MISFIRE P30200 FOUND

[Diagnostics Performed]
FOUND DTC P302

*** Assigned to WIPBin Default of Sasha Kerns on 03/01/2018 07:06:24 (PST)
*** Phone - Call - Outbound created on 03/01/2018 09:29:29 (GMT-07:00) Arizona and created by Sasha Kerns ***
Writer contacted dealer:
1: No answer, left voice mail

*** Phone - Call - Outbound commitment created on 03/01/2018 09:29:44 (GMT-07:00) Arizona with Commitment Date 03/07/2018 and created by Sasha Kerns ***

*** Phone - Call - Outbound commitment fulfilled on 03/05/2018 17:05:46 (GMT-07:00) Arizona with Commitment Date 03/07/2018 closed by Sasha Kerns ***

*** Phone - Call - Outbound created on 03/05/2018 17:05:48 (GMT-07:00) Arizona and created by Sasha Kerns ***
Writer contacted dealer:
1: No answer, left voice mail

*** 03/05/2018 17:06:07 (GMT-07:00) Arizona ***
Closed with Resolution Code : No Cust Contact
[Resolution Summary]

*** 03/29/2018 17:00:53 (GMT-07:00) Arizona ***
Reopened with Sub Status of Working

*** 03/29/2018 17:01:06 (GMT-07:00) Arizona ***
Closed with Resolution Code : No Cust Contact
[Resolution Summary]
Fire Tread Review-SCH

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGV4L20GG[redacted]	[redacted]	17,000

Mentor , OH, [redacted] Prod. Date: 02/12/2016 Dealer: [redacted] Mentor KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Case History

*** 03/12/2018 16:32:10 (GMT-05:00) Eastern Time (US & Canada) ***
Contact = [redacted], Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 03/12/2018 16:30:56 (GMT-05:00) Eastern Time (US & Canada) and created by Travis Widener ***
Customer states
1. I wanted to see what to do the vehicle has been in 4 times
2. It has no heating and a/c
3. I do not feel safe with no heat
4. It is a Lemon
Wtr states
1. Apologized
2. Thanked customer for calling kia
3. Advised I can help customer
4. Checked for duplicate cases
5. Checked for open SC - None
6. Wtr advised customer will contact dealer and gather more info
Customer states
1.Ok Thank you very much
*Wtr Thanked customer for calling Kia

*** Case note has been appended from duplicated auto-case on 03/14/2018 01:04:34 (PST)

Comments from Service Alert - TL

Dealer : Mentor Kia
Technician : Mike Zook
Service Manager : AMBER JONES
Dealer Phone :
DPSM : Jack Sparling
Vehicle Model : OPTIMA SX LIMITED 4CYL AUTO
Model Year : 2016
Mileage : 9777
Initial comments by Technician found in TL Case [redacted]

[Problem Description]
when accelerating vehicle is make a loud vacuum noise

[Diagnostics Performed]
found that the air intake accordion tubing is melted at the band clamp where it fits over the throttle at turbo, rubber broke apart and looked melted, no sign of vehicle overheating and have no codes in system....any conditions that can cause this? already have intake part on order for tomorrow

*** Phone - Call - Inbound created on 03/15/2018 10:56:48 (GMT-05:00) Eastern Time (US & Canada) and created by Tracey Icenhour ***
[redacted]

Cust states
[redacted]

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGV4L20GG[redacted]	[redacted]	17,000

Mentor , OH, [redacted] Prod. Date: 02/12/2016 Dealer: [redacted] Mentor KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

2 Missed a call this morning.

Wrt states
1 Apologized
2 Advised TCS calling dlr now and will f/u with cust accordingly

Cust states
1 Thank you

*** Phone - Call - Inbound created on 03/15/2018 11:04:16 (GMT-05:00) Eastern Time (US & Canada) and created by Travis Widener ***
Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted] EASTLAKE OH [redacted]
VIN: 5XXGV4L20GG[redacted]
MY and Mileage: 2016 Optima 17000
Most recent RO#:
6008 Miles a/c compressor replaced 4/27/17 ro [redacted]
Feb 13 2018 16088 Miles ro [redacted] blower not working (replaced)
Feb 19th installed blower motor Ro [redacted]
March 1st 2018 16689 Miles ro [redacted] blower not working (prev repair poor connection)
march 14th not woring again

Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis: blower motor connections replacy at ipm
Customer states no blower no a/c or heat
Dealer states tl case said check IPM junction box
Able to Duplicate (Y or N): t
Repeat Repair (Y/N), if so, how many times?: y
Repair History of current concern with dates and mileage:
ETA for completion of repairs (if applicable): complete
Parts on order (Y/N), if so obtain part#, order#: n
Techline Case (if applicable): [redacted] said check ipm junction box
Rental / Loaner Provided? If so, since when?:
Dealer contacted DPSM (if needed):
Vehicle repaired?: Yes
Customer has possession?: n
Dealer Code/Selling Dealer (Y or N): [redacted]
Original Owner (Y or N): Y

*** Phone - Call - Inbound created on 03/15/2018 11:05:32 (GMT-05:00) Eastern Time (US & Canada) and created by Travis Widener ***
Wtr called customer
Wtr states
1. Apologized for delay
2. Advised have spoken to dealer and issue is resolved
3. Vehicle is ready for pickup
4. Advised will send case to ECR today
5. Please allow 2/3 business days to be contacted
Customer states
1. Ok That will be fine

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGV4L20GG[redacted]	[redacted]	17,000

Mentor , OH, [redacted] Prod. Date: 02/12/2016 Dealer: [redacted] Mentor KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

2. Can I keep the rental until they call or go get the vehicle
wtr sates
1. Either is customers option at this time
Customer states
1. Ok Thank you

*** Case [redacted] is sent on 3/15/2018 8:8:37 by Travis Widener
To [redacted]
Cc [redacted]
Title: NO ACTION REQUIRED - Case Escalation [redacted]

*** Phone - Call - Inbound created on 03/15/2018 11:08:57 (GMT-05:00) Eastern Time (US & Canada) and created by Travis Widener ***
Call to Action
1. Customer states vehicle is Lemon
2. Vehicle has been to [redacted] 4 times for no heat/a/c
3. Vehicle is ready for pickup customer is in a rental
4. DPSM advised via email
5. Please review and contact customer as needed

*** 03/15/2018 11:10:11 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin = to Queue Central Region ECR by Travis Widener
Reason:

*** 03/16/2018 06:22:46 (GMT-07:00) Arizona ***
Accepted from Queue Central Region ECR to WIPBin Wednesday-1 by Randy Chacon

*** 03/16/2018 06:27:45 (GMT-07:00) Arizona ***
Case moved into WIPBin Wednesday-1 and Sub Status of Working

*** 03/16/2018 06:28:30 (GMT-07:00) Arizona ***
Assigned to WIPBin Default of Steve Larez by Randy Chacon
Reason:

*** Phone - Call - Inbound created on 03/16/2018 10:31:18 (GMT-07:00) Mountain Time (US & Canada) and created by Steve Larez ***
Customer states.
1. I wanted to call you back
2. I was told by someone from your office the vehicle is fixed to go get it, or I can drive the rental for the next three days and get it back
3. I am getting information from different people, I went to the dlr today but they said it is not ready to be picked up.
4. They are always in meetings when I call so I had not choice but to drive there.
5. I called up there yesterday before I drove there.
6. I took the vehicle there on Monday, I have not once gotten an update.
7. The only phone call I got was from this number stating the vehicle was ready
8. The car is not safe.,
9. I will continue to pursue this because the vehicle is not fixed.

Writer states.
1. i am sorry I have not had a chance to call the dlr as of yet.
2. once I speak to him I can call you back
3. We do want to fix the vehicle and the warranty will back the product.

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGV4L20GG[redacted]	[redacted]	17,000

Mentor , OH, [redacted] Prod. Date: 02/12/2016 Dealer: [redacted] Mentor KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Customer states./
1. What about getting me out of the vehicle.

Writer states.
1. You can speak to the dlr to find out what kind sales or promotions they have to trade you out of the vehicle.
2. Our replacement policies and repurchase policies are in accordance to your states law.
3. I am here to fix the vehicle and we do have resources we can use to assist with the repairs.
4. Let me get back to you at a later time after I find out more regarding the repair at the Kia dlr.

*** Phone - Call - Inbound created on 03/16/2018 10:29:58 (GMT-07:00) Mountain Time (US & Canada) and created by Steve Larez ***
Customer states:
1. I am calling for an update regarding my case

Writer states:
1. Apologized
2. Advised that case has been escalated
3. Advised would be able to transfer to new case manager

Transferred to ECR S Larez

*** Phone - Call - Inbound commitment created on 03/19/2018 10:50:27 (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 03/20/2018 and created by Steve Larez ***

*** Phone - Call - Inbound created on 03/19/2018 14:37:55 (GMT-07:00) Arizona and created by Teri Donnelly ***
Customer States:
1. Advised case number
2. Calling to check status

Writer States:
1. Confirmed owner info
2. Will check to see if person handling case is available
3. Asked customer to hold.

Writer States:
1. Thanked customer for holding ecr is on another line or away from his desk
2. Can transfer to vm or leave message that customer is requesting call back?

Customer States:
1,. What is his extension?
2. Would like to be transferred to vm

Writer States:
1. Advised ecr extension
2. Transferred to vm for ecr, SLarez

*** Phone - Call - Inbound created on 03/20/2018 10:12:16 (GMT-07:00) Mountain Time (US & Canada) and

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGV4L20GG[redacted]	[redacted]	17,000

Mentor , OH, [redacted] Prod. Date: 02/12/2016 Dealer: [redacted] Mentor KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

created by Steve Larez ***
Customer called back and left writer message for a return call.

*** Phone - Call - Inbound commitment fulfilled on 03/20/2018 10:29:51 (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 03/20/2018 closed by Steve Larez ***

*** Phone - Call - Inbound created on 03/20/2018 10:12:53 (GMT-07:00) Mountain Time (US & Canada) and created by Steve Larez ***
Customer states.
1. Scott Williams called me and stated to pick up the vehicle.
2. They indicated the heater is working now after they tapped on a box under the hood
3. They gave me the car back so clearly something is wrong.
4. I know I qualify for the lemon law.
5. What do I do? What is Kia going to do?

Writer states.
1. I am sorry
2. I am reviewing the technical assistance case which the dlr is waiting for a response on.
3. We may replace the part in question, but since it was a matter of tapping that fuse box, it may be something else so our technical resources may recommend they wait until the part fails.

Customer states.
1. I am not going to wait until it fails. Something needs to get done.

Writer States.
1. Not fixing it is not an option, you have a warranty that will back defects in the material and workmanship
2. We will repair it once we are positive of a counter measure.
3. I do know it has been frustrating so I do want to offer you at least two car payments
4. The good will would because I do understand you are frustrated
5. We are going to fix it when we are sure of what needs to be repaired. Depending on the amount, you may be requested to sign off on it

Customer states.
1 how would I do this.

Writer gave email address and requested customer send a copy of the lease contract along with the payment history

Customer states.
1. Thank you

*** Phone - Call - Inbound created on 03/20/2018 10:39:02 (GMT-07:00) Mountain Time (US & Canada) and created by Steve Larez ***
Writer called Scott Williams and left message for a return call.
regarding case.

*** Phone - Call - Inbound created on 03/20/2018 10:43:16 (GMT-07:00) Mountain Time (US & Canada) and created by Steve Larez ***
Pending return call from Dlr.

*** Phone - Call - Inbound commitment created on 03/20/2018 10:43:37 (GMT-07:00) Mountain Time (US &

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGV4L20GG[redacted]	[redacted]	17,000

Mentor , OH, [redacted] Prod. Date: 02/12/2016 Dealer: [redacted] Mentor KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Canada) with Commitment Date 03/22/2018 and created by Steve Larez ***

*** Phone - Call - Inbound commitment fulfilled on 04/03/2018 11:52:43 (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 03/22/2018 closed by Steve Larez ***

*** Phone - Call - Inbound created on 04/03/2018 12:12:18 (GMT-07:00) Mountain Time (US & Canada) and created by Steve Larez ***
Lease paper received.

*** Phone - Call - Inbound created on 04/06/2018 14:06:48 (GMT-07:00) Mountain Time (US & Canada) and created by Steve Larez ***
Write called customer back on a duplicate case that was assigned to writer.

Customer states.
1.We have spoke to each other already and I did send you the paper work.
2. I do not want to deal with this anymore.
3. I am tired of going to the Kia dlr.
4. The fan blower will just stop working sometimes and I know the dlr has not duplicated it but they need to attempt a repair.
5. I would not want to be left stranded in a snow storm or sever heat. I am not happy with this at.
6. What is Kia going to do for me.
7. The car is back over there again, I just want another car.

Writer states.
1. I am sorry
2. I do have the paper work for the good will of two car payments, however, if the vehicle is there again we want to fix it before we can offer anything.
3. We do want to duplicate it, we do want to fix it, we do want to satisfy the situation however we do not want to guess at it.
4. We want to find the issue then fix it.

Customer states.
1. I understand

Writer states.
1. If there is back there again. Let me call the dlr and go from there.

*** Phone - Call - Inbound created on 04/06/2018 14:09:54 (GMT-07:00) Mountain Time (US & Canada) and created by Steve Larez ***
Writer called dlr and could not get a hold of anyone, stayed on hold for a long time, will try back another time.

*** Phone - Call - Inbound commitment created on 04/06/2018 14:10:17 (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 04/09/2018 and created by Steve Larez ***

*** Phone - Call - Inbound commitment fulfilled on 04/18/2018 13:45:04 (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 04/09/2018 closed by Steve Larez ***

*** Phone - Call - Inbound created on 04/18/2018 13:47:40 (GMT-07:00) Mountain Time (US & Canada) and created by Steve Larez ***
Writer called David in service and requested svc mgr to call back along with a copy of the RO.

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGV4L20GG[redacted]	[redacted]	17,000

Mentor , OH, [redacted] Prod. Date: 02/12/2016 Dealer: [redacted] Mentor KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

*** Phone - Call - Inbound commitment created on 04/18/2018 13:48:19 (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 04/19/2018 and created by Steve Larez ***

*** Phone - Call - Inbound created on 04/18/2018 13:09:59 (GMT-07:00) Arizona and created by Erika Lento *** Service Manager from [redacted]

Dealer states:
1.Returning Steve's call

Wrt states:
1.ok let me see if he's available
2.*placed dealer on hold
3.*skyped SLarez - away
4.Steve appears to be away from his desk at the moment
5.In the case it looks like he wanted a copy of the RO
6.Would you like his VM

Dealer states:
1.ok
2.No I will email it to him

*** Phone - Call - Inbound commitment fulfilled on 05/05/2018 13:06:55 (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 04/19/2018 closed by Steve Larez ***

*** Phone - Call - Inbound created on 05/05/2018 13:09:24 (GMT-07:00) Mountain Time (US & Canada) and created by Steve Larez ***
Writer called customer back and left message
Writer states.
1. I was reviewing this case and noticed we had offered lease payments, however, the vehicle had went back to the Kia dlr.
2. I wanted to reach out to you.
3. I will back Tuesday and I can return your call then

*** Phone - Call - Inbound commitment created on 05/05/2018 13:12:56 (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 05/08/2018 and created by Steve Larez ***

*** Phone - Call - Inbound commitment fulfilled on 05/14/2018 09:17:46 (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 05/08/2018 closed by Steve Larez ***

*** Phone - Call - Inbound created on 05/14/2018 09:19:20 (GMT-07:00) Mountain Time (US & Canada) and created by Steve Larez ***
Write called dlr to confirm car was not there.

Scott states.
1. We have not seen the car for a few months.
2. We did the have a few concerns with the A/C
3. The customer has the vehicle now. I can send you the RO's

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGV4L20GG[redacted]	[redacted]	17,000

Mentor , OH, [redacted] Prod. Date: 02/12/2016 Dealer: [redacted] Mentor KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Writer states.
1. Please do.
2. We are going to consider some good will for her and I wanted to ensure we get all our basis covered/.

Writer gave email address to dlr.

*** Phone - Call - Inbound commitment created on 05/14/2018 09:22:52 (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 05/16/2018 and created by Steve Larez ***

*** Phone - Call - Inbound created on 05/14/2018 09:24:43 (GMT-07:00) Mountain Time (US & Canada) and created by Steve Larez ***
Writer called customer back
Writer staest.
1. A.C is very inconsistent.
2. There is a grinding, saucer, noise and I smell burnt stuff some times. I do not want to blow up in this car.
3. i have told the dlr this before. The dlr had found that the hose was burnt up
4. Sometimes they do not even tell me what they are doing. I am just not happy with it at all.

Writer states.
1. I am sorry
2. I will update the file for you. I do have the information from repairs getting sent to me.
3. We do want the vehicle repaired.
4. I would honestly wait until the vehicle a./c system fails so we can repair it.
5. I know the concerns are intermittent and it is very frustrating

customers States.
1. It is very frustrating. I did not know the vehicle had to be fixed before you could pay me the lease payments.

Writer states.
1. The reason is because you will need to sign some paper work indicating we are considering this matter closed.
2. All warranties will be perfect.

Customer thanked writer for information.

*** Email - Internal Email Sent created on 05/17/2018 12:37:56 and created by Kaan Gurocak ***
ECA:
1) customer filed with the BBB.
2) Looks like you are waiting on repairs to be completed before offering goodwill. Let me know if I got that wrong.
3) When you have an update on the last repair attempt please let me know and we can assess next steps.
4) Also, if you have a recap that would be very helpful.
5) Thanked.

*** Phone - Call - Inbound commitment fulfilled on 05/18/2018 11:05:51 (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 05/16/2018 closed by Steve Larez ***

*** Phone - Call - Inbound created on 05/18/2018 11:08:31 (GMT-07:00) Mountain Time (US & Canada) and created by Steve Larez ***
Writer called dlr to confirm vehicle was not there.
Scott, Parts and Service Director,
1. The car is here

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGV4L20GG[redacted]	[redacted]	17,000

Mentor , OH, [redacted] Prod. Date: 02/12/2016 Dealer: [redacted] Mentor KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

2. We have not duplicate the issue as of yet,
3. She he lives in Eastlake, about 15-20 min driver, she said the blower was not blowing out full blast and the it had a burning smell.
4.We installed the blower motor last time so I am checking that installation.

Writer states.
1. Please open up a tech case.
2. Thank you.

*** Phone - Call - Inbound commitment created on 05/18/2018 12:21:35 (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 05/21/2018 and created by Steve Larez ***

*** Email - Internal Email Received created on 05/21/2018 11:36:54 and created by Kaan Gurocak ***
ECR email from 5/18:
1) Spoke to customer.
2) Veh is at dealer now and parts/service director says it will stay there over the weekend.
3) Attached latest RO and will start recap.

ECA:
1) Thank you for update.
2) Let me know when recap is compete and I will assess case.

*** Note - Others commitment created on 05/24/2018 14:19:13 with Commitment Date 05/25/2018 and created by Kaan Gurocak ***

*** Email - External Email Sent created on 05/25/2018 11:38:04 and created by Kaan Gurocak ***
From: Gurocak, Kaan [KMA]
Sent: Friday, May 25, 2018 11:38 AM
To: 'Eikenberry, Todd'
Subject: Re: [redacted]

Hi Todd,

I reviewed [redacted] service history and have found that she does not meet the Definition according the Ohio Lemon Law Summary. In the first 12 months of ownership she has had only 2 repair visits to different nonconformities and was only down a total of 3 days in that time. My office is working with her to resolve this concern and will most likely offer GW for the inconvenience. Please let me know if this is sufficient to close your case or if you'd like me to draft a MRF.

Thank you,

*** Note - Others commitment updated on 05/25/2018 11:40:59 with Commitment Date 05/29/2018 and updated by Kaan Gurocak ***
Completed recap and emailed BBB advising customer does not meet definition in OH.

*** Phone - Call - Inbound commitment fulfilled on 05/29/2018 12:13:17 (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 05/21/2018 closed by Steve Larez ***

*** Phone - Call - Outbound created on 05/29/2018 11:27:41 and created by Kaan Gurocak ***
ECA v/m:

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGV4L20GG[redacted]	[redacted]	17,000

Mentor , OH, [redacted] Prod. Date: 02/12/2016 Dealer: [redacted] Mentor KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

1) Introduced.
2) Advised taking over case from colleague, Steve, due to BBB complaint.
3) Provided c/b # and hours.

*** Note - Others commitment updated on 05/29/2018 11:30:08 with Commitment Date 05/31/2018 and updated by Kaan Gurocak ***
No Response from BBB. ECA called customer and left v/m.

*** Phone - Call - Outbound created on 05/29/2018 11:31:10 and created by Kaan Gurocak ***
SRVM, Amber:
1) Could not reproduce customer's concern.
2) Customer brought vehicle on 5/16, and touched base with customer today to advise of this, (after first reaching out on Friday 5/25).
3) Customer stays she will try to pick veh up today or tomorrow.
4) Confirmed that customer should not qualify for LL as outside of 18 months.

ECA:
1) Thanked for updates.
2) Also thanked for efforts in trying to reproduce concern.
3) ECA will follow up with customer once BBB responds to KMA's request to close case.

*** Phone - Call - Inbound created on 05/30/2018 07:40:30 and created by Kaan Gurocak ***
Customer v/m:
1) Sorry I missed your call.
2) Please call me back if you can at primary #.

*** Email - External Email Received created on 05/30/2018 07:41:35 and created by Kaan Gurocak ***
From: Eikenberry, Todd[redacted]
Sent: Tuesday, May 29, 2018 2:08 PM
To: Gurocak, Kaan [KMA]
Subject: RE: [redacted]

Hi Kaan: I have reviewed the same information below with [redacted]. She argues that the issue is a severe safety concern and explained that the windows will totally fog up or ice over when the heat fails to work, making it impossible to see out of the windows. She feels this would fall under the 4th prong of the Ohio definition that talks about the need for only one repair to a condition that could cause death or serious bodily injury.

She remains adamant about pursuing her request of repurchase. Due to the time element, we are looking at scheduling the case for arbitration on 6/13 or 6/14 in the early afternoon hours. Please advise which of these two days would work best for Kia and if you would like to present via telephone or have a rep present?

Thank you -

Todd Eikenberry, Manager, AUTO LINE (Florida)
Council of Better Business Bureaus
[redacted]
Arlington, VA[redacted]
p: [redacted]
p: [redacted]
f: [redacted]
[redacted]
bbb.org Start With Trust®

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGV4L20GG[redacted]	[redacted]	17,000

Mentor , OH, [redacted] Prod. Date: 02/12/2016 Dealer: [redacted] Mentor KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

*** Email - External Email Sent created on 05/30/2018 11:50:56 and created by Kaan Gurocak ***
From: Gurocak, Kaan [KMA]
Sent: Wednesday, May 30, 2018 11:51 AM
To: [redacted]
Subject: Re: Your 2016 Optima SX - 5XXGV4L20GG[redacted]

[redacted]

Thank you again for taking the time to speak with me today. As promised, you can find my contact information below. Please let me know if you have any questions/concerns regarding what we discussed today or updates regarding your vehicle.

Thank you,

*** Phone - Call - Outbound created on 05/30/2018 11:05:12 and created by Kaan Gurocak ***
ECA:
1) Introduced.
2) Offered FTS and review of ownership history with monetary offer.
3) Reaffirmed Kia's position provided by BBB.

Customer:
1) Beyond frustrated with entire ownership experience.
2) Have been living with issue for 6-7 months and children have had to deal with it as well.
3) This has not been just the last 2 visits.
4) Very frustrated with lack of communication between Kia CA.
5) Was promised by ECR of GW of 2 car payments for inconvenience.
6) Family has been put in danger related to fog and lack of heat during cold months.
7) 4 days in bitter cold without heat due to no loaners at dealership.
8) Feels dealership has been lying to me about things. They were advised that field rep was involved in repair when it was not in RO.
9) Has had health issues related to all this.
10) Dealership were unable to reproduce a Bluetooth concern and that was very frustrating.
11) Still has rental veh at home. Scott and Amber from dealer advised they were on vacation for a week and they didn't even know customer's veh was still there.
12) Only seeking buyback at this point.
13) Wants down payment back.

ECA:
1) Apologized for all concerns and advised will reassess customer's new repurchase request (requested replacement from BBB).
2) Advised would follow up before any scheduled arbitration.
3) Advised will send email with contact information.

*** Note - Others commitment fulfilled on 05/30/2018 11:55:58 with Commitment Date 05/30/2018 closed by Kaan Gurocak ***

*** Note - Others commitment created on 05/30/2018 11:56:42 with Commitment Date 06/01/2018 and created by

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGV4L20GG[redacted]	[redacted]	17,000

Mentor , OH, [redacted] Prod. Date: 02/12/2016 Dealer: [redacted] Mentor KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Kaan Gurocak ***

*** Email - External Email Sent created on 05/31/2018 09:09:14 and created by Kaan Gurocak ***
ECA emailed BBB rep Todd:
1) Spoke to customer at length
2) Reassessed case and will be drafting 3 option offer letter for customer that includes buyback she seeks.
3) Please do not schedule arbitration.
4) I will provide offer to customer by the end of the week.

*** Phone - Call - Inbound created on 05/31/2018 10:30:03 and created by Kaan Gurocak ***
Customer v/m:
1) Just picked up vehicle from dealer.
2) When parking at a friends I found damage to the front bumper and side.
3) Taking vehicle back to dealership not to address these new concerns.
4) I wanted to let you know and talk about this.
5) Thanks.

*** Phone - Call - Outbound created on 06/01/2018 15:02:30 and created by Kaan Gurocak ***
ECA v/m:
1) Received message from yesterday.
2) Apologized for cosmetic damage caused by dealer service.
3) Would like to discuss that and your case.
4) Please call back when you can.
5) Provided c/b #

*** Email - External Email Sent created on 06/01/2018 15:06:34 and created by Kaan Gurocak ***
From: Gurocak, Kaan [KMA]
Sent: Friday, June 01, 2018 3:06 PM
To: 'Eikenberry, Todd'
Subject: RE: [redacted]

Hi Todd,

Sorry to go back and forth with you on this but after reviewing once more we have determined that her safety concern due to the lack of heat first occurred outside of the first year of ownership. I will attempt to offer an FTS once again but if the customer wishes to arbitrate and you disagree with our assessment regarding her qualification then I suppose I will be prepared to argue our position.

Let me know.

Thank you,

*** Note - Others commitment fulfilled on 06/01/2018 15:07:42 with Commitment Date 06/01/2018 closed by Kaar Gurocak ***
Reviewed with ECAM on 5/31 and PQ Engineer and determined that customer does not qualify for LL.
Called customer and left v/m
Emailed Todd at BBB to update that we will not be making repurchase offer.

*** Note - Others commitment created on 06/01/2018 15:08:11 with Commitment Date 06/05/2018 and created by Kaan Gurocak ***

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGV4L20GG[redacted]	[redacted]	17,000

Mentor , OH, [redacted] Prod. Date: 02/12/2016 Dealer: [redacted] Mentor KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

*** Phone - Call - Inbound created on 06/04/2018 09:37:53 and created by Kaan Gurocak ***
Customer V/M on Friday, 6/1:
1) Sorry I missed out call.
2) I am on my way to work but can talk on Monday (6/4).
3) Confirmed phone #.
4) Thanks.

*** Note - Others commitment updated on 06/04/2018 09:39:35 with Commitment Date 06/04/2018 and updated by Kaan Gurocak ***

*** Email - External Email Received created on 06/04/2018 17:19:53 and created by Kaan Gurocak ***
From: Eikenberry, Todd[redacted]
Sent: Monday, June 04, 2018 12:26 PM
To: Gurocak, Kaan [KMA]
Subject: RE[redacted]

Kaan – Customer claims on her BBB claim form that she reported problem with the heater blower on 4/27/17. I checked the work order and can see that the A/C was blowing warm and compressor changed, also something to do with buzzing noise in conjunction with fan speed (possibly a service bulletin?). I have left a message for the customer to review further.

Sincerely,

*** Note - Others commitment updated on 06/04/2018 17:22:31 with Commitment Date 06/05/2018 and updated by Kaan Gurocak ***
BBB seems to agree with KMA assessment that safety concern claim (due to lack of heat) first reported after 1st year of ownership and attempted to contact customer.

*** Phone - Call - Inbound created on 06/04/2018 17:35:41 and created by Kaan Gurocak ***
BBB VM, Todd:
1) Customer claims she has had problems with the blower motor since day 1 and believes that the a/c issue and heat issue are all related.
2) She plans to put something in writing that she has had problems since day 1.
3) Found TSB regarding a buzzing noise that may increase in conjunction with the HVAC fan speed.
4) She says all issues are related.
5) We need to get a date on this as I need to have an arbitrator make a call on this because of the work orders.
6) Trying to get date for 13th or 14th of next week.
7) Do you want to be on the phone, send someone, or both.

*** Phone - Call - Outbound created on 06/05/2018 07:30:46 and created by Kaan Gurocak ***
ECA:
1) Introduced
2) Did I call at a good time?

Customer:
1) Actually I am in an office right now.
2) Can I call you back in an hour?

ECA:

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGV4L20GG[redacted]	[redacted]	17,000

Mentor , OH, [redacted] Prod. Date: 02/12/2016 Dealer: [redacted] Mentor KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

1) Yes, not a problem.

Customer:
1) Thank you.

*** Phone - Call - Outbound created on 06/05/2018 07:37:57 and created by Kaan Gurocak ***
ECA v/m with BBB's Todd E.:
1) Received your email and voicemail.
2) I understand the BBBs position on this.
3) I am still hoping to explain Kia's position is detail with the customer and see if she might still be open to an FTS.
4) If we do got to arbitration, 6/13 works better for me than 6/14
5) I will get back to you regarding who will attend (either over the phone, in person, or both).
6) Provided c/b # and thanked.

*** Note - Others commitment updated on 06/05/2018 07:42:33 with Commitment Date 06/05/2018 and updated by Kaan Gurocak ***
Attempted to call customer but she was unavailable. Left message with BBB.

*** Phone - Call - Outbound created on 06/05/2018 09:04:26 and created by Kaan Gurocak ***
ECA:
1) Offered FTS inspection and that after inspection KMA is happy to review customer's repurchase/replacement request.
2) Based on RO history, first documented concern of blower motor concern, that customer claims is safety issue, is 2/13/18, outside of LL definition in Ohio.

Customer:
1) Feels dealer has not been documenting ROs properly.
2) Disagrees with documentation and states this has been an issue since day 1.
3) Not interested in FTS as this should have been done already.
4) Scott from dealership advised that a field tech would be coming out to inspect and he lied as this was never done.
5) Only wishes to arbitrate for repurchase.

ECA:
1) Understands.
2) Thanked customer for time.

*** Note - Others commitment fulfilled on 06/05/2018 09:22:17 with Commitment Date 06/06/2018 closed by Kaar Gurocak ***
Customer declined FTS, only wishes to arbitrate.

*** Email - Internal Email Sent created on 06/05/2018 09:32:59 and created by Kaan Gurocak ***
From: Gurocak, Kaan [KMA]
Sent: Tuesday, June 05, 2018 9:33 AM
To: Sparling, Jack [KMA]
Subject: Availability for BBB Arbitration hearing in Cleveland on 6/13; Time is TBD; Case # [redacted]

Hi Jack,

Would you be available to attend an arbitration hearing on Wednesday, 6/13?

The customer claims that she has had issues with the HVAC heat and blower motor not working since day 1 and

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGV4L20GG[redacted]	[redacted]	17,000

Mentor , OH, [redacted] Prod. Date: 02/12/2016 Dealer: [redacted] Mentor KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

that this is a safety concern. I reviewed the case with PQ and they confirmed this vehicle is not experiencing the known “no heat” concern and that an FTS should be sent as this seems to be a connectivity issue.

Contrary to the customer’s recollection, the ROs show that her first concern with the blower motor not working, and therefore the heat not working, was 2/13/18, which is beyond the first year and Ohio’s Lemon Law definition. The customer claims these records are not accurate and still wants to move forward with arbitration. She says she will have friends and family members as witnesses. She is very upset about this and has been difficult to speak to on the phone. She is only interested in a buy back.

Please let me know if you might be available to attend and when you would have time to review the case.

Thanks!

*** Note - Others commitment created on 06/05/2018 09:36:11 with Commitment Date 06/08/2018 and created by Kaan Gurocak ***

*** Email - External Email Sent created on 06/06/2018 13:35:46 and created by Kaan Gurocak ***
DPSM:
1) I can rearrange my schedule an fit it in.
2) I will need the case notes and repair summary as usual.
3) Let me know what time of the day so I can make the arrangements.

ECA:
1) The Arbitration will be at 12:30 PM EST on 6/13.
2) I have attached the RO recap, Case notes, the latest BBB docs that relate to the arbitration and the ROs I reviewed to put together the recap.
3) The BBB has not posted the official Notice Of Hearing yet but I will forward that to you as soon as they do.
4) They just set the date/time as of yesterday.
5) Please let me know if you have any questions or need anything more from me.
6) I would like to discuss the case over the phone once you’re up to speed to give you more details regarding my interactions with [redacted] and also determine if I should also be present via phone.

*** Email - External Email Sent created on 06/08/2018 12:16:20 and created by Kaan Gurocak ***
ECA emailed DPSM notice of hearing documents from BBB and asked when free to discuss case

*** Email - External Email Sent created on 06/08/2018 12:18:14 and created by Kaan Gurocak ***
From: Gurocak, Kaan [KMA]
Sent: Friday, June 08, 2018 12:18 PM
To: [redacted]
Subject: RE: BBB AUTO LINE Case [redacted] for [redacted] Hearing Scheduled - EM3 (VIN: 5XXGV4L20GG[redacted]

Hi Todd,

I believe we will have our DPSM there in person. I am still working on the details. Hope it is okay to provide you ar update on Monday.

Thank you,

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 OPTIMA 5XXGV4L20GG[redacted]	[redacted]	17,000

Mentor , OH, [redacted] Prod. Date: 02/12/2016 Dealer: [redacted] Mentor KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Kaan Gurocak
Consumer Affairs | Escalated Case Administrator

From [redacted]
Sent: Wednesday, June 06, 2018 2:54 PM
To: Gurocak, Kaan [KMA]; Crowell, Casey [KMA]; Lewis, Mandy [KMA]; Holt, Bradley (Brad) [KMA]; [redacted]
Subject: BBB AUTO LINE Case [redacted] for [redacted] Hearing Scheduled - EM3 (VIN: 5XXGV4L20GG[redacted])

The case is scheduled for a hearing. The Notice of Hearing provides you with the date, time and location of the hearing. The Notice of Hearing (NOH or CANOH), and other documents for your review in preparation of the hearing can be found on the website at https://www.auto.bbb.org/client/

*** Note - Others commitment updated on 06/08/2018 12:20:11 with Commitment Date 06/11/2018 and updated by Kaan Gurocak ***
Emailed DPSM Notice of Hearing docs from BBB. Emailed Todd at BBB advising will have update on in person and/or over phone appearance for hearing

*** Email - External Email Sent created on 06/10/2018 12:28:42 and created by Kaan Gurocak ***
DPSM:
1) Provided first RO for customer.
2) Will be available to discuss after 4:30 EST on 6/11

ECA:
1) Looking forward to discussing case
2) Sent meeting appointment for that time and included ECAM and CA MGR as optional.

*** Note - Others commitment updated on 06/10/2018 12:40:08 with Commitment Date 06/11/2018 and updated by Kaan Gurocak ***

*** Note - Others commitment created on 06/05/2018 09:35:15 with Commitment Date 06/11/2018 and created by Kaan Gurocak ***

*** Email - External Email Sent created on 06/11/2018 13:17:41 and created by Kaan Gurocak ***
From: Gurocak, Kaan [KMA]
Sent: Monday, June 11, 2018 1:18 PM
To: 'Eikenberry, Todd'
Cc: Lewis, Mandy [KMA]; Sparling, Jack [KMA]
Subject: RE: BBB AUTO LINE Case [redacted] for [redacted] Hearing Scheduled - EM3 (VIN: 5XXGV4L20GG[redacted]

Hi Todd,

I can confirm that Jack Sparkling, our DPSM, will be attending in person.

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGV4L20GG[redacted]	[redacted]	17,000

Mentor , OH, [redacted] Prod. Date: 02/12/2016 Dealer: [redacted] Mentor KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

I realize our arbitration is set for 6/13 but would it be possible for us to request and schedule a TE before Wednesday? Or, alternatively, push the arbitration date so that we can get a Technical Expert to inspect [redacted] Optima? Generally we would like to have a TE before any arbitration but this case moved so quickly that I feel we overlooked that option.

Let us know.

Thank you,

*** Note - Others commitment fulfilled on 06/11/2018 13:18:44 with Commitment Date 06/11/2018 closed by Kaan Gurocak ***
Discussed arb with DPSM, ECAM and CA MGR. Confirmed DPSM will be present at arbitration. Requested TE from BBB.

*** Note - Others commitment created on 06/11/2018 13:20:40 with Commitment Date 06/13/2018 and created by Kaan Gurocak ***

*** Email - External Email Received created on 06/13/2018 08:30:55 and created by Kaan Gurocak ***
From: Eikenberry, Todd [redacted]
Sent: Tuesday, June 12, 2018 6:13 AM
To: Gurocak, Kaan [KMA]
Subject: RE: BBB AUTO LINE Case [redacted] for [redacted] Hearing Scheduled - EM3 (VIN: 5XXGV4L20GG[redacted]

Kaan – I will call the customer to advise of the request for a TE and start the process, however, it would be doubtful that this report will be ready for tomorrow's hearing. However, the arbitrator will be advised that the TE inspection is in the works and would hold off on rendering a decision until the report is received and both parties have the opportunity to comment. I will also advise the hearing site that Jack Sparkling will be attending in person – will you also attend via telephone?

Sincerely,

*** Email - External Email Sent created on 06/13/2018 08:31:40 and created by Kaan Gurocak ***
From: Gurocak, Kaan [KMA]
Sent: Wednesday, June 13, 2018 7:33 AM
To: 'Eikenberry, Todd'
Subject: RE: BBB AUTO LINE Case [redacted] for [redacted] Hearing Scheduled - EM3 (VIN: 5XXGV4L20GG[redacted])

HI Todd,

Sorry I didn't get to your email yesterday. Thank you for starting the TE process.

It will just be Jack attending in person today.

Thank you,

*** Email - Internal Email Sent created on 06/13/2018 08:32:22 and created by Kaan Gurocak ***
ECA emailed DPSM:

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGV4L20GG[redacted]	[redacted]	17,000

Mentor , OH, [redacted] Prod. Date: 02/12/2016 Dealer: [redacted] Mentor KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

1) Informed of TE submission to BBB accepted.
2) Asked if anything more needed from me to prep for hearing.

*** Phone - Call - Inbound created on 06/13/2018 11:22:56 and created by Kaan Gurocak ***
DPSM:
1) BBB awarded a final repair attempt.
2) I believe Jack Flanagan will be in district before the 23rd.
3) We have 10 days to repair the issue.
4) Thinks it could be related to a noisy expansion valve that may link it back to the first compressor repair.
5) Arbitrator seems reasonable and as long as we repair it we should be okay.
6) Customer is in a rental as of today.

ECA:
1) Great news
2) Thanked for update.
3) Confirmed that FTS will be at dealer all next week
4) Will call FTS and get him up to speed and get this inspection in the calendar too.
5) Thanked again.

*** Note - Others commitment updated on 06/13/2018 11:35:50 with Commitment Date 06/14/2018 and updated by Kaan Gurocak ***
Received update from DPSM.

*** Phone - Call - Outbound created on 06/13/2018 15:48:50 and created by Kaan Gurocak ***
ECA reviewed case details with FTS who agreed to inspect vehicle while there next week.

*** Note - Others commitment updated on 06/13/2018 15:57:24 with Commitment Date 06/19/2018 and updated by Kaan Gurocak ***
Spoke to FTS and sent FTS request.

*** Phone - Call - Outbound created on 06/19/2018 14:43:41 and created by Kaan Gurocak ***
ECA v/m:
1) Asked about update on customer's vehicle
2) Requested c/b

*** Note - Others commitment updated on 06/19/2018 14:45:33 with Commitment Date 06/20/2018 and updated by Kaan Gurocak ***
Left v/m with FTS.

*** Email - External Email Received created on 06/20/2018 11:02:24 and created by Kaan Gurocak ***
From: [redacted]
Sent: Monday, June 18, 2018 8:34 AM
To: Gurocak, Kaan [KMA]; Crowell, Casey [KMA]; Lewis, Mandy [KMA]; Holt, Bradley (Brad) [KMA]; [redacted]
Subject: BBB AUTO LINE Case [redacted] for [redacted] Arb Requested TE - EM3 (VIN: 5XXGV4L20GG[redacted])

The arbitrator in this case has requested that an independent Technical Expert examine the vehicle. The expert's findings and qualifications are available on the website at the link below. Please review the findings and forward any comments to me within four days. Please fax [redacted] or email your comments to me. Please contact me if

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGV4L20GG[redacted]	[redacted]	17,000

Mentor , OH, [redacted] Prod. Date: 02/12/2016 Dealer: [redacted] Mentor KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

you have any questions. https://www.auto.bbb.org/client/

*** Email - Internal Email Sent created on 06/20/2018 11:15:04 and created by Kaan Gurocak ***
Emailed DPSM and FTS:
1) Provided BBB TE report received today.
2) Asked if this was done before or after potential repairs scheduled for this week.

*** Phone - Call - Outbound created on 06/20/2018 11:47:59 and created by Kaan Gurocak ***
FTS:
1) TE inspection happened before I even looked at it.
2) Found Freon leak in one of the hoses.
3) Ordered part yesterday and it got here today.
4) Next to zero Freon which explains temp, and leak and noise.
5) Had to reorder part as part that we received was mis-built.
6) Hope to receive reordered part tomorrow.
7) Will put die in it when it's back together and check for another leak tomorrow.
8) Call back in the afternoon for an update.

ECA:
1) Thank you.

*** Note - Others commitment updated on 06/20/2018 12:10:28 with Commitment Date 06/21/2018 and updated by Kaan Gurocak ***
Learned from FTS BBB sent TE before repairs even started. Also learned of repair steps scheduled to be completed by 6/21. Emailed BBB asking why TE was set before repairs and without notification.

*** Email - External Email Sent created on 06/20/2018 12:10:29 and created by Kaan Gurocak ***
From: Gurocak, Kaan [KMA]
Sent: Wednesday, June 20, 2018 12:10 PM
To: [redacted]
Cc: Sparling, Jack [KMA]
Subject: RE: BBB AUTO LINE Case [redacted] for [redacted] nd TE Report Sent - EM3 (VIN: 5XXGV4L20GG[redacted]

Hi Todd,

I was not notified of this inspection having been scheduled. Also, I thought the agreement made in the arbitration was that the TE would be postponed until after the 10 days the arbitrator gave us to resolve the concern. I see the TE confirmed that there is no issue with the blower but that there is a concern with temperature consistency.

Our field tech has been on site since Tuesday (day after the TE) and has parts on order to address this concern that scheduled to be fully addressed tomorrow afternoon. Will the BBB have to send another TE after the repairs have been completed? Please advise.

Thank you,

*** Phone - Call - Inbound created on 06/21/2018 16:15:24 and created by Kaan Gurocak ***
FTS:
1) New hose that arrived today does not work as fitting is not correct.

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGV4L20GG[redacted]	[redacted]	17,000

Mentor , OH, [redacted] Prod. Date: 02/12/2016 Dealer: [redacted] Mentor KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

2) Part # is right
3) Sent pictures to MOBIS and they are looking into why fitting to connect to AC is wrong.
4) If correct part does not get in by tomorrow then we may not meet 6/23 deadline.

*** Note - Others commitment updated on 06/21/2018 16:20:11 with Commitment Date 06/22/2018 and updated by Kaan Gurocak ***
Received update from FTS and email from BBB

*** Email - External Email Received created on 06/21/2018 16:21:06 and created by Kaan Gurocak ***
From: Eikenberry, Todd [redacted]
Sent: Wednesday, June 20, 2018 1:53 PM
To: Gurocak, Kaan [KMA]
Subject: RE: BBB AUTO LINE Case [redacted] for [redacted] TE Report Sent - EM3 (VIN: 5XXGV4L20GG[redacted]

Kaan – I was not made aware of any of this - only your request for TE on 6/11/18 at which time I spoke to the customer and processed accordingly. Typically, if there is a voluntary agreement among the parties at the arbitration, there is a consent decision drawn up to explain the terms. The technical inspector is to perform the inspection without interaction by either party. At this time, both parties have the opportunity to make comments which we would send to the arbitrator and then have him decide the next step.

Sincerely,

*** Phone - Call - Inbound created on 06/22/2018 09:32:44 and created by Kaan Gurocak ***
FTS:
1) MOBIS is building parts wrong.
2) Tried high side only install and machine would not allow.
3) Now trying high side install at another store.
4) Will have an update later this afternoon.
5) Have updated DPSM but he is expecting to touch base with you today.

ECA:
1) Thanks for update.
2) Hopefully the high side install at the other store works and we can get this back to the customer tomorrow per the BBB order.
3) I will call the DPSM.

*** Phone - Call - Outbound created on 06/22/2018 09:50:48 and created by Kaan Gurocak ***
ECA:
1) What is the BBB's expectation for our response?

DPSM:
1) They wanted our attempt to end on the 6/23
2) We know what's wrong and how to fix it.
3) Low Freon charge in the system is also capable of causing the hissing sound.
4) Expansion valve was opening and closing due to low Freon charge.
5) Once the evaporator freezes it will give the impression that blower is not working.
6) By the time the dealer got it the frozen evaporator has thawed.
7) Hose is leaking at connector and we can't get right hose.
8) BBB expects us to conclude repairs by the 6/23 and draft response to them but not sure to who and by when.

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGV4L20GG[redacted]	[redacted]	17,000

Mentor , OH, [redacted] Prod. Date: 02/12/2016 Dealer: [redacted] Mentor KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

9) Avail until 6 EST.

ECA:
1) thank you.
2) Will reach out to BBB and determine how best to respond.

*** Phone - Call - Inbound created on 06/22/2018 14:57:46 and created by Kaan Gurocak ***
FTS v/m:
1) SRVM at Mentor just called with update that they did get it to work with other machine at their other store.
2) Plans to have somebody put some miles on it tomorrow and cut it loose to the customer.
3) Call back if you need to

*** Note - Others commitment updated on 06/22/2018 15:02:18 with Commitment Date 06/25/2018 and updated by Kaan Gurocak ***
Received update that vehicle repaired and is to be road tested on 6/23 then returned to customer

*** Email - External Email Received created on 06/26/2018 08:58:38 and created by Kaan Gurocak ***
ECA received DPSM/FTS notes of repair.

*** Email - External Email Sent created on 06/26/2018 08:59:25 and created by Kaan Gurocak ***
ECA forwarded DPSM/FTS repair notes to BBB, Todd, as response to TE:

From: Gurocak, Kaan [KMA]
Sent: Tuesday, June 26, 2018 8:11 AM
To [redacted]
Subject: FW: Weakland BBB inspection Repair - [redacted]

Hi Todd,

Please see the inspection results and our response to the TE in this case. We have pinpointed the concern and fully resolved it. The Arbitrator had given KMA 10 days to complete these repairs. Please let me know if you require anything more from me on this case.

Kaan Gurocak
Consumer Affairs | Escalated Case Administrator

Kia Motors America, Inc.
[redacted] Irvine, CA[redacted]

From: Sparling, Jack [KMA]
Sent: Tuesday, June 26, 2018 5:34 AM
To: Gurocak, Kaan [KMA]
Subject: Weakland BBB inspection Repair

Kaan,

Here are the notes that Jack Flanagan and I felt accurately described the repair. Let me know if you need me to do anything else.

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGV4L20GG[redacted]	[redacted]	17,000

Mentor , OH, [redacted] Prod. Date: 02/12/2016 Dealer: [redacted] Mentor KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

FTS inspected vehicle and confirmed "buzzing/grinding noise" in the vehicle while the A/C was on. The noise that was heard (actually hissing) is typical of the expansion valve when the system is low on charge. FTS noted noise from the evaporator area during A/C operation and high vent temperatures while operating. Upon further inspection noted signs of leakage (oil residue) from the suction tube area of the A/C line. 0.22 LBS of Freon were recovered from the system confirming low charge in the system. Replaced affected suction tube, added dye to system and re-charged A/C to specifications. Vehicle was test driven extensively with no further noise and proper vent temperatures were present.

Note: Fan operation was fully functional on all fan speeds, in all HVAC modes with the outside air, A/C or heater engaged during all testing before and after line replacement.

6/25 - SDPSM Jack Sparling test drove the vehicle for 1.2 hours under a variety of conditions. All functional modes of the HVAC system were set and confirmed to be fully functional. All blower motor settings and speeds were initiated and were fully functional. The A/C outlet temperature varied as settings were selected and were functioning normally. SDPSM is satisfied that the system is fully functional at this time. SDPSM filled customer's fuel tank after test drive was completed.

Note: Low A/C charge may cause evaporator icing that would block air flow thru the system. Blower motor functior would be unaffected

All the best,

Jack Sparling

[redacted]

*** Note - Others commitment fulfilled on 06/26/2018 09:01:40 with Commitment Date 06/25/2018 closed by Kaar Gurocak ***
Received official repair update from DPSM/FTS and forwarded to BBB

*** Note - Others commitment created on 06/26/2018 09:02:32 with Commitment Date 06/29/2018 and created by Kaan Gurocak ***

*** Phone - Call - Inbound created on 06/29/2018 15:43:23 and created by Kaan Gurocak ***
BBB, Todd, on 6/26:
1) Can you provide Kia's response to the TE and results from FTS in Kia letterhead.

ECA:
1) Yes. I will send via email

*** Email - External Email Sent created on 06/29/2018 15:44:56 and created by Kaan Gurocak ***
From: Gurocak, Kaan [KMA]
Sent: Tuesday, June 26, 2018 3:48 PM
To: [redacted]
Subject: RE: Weakland BBB inspection Repair - [redacted]

Hi Todd,

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGV4L20GG[redacted]	[redacted]	17,000

Mentor , OH, [redacted] Prod. Date: 02/12/2016 Dealer: [redacted] Mentor KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Per our phone conversation, I have attached a more official TE response. Please confirm you have received it and let me know if there is anything more you or the Arbitrator might need from KMA in this case.

Thank you,

*** Note - Others commitment updated on 06/29/2018 15:45:48 with Commitment Date 07/03/2018 and updated by Kaan Gurocak ***
No response.

*** Note - Others commitment updated on 07/03/2018 11:38:02 with Commitment Date 07/09/2018 and updated by Kaan Gurocak ***
BBB uploaded KMA response to TE to BBB case on 8/28. Case notes indicate that Arbitrator has 3 business days to review updates and respond.

*** Note - Others commitment updated on 07/09/2018 18:10:35 with Commitment Date 07/12/2018 and updated by Kaan Gurocak ***
No Updates to case.

*** Web - Note created on 07/11/2018 07:24:52 and created by Kaan Gurocak ***
ECA received BBB arbitration decision via BBB website. Arbitrator decided that Kia is to repurchase vehicle not under the lemon law.

Decision allows Kia to deduct reasonable allowance for use at 20,157 miles.

Repurchase to take place within 30 days of customer's acceptance of decision. Kia is to provide customer written statement of all amounts that will be paid under this decision. If customer disputes amount she must submit dispute in writing within 10 days of receiving statement.

*** Note - Others commitment fulfilled on 07/11/2018 07:31:30 with Commitment Date 07/12/2018 closed by Kaan Gurocak ***
Arbitrator decision is for non lemon law repurchase.

*** Note - Others commitment created on 07/11/2018 07:33:08 with Commitment Date 07/16/2018 and created by Kaan Gurocak ***

*** Email - External Email Sent created on 07/16/2018 15:05:51 and created by Kaan Gurocak ***
From: Gurocak, Kaan [KMA]
Sent: Monday, July 16, 2018 3:06 PM
To: 'Tweraser, Ben'
Cc: Sparling, Jack [KMA]; [redacted] Lewis, Mandy [KMA]; Holt, Bradley (Brad) [KMA]; [redacted]
Subject: RE: BBB AUTO LINE Case [redacted] for [redacted] Decision Submitted - EM3 (VIN: 5XXGV4L20GG[redacted]

Hi Ben,

How can we appeal this decision?

The arbitrator advised our Senior DPSM, Jack Sparling, that we would have 10 days to repair this concern. We sent our FTS and had Jack confirm the repairs yet the arbitrator decided that we are to repurchase the vehicle and

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGV4L20GG[redacted]	[redacted]	17,000

Mentor , OH, [redacted] Prod. Date: 02/12/2016 Dealer: [redacted] Mentor KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

in her decision states “KIA was not authorized to repair the vehicle during this inspection.” This was not consistent with what was discussed in the arbitration.

Also, if we are able to appeal, please let me know how that would affect the timeline to completed the repurchase if the appeal is denied. Currently we are only given 30 days for the customer’s acceptance of the decision, which I see was posted on the website today. I assume, during an appeal, this timeline is on hold but want to confirm the process with you.

Please feel free to call to discuss further.

Thank you,

*** Email - External Email Sent created on 07/16/2018 15:10:12 and created by Kaan Gurocak ***
From: Gurocak, Kaan [KMA]
Sent: Monday, July 16, 2018 3:10 PM
To: 'ATLSOC [HCA]'
Subject: Repurchase of 5XXGV4L20GG[redacted]

Good afternoon,

Kia Motors America (the manufacturer) has agreed to purchase the above referenced vehicle, belonging to Ronda Kimball. In order to process this repurchase, please provide me with the following payoff information for the above referenced account:

- Payoff amount and good-through date
- Total amount financed
- Monthly payment amount
- Number of payments made
- Date of last payment
- Daily per diem
- Interest paid to date
- Late fees
- Please include a copy of payment history

Customer signed authorization for the release of this information is attached.
Please contact me directly with any questions or concerns or if any additional information is needed.

Thank you,

*** Note - Others commitment updated on 07/16/2018 15:12:16 with Commitment Date 07/18/2018 and updated by Kaan Gurocak ***
Customer accepted decision 7/16Appealed decision to BBB. Emailed lender asking for payoff information.

*** Email - External Email Received created on 07/18/2018 14:37:14 and created by Kaan Gurocak ***
From: Tweraser, Ben [redacted]
Sent: Tuesday, July 17, 2018 6:48 AM
To: Gurocak, Kaan [KMA]
Subject: RE: BBB AUTO LINE Case [redacted] for [redacted] Decision Submitted - EM3 (VIN: 5XXGV4L20GG[redacted]

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGV4L20GG[redacted]	[redacted]	17,000

Mentor , OH, [redacted] Prod. Date: 02/12/2016 Dealer: [redacted] Mentor KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Kaan, you can always appeal a decision but an appeal submitted by either party has to be approved by BBB AUTO LINE in order for it to be sent back to the arbitrator. I'm not exactly clear on what took place after the hearing but prior to a decision being rendered. Just remember that any appeal has to be based upon mistake of fact and also has to affect the essence of the decision. If you do submit one though the compliance period would be put on hold until we make a determination on whether to process it or not. If we do process an appeal the compliance period remains on hold until the arbitrator makes a ruling.

Thanks,

Ben Tweraser, Senior Manager Customer Service and Policy
Council of Better Business Bureaus, Inc.
p: [redacted]
bbb.org Start With Trust®

*** Email - External Email Sent created on 07/18/2018 14:40:35 and created by Kaan Gurocak ***
From: Gurocak, Kaan [KMA]
Sent: Wednesday, July 18, 2018 2:40 PM
To: 'Tweraser, Ben'
Cc: Lewis, Mandy [KMA]
Subject: RE: BBB AUTO LINE Case [redacted] for [redacted] Decision Submitted - EM3 (VIN: 5XXGV4L20GG[redacted]

Hi Ben,

Thank you for clarifying the appeal process. Can you confirm whether BBB Auto Line is currently reviewing this appeal? Is there an official form that I am required to complete?

Thank you

*** Email - External Email Received created on 07/18/2018 14:41:22 and created by Kaan Gurocak ***

From: ATLSOC [HCA]
Sent: Wednesday, July 18, 2018 8:42 AM
To: Gurocak, Kaan [KMA]
Cc: Russell, Monique [HCA]
Subject: RE: Repurchase of 5XXGV4L20GG[redacted]

Good Morning,

- Payoff amount and good-through date-

The payoff amount being quoted assumes that all payments posted to the account are made with good funds, are valid, and are not applied to the account in error. Account balances may not include amounts owed for expenses incurred but not yet billed to the account. All amounts due and owing must be paid in full before the title is released. Any automatic payments that may have been set up must be cancelled by the customer. A completed odometer statement must be turned in before the title is released.

- Total amount financed -$ 28,718.30
- Monthly payment amount-$ 310.01

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGV4L20GG[redacted]	[redacted]	17,000

Mentor , OH, [redacted] Prod. Date: 02/12/2016 Dealer: [redacted] Mentor KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

- Number of payments made-21
- Date of last payment- 7/13/2018
- Daily per diem-Lease
- Interest paid to date-Lease
- Late fees
- Please include a copy of payment history
- Account Payment History
-
-

Run date: 7/18/18 Time: 8:32am User ID: H411325

•

Lease [redacted] 16 Kia Optima 4dr Sdn Sxl Turbo SELECTED Lease: [redacted]
Lessee [redacted]

•

Invoice# Credit Memo
Payment Due Date
Check Number

---------- Transaction ----------

Date
Time
Eff. Date
Opr.
Bank
Type
Amount
Reason

[redacted] 7/10/18 0713		7/13/18	7:17pm	7/13/18	EOP	133	*PAYMENT NORMAL	310.01
[redacted] 6/10/18 0609		6/09/18	6:56pm	6/09/18	EOP	133	*PAYMENT NORMAL	310.01
[redacted] 5/10/18 0510		5/10/18	7:03pm	5/10/18	EOP	133	*PAYMENT NORMAL	310.01
[redacted] 4/10/18 0415		4/15/18	6:55pm	4/15/18	EOP	133	*PAYMENT NORMAL	310.01
[redacted] 3/10/18 0310		3/10/18	6:59pm	3/10/18	EOP	133	*PAYMENT NORMAL	310.01
[redacted] 2/10/18 0214		2/14/18	7:13pm	2/14/18	EOP	133	*PAYMENT NORMAL	310.01
[redacted] 1/10/18 0117		1/17/18	7:03pm	1/17/18	EOP	133	*PAYMENT NORMAL	310.01
[redacted] 12/10/17	1211	12/11/17	6:59pm	12/11/17	EOP	133	*PAYMENT NORMAL	310.01
[redacted] 11/10/17	1109	11/09/17	6:59pm	11/09/17	EOP	143	*PAYMENT NORMAL	310.01
[redacted] 10/10/17	1006	10/06/17	7:04pm	10/06/17	EOP	143	*PAYMENT NORMAL	310.01
[redacted] 9/10/17 0909		9/09/17	6:59pm	9/09/17	EOP	125	*PAYMENT NORMAL	310.01
[redacted]								

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGV4L20GG[redacted]	[redacted]	17,000

Mentor , OH, [redacted] Prod. Date: 02/12/2016 Dealer: [redacted] Mentor KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

8/10/17 0808 8/08/17 7:14pm 8/08/17 EOP 125 *PAYMENT NORMAL 310.01
[redacted]
7/10/17 0718 7/18/17 7:12pm 7/18/17 EOP 125 *PAYMENT NORMAL 310.01
[redacted]
6/10/17 0606 6/06/17 7:14pm 6/06/17 EOP 125 *PAYMENT NORMAL 310.01
[redacted]
5/10/17 0505 5/05/17 7:14pm 5/05/17 EOP 125 *PAYMENT NORMAL 310.01
[redacted]
4/10/17 0408 4/08/17 6:46pm 4/08/17 EOP 125 *PAYMENT NORMAL 310.01
[redacted]
3/10/17 0305 3/05/17 6:47pm 3/04/17 EOP 125 *PAYMENT NORMAL 310.01
[redacted]
2/10/17 0205 2/05/17 6:42pm 2/05/17 EOP 125 *PAYMENT NORMAL 310.01
[redacted]
1/10/17 0110 1/10/17 6:56pm 1/10/17 EOP 125 *PAYMENT NORMAL 310.01
[redacted]
12/10/16 1208 12/08/16 6:47pm 12/08/16 EOP 125 *PAYMENT NORMAL 310.01
[redacted]
11/10/16 AP 161115 11/15/16 3:08pm 11/10/16 LPK 125 NON-CUSTOMER FUNDING 595.00
[redacted]
11/10/16 AP 161115 11/15/16 3:08pm 11/10/16 LPK 125 PAYMENT NORMAL 310.01

•

Summary of Money Received

Category	Amount
Lease Payment	6,510.21
Property Tax	0.00
Sales/Use Tax	0.00
Late Charges	0.00
Misc. Charges	595.00
Capital Reduction	0.00
Federal Highway Use Tax	0.00

•

Thank You,

Ashley Murray
Servicing Support | Analyst I
[redacted] Atlanta, GA [redacted]
P: [redacted]
E [redacted]

*** Note - Others commitment updated on 07/18/2018 14:45:26 with Commitment Date 07/20/2018 and updated by Kaan Gurocak ***
Received Loan payoff. Received email from BBB MGR and responded asking for confirmation of BBB Autoline Review of appeal

*** Email - External Email Sent created on 07/20/2018 16:28:47 and created by Kaan Gurocak ***
From: Gurocak, Kaan [KMA]

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGV4L20GG[redacted]	[redacted]	17,000

Mentor , OH, [redacted] Prod. Date: 02/12/2016 Dealer: [redacted] Mentor KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Sent: Friday, July 20, 2018 4:29 PM
To: 'Tweraser, Ben'
Cc: Lewis, Mandy [KMA]
Subject: RE: BBB AUTO LINE Case [redacted] for [redacted] Decision Submitted - EM3 (VIN: 5XXGV4L20GG[redacted])

Hi Ben,

I am following up on my email from earlier in the week. Can you please confirm whether or not you are officially reviewing our appeal? If not, I want to be sure I continue to move forward with the decision to repurchase prior to the current compliance date.

Thank you,

*** Note - Others commitment updated on 07/20/2018 16:29:25 with Commitment Date 07/23/2018 and updated by Kaan Gurocak ***

*** Email - External Email Received created on 07/23/2018 11:55:19 and created by Kaan Gurocak ***
From: Tweraser, Ben [redacted]
Sent: Monday, July 23, 2018 6:35 AM
To: Gurocak, Kaan [KMA]
Subject: RE: BBB AUTO LINE Case [redacted] for [redacted] Decision Submitted - EM3 (VIN: 5XXGV4L20GG[redacted]

Kaan, I am reviewing this one based upon your initial email; the performance period is on hold until I complete the review. I should have an answer for you in a few days.

Thanks,

Ben Tweraser, Senior Manager Customer Service and Policy
Council of Better Business Bureaus, Inc.
[redacted]
bbb.org Start With Trust®

*** Email - External Email Sent created on 07/23/2018 11:57:27 and created by Kaan Gurocak ***
From: Gurocak, Kaan [KMA]
Sent: Monday, July 23, 2018 11:57 AM
To: 'Tweraser, Ben'
Subject: RE: BBB AUTO LINE Case [redacted] for [redacted] Decision Submitted - EM3 (VIN: 5XXGV4L20GG[redacted])

Hi Ben,

Thank you for the update. Please let me know if you need any additional information from me or our DPSM, Jack, who was present for the arbitration hearing. I look forward to your answer.

Best regards,

*** Note - Others commitment updated on 07/23/2018 11:58:32 with Commitment Date 07/25/2018 and updated

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGV4L20GG[redacted]	[redacted]	17,000

Mentor , OH, [redacted] Prod. Date: 02/12/2016 Dealer: [redacted] Mentor KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

by Kaan Gurocak ***
BBB confirmed performance period on hold until after appeal review.

*** Note - Others commitment fulfilled on 07/25/2018 13:27:19 with Commitment Date 07/26/2018 closed by Kaar Gurocak ***
Completed cost analysis and drafted repurchase statement/offer. Submitted to ECAM for review. Still awaiting response to appeal.

*** Note - Others commitment created on 07/25/2018 13:33:38 with Commitment Date 08/02/2018 and created by Kaan Gurocak ***

*** Email - External Email Received created on 08/02/2018 15:32:58 and created by Kaan Gurocak ***
From: Eikenberry, Todd [redacted]]
Sent: Tuesday, July 31, 2018 11:20 AM
To: Gurocak, Kaan [KMA]
Subject: [redacted]

Kaan – Customer has called checking on the repurchase status. Please advise when you have a chance.

Thank you -

Todd Eikenberry, Manager, AUTO LINE (Florida)
Council of Better Business Bureaus
[redacted]
Arlington, VA [redacted]
p [redacted]
p: [redacted]
f: [redacted]
[redacted]
bbb.org Start With Trust®

*** Email - External Email Sent created on 08/02/2018 15:33:16 and created by Kaan Gurocak ***
From: Gurocak, Kaan [KMA]
Sent: Thursday, August 02, 2018 3:33 PM
To: 'Eikenberry, Todd'
Cc: 'Tweraser, Ben'
Subject: RE [redacted]

Hi Todd,

It is my understanding this case is under an appeal review. I have not heard back from Ben on this since 7/23.

Thank you,

*** Note - Others commitment updated on 08/02/2018 15:34:00 with Commitment Date 08/06/2018 and updated by Kaan Gurocak ***

*** Email - External Email Sent created on 08/06/2018 14:47:06 and created by Kaan Gurocak ***
From: Gurocak, Kaan [KMA]
Sent: Monday, August 06, 2018 2:38 PM

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGV4L20GG[redacted]	[redacted]	17,000

Mentor , OH, [redacted] Prod. Date: 02/12/2016 Dealer: [redacted] Mentor KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

To: 'Tweraser, Ben'
Cc: Lewis, Mandy [KMA]
Subject: RE: BBB AUTO LINE Case [redacted] for [redacted] Decision Submitted - EM3 (VIN: 5XXGV4L20GG[redacted]

Hi Ben,

I am following up on the appeal for this case. Todd emailed last week asking about a status and I noticed that there is a compliance date on BBB site that is not accurate:

Any updates you have would be very much appreciated as we have not begun processing this repurchase while awaiting the conclusion of your review. Also, I hope the compliance date above can be corrected.

Thank you,

*** Note - Others commitment updated on 08/06/2018 14:47:35 with Commitment Date 08/07/2018 and updated by Kaan Gurocak ***

*** Note - Others commitment updated on 08/06/2018 14:48:19 with Commitment Date 08/07/2018 and updated by Kaan Gurocak ***
Emailed BBB Sr Manager requesting update on appeal and questions inaccurate compliance date on BBB website.

*** Email - External Email Received created on 08/07/2018 14:19:42 and created by Kaan Gurocak ***
From: Tweraser, Ben [redacted]
Sent: Tuesday, August 07, 2018 1:27 PM
To: Gurocak, Kaan [KMA]
Cc: Lewis, Mandy [KMA]; Eikenberry, Todd
Subject: RE: BBB AUTO LINE Case [redacted] for [redacted] Decision Submitted - EM3 (VIN: 5XXGV4L20GG[redacted]

Kaan/Mandy, I reviewed the hearing and the decision and there is no basis to appeal the arbitrator's decision within the fairly narrow parameters permitted under the AUTO LINE rules. Any appeal would have to based upon either a mistake of fact, the arbitrator exceeding her authority or the arbitrator showing clear bias against one of the parties. None of those criteria seem to apply in this case. Upon review of the hearing the arbitrator never indicated that Kia could or should repair the vehicle if a problem was found during the FTS inspection; she used the words inspection, review and analysis to describe what was to take place at the dealer within 10 days of the hearing date. An actual repair was never discussed by the parties. I believe what the arbitrator was looking for was simply Kia's position on the existence/cause of the issue after the FTS review. This probably could have been better explained by the arbitrator and perhaps an additional information request could have been utilized to make clear what everyone's expectations were---I will review this with the arbitrator. The bottom line seems to be the arbitrator felt there was a problem with the vehicle and that there had been an excessive number of days out of service—this was not a lemon law decision so the requirements of the Ohio lemon law are not applicable.

I will adjust the performance date to 9-7 to account for an additional 20 days.

Thanks,

Ben Tweraser, Senior Manager Customer Service and Policy
Council of Better Business Bureaus, Inc.
[redacted]

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGV4L20GG[redacted]	[redacted]	17,000

Mentor , OH, [redacted] Prod. Date: 02/12/2016 Dealer: [redacted] Mentor KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

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*** Email - External Email Sent created on 08/07/2018 15:41:41 and created by Kaan Gurocak ***
From: Gurocak, Kaan [KMA]
Sent: Tuesday, August 07, 2018 3:41 PM
To: 'Tweraser, Ben'
Cc: Lewis, Mandy [KMA]; Eikenberry, Todd
Subject: RE: BBB AUTO LINE Case [redacted] for [redacted] Decision Submitted - EM3 (VIN: 5XXGV4L20GG[redacted]

Hi Ben,

Although we are not celebrating the conclusion, we appreciate your thorough review.

Todd, since [redacted] has reached out to you already, I have attached Kia's repurchase statement. Please let me know if she has any questions or concerns. Additionally, if she prefers, I am happy to follow up with her dire

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGW4L26GG[redacted]	[redacted]	31,494

Woodstock, GA, [redacted] Prod. Date: 08/11/2016 Dealer: [redacted] Carriage KIA of Woodstoc

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: A/C Device Operation

Case History

Dealer : Carriage Kia of Woodstock
Technician : brad erickson
Service Manager : Kevin Parsons
Dealer Phone :
DPSM : Johna Hollis
Vehicle Model : OPTIMA SX TURBO 4CYL AUTO
Model Year : 2016
Mileage : 31494
Initial comments by Technician found in TL Case [redacted]

[Problem Description]
Customer came in with a a/c concern, a.c. not blowing. Found multi fuse burnt and where it plugs in has melted the junction block, what should I do from here

[Diagnostics Performed]
Customer came in with a a/c concern, a.c. not blowing. Found multi fuse burnt and where it plugs in has melted the junction block, what should I do from here

*** Assigned to WIPBin Default of Debra Rustin on 05/04/2018 07:06:21 (PST)
*** 05/04/2018 07:14:48 (GMT-07:00) Arizona ***
Case moved into WIPBin Default and Sub Status of Auto Assigned

*** Phone - Call - Outbound commitment created on 05/04/2018 08:44:41 with Commitment Date 05/09/2018 and created by Issac Carrillo ***
**Writer Called Dealer [redacted] and Spoke to Svc Dept
1. Calling to verify vehicle repair status and location
2. Provided VIN#

Svc Adv/Mgr. Eric States:
1. Looks like he came in yesterday, Joespeh is the Srv Adv
2. I talked with parts,I but basically what happened is we ordered a relay and it turned out not to be the issue.
3. So tech opened a TL case, they now ordered some kind of harness.

Customer Name: [redacted]
Customer Phone #: [redacted]
Customer Address: [redacted] CANTON, GA[redacted]
VIN: 5XXGW4L26GG[redacted]
MY and Mileage: 2016 - 31495
Most recent RO# Open Date /Close date (if applicable):
*** RO#: [redacted]
*** Open date: 05/03/18
*** Close date:
Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis:
*** Concern: Customer States A/C is not blowing
*** Cause: Harness
Able to Duplicate (Y or N): Y
Repeat Repair (Y/N), if so, how many times? Y, ONCE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGW4L26GG[redacted]	[redacted]	31,494

Woodstock, GA, [redacted] Prod. Date: 08/11/2016 Dealer: [redacted] Carriage KIA of Woodstoc

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: A/C Device Operation

Repair History of current concern with RO#, Open and Closed dates with mileage:RO# [redacted], 04/30/18 - 04/30/18, MILEAGE 31233, DIAGNOSIS
ETA for completion of repairs (if applicable): Y
Parts on order (Y/N), if so obtain: Y
*** P/N# [redacted]
*** Order#: N/A
*** ETA: N/A
Techline Case (if applicable): Y
Rental / Loaner Provided? Y/N If so, since when?
Dealer contacted DPSM (if needed):
Vehicle repaired? N
Customer has possession? N
Dealer Code/Selling Dealer (Y or N):
Original Owner (Y or N): N
Whats the current customer request (If Needed): n/a**

*** Phone - Call - Outbound commitment fulfilled on 05/09/2018 12:21:53 with Commitment Date 05/09/2018 closed by Issac Carrillo ***
**Writer Calls Customer [redacted]
1.Calling to f/u on customer's vehicle, did everything go good?
2. Thanks for the update.

Cust States
1. They did the work already and and my sons says it okay, but Ill have to check it out.
2. Thanks for calling.,

*** 05/09/2018 12:22:01 ***
Closed with Resolution Code : Concerns Recorded
[Resolution Summary]

*** 08/08/2018 11:30:03 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened by Brecon Crosby with Sub Status of Working

*** 08/08/2018 11:30:28 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Brecon Crosby with Resolution Code : Concerns Recorded
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L37GG[redacted]	[redacted]	28,475

Delray Beach FL , [redacted] Prod. Date: 01/22/2016 Dealer: [redacted] Grieco KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioner Operation

Case History

Dealer : Grieco Kia
Technician : Jacob Hamilton
Service Manager : Vincent Cajano
Dealer Phone :
DPSM : Danny Valdes
Vehicle Model : OPTIMA EX 4CYL AUTO
Model Year : 2016
Mileage : 28475
Initial comments by Technician found in TL Case [redacted]

[Problem Description]
C/S THAT BLOWER MOTOR IS NOT WORKING

[Diagnostics Performed]
ON PRIOR VISIT FOUND THAT THERE WAS A VOLTAGE DROP OF 12.1 VOLTS GOING TO THE BLOWER MOTOR. FOUND THAT THE BLOWER RELAY WAS GETTING EXCESSIVELY HOT CAUSING A LACK OF POWER GETTING TO THE BLOWER MOTOR. REPLACED A RELAY AND A BURNT WIRE, AND VEHICLE WAS ACTING FINE. CUSTOMER HAD BROUGHT BACK THE CAR SAYING, THAT IF WORKED FOR A FEW DAYS THEN IT ALL THE SUDDEN QUIT AGAIN. PERFORMED VOLTAGE DROP TEST FROM BATTERY POSITVE POST TO THE THE BLOWER MOTOR CONNECTOR. FOUND THAT THE VOLTAGE WAS DOPING 14.3V INSTALLED RELAY TESTER AND FOUND THAT THERE WAS A VOLTAGE DROP BEFORE THE RELAY, REMOVED MULTI FUSED FOUND THAT FUSED WAS BURNED AND DISCOLORED. ALSO FOUND THAT THE FUSE BOX WAS MELTED WERE THE BLOWER MOTOR FUSE WENT. FOUND NO SIGNS OF MATERIEL IN THE BLOWER MOTOR FAN THAT WOULD CAUSE A HIGH AMPERAGE DRAW.

*** Assigned to WIPBin 00 - Inbox of Dennis Whitman on 05/24/2018 07:06:24 (PST)
*** Phone - Call - Outbound created on 06/06/2018 14:20:06 (GMT-05:00) Eastern Time (US & Canada) and created by Dennis Whitman ***
Wtr Called Barry Liftin - [redacted]

Left VM - Wtr States:
1. Calling in reference to your recent DLR visit
2. KCAC Following up with your concerns
3. Provided Case ID and CB#
4. Thanked

*** Email - External Email Sent commitment created on 06/06/2018 14:34:44 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 06/07/2018 and created by Dennis Whitman ***

*** Email - External Email Sent commitment fulfilled on 06/07/2018 11:15:14 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 06/07/2018 closed by Dennis Whitman ***
Customer Name [redacted]
Customer phone # [redacted]
Customer address [redacted] Lake Worth Florida [redacted]
VIN: 5XXGU4L37GG[redacted]
MY: 2016 Optima
Mileage: 28480
Most recent RO# [redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L37GG[redacted]	[redacted]	28,475

Delray Beach FL , [redacted] Prod. Date: 01/22/2016 Dealer: [redacted] Grieco KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioner Operation

Open date: 5/22/18
Close Date: 5/29/18
Days Down at initial Service Alert report (if applicable): 2
Most recent Repair Issue and Diagnosis:
- Concern: Customer States that the A/C Blower will not turn off
- Cause: Harness Shorted
- Correction: Replace Harness
Able to Duplicate (Y or N): Y
Repeat Repair (Y/N), if so, how many times?: NO
Repair History of current concern with dates (Open and Closed) and mileage: NA
ETA for completion of repairs (if applicable): Complete
Parts on order (Y/N), N
part# N
order#: N
Techline Case (if applicable): [redacted]
Rental / Loaner Provided? Yes
Open:
Close:
Dealer contacted DPSM (if needed): no
Vehicle repaired?: yes
Customer has possession?: yes
Dealer Code/Selling Dealer (Y or N): Y Y
Original Owner (Y or N): Y
What is current Customer Request (if needed): N/A

*** 06/07/2018 11:16:08 (GMT-05:00) Eastern Time (US & Canada) ***
Closed with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGW4L20GG[redacted]	[redacted]	6,136

Ontario , CA, [redacted] Prod. Date: 11/18/2015 Dealer: [redacted] Citrus KIA

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

Case History

*** 06/12/2018 16:50:35 (GMT-08:00) Pacific Time (US & Canada) ***
Contact = [redacted], Priority = Escalated, Sub Status = Working

*** Letter - Letter Received created on 06/12/2018 16:51:03 (GMT-08:00) Pacific Time (US & Canada) and created by Brecon Crosby ***
NCA rec'd letter from Pillemer & Pillemer. Letter states:
1. Please be advised that State Farm will conduct further testing on the evidence removed from the vehicle.
2. July 26 2018 @ 10am Sidhi Engineering.

Attaching & dsipathcing to NCA.

*** 06/12/2018 16:52:41 (GMT-08:00) Pacific Time (US & Canada) ***
Dispatched from WIPBin = Default to Queue National CA by Brecon Crosby
Reason:

*** 06/13/2018 07:42:22 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 06/13/2018 07:59:58 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 1.1 Default/IC of Gustavo Villela by Jeff Stroup
Reason:

*** Phone - Call - Inbound commitment created on 06/14/2018 08:51:06 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/15/2018 and created by Gustavo Villela ***

*** Note - Others created on 06/15/2018 13:18:33 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Pending response from KMA Engineer

*** Note - Others created on 06/20/2018 13:29:17 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
KMA Engineer to attend joint inspection

*** Email - External Email Received created on 06/22/2018 11:35:28 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
From: [redacted]
Sent: Thursday, June 21, 2018 12:43 PM
To: Sauck, Eric [KMA]; [redacted]
Cc: [redacted]; Kim, Samuel [KMA]
Subject: Re: Scheduling for lab exam (State Farm [redacted], Sidhi [redacted], Kia [redacted]

Eric,

I have July 6 and 11 open.

Regards

Long Nguyen

*** Email - External Email Received created on 06/22/2018 11:36:00 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
From: David Pillemer [redacted]

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGW4L20GG[redacted]	[redacted]	6,136

Ontario , CA, [redacted] Prod. Date: 11/18/2015 Dealer: [redacted] Citrus KIA

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

Sent: Thursday, June 21, 2018 12:45 PM
To: [redacted]; Sauck, Eric [KMA]; [redacted]
Cc: Kim, Samuel [KMA]
Subject: RE: Scheduling for lab exam (State Farm [redacted], Sidhi [redacted] Kia [redacted]

I have both dates available. Whatever works for Eric.

David

David B. Pillemer, Esq.

*** Email - External Email Received created on 06/22/2018 15:15:24 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
From: Sauck, Eric [KMA][redacted]
Sent: Friday, June 22, 2018 2:18 PM
To: David Pillemer; [redacted]
Cc: Kim, Samuel [KMA]
Subject: RE: Scheduling for lab exam (State Farm [redacted], Sidhi [redacted], Kia [redacted]

David and Long,

We would like to set this for Friday, July 6 at 10:30 AM.

Does that still work for you?

*** Phone - Call - Inbound commitment fulfilled on 06/25/2018 10:09:08 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/15/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound commitment created on 06/25/2018 10:09:37 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/26/2018 and created by Gustavo Villela ***

*** Letter - Letter Received created on 06/27/2018 11:21:17 (GMT-08:00) Pacific Time (US & Canada) and created by Brecon Crosby ***
NCA rec'd letter from Pillemer & Pillemer. Letter states:
1. Confirm the upcoming inspection of the 2016 Kia Optima.
2. July 26, 2018 @ 10:00 am.
3. Enclosed is the testing protocol.

Attaching to case.

*** Phone - Call - Inbound created on 06/27/2018 11:46:25 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr received email from engineer:
1. "Thanks, David and Long. Let's schedule it for the 11th at 10:30 AM."

*** Phone - Call - Inbound commitment updated on 06/27/2018 11:50:28 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/29/2018 and updated by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 07/02/2018 08:17:50 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/29/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound commitment created on 07/02/2018 08:18:19 (GMT-08:00) Pacific Time (US & Canada)

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGW4L20GG[redacted]	[redacted]	6,136

Ontario , CA, [redacted] Prod. Date: 11/18/2015 Dealer: [redacted] Citrus KIA

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

with Commitment Date 07/03/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment updated on 07/02/2018 08:18:32 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/03/2018 and updated by Gustavo Villela ***

*** Phone - Call - Inbound created on 07/03/2018 16:30:17 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Tread review completed

*** Phone - Call - Inbound commitment fulfilled on 07/10/2018 14:28:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/03/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 07/10/2018 14:28:22 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
inspedtion 7/11, will review with engineers 7/13

*** Phone - Call - Inbound commitment created on 07/10/2018 14:29:11 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/13/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 08/13/2018 15:47:18 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/13/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 08/13/2018 15:47:19 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr reviewed case with engineers:
1.KMA engineer attended lab exam, cause and origin remain undetermined.

*** Phone - Call - Inbound created on 08/13/2018 16:04:06 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Pending further contact from pillemer& pillemer

*** 08/13/2018 16:04:40 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Gustavo Villela with Resolution Code : Concerns Recorded
[Resolution Summary]
Pending further contact from pillemer& pillemer

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGW4L28GG[redacted]	[redacted]	31,801

Los Angeles CA, [redacted] Prod. Date: 10/28/2015 Dealer: [redacted] KIA Downtown Los Ange

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: A/C Device Operation

Case History

Dealer : Kia Downtown Los Angeles
Technician : hugo ajanel
Service Manager : Don Zimmer
Dealer Phone :
DPSM : Dennis Brown
Vehicle Model : OPTIMA SX TURBO 4CYL AUTO
Model Year : 2016
Mileage : 31801
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
CUSTOMER STATES INTER AFTER DRIVING FOR 10-20 MINUTES AC
WILL STOP BLOWING ANY AIR

[Diagnostics Performed]
VERIFIED CLIENTS CONCERN. VEHICLE IS NOT BLOWING ANY AIR AT
ALL. USING KDS SCANNED FOR DTC'S AND NO CODES WERE FOUND. AC
AUTO CONTROLS SHOW PROPER READINGS. CHECKED CONDITION OF
10AMP FUSE AND BLOWER MOTOR RELAY BOTH IN GOOD CONDITION.
INSPECTED MULTI FUSE 40AMP CONDITION IS BURNT.
RECOMMEND REPLACING MULTI FUSE BLOWER 40 AMP AND RE CHECKING
CONDITION FOR PROPER OPERATION. REPLACED MULTI FUSE BLOWER
40 AMP AND CONDITION CHANGED AC IS WORKING PROPERLY AND
VEHICLE BLOWS AIR. CAR WAS DRIVEN MORE THAN 20 MINUTES AND
CONDITION STAYED THE SAME AC BLOWS AND BLOWING COLD AIR.
ALTHOUGH WHEN RE INSPECTING MULTI FUSE IT SHOWS SIGNS OF
OVER HEATING THE TERMINAL PIN FOR BLOWER 40 AMP. VEHICLE
NEEDS TO BE INSPECTED FOR FURTHER DIAGNOSIS AND INSPECT AND
CHECK WAS CAUSING THE PIN TO HEAT UP AND MELT THE
SURROUNDINGS. WERE MULTI FUSE BLOWER 40 AMP CONNECTS TO WHICH IS THE FUSE BOX FEMALE
CONNECTOR SIDE THE PIN IS BURNT AND SURROUNDINGS OF FUSE BOX ITSELF IS BURNT.

*** Assigned to WIPBin Default of Debra Rustin on 08/21/2018 07:06:28 (PST)
*** 08/21/2018 07:09:35 (GMT-07:00) Arizona ***
Dispatched from WIP Default to Queue Service Alert / Techline by

*** 09/17/2018 15:19:16 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Service Alert / Techline to WIPBin Inbox by Ashley Lewis

*** 09/17/2018 15:25:21 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIP Inbox to Queue ZZ Chloe Ritter by Debra Rustin

*** 09/19/2018 05:09:31 ***
Accepted from Queue ZZ Chloe Ritter to WIPBin Default by Chloe Ritter

*** 09/25/2018 05:36:48 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIP Inbox to Queue ZZ Breonna Lester by Ashley Lewis

*** 09/25/2018 05:43:06 (GMT-05:00) Eastern Time (US & Canada) ***

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 OPTIMA 5XXGW4L28GG[redacted]	[redacted]	31,801

Los Angeles CA, [redacted] Prod. Date: 10/28/2015 Dealer: [redacted] KIA Downtown Los Ange

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: A/C Device Operation

Accepted from Queue ZZ Breonna Lester to WIPBin working by Breonna Lester

*** Phone - Call - Outbound created on 09/25/2018 16:30:45 (GMT-05:00) Eastern Time (US & Canada) and created by Breonna Lester ***
Called [redacted]

writer states:
1. calling to make sure repair is going ok,

customer states:
1. yes thank you

*** 09/25/2018 16:31:24 (GMT-05:00) Eastern Time (US & Canada) ***
Closed by Breonna Lester with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L32GG[redacted]	[redacted]	40,229

Bakersfield CA, [redacted] Prod. Date: 10/14/2015 Dealer: [redacted] Haddad KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioner Operation

Case History

Dealer : Haddad KIA
Technician : Manuel Hernandez
Service Manager : Robert Carrillo
Dealer Phone :
DPSM : Paul Ortiz
Vehicle Model : OPTIMA EX 4CYL AUTO
Model Year : 2016
Mileage : 40229
Initial comments by Technician found in TL Case [redacted]

[Problem Description]
a/c blower will cut in and out. does it more after a long drive or on a hot day

[Diagnostics Performed]
the multifuse and relay were replaced previously. the new multifuse is burnned on the blower fuse. the terminal to blower fuse on fuse box is burnt/ melted. the relay terminal on the fuse box is also burnt/ melted. checked for continuity and the was getting a high resistance reading. i would recommend replacing the front harness assembly

*** Assigned to WIPBin Default of Johnathan Jimenez on 09/19/2018 07:06:31 (PST)
*** 09/26/2018 09:18:37 ***
Dispatched from WIP Default to Queue Service Alert / Techline by

*** 10/24/2018 06:44:46 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Service Alert / Techline to WIPBin SA/TL by Travis Widener

*** 10/24/2018 06:48:36 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIP SA/TL to Queue ZZ Ricardo Dorcean by Johnathan Jimenez

*** 10/24/2018 06:59:16 ***
Accepted from Queue ZZ Ricardo Dorcean to WIPBin Default by Ricardo Dorcean

*** Phone - Call - Outbound created on 10/30/2018 08:10:40 and created by Ricardo Dorcean ***
Writer called customer [redacted]
No answer, left voicemail.
Writer states:
1. Advised KCAC contacting customer in regards to recent vehicle concern.
2. Advised calling to make sure concerns were resolved.
3. Provided case # and writer's contact information.
4. Requested callback if additional assistance is needed.

*** Note - Others created on 10/30/2018 08:12:43 and created by Ricardo Dorcean ***
***Per warranty history, repair completed 10/01/2018

*** 10/30/2018 08:13:54 ***
Closed by Ricardo Dorcean with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L32GG[redacted]	[redacted]	65,000

Falls Church VA, [redacted] Prod. Date: 10/06/2015 Dealer: [redacted] Beyer KIA Falls Church

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

Case History

*** 10/03/2018 11:43:12 (GMT-07:00) Arizona ***
Contact = [redacted], Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 10/03/2018 11:34:38 (GMT-07:00) Arizona and created by Yeimy Armenta ***

cust states:
1 calling to check if recall on the hand lamp
2 had to replace bulbs since dec 2017
3 have been replacing bulbs every 6 months
4 had been determined that the wiring harness are burning the bulbs they have been replaced on one side now the left side connector os burning it as well
5 that is a safety hazard if this keeps happening

writer states:
1 apologize
2 understand concern
3 showing few updates need to be done
4 nothing related to wiring harness or headlamps
5 can setup an appt
6 at this time OOW for BLW

customer states:
1 this is a hazard
2 had this issues before now the other side

writerstates:
1 understand
2 customer cna take back to dealer for diagnose
3 once diagnose can review if assistance can be provided
4 but would need to be diagnose by the kia dealer
5 if customer can give us a callback once there so that we can follow up

customer states:
1 will do

writer states:
1 Your Appointment is Confirmed
2 10/10/2018 9:00 AM
3 Advisor: Any Advisor
4 Vehicle: 2016 KIA OPTIMA
5 Transportation: Drop off
6 Confirmation Code: [redacted]
7 if need to reschedule just call the dealer directly

customer states:
1 Thank you

*** 10/03/2018 12:29:53 (GMT-07:00) Arizona ***
Closed by Yeimy Armenta with Resolution Code : Referred to Dlr
[Resolution Summary]

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L32GG[redacted]	[redacted]	65,000

Falls Church VA, [redacted] Prod. Date: 10/06/2015 Dealer: [redacted] Beyer KIA Falls Church

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

*** 10/16/2018 08:32:18 ***
Reopened by Lisa Taylor with Sub Status of Working

*** Phone - Call - Inbound created on 10/16/2018 08:32:25 and created by Lisa Taylor ***
Customer States
1. I was asked to call back with an update after my appointment
2. They did not have or locate the part to fix my lights
3. I have not heard back from them
4. Called them yesterday adviser was to be back in today but not heard from her yet

Writer states
1. Apologized
2. I thank you also will be glad to update your case

Customer states

***called dlr [redacted] spoke to Chris his adviser is Dashia
oh this guy that's been doing work @service stations

Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted] Washington DC
VIN: 5XXGU4L32GG[redacted]
MY and Mileage: 2016
Most recent RO#, Open and Close Date: RO[redacted] [redacted] is newest 10/10/18 10/15/2018 and currently open
Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis:
Customer states ... headlights keep burning out
Dealer states ...
Able to Duplicate (Y or N): N
Repeat Repair (Y/N), if so, how many times?: N
Repair History of current concern with dates (Open and Closed) and mileage:
ETA for completion of repairs (if applicable): 10/17 hopefully
Parts on order (Y/N), if so obtain part#, order#: working with tech line to get parts ordered today
Techline Case (if applicable): per chris @dlr yes don't have case#
Rental / Loaner Provided? If so, since when?: N
Dealer contacted DPSM (if needed): N
Vehicle repaired?: not yet
Customer has possession?: Y
Dealer Code/Selling Dealer (Y or N): [redacted]
Original Owner (Y or N): N
What is current Customer Request (if needed): Kia to fix my head lights

Chris service adviser states
1. let me call down the street and see how this is going
2. We should have parts ordered by 2mro
3 Call me back 2mro should have update/answers
4. He does have his car however
5. I'll reach out to him
**********end dlr call

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L32GG[redacted]	12891584	65,000

Falls Church VA, [redacted] Prod. Date: 10/06/2015 Dealer: VA049 Beyer KIA Falls Church

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

Writer states
1. sorry there is a delay
2. Per TL case not complete yet
3. Chris hopes to have parts ordered 10/17/18
4. He states he will reach out to you

Customer States
1. he didn't even know if the part needed
2. My concern is wondering who is going to pay

Writer states
1. I do understand this is not ideal per lights out
2. can't drive at night
3. Chris will reach out to you

Customer states
1 ok thank you

*** Phone - Call - Inbound commitment created on 10/16/2018 10:18:42 with Commitment Date 10/19/2018 and created by Lisa Taylor ***

*** Phone - Call - Inbound created on 10/19/2018 07:24:25 and created by Courtney Laster ***
Cust states
1. I'm having an issue with this DLR
2. I have not heard back from them
3. They keep hanging up on me
4. I'm at my wits end
5. I have not heard from them since Oct 10th

Writer states
1. So the veh is currently in your possession?
2. It is not currently at the DLR?

Cust states
1. Yes I have the veh

Writer states
1. Let me see what I can do
**********Writer contacted [redacted] and spoke to Service adviser Chris**********
Chris states
1. He put new headlight connectors put on the veh
2. We don't have only connectors we only have the whole head light
3. 1050+ tax for the whole light since we don't sell only the connector
****

Writer states
1. I have been in contact with the DLR and spoke to Service Adviser Chris who informed me that the issue is with the wiring harness however KIA doe not manufacture only the Wiring harness only the whole headlight
2. It would be an oop of 1050+ for the whole headlight
3. What I can do is submit for assistance oow

Cust states

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L32GG[redacted]	[redacted]	65,000

Falls Church VA, [redacted] Prod. Date: 10/06/2015 Dealer: [redacted] Beyer KIA Falls Church

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

1. This should include both head lights
2. I cannot drive my car at night

Writer states
1. I will submit this for you
2. We should be in contact with you in 2-3 business days

*** Case [redacted] is sent on 10/19/2018 7:50:18 by Courtney Laster
To: [redacted]
Cc: [redacted]
Title: ACTION REQUIRED - Goodwill (Out of Warranty) [redacted]

*** Phone - Call - Inbound commitment fulfilled on 10/19/2018 13:47:23 with Commitment Date 10/19/2018 closed by Lisa Taylor ***

*** Phone - Call - Inbound created on 10/23/2018 07:29:18 and created by Kevin Weeks ***
Cust states
1-status on my case

wrt states
1-Apologized
2-looks like we are waiting on GW

cust states
1-Thank you

*** Phone - Call - Inbound created on 10/29/2018 09:12:09 and created by Germaine Alvarez ***
Customer states
1 calling to check status on my case

wrt states
1 Apologized
2 looks like we where waiting on GW

Skyped CM
CM states DPSM response is
-Good Morning - based upon the information provided, I am declining assistance.
Best Regards,
from mark houkal DPSM

Customer States
1 i don't understand what info was given to determine the denial on my req for assistance
2 who is DPSM
3 i feel the RO info that you all have been provided is wrong
4 and no repairs have been done

Wrt States
1 Apologized
2 i am CM give me a moment to look over case
3 and they is a number of factors they look into Ro info and diagnosis and i see that this is out of BLW 5/60 to determine if GW can be provided or in this case was denied as per DPSM

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L32GG[redacted]	[redacted]	65,000

Falls Church VA, [redacted] Prod. Date: 10/06/2015 Dealer: [redacted] Beyer KIA Falls Church

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

Customer States
1 this is ridiculous how is this RO info going to determine if you will cover this or not this

Wrt States
1 i understand
2 since you are disagreeing with DPSM decision i will escalate to our ECR deprt allow them 2-3 business days to follow up

Customer States
1 sure like ive been waiting for you all to call me

Wrt states
1 apologized
2 you are more then welcome to call in the mean time to see if we have any updates but we do still ask that you allow ECR 2-3 business days for review

Customer States
1 ok i will be waiting
2 i will be calling DLR to get that RO info

Wrt States
1 that is fine they should be able to provide you with RO info

*** Phone - Call - Inbound created on 10/29/2018 09:38:23 and created by Germaine Alvarez ***
Custsomer States
1 i just feel KIA is trying to hustle me out of paying for this whole headlight why can they just put the harness in

Wrt States
1 Kia makes the part that way they do not have these parts separated it just one part the whole headlight

Customer States
1 I better hear back soon i aint gonna leave this be im not paying for this whole headlight when all i need is the harness that your KIA light bulb burned out

Wrt States
1 I understand i will notate on your case
2 ECR will follow up once they have reviewed your case

*** Phone - Call - Inbound created on 10/29/2018 09:43:32 and created by Germaine Alvarez ***
Forward to ECR
1 Customer states I am not paying for this repair, This is a KIA issue your bulb burned out the harness and now KIA wants me to pay for the hole headlight.
2 GW declined by DPSM
3 cust requesting assistance from KCAC
4 Dispatching to ECR because customer disagrees with DPSM decision

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L32GG[redacted]	[redacted]	65,000

Falls Church VA, [redacted] Prod. Date: 10/06/2015 Dealer: [redacted] Beyer KIA Falls Church

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

5 Please review and follow up accordingly

*** 10/29/2018 09:46:48 ***
Dispatched from WIPBin = Default to Queue Southern Region ECR by Germaine Alvarez
Reason:

*** Phone - Call - Inbound created on 10/30/2018 06:58:19 and created by Judith Taylor ***
Cust States
1. I am concerned about the agent not getting all the information to the DPSM about the wiring harness if he knows this I think he will take care of the fix
2. I do not believe that the DPSM has been given correct information
3. I don't think I should be responsible for paying for the whole assembly instead of just the part I need.
4. The dealership was going to use an aftermarket bulb if they could find one at there other dealership
5. The dealership never called me to tell me anything
6. The dealership is giving eroneous information
7. No one told me what the harness melted the way it did

Wtr States
1. Apologized
2. I am noted your case so the case mgr will see all of what you had to say
3. They will call you back as soon as they get all the information they need

Cust States
1. Thanks

*** 10/30/2018 07:27:12 (GMT-07:00) Arizona ***
Accepted from Queue Southern Region ECR to WIPBin Wednesday-1 by Randy Chacon

*** 10/30/2018 07:39:53 (GMT-07:00) Arizona ***
Case moved into WIPBin Wednesday-1 and Sub Status of Working

*** 10/30/2018 07:40:13 (GMT-07:00) Arizona ***
Assigned to WIPBin InBound of Kayla Erwin by Randy Chacon
Reason:

*** Email - External Email Sent created on 10/31/2018 08:12:10 (GMT-05:00) Eastern Time (US & Canada) and created by Kayla Erwin ***
SECR Emailed SVCM CPrevatt inquiring about vehicle.

*** Email - External Email Received created on 10/31/2018 13:24:31 (GMT-05:00) Eastern Time (US & Canada) and created by Kayla Erwin ***
SECR received email from SVCM CPrevatt advising customer came in escalated.

*** Phone - Call - Inbound created on 11/01/2018 09:23:25 (GMT-05:00) Eastern Time (US & Canada) and created by Kayla Erwin ***
SECR Received call from [redacted] SVCM CPrevatt.

Writer.
1.) Introduced Self, How may assist?

Service Manager

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L32GG[redacted]	[redacted]	65,000

Falls Church VA, [redacted] Prod. Date: 10/06/2015 Dealer: [redacted] Beyer KIA Falls Church

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

1.) This customer is no longer welcome in this dealership.
2.) He's out of warranty.
3.) He can return to his selling dealership.

Writer.
1.) Will advise

*** Phone - Call - Inbound created on 11/02/2018 09:15:14 and created by Melissa Hight ***
cust states
1. Calling to do a follow up
wtr states
1. Advised case has been sent to ECR
skyped ECR - avail
2. Advised ECR has been in contact with dlr
3. May wtr place on hold and reach out to ECR
cust states
1. Sure
hold
wtr states
1. Advised ECR is reviewing case
cust states
1. I'm trying to understand this disposition
2.They only have one side of the story
wtr states
1. TCS provides info to all parties
2. Advised ECR is available and wtr can transfer
cust states
1. Thank you
transferred to ECR

*** Phone - Call - Inbound created on 11/02/2018 13:09:10 (GMT-05:00) Eastern Time (US & Canada) and created by Kayla Erwin ***
Warm Transfer from MHight.

Writer.
1.) Introduced Self, How may assist?

Customer.
1.) Calling regarding my vehicle.
2.) I don't think I shouldnt be penalized for a KIA Defect.

Writer.
1.) Apologized for concerns.
2.) Advised customer not going to be providing any assistance with the repairs of the vehicle.
3.) Advised customer under the terms and conditions of the warranty no longer obligated to repair the vehicle.
4.) Advised customer have reviewed the diagnosis of the vehicle and reviewed it with the DPSM, Service Manager, and self and has been determined that no assistance will be provided and would be a customer pay item.

Customer.
1.)Thats not fair.
2.) This is a safety issue.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 OPTIMA 5XXGU4L32GG[redacted]	[redacted]	65,000

Falls Church VA, [redacted] Prod. Date: 10/06/2015 Dealer: [redacted] Beyer KIA Falls Church

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

Writer.
1.) Apologized advised customer this repair would be a customer pay repair.

Customer.
1.) I don't see how you sleep at night by doing this to your customers.

Writer.
1.) Apologize you feel that way.
2.) Again advised customer would be responsible for repairs at this point.

Customer.
1.) I am going to write a letter, everyday every week until I get tired.

Writer.
1.) Advised customer resolution would remain the same.

Customer.
1.) Have a good day.

Writer.
1.) You too.

*** 11/02/2018 13:11:43 (GMT-05:00) Eastern Time (US & Canada) ***
Closed by Kayla Erwin with Resolution Code : Concerns Recorded
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L32GG[redacted]	[redacted]	10,123

Avenel , NJ , [redacted] Prod. Date: 08/16/2016 Dealer: [redacted] Sansone KIA

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

Case History

*** 11/07/2018 12:54:47 (GMT-07:00) Mountain Time (US & Canada) ***
Contact = [redacted], Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 11/07/2018 12:55:02 (GMT-07:00) Mountain Time (US & Canada) and created by Octavia Murray ***
Customer States:
1. This morning I went to start my car
2. After a little while there a burning smell
3. I looked under the hood and there was smoke
4. I had it towed to the dlr and they told me that the wire's are melted
5. There is a problem with my car for this to happen
6. The dlr put me in a rental and told me to call Kia
7. What do I need to do next

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

Customer States:
1. Thank you

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

*** Note - Others created on 11/07/2018 13:11:57 (GMT-07:00) Mountain Time (US & Canada) and created by Octavia Murray ***
*** Call to Action ***
Forward to NCA
1 Customer alleges there was fire under the hood of the vehicle
2 Vehicle is currently down at [redacted]
3 Customer is requesting To know why this happened and to have Kia repair the vehicle.
4 Please review and follow up accordingly

*** 11/07/2018 13:16:04 (GMT-07:00) Mountain Time (US & Canada) ***
Dispatched from WIPBin = Default to Queue National CA by Octavia Murray
Reason:

*** 11/08/2018 07:53:39 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 11/08/2018 08:20:52 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin Intro Calls of Ashley Vazquez by Jeff Stroup
Reason:

*** 11/12/2018 16:47:22 ***
Case moved into WIPBin Intro Calls and Sub Status of Assigned

*** Phone - No Callback created on 11/13/2018 07:28:37 and created by Erin Smith ***
Customer states:

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L32GG[redacted]	[redacted]	10,123

Avenel , NJ , [redacted] Prod. Date: 08/16/2016 Dealer: [redacted] Sansone KIA

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

1. I am waiting on a call from KIA.
2. My wires were melted and they wanted to do investigation.
3. I'm in a rental and paying for it every day.

Writer states:
1. Apologized
2. Reaching out to case manager.

Customer states:
1. Thank you.

Writer states:
1. Will notate account

Customer states:
1. requesting calling back ASAP
2. Reach me [redacted]
3. Thank you!

*** Phone - Call - Outbound created on 11/13/2018 09:15:53 and created by Ashley Vazquez ***
Wtr called customer and left VM for call back

*** Phone - Call - Outbound created on 11/13/2018 09:16:18 and created by Ashley Vazquez ***
Wtr contacted svc manager at [redacted]
1. Calling about status of vehicle
2. svc manager states they have spoken with customer,
3. vehicle is under warranty and wont have to pay for repairs
4. currently waiting on parts to begin repairs.
wtr thanked for information
waiting on call from customer

*** Phone - Call - Outbound created on 11/14/2018 14:07:20 and created by Ashley Vazquez ***
wtr left vm for callback at [redacted]

*** Phone - Call - Outbound created on 11/14/2018 16:13:15 and created by Ashley Vazquez ***
Wtr spoke with customer:
1. Calling in regards to claim
2. Please advise
Customer states:
1. I received my car today
2. the dealer finished repairing it
3. they said it was safe for me to drive but I am still scared
4. I did not have to pay out of pocket
5. I did have to pay for the rental and some money for my insurance would you be able to help
Wtr states:
1. You can send me the documentation and I would be happy to review and see if there is anything that I can help you with
Customer states:
1. thank you very much
wtr verified email to send info regarding documentation to send [redacted]

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L32GG[redacted]	[redacted]	10,123

Avenel , NJ , [redacted] Prod. Date: 08/16/2016 Dealer: [redacted] Sansone KIA

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

*** Email - External Email Sent created on 11/14/2018 16:29:28 and created by Ashley Vazquez ***
Wtr emailed customer stating:
Hi [redacted]

Thank you for taking the time to speak with me. As we discussed, the dealer at Sansone KIA finished working on your vehicle and it looks like all repairs are done. I would be happy to review what you did have to pay out of pocke and see if there is anything that I can do help you. Please send me the documents necessary that state what you paid so that I can review those.

Thank you,

*** Phone - Call - Inbound commitment created on 11/19/2018 17:30:08 with Commitment Date 11/20/2018 and created by Ashley Vazquez ***

*** 11/19/2018 17:31:44 ***
Case moved into WIPBin Call Customer Back and Sub Status of Assigned

*** Phone - Call - Inbound created on 11/29/2018 10:31:30 and created by Ashley Vazquez ***
Wtr left VM for customer to call back

*** Phone - Call - Outbound commitment created on 11/29/2018 10:32:11 with Commitment Date 11/30/2018 and created by Ashley Vazquez ***

*** Phone - Call - Outbound created on 11/30/2018 12:58:24 and created by Ashley Vazquez ***
Wtr spoke with customer:
1. Calling in regards to case
2. I was able to review what you sent in and at this time I would not be able to help with the time lost you had at work
3. however, if you did go ahead and pay for the rental you were in, you can go ahead and send me those receipts and I can review those for you
Customer states:
1. Okay I will request those receipts
2. Thank you very much

*** Phone - Call - Outbound commitment fulfilled on 11/30/2018 14:11:01 with Commitment Date 11/30/2018 closed by Ashley Vazquez ***

*** Email - External Email Received created on 12/04/2018 09:28:46 and created by Ashley Vazquez ***
Customer emailed stating:
Good morning Ashley,

Just to let you know that I got in touch with the Manager at Kia Sansone and he told me they will reimburse me the $147.00 I paid at Enterprises for the insurance. If there is any change I will let you know.

Thanks for your help. Have a great day.

*** Phone - Call - Outbound created on 12/04/2018 09:29:05 and created by Ashley Vazquez ***
Wtr called customer stating:
1. I recieved your email
2. I wanted to check in to verify with you that everything else was ok?

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L32GG[redacted]	[redacted]	10,123

Avenel , NJ , [redacted] Prod. Date: 08/16/2016 Dealer: [redacted] Sansone KIA

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

Customer states:
1. Yes thank you, i was told I would get reimbursed by the end of the week from Sansone Kia
2. I am just waiting on that
Wtr states:
1. Alright that is wonderful to hear
2. Is there anything else that I can do for you?
Customer states:
1. No, that is all
2. Thank you for your help
Wtr states:
1. will close case
2. But can contact me if anything arises or if you have any questions
Customer thanked

*** Phone - Call - Inbound commitment fulfilled on 12/05/2018 16:14:03 with Commitment Date 11/20/2018 closed by Ashley Vazquez ***

*** 12/06/2018 12:48:32 ***
Closed by Ashley Vazquez with Resolution Code : Repaired at Dlr
[Resolution Summary]
Customer's vehicle was repaired and she is happy with repairs done.

*** 01/09/2019 07:32:58 (GMT-07:00) Arizona ***
Reopened by Thomas Morales with Sub Status of Working

*** 01/09/2019 07:33:56 (GMT-07:00) Arizona ***
Closed by Thomas Morales with Resolution Code : Repaired at Dlr
[Resolution Summary]
Customer's vehicle was repaired and she is happy with repairs done.

*** 01/10/2019 16:17:24 ***
Reopened by Ashley Vazquez with Sub Status of Working

*** Others - Others created on 01/10/2019 16:20:15 and created by Ashley Vazquez ***
Tread Review Complete.

*** 01/11/2019 08:14:25 ***
Closed by Ashley Vazquez with Resolution Code : Repaired at Dlr
[Resolution Summary]
Customer's vehicle was repaired and she is happy with repairs done.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L39GG[redacted]	[redacted]	55,944

Miami Lakes FL , [redacted] Prod. Date: 01/20/2016 Dealer: [redacted] Miami Lakes KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Case History

*** 11/19/2018 06:07:25 ***
Contact = [redacted], Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 11/19/2018 06:02:37 and created by Alexis TATE ***
[redacted] Owner) sates
1. The car has been giving me a lot of problems.
2. The check engine light is on, RSA is towing veh today.
3. I am going to need a rental, you need to give me a new car.
4. I don't want this car back.

Wrt states
1. Apologized, let me get some more info from you, and we can look into rental assistance.
2. What dealer is it being towed to?
3. What is wrong with the veh?

Cust states
1. Check engine light is on.
2. It is shaking, the door handles fell off.
3. The dealer replaced it, and now the other one fell.
4. Now the engine.
5. I think it is a lemon, I don't have time to be going to dealer.
6. I keep it maintained, I have been going to Goodyear recently for oil changes.

Wrt states
1. I understand, with the past issues as it gone to [redacted]?

Cust states
1. Yes, they did the door handle, But I do go to Goodyear too.
2. I need a rental, they are picking it up at 5 p.m.

Wrt states
1. One moment, while I look into assistance.

****
Wrt called to speak with Service Adviser [redacted]
1. I am calling from KCAC, to get RO info.
2. Cust is having it towed in.
3. Provided case #,

Service Lindsay states
1. I was not able to reach service manager, can I take a message?

Wrt states
1. Provided cust info.
2. We are needing a rental for cust, have them follow up with us or cust.

Spoke with: ORLANDO
Customer Name: [redacted]
Customer phone #: 5XXGU4L39GG[redacted]
Customer address [redacted] MIAMI FL [redacted]
VIN: 5XXGU4L39GG[redacted]

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L39GG[redacted]	[redacted]	55,944

Miami Lakes FL , [redacted] Prod. Date: 01/20/2016 Dealer: [redacted] Miami Lakes KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

MY: 2016 OPTIMA
Mileage: 46120
Most recent RO[redacted]
Open Date 8/6/18
Close date (if applicable):8/24/18
Days Down at initial Service Alert report (if applicable):
Rental / Loaner Provided? N
If so, since when?:
Most recent Repair Issue and Diagnosis: Customer says,
Concern: DOOR HANDLE, OIL CHANGE
Cause:
Correction: REPLACED DOOR HANDLE.
Able to Duplicate (Y or N): Y
Repeat Repair (Y/N), if so, how many times?: N
Repair History of current concern with RO#,
Open and Closed dates with mileage:
ETA for completion of repairs (if applicable): COMPLETED
Parts on order (Y/N), N
if so obtain part#-
Techline Case (if applicable): N
Dealer contacted DPSM (if needed): N
Vehicle repaired?:Y
Customer has possession?: Y
Dealer Code/Selling Dealer (Y or N)[redacted]
Original Owner (Y or N): Y

*****BACK TO CUST
Wrt states
1. Apologized.
2. Advised I am going to escalate case, ECR will reach out in 2-3 business days to discuss what options you have.
3. Referred to WCIM.
4. I was not able to speak with service manager to get you a rental.
However you can go ahead and get a rental, and keep your receipts and we can reimburse you.

Cust states
1. I don't have the money for a rental, I have car payments.
2. I spoke with dealer, and they said they needed me to have you authorize the rental.
3. I will call dealer and have them call you.

Wrt states
1. I understand, I left a message for dealer.
2. I will escalate case, and someone will reach out in 2-3 business days.
3. Provided case #
4. Verified cust #

Cust states
1. I will call dealer.
2. So when you speak with dealer, you will get me in a rental?

Wrt states
1. Yes, a 3 day rental while veh is being diagnosed.

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L39GG[redacted]	[redacted]	55,944

Miami Lakes FL , [redacted] Prod. Date: 01/20/2016 Dealer: [redacted] Miami Lakes KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Cust states
1. Thank you.

****Transferred to survey

*** Case [redacted] is sent on 11/19/2018 6:37:0 by Alexis TATE
To: [redacted]
Cc: [redacted]
Title: NO ACTION REQUIRED - Case Escalation [redacted]

*** Note - Others created on 11/19/2018 06:32:16 and created by Alexis TATE ***
Forward to ECR
1 Customer states engine light is on, veh shaking.
2. [redacted] states cust last service on 8/6/18
3 Dispatching because customer states lemon law, does not want veh anymore.
4 DPSM has been advised and customer referred to WCIM
5 Please review and follow up accordingly

*** 11/19/2018 06:44:07 ***
Dispatched from WIPBin = Default to Queue Southern Region ECR by Alexis TATE
Reason:

*** 11/19/2018 07:26:31 (GMT-07:00) Arizona ***
Accepted from Queue Southern Region ECR to WIPBin Default by Randy Chacon

*** 11/19/2018 08:38:45 (GMT-07:00) Arizona ***
Assigned to WIPBin 0. Default of Melissa Lepe by Randy Chacon
Reason:

*** Phone - Call - Inbound created on 11/19/2018 09:41:50 and created by David Law ***
cust states
1. you need to call the dealer
2. jose enriquez is who you need to call

writer states
1. i will notate this for your CM
2. i will also send a memo to CM
3. i will see if we can in contact with the dealer to get you taken care of

cust states
1. thank you

*** Phone - Call - Inbound created on 11/19/2018 10:18:40 and created by Courtney Laster ***
Cust states
1. I need to speak to Melissa

Writer states
1. I can see if she is available
Skyped
2. Advised that the case was just escalated today, We do allow 2-3 business days for FU

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L39GG[redacted]	[redacted]	55,944

Miami Lakes FL , [redacted] Prod. Date: 01/20/2016 Dealer: [redacted] Miami Lakes KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Cust states
1. I need a rental car today!
2. I was going to get the veh towed today!

Writer states
1. What the veh been taken to the DLR yet?

Cust states
1. No!
2. I still have it!

Writer states
1. Typically we need the veh to be at the DLR and diagnosed before we can authorize a rental car
2. I can call ahead and ask but it is very unlikely they will authorize a rental before they even get the veh

Cust states
1. You don't understand!
2. I need this taken care of today!

Writer states
1. I can call and ask
**********Writer contacted [redacted] **********
Writer asked for Jose Enriquez and was informed that he was not in today
Writer spoke to Service adviser Miguel
Writer states
1. If I was to authorize a 3 day rental for this cust would you be able to help her with this?

Miguel states
1. Sure
2. Just send me an email that I can present to my manager and that should be no problem
3. My email is [redacted]

Writer states
1. Ok I will send that over
****
Writer states
1. Apologized
2. Advised that I was able to speak to a service adviser Miguel
3. I authorized a 3 day rental for you

Cust states
1. Ok thank you

**********Transferred to survey

*** Phone - Call - Inbound created on 11/21/2018 10:13:32 and created by LISSANDRA RIVERO ***
[redacted] (owner) states:
1 I got a call from the DLR they said they need to take apart the car
2 I let them know I am not paying anything cause I have taken care of my car and did my oil on time and did repairs

Last_name	First_name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L39GG[redacted]	[redacted]	55,944

Miami Lakes FL , [redacted] Prod. Date: 01/20/2016 Dealer: [redacted] 8 Miami Lakes KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

all on time and when they are needed
3 SO this is a defect so I am not paying for it and I told them to call Melissa on it
4 And this is the second time the car has been to the DLR
5 I don't have no money do you understand?
6 I told them to please call KCA
7 the DLR said the rental is only for 3 days I need more time like for real ! do you understand !
8 is Melissa available that's the person I really want to talk to

Wrt states:
1 apologized
2 can call DLR to extend rental
3 CM is not available
4 can get you over to her VM
5 thanked

[redacted] states:
1 okay
2 thank you

*** Phone - Call - Inbound created on 11/21/2018 12:42:06 and created by Myra Davis ***
cust [redacted] states
1 51,000 miles
2 email as method of contact
3 has dealer been contacted
4 dealer is accusing me of putting sugar in my tank
5 told them I not paying for anything
6 has rental been extended

writer states
1 apologized, would be happy to take a look and see what I can do
2 no new notes on account
3 let me see if your CM is available
4 CM told prior TCS that she would take care of contacting
the dealer for extension
5 will notate case for your CM

cust states
1 I think this car is a lemon
2 have to keep taking car in for this issue

writer states
1 will notate for your CM to follow up

cust states
1 ok thank you

*** Phone - Call - Inbound created on 11/21/2018 14:37:47 (GMT-07:00) Arizona and created by Melissa Lepe ***
Cust called in and LVM
1. I have a 2016 Optima
2. No case #, or VIN
3. Veh is at [redacted]

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L39GG[redacted]	[redacted]	55,944

Miami Lakes FL , [redacted] Prod. Date: 01/20/2016 Dealer: [redacted] Miami Lakes KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

4. They authorized 3 day rental while they look at the veh
5. Dlr called me and said that the veh has sugar in the tank, you understand?
6. I've been harassed back to back, you understand?
7. I have 3 kids and have to drive them around
8. I always take my veh to get service, you understand?
9. They have everything in record
10. Dlr is responsible for the veh
11. I don't like those words, they're telling me that I did this
12. Told them that the veh has a defect
13. I got 20 LOF this year
14. I told them that this veh is defective.
15. They said they have to clean the tank
16. I'm not paying for anything!!
17. I'm not taking the blame
18. I took my veh in for service, it's their job to take care of the veh, you understand?
19. Everyone knows my case
20. My # is [redacted]
21. My Social is **********

*** Phone - Call - Inbound created on 11/26/2018 09:30:19 (GMT-05:00) Eastern Time (US & Canada) and created by Jada Jones ***
cust states
1. i need to speak with Melissa
2. this is a urgent matter and i do not want her vm
3. i am going to have to call back i have a fire emergency

wrt states
1. apologized
2. advised cust that i will note case and she can call us back

cust states
1. ok

*** Phone - Call - Inbound created on 11/26/2018 07:56:10 (GMT-07:00) Arizona and created by William Bushong ***
cust states
1. i need to speak to my CM

writer states
1. apologized
2. i can transfer you to her VM

cust states
1. my car is at the dealer for the past week
2. there is a defect in my car
3. the handles broke off
4. the dealer is accusing me of putting sugar in the tank
5. the dealer is saying they will charge $30 per day for the rental

writer states

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L39GG[redacted]	[redacted]	55,944

Miami Lakes FL , [redacted] Prod. Date: 01/20/2016 Dealer: [redacted] Miami Lakes KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

1. i will transfer you to her vm

*** Phone - Call - Inbound created on 11/26/2018 11:16:18 (GMT-05:00) Eastern Time (US & Canada) and created by Travis Widener ***
Customer states
1. Calling to follow up
2. I need to talk to someone now
3. This is crazy if they take my car rental what do I do
Wtr states
1. Apologized
2. Advised will make ECR and sup aware of callback request
Customer stsates
1. Thank you

*** Phone - Call - Inbound created on 11/26/2018 09:21:09 and created by Alyssa Vanderwood ***
Cust states:
1. I need to speak to Melissa
2. Or her Supervisor
3. I have a really urgent problem

Wrt states:
1. Apologized
2. Looks like Melissa is not in yet
3. One moment while I see if a sup is available

Placed cust on hold and reached out to KCAC Support Chat
Transferred to Ashley Lewis

*** Phone - Call - Inbound created on 11/26/2018 12:39:08 (GMT-05:00) Eastern Time (US & Canada) and created by Ashley Lewis ***
***ALewis took SUP Call ***

Writer states:
1. Apologized for hold.
2. How can writer assist?

Customer states:
1. Here's the situation.
2. I have a 2016 Optima, the CEL came on and the engine was shaking so badly.
3. This year alone I've had at least 20 oil changes.
4. They say I need the engine cleaned out, and I pay extra for that.
5. It began to get very costly at the Kia dealership, so I started going to Goodyear instead and have kept all of my receipts from that.
6. Just recently my vehicle had to be towed to the Kia dealership and I've been waiting on diagnosis since then.
7. I know I've been doing my part and taking care of this car.
8. I'm not paying for anything, the CEL is not my fault.
9. They are the mechanics, they need to diagnose and fix this vehicle.
10. Now the dealer is calling me back telling me to return their rental.
11. They are threatening me to charge me $38 per day as it's their vehicle and not my vehicle or KCAC's vehicle.
12. He says there is no authorization from Kia to extend the rental or anything.
13. It's not my problem, it's not my fault that the engine is not working.

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L39GG[redacted]	[redacted]	55,944
Miami Lakes FL , [redacted]		Prod. Date: 01/20/2016	Dealer: [redacted]	Miami Lakes KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

14. I have not returned that rental and will not until my vehicle is fixed.

Writer states:
1. Apologized for concerns.
2. Advised CM will be in the office shortly and writer will request that CM follow up.
3. Advised CM will review whether or not rental can be extended based off diagnosis / repairs necessary.

Customer states:
1. Thank you so much.
2. I just wanted to note that I was treated like a criminal for keeping their rental.

Writer states:
1. Understood, apologized and advised it is noted.
2. Advised writer will follow up with CM.
3. Thank you again for your time, apologize for inconvenience.

Customer states:
1. Thank you so much ma'am.

*** Phone - Call - Inbound created on 11/29/2018 15:12:46 (GMT-07:00) Arizona and created by Melissa Lepe ***
Cust called in and LVM
1. This is [redacted]
2. [redacted]
3. Had the dlr call me
4. His name was Jose
5. demanding me to bring the veh back, you understand?
6. They wanted me to bring the veh back, and I didn't because I don't have a veh to drive
7. Please give me a call back

*** Phone - Call - Outbound created on 11/29/2018 15:33:45 (GMT-07:00) Arizona and created by Melissa Lepe ***
Writer called cust [redacted]
1. Introduced self
2. Calling from KMA Regional office

Cust states
1. they said that it looks like there is sugar in the gas tank
2. That someone messed with the spark plugs
3. I think they think it's me
4. I go there for LOF, they should've seen it
5. Why didn't they tell me when I go?
6. I went to [redacted] all the time for LOF, then started going to Goodyear because it was cheaper
7. I get an oil change every month
8. Engine started shaking, then the CEL came on
9. Something was not right
10. Veh is falling apart
11. Son opened the back door, and handle fell off
12. [redacted] repaired a previous door handle as well

Writer states

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L39GG[redacted]	[redacted]	55,944

Miami Lakes FL , [redacted] Prod. Date: 01/20/2016 Dealer: [redacted] Miami Lakes KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

1. Apologize for engine and door handle concerns
2. KMA is required to repair the veh under terms and conditions of the warranty
3. Warranty covers manufacture defects, not damage of outside influenced
4. Will definitely confirm with the dlr if the cause of the engine concerns were related top sugar in the gas tank
5. If so, then warranty will not cover those repairs
6. Would recommend working with insurance.
7. As stated will get more info from the dlr first

Cust states
1. I'm not going to pay for that, I have no money
2. What am I supposed to drive meanwhile
3. They want me to take the veh back
4. dlr said that the veh is theirs, not Kia and telling me to return it

Writer states
1. If dlr stating to return veh, would recommend doing so
2. Loaners are dlr property
3. Will call dlr and gather more info
4. If able to get answer, will Cb right away
5. If I have to LVM, will follow up as soon I as I have an update
6. Thanked and ended call

*** Phone - Call - Outbound created on 11/29/2018 15:36:16 (GMT-07:00) Arizona and created by Melissa Lepe ***
Writer called [redacted] and LVM for SVCM Jose Henriquez
1. Calling from KMA to follow up
2. Need diagnosis on veh and additional info
3. Case # and contact info

*** Email - External Email Sent created on 11/29/2018 15:43:41 (GMT-07:00) Arizona and created by Melissa Lepe ***

<For Internal Use Only
Writer emiled SVCM Jose H. Requesting update on veh>

*** Phone - Call - Inbound created on 11/30/2018 08:19:53 (GMT-05:00) Eastern Time (US & Canada) and created by Meggan Gorley ***
Jose (Service Manager)
Dealer States
1 There was a Courtney Laster sent me an email authorizing 3 day rental
2 Customer is refusing to pay for the repairs on the veh and she has stated that KCAC is paying for everything if this is the case then I want an email stating that

Writer States
1 I do not see anything at all where we are paying for this
2 We have advised her to return the rental

Dealer States
1 She has been in rental for a lot longer than 3 days and I will be charging the credit card now

Writer States

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L39GG[redacted]	[redacted]	55,944

Miami Lakes FL , [redacted] Prod. Date: 01/20/2016 Dealer: [redacted] Miami Lakes KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

1 yes on the 11/29 we advised to return the rental if the dealer advised to return

Dealer States
1 Thank you

*** Phone - Call - Inbound created on 11/30/2018 10:53:33 (GMT-05:00) Eastern Time (US & Canada) and created by Craig Williams ***
Jose svc mgr called in
1. I was calling in to reach Melissa.

Wrt states
1. Apologize.
2. skyped MLepe.
3. Currently unavailable.
4. Will call you back in 5 mins or so.
5. Can I get the best number for her to reach you at?

Svc mgr states
1 [redacted]

Wrt states
1. Thanks will advised Melissa.

*** Email - External Email Received created on 11/30/2018 09:21:49 (GMT-07:00) Arizona and created by Melissa Lepe ***

<For Internal Use Only
Writer rec'd email from SVCM Jose
*fuel is contaminated
*Spark plugs are burnt
* Customer is still in a rental and it was only approved for 3 days
* Customer states Kia is going to pay for it in full
*Says she's not going to pay for anything and not willing to spend any money to fix veh
*Please give me a call>

*** Phone - Call - Outbound created on 11/30/2018 09:31:52 (GMT-07:00) Arizona and created by Melissa Lepe ***
Writer called FL118 SVCM Jose [redacted] Cell
1. Calling from KMA to follow up

SVCM Jose states
1. You guys only approved 3 days rental
spoke with her Saturday
2. When SVCA called her to give her an estimate she blew up and said Kia is going to pay for it all
3. Diagnosed the veh
4. Fuel contamination
5. Took pictures of the spark plugs completely burnt out
6. It's about $1,000 more or less to drop the tank and clean it all and replace the spark plugs
7. Engine is fine
8. Just fuel system was affected
9. It's hard to tell what it was, but in similar cases like this, it turned out to be sugar in the gas tank

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L39GG[redacted]	[redacted]	55,944

Miami Lakes FL , [redacted] Prod. Date: 01/20/2016 Dealer: [redacted] Miami Lakes KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

10. All 4 spark plugs are burned and have black tar on them
11. She was here for a couple LOF last year, but not a loyal cust

Writer states
1. Thanked for info

*** Email - External Email Received created on 11/30/2018 09:52:15 (GMT-07:00) Arizona and created by Melissa Lepe ***

<For Internal Use Only
Writer rec'd pictures from SVCM of burnt spark plugs and contaminated fuel

Attaching to case>

*** Email - External Email Received created on 11/30/2018 09:54:14 (GMT-07:00) Arizona and created by Melissa Lepe ***

<For Internal Use Only
Hello Melissa, this is pictures of case# [redacted]
contamination in the fuel caused for spark plugs to be fouled. we recommend to empty fuel tank , clean fuel lines and replace spark plugs.
>

*** Phone - Call - Inbound created on 11/30/2018 10:39:51 (GMT-07:00) Arizona and created by Melissa Lepe ***
Cust called in states
1. I feel like i'm being accused of putting sugar in my gas tank, and that is not right
2. I work with a correction facility
3. I'm a woman of god, and this is not right
4. I would never do that

Writer states
1. Apologized, no one is saying you damaged the veh
2. Was able to gather more info from the dlr
3. Dlr states fuel system is contaminated
4. Gas tank would need to be dropped and cleaned out, along with the fuel lines
5. All 4 spark plugs were burnt out with a tar like substance causing a misfire
6. As stated before, KMA is required to repair the veh under terms and conditions of the warranty
7. It has been determined that this is not a manufacture defect, this is outside influence contamination
8. KMA will not be offering any assistance with the repairs
9. Understand that a rental was authorized for 3 days, and you've had it longer than that
10. As a goodwill, ECR can cover the rental until the end of today.
11. Please proceed with returning the rental today to avoid any charges.
12. Would recommend working with insurance to see if any assistance may be offered

Cust states
1. Oh wow!
2. So the spark plugs were damaged due to the fuel contamination?

Writer states
1. Correct
2. All 4 spark plugs would need to be replaced as well

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L39GG[redacted]	[redacted]	55,944

Miami Lakes FL , [redacted] Prod. Date: 01/20/2016 Dealer: [redacted] Miami Lakes KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Cust states
1. Ok, so I just call my insurance?

Writer states
1. Correct, Insurance will then tell you what the next step will be
2. Once again Kia will not be covering this, and rental will end today

Cust states
1. Ok, thank you

*** Phone - Call - Outbound created on 11/30/2018 09:47:50 (GMT-07:00) Arizona and created by Melissa Lepe ***
Writer called cust [redacted]
1. Calling from KMA to follow up

*** Email - External Email Received created on 11/30/2018 12:43:40 (GMT-05:00) Eastern Time (US & Canada) and created by Ashley Lewis ***
Writer received email from customer [redacted]

Hello Good Morning Mrs. Ashley Lewis I received a verbal phone call on 11/29/2018 around 5pm from Melissa the case manager from your team, I am not happy with the phone call I feel as though both Melissa and Jose Miguel from the Kia Dealer are accusing me of putting sugar in my engine. In my Faith I don't do things like this because this is my car, and I take good care of it, and I maintain the car in a timely manner. I purchase this vehicle on or around 4/2016 brand new from Braman Kia. Braman Dealer no longer service Kia's or sell Kia any longer as of 2017 this is why I got my car service at Miami Lakes Dealer. There is a defect in my car, this the second time the handle has come off from my vehicle and it was serviced at Miami Lakes Dealer, also each time the oil light would come up on the vehicle I would bring the car in for service. This is defamation of character I work in a Correctional Facility which I pledge to be honest at every cost of my carrier and my daily life. I am a single parent with three kids I only depend on that vehicle, I am not risking my family to do such things like this, thank you and please contact me at your earliest convenience.

*** Phone - Call - Outbound created on 11/30/2018 10:50:45 (GMT-07:00) Arizona and created by Melissa Lepe ***
Writer called SVCM Jose cell
1. Calling form KMA to follow up
2. Kia will not be offering any GW assistance
3. Customer has been referred to insurance
4. Will cover rental up until the end of today
5. moving forward if cust chooses to keep rental, she'd be responsible for charges.
6. Cust has been notified

SVCM Jose states
1. Ok, sounds good
2. Just spoke with her too
3. Will wait for her to return it and i'll send you the invoice

Writer states
1. Thanked, will then process rental reimbursement to dlr
2. thanked and ended call

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L39GG[redacted]	[redacted]	55,944

Miami Lakes FL , [redacted] Prod. Date: 01/20/2016 Dealer: [redacted] Miami Lakes KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

*** Note - Others created on 11/30/2018 10:55:56 (GMT-07:00) Arizona and created by Melissa Lepe ***

<For Internal Use Only
Pending rental invoice from dlr for reimbursement>

*** Phone - Call - Inbound created on 12/04/2018 07:36:58 and created by CHARLOTTE PEERY ***
Jose /SM states:
1. Melissa wanted me to email over the invoice
2. I just wanted to make sure she received my email with attachments
3. I need a email response so that I can go ahead and attach to my repair order

Wrt states:
1. Let me see if your CM is available
line disconnected*

*** Phone - Call - Inbound created on 12/04/2018 07:47:34 and created by LISSANDRA RIVERO ***
Jose /SM states:
1 my call dropped
2 is melissa there ?

Wrt states:
1 apologized
2 she is not available
3 she said she will follow up after this call
4 thanked

Jose /SM states:
1 okay
2 thank you

*** 12/04/2018 09:08:38 (GMT-07:00) Arizona ***
Goodwill #: [redacted] Submitted

*** Email - External Email Sent created on 12/04/2018 09:12:02 (GMT-07:00) Arizona and created by Melissa Lepe ***

<For Internal Use Only
Writer emailed SVCM Jose H. Advising the GW has been submitted for the rental>

*** Phone - Call - Inbound created on 12/04/2018 08:11:32 and created by Emily Rogers ***
Jose[redacted] SVCM) states
1 I've called a few times
2 Phone call keeps dropping
3 Wanted to speak to Melissa Lepe please
4 She is the CM

Writer states
1 Apologized, writer will be happy to assist
2 Advised writer will reach out to CM- please hold
3 Thank you for holding
4 Advised goodwill was submitted today
5 Please allow a minimum of 4 weeks for processing

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L39GG[redacted]	[redacted]	55,944

Miami Lakes FL , [redacted] Prod. Date: 01/20/2016 Dealer: [redacted] Miami Lakes KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

6 CM is currently sending you an email

call dropped while on hold
*called [redacted]
no answer, left voicemail.

Writer states
1 Advised goodwill was submitted today
2 Please allow a minimum of 4 weeks for processing
3 CM is currently sending you an email
4 Please return call if additional information is needed

*** 01/02/2019 16:46:26 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Submitted

*** 01/03/2019 17:39:05 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill # [redacted] Final Approved

*** 02/07/2019 10:36:26 (GMT-07:00) Arizona ***
Closed by Melissa Lepe with Resolution Code : Referred to Ins.
[Resolution Summary]
Fuel is contaminated which caused all 4 spark plugs to burn out. Dlr believes it may be sugar. Referred cust to insurance

*** 02/12/2019 12:24:34 ***
Reopened by David Law with Sub Status of Working

*** Phone - Call - Inbound created on 02/12/2019 12:32:19 and created by BETHANY MERRITT ***

wtr spoke with Miguel with [redacted]
Miguel states
1. David was supposed to send me an email
2. It just came thru

wtr states
1. Thank you

*** Phone - Call - Inbound created on 02/12/2019 12:24:38 and created by David Law ***
customer states
1. i am at the dealer
2. and i was told to call you for the 3 day rental
3. i am needing this assistance
4. this is a similar problem as before and im not paying a dollar for this

writer states
1. may i speak with service advisor

customer states
1. one moment

phone handed to tech

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L39GG[redacted]	[redacted]	55,944
Miami Lakes FL , [redacted]	Prod. Date: 01/20/2016	Dealer: [redacted]	Miami Lakes KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Miguel SVCA states
1. needing a 3 day rental for cust can you approve

writer states
1. need info
2. took serv temp
3. can approve 3 day

Customer Name: [redacted]
Customer phone #[redacted]
Customer address [redacted] MIAMI FL
VIN: 5XXGU4L39GG[redacted]
M-Y: 2016 optima ex
Miles: 55944
RO#: [redacted]
Open Date: 2/12/19
Close date: none
Days Down: 0
Cust states: my engine is not running right
Diagnosis: misfire in cyl 2
Duplicated: yes
Repeat Repair: yes 2x
ETA: none
Parts ordered: no
part#: n/a
order#: n/a
Techline: n/a
Rental/Loaner:3 day 2/12/19
Dealer called DPSM: no
Vehicle repaired: no
Customer posses': no
Dealer Code: [redacted]
Original Owner: yes

back to customer

customer states
1. im not paying anything
2. this is the second time i came in for this
3. this is a lemon
4. it was jerking all ober
5. spark plugs was the last issue
6. they stated it was bad gas
7. last time they never diagnosed
8. im done

writer states
1. i apologize
2. i will be able to send to our Escalations department
3.they will follow up in 2 to 3 business days

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L39GG[redacted]	[redacted]	55,944

Miami Lakes FL , [redacted] Prod. Date: 01/20/2016 Dealer: [redacted] Miami Lakes KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

4. i have sent the approval for the rental as well

customer states
1. thank you

call ended

*** Phone - Call - Inbound commitment created on 02/12/2019 12:39:07 with Commitment Date 02/13/2019 and created by David Law ***

*** Case [redacted] is sent on 2/12/2019 12:41:13 by David Law
To [redacted]
Cc [redacted]
Title: NO ACTION REQUIRED - Case [redacted]

*** Note - Others created on 02/12/2019 14:22:20 (GMT-07:00) Arizona and created by Albert Judson ***

<For Internal Use Only
Dispatch approved.>

*** Phone - Call - Inbound created on 02/12/2019 12:39:26 and created by David Law ***
****Call to Action****
Forward to (ECR)
1 Customer states Lemon law
2 [redacted] states, cylinder 4 misfiring
3 Dispatching Because customer states lemon law
4 Customer/DPSM has been advised
5 Please review and follow up accordingly

*** 02/12/2019 13:54:04 ***
Dispatched from WIPBin = Default to Queue Southern Region ECR by David Law
Reason: Lemon law

*** Phone - Call - Inbound created on 02/13/2019 06:36:21 and created by Judith Taylor ***
[redacted] States
1. My car should be under the lemon law
2. I want to speak with Ashley

Wtr States
1. Apologized
2. I see your case was escalated yesterday so someone from escalation will get with you within 2 to 3 business days

Cust States
1. Ok Thank you

*** 02/13/2019 06:38:34 (GMT-07:00) Arizona ***
Accepted from Queue Southern Region ECR to WIPBin Default by Randy Chacon

*** 02/13/2019 06:43:09 (GMT-07:00) Arizona ***
Dispatched from WIPBin Default to Queue ZZ Melissa Lepe by Randy Chacon

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L39GG[redacted]	[redacted]	55,944

Miami Lakes FL , [redacted] Prod. Date: 01/20/2016 Dealer: [redacted] Miami Lakes KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

*** 02/13/2019 08:13:18 (GMT-07:00) Arizona ***
Assigned to WIPBin 0. Default of Melissa Lepe by Randy Chacon
Reason:

*** Phone - Call - Inbound created on 02/14/2019 14:31:10 (GMT-05:00) Eastern Time (US & Canada) and created by Tracey Icenhour ***
[redacted]

Cust states
1 [redacted]
2 Sent info to Ashley Lewis
3 Said veh falls under lemon law
4 Paid $1000 for past repairs, veh was under warranty
5 Was trying to get refunded

Wrt states
1 Apologized
2 See that ECR handling case is Melissa and she just received the case yesterday
3 It will take 2-3 business days for follow up
4 Reviewed case notes

Cust states
1 Don't feel like being treated fairly, you understand?
2 There is a defect in the car, you understand?
3 I'm resposible for the car, you understand?
4 I take good care of my car.
5 I refuse to put another dollar in the car
6 I sent Ashley an email this morning, did you see it

Wrt states
1 Advised email has not been attached to case yet
2 Advised when Ashley gets the time, she will attach it to the case
3 Advised since cust is seeking lemon law, cust will need to wait on ECR to follow up

Cust states
1 Ok
2 Will call back tomorrow
3 Thank you

Wrt states
1 Thank you

*** Email - External Email Received created on 02/14/2019 15:24:17 (GMT-05:00) Eastern Time (US & Canada) and created by Ashley Lewis ***
ALewis received email from customer [redacted]

Hello Mrs. Ashley Lewis the is [redacted] back again, unfortunately however my engine light came back on and the car is even worse from the first time I brought it in, like I stated before there is a defect in the car the car is back at the dealer at Miami Lakes Kia, I paid $1,000 before I will not be paying this amount again because I informed you guys the car is a lemon after careful review with the lemon law my car fits the category of "Lemon

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L39GG[redacted]	[redacted]	55,944

Miami Lakes FL , [redacted] Prod. Date: 01/20/2016 Dealer: [redacted] Miami Lakes KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Law". Right now I'm in a rental car myself and Miguel called yesterday David authorize three days rental. My car is still under warranty I need to be refunded back my $1,000 this company should cover the fees thank you.

*** Phone - Call - Outbound created on 02/20/2019 13:07:54 (GMT-07:00) Arizona and created by Melissa Lepe ***

Writer called cust [redacted]
1. Introduced self
2. Calling from KMA Regional office
3. Apologized for CEL
4. Do you have the veh?

Cust states
1. I do have the veh back
2. Everything is running ok
3. Testing it out still

Writer states
1. Glad to hear that
2. Case was send due to stating lemon law
3. Repurchase/replacement of the veh is in accordance to state laws

Cust states
1. No no, I want to trade the veh in for a Honda Pilot
2. I got 3 kids
3. I had to pay OOP for repairs and I can't afford this anymore
4. Husbands in prison, so it's just me

Writer states
1. If seeking trade, that's handled differently from a buyback
2. Just to confirm, cust is not wanting a buyback, seeking trade?

Cust states
1. Yes

Writer states
1. KMA as the manufacture is not involved in the sales/trade in process
2. You may speak with Sales/ Finance in regards to trade
3. They'd advise you what info is needed, and what the next steps would be

Cust states
1. Ok thank you

Writer states
1. Any questions?

Cust states
1. No, not at this moment, thank you

*** Phone - Call - Inbound commitment fulfilled on 02/20/2019 13:11:49 (GMT-07:00) Arizona with Commitment Date 02/13/2019 closed by Melissa Lepe ***

*** 02/20/2019 13:13:02 (GMT-07:00) Arizona ***

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L39GG[redacted]	[redacted]	55,944

Miami Lakes FL , [redacted] Prod. Date: 01/20/2016 Dealer: [redacted] Miami Lakes KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Closed by Melissa Lepe with Resolution Code : Referred to Ins.
[Resolution Summary]
Veh is repaired, verified cust not seeking buyback, seeking trade

*** 02/25/2019 12:53:41 (GMT-05:00) Eastern Time (US & Canada) ***
Reopened by Meggan Gorley with Sub Status of Working

*** Phone - Call - Inbound created on 02/25/2019 12:53:49 (GMT-05:00) Eastern Time (US & Canada) and created by Meggan Gorley ***
[redacted]
1. I need to speak with Ashley

Writer States
1. Apologized
2. Melissa has referred you to Insurance
3. Anything I can help you with

Cust States
1. I need to take the veh back to the dealer

Writer States
1. How many times has the veh been to the dealer for this concern?

Cust States
1. 2-3

Writer States
1. The veh does need to go back to the dealer ship and once the veh has been diagnosed absolutely give us a call and we will be more than happy to assist

Cust States
1. Melissa called and asked if everything was fine and I need to tell her it's not

Writer States
1. Understood

Skyped Mlepe**

Writer States
1. Apologized
2. Melissa is currently away from her desk, I will notate the account, but in the meantime the veh needs to go back to the dealer ship
3. I will get this sent back up and Melissa will follow up with you

Cust States
1. Thank you
2. I will go to the dealer tomorrow

*** Note - Others created on 02/25/2019 12:53:52 (GMT-05:00) Eastern Time (US & Canada) and created by Meggan Gorley ***
****Call to Action****
Forward to (ECR)

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L39GG[redacted]	[redacted]	55,944
Miami Lakes FL , [redacted]	Prod. Date: 01/20/2016	Dealer: [redacted]	Miami Lakes KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

1 Customer states CEL is on
2 [redacted] states, cylinder 4 misfiring
3 Dispatching Because customer states lemon law
4 Customer/DPSM has been advised
5 Please review and follow up accordingly

*** Case [redacted] is sent on 2/25/2019 9:57:11 by Meggan Gorley
To: [redacted]
Cc: [redacted]
Title: NO ACTION REQUIRED - Case Escalation [redacted]

*** 02/25/2019 17:03:55 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin = Escalations to Queue Southern Region ECR by Meggan Gorley
Reason:

*** Phone - Call - Inbound created on 02/25/2019 17:04:37 (GMT-05:00) Eastern Time (US & Canada) and created by Travis Widener ***
Escalation Approved TWidener

*** 02/26/2019 06:33:52 (GMT-07:00) Arizona ***
Accepted from Queue Southern Region ECR to WIPBin Default by Randy Chacon

*** 02/26/2019 06:35:16 (GMT-07:00) Arizona ***
Dispatched from WIPBin Default to Queue ZZ Melissa Lepe by Randy Chacon

*** 02/26/2019 07:57:29 (GMT-07:00) Arizona ***
Assigned to WIPBin 0. Default of Melissa Lepe by Randy Chacon
Reason:

*** Phone - Call - Inbound created on 02/26/2019 09:16:49 (GMT-07:00) Arizona and created by Chistopher Davis ***
Customer states:
1.Is Melissa in
2.I need to talk to her

Writer states:
1.Apologized
2.I can reach out to dealer and get info that Melissa will need to look into this again for you
3.Process does take a few business days for contact it was escalated yesterday
4.Please allow until Thursday/Friday for contact

Customer states:
1.No, no i'm at dealer now
2.They said engine needs to be replaced due to prior spark plugs
3.I need a rental to go home in

Writer states:
1.I will reach out to dealer for additional info before approving anything
2.May i place you on hold?

Customer states:
1.Yes thanks

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L39GG[redacted]	[redacted]	55,944
Miami Lakes FL , [redacted]		Prod. Date: 01/20/2016	Dealer: [redacted]	Miami Lakes KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Called [redacted] / No answer left message for CB

Writer states:
1.Apologized for hold
2.I was not able to contact dealer
3.I can not approve rental until getting info from dealer

Customer states:
1.Handed phone to dealer

Writer states:
1.Need RO info

Meguel(service adviser)states:
1.Vehicle is starting to consume oil
2.We have not completed diagnoses yet
3.We should be done today
4.Can provide rental but will need approval email

Customer Name: [redacted]
Customer Phone: [redacted]
Customer Address: [redacted] Miami, FL 33056
VIN: 5XXGU4L39GG[redacted]
MY and Mileage: 2016 Optima 56,607
Most recent RO# and Open Date: 66771
Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis:
A) Concern: CEL on, and rough idle
B) Cause: Still determining cause
C) Correction: Needs engine replaced
Able to Duplicate (Y or N): Yes
Repeat Repair (Y/N), if so, how many times? No
Repair History of current concern with dates and mileage: N/A
ETA for completion of repairs (if applicable): N/A
Parts on order (Y/N), if so obtain part#, order#: No
Techline Case (if applicable): No
Rental / Loaner Provided? If so, since when? No
Dealer contacted DPSM (if needed): No
Vehicle repaired? No
Customer has possession? No
Dealer Code/Selling Dealer? Y or N): No[redacted]
Original Owner (Y or N): Yes
What is current Customer Request (if needed): N/A?

Writer states:
1.Sent email to [redacted]

Hello,

As discussed I will be approving a one day rental for completion of diagnoses. Please put [redacted] into

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L39GG[redacted]	[redacted]	55,944
Miami Lakes FL , [redacted]	Prod. Date: 01/20/2016	Dealer: [redacted]	Miami Lakes KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

rental until diagnoses is completed tomorrow.

Christopher Davis, Total Case Specialist

Kia Motors America, Inc.
[redacted] Irvine, CA [redacted]

*** Case note has been appended from duplicated auto-case on 02/28/2019 01:05:34 (PST)

Comments from Service Alert - TL

Dealer : Miami Lakes KIA
Technician : Sean Rehill
Service Manager : Steven Diaz-Drago
Dealer Phone :
DPSM : Danny Valdes
Vehicle Model : OPTIMA EX 4CYL AUTO
Model Year : 2016
Mileage : 56607
Initial comments by Technician found in TL Case [redacted]

[Problem Description]
ROUGH IDLE / OIL BUILD UP/SLUDGE CYLINDER #4

[Diagnostics Performed]
VEHICLE HAS RETUNED AFTER PRIVIOUS TECH INSTALLED NEW SPARK PLUGS , VEHICLE RETUNED WITH ROUGH IDLE AND MISFIRE IN CYLINDER #4 , ON SECOND VISIT TECH PULLED PLUGS , FOUND PLUG #4 DRENCHED IN OIL BUILD UP , TECH PERFORMED COMPRESSION TEST , COMPRESSION TEST RESULETS AS FOLLOWS #1 130 PSI #2 145 PSI #3 135 PSI #4 150 PSI TECH CLEANED ALL PLUGS , AFTER CLEANING OF PLUGS VEHICLE WOKRING FINE NO MISFIRE . ADVISED CUSTOMER TO RETURN IN 1500 MILES TO SEE OIL CONSUMPTION , VEHICLE RETUNED BEFORE 1500 MILES , WITH SAME PROBLEM , TECH REMOVED VALVE COVER TO CHECK OIL SLUDGE BUILD UP IN VALVE TRAIN , FOUND SMALL SLUDGE , REQUESTED CUSTOMER TO BRING IN OIL CHANGE HISTORY , CUSTOMER PROVIDED ALL PREVIOUS OIL CHANGED FOR THE LAST 30K MILES , ALL OIL CHANGED DONE IN APPROPRIATE INTERVALS OF 3K MILES OR LESS . PLEASE ADVISE ??????

*** 03/05/2019 08:54:31 (GMT-07:00) Arizona ***
Sub Case [redacted] Opened, Owner = [redacted], Priority = Standard, Assigned = 03/05/2019 08:54:31
[Initial Description]
Please call dlr and get RO template, and update on vehicle. Ask if veh is still at the dlr

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L39GG[redacted]	[redacted]	55,944

Miami Lakes FL , [redacted] Prod. Date: 01/20/2016 Dealer: [redacted] Miami Lakes KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

[UVO]*** 04/01/2019 13:10:02 ***
Sub Case [redacted] Closed, with Resolution Code: Information Given

*** Phone - Call - Inbound created on 05/22/2019 11:45:23 (GMT-07:00) Arizona and created by Melissa Lepe ***
Writer called cust
1. Introduced self
2. Calling from KMA Regional Office
3. Case # and contact info

*** 05/22/2019 11:45:46 (GMT-07:00) Arizona ***
Closed by Melissa Lepe with Resolution Code : Concerns Recorded
[Resolution Summary]
Veh is repaired, verified cust not seeking buyback, seeking trade

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGW4L27GG[redacted]	[redacted]	48,000

Palmdale , CA, [redacted] Prod. Date: 02/09/2016 Dealer: [redacted] Rally KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Start Operation

Case History

*** 11/19/2018 10:40:18 (GMT-05:00) Eastern Time (US & Canada) ***
Contact = [redacted], Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 11/19/2018 10:24:30 (GMT-05:00) Eastern Time (US & Canada) and created by Billy Wells ***
[redacted] states
1. car doesn't want to start
2. it's not the battery, the radio and lights come on
3. the brake is very stiff as well
wrt states
1. apologize
2. not showing any service campains
3. can have vehicle towed to the closest Kia dlr
cust states
1. car is parked on sidewalk in front of my house
2. can't get the car out of gear
3. I will be home when the provider arrives
4. text is fine
wrt states
1. will contact RSA to get this set up
****
spoke with Melissa
1. set up tow
****
1. advised cust will receive a text when provider has been secured
cust states
1. will not need a rental at this time
wrt states
1. if you decide you need a rental make the request through the service manager
2. we can authorize if needed during diag
3. dlr will determine warranty eligibility after diag
4. still have the 5/60K warranty against defects
cust states
1. ok thank you

*** Email - External Email Sent created on 11/19/2018 10:47:27 (GMT-05:00) Eastern Time (US & Canada) and created by Billy Wells ***
tried calling [redacted] at all numbers I could find, phone would not connect to any of them, send email to: [redacted]

Hi Christine,

I'm having an issue making a phone call to your dealer. I wanted to let you know that [redacted] is having his 2016 Optima (VIN: GG[redacted]) towed in this morning. The vehicle will not start, all the lights on the dash come on, makes a clicking noise, can't get the car out of gear, brake is hard to push. I am authorizing up to a 3 day rental if the customer requests to be placed in a rental.

If you would like to discuss this further, please don't hesitate to call.

*** 11/19/2018 10:48:45 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin = default to Queue Callcenter by Billy Wells

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGW4L27GG[redacted]	[redacted]	48,000

Palmdale , CA, [redacted] Prod. Date: 02/09/2016 Dealer: [redacted] Rally KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Start Operation

Reason:

*** Phone - Call - Inbound created on 11/19/2018 12:11:35 (GMT-05:00) Eastern Time (US & Canada) and created by Billy Wells ***
spoke with [redacted]
1. the provider was able to get the car started with a jump
2. service provider said I needed to buy a battery
3. while I was driving the veh it started smoking
4. I was a block away and returned home
5. when I looked under the hood it smells burnt
6. there were no flames coming from the car
wrt states
1. apologized
2. will have to get it to the dlr for diag

****
called RSA
spoke with Brian
1. set up for tow to dlr
****
1. advised customer same procedure as before
cust states
1. thank you

*** Email - External Email Received created on 11/19/2018 13:07:42 (GMT-05:00) Eastern Time (US & Canada) and created by Billy Wells ***
from: [redacted] service manager

Hi good morning,

I have received your email and that is no problem, we will take care of getting customer into a rental and his vehicle fixed.

Thanks,
Christie Flores

*** Email - External Email Sent created on 11/19/2018 13:09:03 (GMT-05:00) Eastern Time (US & Canada) and created by Billy Wells ***
to: [redacted]

Thanks Christie!

I have an update to provide. The service provider performed a jump on the customers car and advised him he needs a battery. Shortly after the customer started driving the veh he noticed smoke coming from under the hood. He returned home and smelled a burnt smell. We are again having the vehicle towed in, possibly worse than what it would been if the provider would have towed the car in the first place.

*** 11/19/2018 10:49:20 (GMT-07:00) Arizona ***
Accepted from Queue Callcenter to WIPBin default by Brenda Hernandez

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGW4L27GG[redacted]	[redacted]	48,000

Palmdale , CA, [redacted] Prod. Date: 02/09/2016 Dealer: [redacted] Rally KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Start Operation

*** 11/19/2018 11:08:47 (GMT-07:00) Arizona ***
Dispatched from WIPBin default to Queue ZZ Bethany Grombly by Brenda Hernandez

*** Phone - Call - Outbound created on 11/20/2018 08:47:31 (GMT-05:00) Eastern Time (US & Canada) and created by Billy Wells ***
.

*** Email - External Email Received created on 11/20/2018 08:49:11 (GMT-05:00) Eastern Time (US & Canada) and created by Billy Wells ***
from: [redacted]

looks like the vehicle is here now so we can keep you posted when we know whats wrong.

*** 11/20/2018 10:09:30 (GMT-07:00) Mountain Time (US & Canada) ***
Accepted from Queue ZZ Bethany Grombly to WIPBin Default by Bethany Grombly

*** Note - Others created on 11/21/2018 11:00:06 (GMT-05:00) Eastern Time (US & Canada) and created by Billy Wells ***
Forward to NCA
1 Customer alleges the vehicle started smoking after RSA jump start
2 Vehicle is currently down at [redacted]
3 Customer is requesting vehicle be repaired
4 Please review and follow up accordingly

*** Email - External Email Sent created on 11/21/2018 11:11:37 (GMT-05:00) Eastern Time (US & Canada) and created by Billy Wells ***
to: [redacted] Christie Flores svc mgr

Hey Christine,

We have had a change of plans. For [redacted] vehicle I need you to stop working on the car until you are contacted by one of our National representatives. This case is now being investigated as a product liability concern. If you have repaired the vehicle could you fill in the following information:

<service template>

*** 11/21/2018 11:12:58 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin = default to Queue National CA by Billy Wells
Reason:

*** Note - Others created on 11/21/2018 11:13:19 (GMT-05:00) Eastern Time (US & Canada) and created by Billy Wells ***
Forward to NCA
1 Customer alleges the vehicle started smoking after RSA jump start
2 Vehicle is currently down at [redacted]
3 Customer is requesting vehicle be repaired
4 Please review and follow up accordingly

*** 11/21/2018 11:13:47 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin = default to Queue National CA by Billy Wells
Reason:

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGW4L27GG[redacted]	[redacted]	48,000

Palmdale , CA, [redacted] Prod. Date: 02/09/2016 Dealer: [redacted] Rally KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Start Operation

*** Phone - Call - Outbound created on 11/21/2018 12:49:39 (GMT-05:00) Eastern Time (US & Canada) and created by Billy Wells ***
called Christie service manager [redacted]
1. following up on email
Christie states
1. the battery is what failed
2. dpsm GW battery and cust paid labor of $25
3. I think whoever jumped it may have done a cross jump
4. when the car arrived there was no evidence of smoking or smell

Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted] Palmdale CA [redacted]
VIN: 5XXGW4L27GG[redacted]
MY: 2016 Optima
Mileage:58790
Most recent RO# [redacted]
Open date: 11/19/18
Close Date:
Days Down at initial Service Alert report (if applicable):2
Most recent Repair Issue,
Concern: engine wouldn't crank, after jump start vehicle started smoking
Cause: possible cross jump
Correction: replaced battery
Able to Duplicate (Y or N):not smoking concern
Repeat Repair (Y/N), if so, how many times?:N
Repair History of current concern with dates (Open and Closed) and mileage:
ETA for completion of repairs (if applicable):11/21/18
Parts on order (Y/N), N
part#:
order#:
Techline Case (if applicable):N
Rental / Loaner Provided? Y
If so, since when?: 11/19/18
Dealer contacted DPSM (if needed):Y GW battery, cust pay parts
Vehicle repaired?:Y
Customer has possession?: N
Dealer Code/Selling Dealer (Y or N): [redacted] N
Original Owner (Y or N): Y
What is current Customer Request (if needed): N/A
Cust relationship with dlr (if applicable):

*** Phone - Call - Outbound created on 11/21/2018 12:56:34 (GMT-05:00) Eastern Time (US & Canada) and created by Billy Wells ***
.

*** 11/27/2018 07:59:35 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue = National CA to WIPBin Inbox/Need To Call

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGW4L27GG[redacted]	[redacted]	48,000

Palmdale , CA, [redacted] Prod. Date: 02/09/2016 Dealer: [redacted] Rally KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Start Operation

*** 11/27/2018 08:06:43 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 24/24 of Samuel Kim by Jeff Stroup
Reason:

*** 11/27/2018 11:58:40 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 24/24 and Sub Status of Assigned

*** Phone - Call - Outbound created on 11/29/2018 10:27:12 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called dealer [redacted] and spoke with Chad Wojciechowski in the Service Department
Writer states:
1. Calling in regards to RO [redacted]
2. Thank you

Dealer states:
1. DPSM goodwilled the battery
2. Car left, ticket got closed on the 21st

*** 11/29/2018 10:29:45 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Samuel Kim with Resolution Code : Goodwill Issued
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L39GG[redacted]	[redacted]	49,000

Jonesboro , AR, [redacted] Prod. Date: 01/22/2016 Dealer: [redacted] Cavenaugh KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Oil(Leakage)

Case History

*** 11/19/2018 16:54:50 (GMT-07:00) Arizona ***
Contact = [redacted], Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 11/19/2018 16:39:16 (GMT-07:00) Arizona and created by Angel Soto ***
cust states:
1. Veh is at the dlr
2. The oil light popped on each time I was breaking
3. They looked at it and put oil in
4. Not too long after it did it again
5. they said they cant find a leak and I said it has to go someplace because I keep putting oil in the veh
6. I said what about the noise in the veh, they said they didnt hear it
7. Took it to an INDY dlr and they said there was something wrong and to take it to a Kia dlr
8. I have been doing oil chgs with the Kia dlr
9. Friday evening the oil light came back on and I just got the oil chg'd a couple weeks ago
10. They said yeah you are low on oil
11. I am spending lots of money on oil
12. I was told the district mgr would call and I havent heard anything
13. Now it smells like gas in the veh when I turned on the heat
14. There is smoke in the veh
15. Mgr called me today and said when they changed the oil the cap popped off, either it wasnt on tight enough or i popped off and the oil was everywhere.

Writer states:
1. Apologized
2. verified cust info
3. Gave info to next closest Kia dlr
4. Is veh still at Kia dlr

Cust states:
1. It is still at the dlr
2. It is going to stay there until next year when I get a vacation day to take off to take it to another dlr if needed
3. We had to borrow a veh to get to GA for the holidays and I have a veh that is under warranty and the dlr cant figure it out
- I am not putting my kids in that veh

Writer states:
1. Apologized
2. Will call the dlr and gather info, will cb once info is received

*** Phone - Call - Inbound commitment created on 11/19/2018 16:55:31 (GMT-07:00) Arizona with Commitment Date 11/20/2018 and created by Angel Soto ***

*** Phone - Call - Inbound created on 11/20/2018 07:08:39 and created by DANIELLE GANGEWERE ***
Darrell Svc Manager [redacted] states-
1 I noticed cust had opened a case with KCAC.
2 She has been a total of 7 times since May 2016.
3 I figured I would call to give my side.
4 She has only been in twice for oil changes.
5 She had talked to us like we were the only ones, but she hasnt been here but only two times for service.
6 I am not sure if she goes somewhere else for service, too.
7 July is when she came in and stated she had an oil leak.
8 We told her we would have to do an oil consumption test.

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L39GG[redacted]	[redacted]	49,000
Jonesboro , AR, [redacted]		Prod. Date: 01/22/2016	Dealer: [redacted]	Cavenaugh KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Oil(Leakage)

9 She said she will do that, but she never comes back in until she believes the veh is low.
10 The oil cap popped off, and she brought the veh back in.
11 We cleaned up all of the oil out of the engine.

Wrt states-
1 Apologized.
2 The cust stated she smelled gas when she turned the heat on.
3 Do you know anything about that?

Darrell states-
1 That may have been where the oil cap popped off.
2 The cust stated that she thought it caught fire which it did not.
3 We inspected and didnt see any signs of anything like that happening.

Service Template
Spoke with:Darrell
Customer Name [redacted]
Customer phone #: [redacted]
Customer address: [redacted]
VIN: 5XXGT4L39GG[redacted]
MY:2016
Mileage:49201
Most recent RO#[redacted]
Open date:11/16/2018
Close Date:11/16/2016
Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue,
Concern: Cust states Oil light was flickering and stated the veh was out of oil.
Cause:1/2 quart low.
Correction:Added 1/2 quart
Able to Duplicate (Y or N):N, the oil light was not on.
Repeat Repair (Y/N), if so, how many times?:2
Repair History of current concern with dates (Open and Closed) and mileage: Cust stated oil was low. Unable to duplicate 10/24/2018 [redacted] ; Cust states oil was low. We just changed the oil. 10/26/2016 [redacted]
ETA for completion of repairs (if applicable):
Parts on order (Y/N), N
part#:
order#:
Techline Case (if applicable):N, no reason.
Rental / Loaner Provided?N
If so, since when?:
Dealer contacted DPSM (if needed): N
Vehicle repaired?:Y
Customer has possession?:Y
Dealer Code/Selling Dealer (Y or N):N
Original Owner (Y or N):Y
What is current Customer Request (if needed): N/A
Cust relationship with dlr (if applicable):
[redacted] states cust has only been in twice for oil changes.
Oil change [redacted]7 10/26/2018, Oil change [redacted]06/2018

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L39GG[redacted]	[redacted]	49,000

Jonesboro , AR, [redacted] Prod. Date: 01/22/2016 Dealer: [redacted] Cavenaugh KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Oil(Leakage)

*** Phone - Call - Inbound created on 11/20/2018 11:19:06 (GMT-07:00) Arizona and created by Angel Soto ***
Writer called cust and LVM:
1. Gave writers info, case number
2. Request a call back if needed
3. Writer sending case to the appropriate office for further assistance
- please give them approx 3 business days for contact

*** Case [redacted] is sent on 11/20/2018 10:21:12 by Angel Soto
To: [redacted]
Cc: [redacted]
Title: NO ACTION REQUIRED - Case Escalation [redacted]

*** Phone - Call - Inbound created on 11/20/2018 11:21:18 (GMT-07:00) Arizona and created by Angel Soto ***
writer sent case notes to DPSM Arthur Averhart

*** Phone - Call - Inbound created on 11/20/2018 11:21:39 (GMT-07:00) Arizona and created by Angel Soto ***
Forward to ECR:
1. Veh been to dlr 3Xs for same concern, veh not repaired
2. cust states she is not putting her children in the veh
3. sending for the amount of times cust been into the dlr for same concern
4. DPSM notified
5. Please review and follow up accordingly

*** Phone - Call - Inbound commitment fulfilled on 11/20/2018 12:37:54 (GMT-07:00) Arizona with Commitment Date 11/27/2018 closed by Angel Soto ***

*** 11/20/2018 12:38:29 (GMT-07:00) Arizona ***
Dispatched from WIPBin = 2 Tuesday to Queue Southwest Region ECR by Angel Soto
Reason:

*** 11/21/2018 08:32:13 (GMT-07:00) Arizona ***
Accepted from Queue Southwest Region ECR to WIPBin Default by Randy Chacon

*** 11/21/2018 09:39:49 (GMT-07:00) Arizona ***
Assigned to WIPBin Default of Felina Chandler by Randy Chacon
Reason:

[UVO]*** Phone - Call - Inbound created on 11/30/2018 10:01:44 and created by Koraima Mondragon ***
Customer states:
1. I am unsure if you can provide any information
2. My vehicle has been down since the 17th at the dlr
3. They have not called me and have not put in me a rental
4. My engine caught on fire
5. I would not feel comfortable driving
6. There was a noise with the car, and the dlr ran a report
7. Had they listened back In June when I had the noise I would not have had the issue
8. The dlr claimed that my oil was low, because my light also came on and I called them and they said that it was oi was just low
9. I am just frustrated beyond this point and I have not had a call back and my vehicle has been at the dlr's parking lot since the 17th
10. They told me they would call after the holidays so

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L39GG[redacted]	[redacted]	49,000

Jonesboro , AR, [redacted] Prod. Date: 01/22/2016 Dealer: [redacted] Cavenaugh KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Oil(Leakage)

Writer states:
1. Apologized
2. I understand the safety hazard
3. As far as the dlr making a diagnostic, were they able to conclude anything recently?
4. I have reached out to the case owner but she is not free at the moment I can let her know of concerns

Customer states:
1. Well I call them, but they do not hear me out or check the issues I am having
2. I am unsure if they can set me up for a loaner or rental, I would love to have that done I just can't drive this vehicle
3. Well they told me I could speak with escalated team

Writer states:
1. I can attempt to reach that team and bring an agent on if you'd like

Customer states:
1. Okay great thank you

Writer states:
1. No Problem

<<Transferred to ECR LITE>>

*** Phone - Call - Inbound created on 11/30/2018 10:10:02 and created by April King ***
Transferred call form Koraima

Customer
1. having issues getting a loner
2. having problems with dealer ship

[redacted]
1. i guess it comes down to manager at the dealer ship
2. the guy that i talked to when i first called in and someone was spouse to get a call
3. I have been with out a vehicle
4.I don't feel safe in the vehicle any more
5. the front in their was a loud noise
6 my vehicle sounds like a dieng lawn mower
7. the dealer ship said it was the oil leak
8. the dealer ship said that that maybe
9. took the vehicle to the dealer ship and the oil light came on
10 when the dealer ship put in the oil and that was done Thursday
11. then the dealer ship put some oil in the dealer ship
12. you want me to take my vehicle to an hour a way dealer ship
13. I'm not doing that
14 the dealer ship
15. you can buy it back or something
16. I really don't feel safe in the vehicle
17 I'm not putting my kids back in the vehicle at all
18. right now I'm not picking up my vehicle

Writer

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L39GG[redacted]	[redacted]	49,000

Jonesboro , AR, [redacted] Prod. Date: 01/22/2016 Dealer: [redacted] Cavenaugh KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Oil(Leakage)

1.so you vehicle is completed

[redacted]
1, Monday the dealer called and said that the vehicle is repaired
2. the dealer ship said that i was good to go and pick up my vehicle
3. I'm not picking up my vehicle, until I know it's safe
4. i have tried to call the manager and I have any other option left
5. the dealer ship said that they spread everything and the vehicle was done

Writer States:
1. Advise that case is been escalated
2. Advise that can notate the case and reach out and see if she is Available

Customer States:
1. thank you

Writer States:
1. Advise that should hear a call back Monday
2. Advise that can call back then do to might be out of the office during the weekend

Customer
1, thank you so much

*** Phone - Call - Outbound created on 11/30/2018 15:43:53 and created by Felina Chandler ***
Writer contacted customer [redacted]

Writer states:
1. Intro self
2. I have your case and seen your vehicle is done

Customer states:
1. They completed my car Monday
2. Im not picking it up

Writer states:
1. Apologize, your vehicle has been repaired as of now the vehicle is okay
2. If you do not pick up the vehicle then they can start charging you for storage

Customer states:
1. okay, i will get it

*** 11/30/2018 15:49:37 ***
Closed by Felina Chandler with Resolution Code : Information Given
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGV4L27GG[redacted]	[redacted]	21,000

Simi Valley CA, [redacted] Prod. Date: 06/24/2016 Dealer: [redacted] First KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

Case History

*** 12/26/2018 07:16:18 ***
Contact = [redacted], Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 12/26/2018 06:55:28 and created by Amy Dean ***
cust [redacted] states:
1 My son took vehicle into First Kia on Saturday
2 they completed an oil change
3 when my son got home and got out of the car the vehicle caught on fire.
4 the vehicle melted in my drive way
5 my house and garage suffered damage from this
6 i have contacted Mercury Insurance for my car
7 what else do I need to do

wrt states:
1 apologized
2. so glad everyone is ok
3. will need to ask you a serious of questions

cust states:
1. We are a loyal Kia family
2 we have like 7 Kias
3. it could of been a lot worse and I am so glad that everyone is ok

wrt states:
1 we appreciate your loyalty
2 yes the main thing is that everyone is ok
3 will escalate your case and somone from the escalated review team will reach out to you within 2-3 business days
3 verified email
4. sent email with contact info and case #

cust states:
1 thank you

*** Note - Others created on 12/26/2018 07:38:54 and created by Amy Dean ***
Forwarding to NCA.
1. Customer alleges the vehicle caught on fire
2. Vehicle is currently with Mercury Insurance
3. Customer is requesting repairs with damages to house and garage that was caused by fire, and a new vehicle
4. Please review and follow up accordingly.

*** Case [redacted] is sent on 12/26/2018 7:40:49 by Amy Dean
To: [redacted]
Cc: [redacted]
Title: NO ACTION REQUIRED - Case Escalation [redacted]

*** 12/26/2018 07:44:25 ***
Dispatched from WIPBin = repairs in progress to Queue National CA by Amy Dean
Reason:

*** 12/26/2018 07:55:50 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGV4L27GG[redacted]	[redacted]	21,000

Simi Valley CA, [redacted] Prod. Date: 06/24/2016 Dealer: [redacted] First KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

*** 12/26/2018 08:02:15 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin Default of Louis Manuel by Jeff Stroup
Reason:

*** 12/27/2018 07:50:00 ***
Closed by Kelsey Peace with Resolution Code : Concerns Recorded
[Resolution Summary]

*** 12/28/2018 08:40:31 (GMT-05:00) Eastern Time (US & Canada) ***
Reopened by Travis Widener with Sub Status of Working

*** Phone - Call - Inbound created on 12/28/2018 08:40:43 (GMT-05:00) Eastern Time (US & Canada) and created by Travis Widener ***
Forwarding to NCA.
1. Customer alleges the vehicle caught on fire
2. Vehicle is currently with Mercury Insurance
3. Customer is requesting repairs with damages to house and garage that was caused by fire, and a new vehicle
4. Please review and follow up accordingly.

*** 12/28/2018 08:40:55 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin = INBOX to Queue National CA by Travis Widener
Reason:

*** 12/28/2018 08:13:15 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 12/28/2018 08:18:36 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin Default of Louis Manuel by Jeff Stroup
Reason:

*** Phone - Call - Inbound created on 12/28/2018 10:24:22 and created by Nancy Maldonado ***
Customer states:
1.I called on the 26th and still have not been called back
Writer states:
1.Can I verify your name and number
2.Can you give me a minutes to go over the case notes
3.I apologized for the issues you family went through
4.The case worker you spoke to did escalate your case to national someone from that department should be getting in contact with you today it take two to three days for the case to be reviewed
I will note your case
Do you have your case number it is [redacted]

*** Phone - Call - Inbound created on 12/28/2018 13:15:37 (GMT-07:00) Arizona and created by Chistopher Davis ***
Customer states:
1.I have not heard back yet
21.I was told 2-3 business days today is the second
3.I need to hear from someone

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 OPTIMA 5XXGV4L27GG[redacted]	[redacted]	21,000

Simi Valley CA, [redacted] Prod. Date: 06/24/2016 Dealer: CA139 First KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

Writer states:
1.Apologized
2.I do see case was escalated and with our NCA department
3.I can reach out to NCA agent
4.May i place you on hold?

Customer states:
1.Yes thanks

Called Louis / OOW until 01/02/019

Writer states:
1.Apologized
2.NCA office is closed until 01/02/2019
3.I will document call and they will follow up once in office

Customer states:
1.Thanks

*** Phone - Call - Outbound created on 01/02/2019 09:13:06 and created by Louis Manuel ***
writer called cust [redacted]
writer states:
1. please recall the event

cust states:
1. son went to kia dlr for oil change and 2 recall replacements
2. drove home 4.5 mi, parkerd in driveway.
3. smoke comes out from hood about 5 minutes later and then the car bursts into flames,
4. EMS called, fire extinguished
4. car taken to North Hollywood Insurance yard (mercury)
5. consequential damage to my garage
6. son is in rental from first kia

writer states:
1. do you have photos?
2. open insurance claim?
3. fire report?

cust states:
1. i will get all of that over to you

writer states:
1. thank you so much
2. will review information and get back to you.

*** 01/02/2019 09:22:50 ***
Case moved into WIPBin Default and Sub Status of Assigned

*** Email - External Email Sent created on 01/02/2019 11:00:33 and created by Louis Manuel ***

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGV4L27GG[redacted]	[redacted]	21,000

Simi Valley CA, [redacted] Prod. Date: 06/24/2016 Dealer: [redacted] First KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

[redacted]

Thank you for speaking me today. Your case # is [redacted]

Please send over photos/videos of the vehicle and the property damage, your insurance claim number and agent's information, the fire report when it becomes available, and the servpro estimate when it becomes available.

I will review the photos with our engineers, and give your insurance agent a call.
Once the information has been received and reviewed, I will give you an update with our next steps.

If you have any questions or concerns, please let me know. The phone number in my email signature is my direct line. I look forward to assisting you further in this matter soon.

*** 01/04/2019 11:45:34 ***
Case moved into WIPBin Pending Docs and Sub Status of Assigned

*** Note - Others created on 01/07/2019 11:12:34 and created by Louis Manuel ***
VEH is at: [redacted]
Los Angeles, CA [redacted] IAAI North Hollywood CA
[redacted]

*** Phone - Call - Outbound created on 01/07/2019 11:24:32 and created by Louis Manuel ***
cust called requesting update
cust states
1. i got the fire report, should i send it to you?

writer states:
1. yes, please send fire report to me.
2. have not had the chance to review photos with engineers yet
3. will let you know when i do
4. will keep you in the loop regarding following inspection process as well.

cust states:
1. im not sure how long our rental from first kia will be, do we have any other options?

writer states:
1. i cannot provide you a rental but we can reimburse up to 35 a day at the end of the claim

*** Email - External Email Received created on 01/07/2019 14:05:24 and created by Louis Manuel ***
[redacted]

I have received the fire report, thank you.
I will add these documents to the case for further review.

Thank you,

Louis

From [redacted]
Sent: Monday, January 07, 2019 1:56 PM
To: Manuel, Louis [KMA]

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGV4L27GG[redacted]	[redacted]	21,000

Simi Valley CA, [redacted] Prod. Date: 06/24/2016 Dealer: [redacted] First KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

Subject: Fw: Ventura County Fire Records Inc [redacted]

Hello Louis,
Here's the report from the fire department.
Thank you

[redacted]

----- Forwarded Message -----
From: PublicRecords, Fire [redacted]
To: [redacted]
Sent: Monday, January 7, 2019, 10:07:41 AM PST
Subject: Ventura County Fire Records Inc [redacted]

Per your request I have provided you with both the incident detail report and incident report for a fire that occurred on 12/22/18 @ 15:57 hrs. at [redacted] Simi Valley. If you have any questions please contact us.

Custodian of Records Office
Ventura County Fire
Office: [redacted]
[redacted]
Camarillo, CA [redacted]

*** 01/09/2019 15:44:42 ***
Case moved into WIPBin Pending Engineer Review and Sub Status of Assigned

*** Others - Others created on 01/10/2019 16:34:17 and created by Louis Manuel ***
TREAD review complete.

*** Phone - Call - Outbound created on 01/14/2019 16:00:54 and created by Louis Manuel ***
writer called first kia after cust said their loaner was due tomorrow
writer states:
1. gave name and company
2. reqd alternative transportation for cust
3. advised KMA will reimburse first kia

gary, SA at [redacted] states:
1. please send an email with everything you just said and we can do that for you

writer states:
1. thank you, will send that over to [redacted]

*** Email - External Email Sent created on 01/14/2019 16:08:50 and created by Louis Manuel ***
Mr. Ankeny,

Thank you for speaking with me today. Please authorize alternative transportation to [redacted] while KMA investigates his vehicle fire. Kia Motors America will reimburse First KIA for the loaner/rental when the vehicle is returned at the end of the claim. Please let me know if you need anything else from KMA at this time.

Thank you,

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGV4L27GG[redacted]	[redacted]	21,000

Simi Valley CA, [redacted] Prod. Date: 06/24/2016 Dealer: [redacted] First KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

Louis

*** Email - External Email Received created on 01/22/2019 16:23:33 and created by Louis Manuel ***

From [redacted]
Sent: Friday, January 18, 2019 8:49 AM
To: Manuel, Louis [KMA]
Subject: Fw: Tweet by ABC7 Eyewitness News on Twitter

Good morning Louis,
Just wondering if the inspection has been scheduled, this is taking a bit long just for an inspection. I also wanted to forward something that came in the news,
Thank you for all your help, I wouls like to get this done and have my home repaired.

[redacted]

*** 02/01/2019 15:36:13 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 1. Intro Calls of Ryan Ristow by Jeff Stroup
Reason:

*** Phone - Call - Inbound created on 02/01/2019 15:56:04 and created by Louis Manuel ***
1. damage to customers garage, driveway
2. joint inspection at iaai north hollywood
2.5 mercury expert bob bryant: [redacted]
3. eric or alan attending
4. mercury adjuster brenda cervantes claim [redacted]
5.[redacted]
6.[redacted]
7. cust in rental from first kia

*** Others - Others commitment created on 02/01/2019 16:17:03 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/05/2019 and created by Ryan Ristow ***

*** 02/01/2019 16:17:13 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1. Intro Calls and Sub Status of Assigned

*** Others - Others commitment updated on 02/05/2019 14:56:15 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/05/2019 and updated by Ryan Ristow ***
Vehicle inspection date 2/12/19 @ IAA North Hollywood.

*** Others - Others commitment updated on 02/05/2019 14:56:22 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/13/2019 and updated by Ryan Ristow ***

*** Phone - Call - Inbound created on 02/07/2019 10:38:40 and created by Louis Manuel ***
writer received voicemail from [redacted]
customer states:
1. homeowners association in my neighborhood
2. asking when my garage and driveway will be fixed
3. son is in a small hyundai that doesnt compare to his optima

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGV4L27GG[redacted]	[redacted]4	21,000

Simi Valley CA, [redacted] Prod. Date: 06/24/2016 Dealer: [redacted] First KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

4. when will we reach a resolution?

*** Others - Others commitment created on 02/01/2019 16:16:45 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/12/2019 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 02/13/2019 09:32:35 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/12/2019 closed by Ryan Ristow ***
Preliminary results of our inspection are that the origin is the engine compartment and that the cause is undetermined. During the inspection the engineer noted that the engine did not fail. KMA shall await Mercury's inspector's findings.

*** Phone - Call - Outbound created on 02/13/2019 09:49:11 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt contacted the customer:
1. Hello, I am calling to follow up regarding your vehicle.
2. We have inspected it and the cause was found to be undetermined.
3. Have you settled with your insurance?

The customer replied:
1.They paid off the current loan.

Wrt replied:
1. Okay, please send any OOP expenses and I will review for GW.
2. I cannot guarantee anything but I can review.
3. It looks like Louis authorized a rental.
4. I need you to return it by tomorrow or it becomes customer pay.

The customer replied:
1. Can you extend the rental until Monday?

Wrt replied:
1. I will extend it until Friday.

The customer replied:
1. okay, that works.
2. I will send you all my docs.

*** Phone - Call - Outbound created on 02/13/2019 09:23:21 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt left a VM for svc advising that the rental needed to be returned by 2/15/19.

Gary,

I advised the customer that the rental vehicle needs to be returned by this Friday, 2/15/19. Any day after that becomes customer pay. If you have any questions give me a call. I also left a VM for Guy.

Thanks,

*** Email - External Email Received commitment created on 02/13/2019 10:05:00 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/20/2019 and created by Ryan Ristow ***

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGV4L27GG[redacted]	[redacted]	21,000

Simi Valley CA, [redacted] Prod. Date: 06/24/2016 Dealer: [redacted] First KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

*** Email - External Email Received commitment updated on 02/20/2019 09:30:41 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/20/2019 and updated by Ryan Ristow ***
Rental bill from dealer received.

*** Email - External Email Received commitment fulfilled on 02/20/2019 09:34:20 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/20/2019 closed by Ryan Ristow ***
Docs attached.

*** Others - Others created on 02/20/2019 09:34:22 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Reviewed with the CAFOM.

*** Phone - Call - Outbound commitment created on 02/20/2019 09:35:15 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/21/2019 and created by Ryan Ristow ***

*** Phone - Call - Outbound commitment updated on 02/20/2019 13:44:50 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/21/2019 and updated by Ryan Ristow ***
Good morning Ryan,
As you requested, attached you will find the estimate to repair the damages to my house, not included are the replacement of two front window screens that are damaged, and the outrageous water bill from cleaning the foam from the fire department on my home, the street and the neighbors house. Also attached is the KIA contract where we paid $2,000.00 in cash. I'm not asking for all the vents and ducting and the garage to be cleaned due to smoke.

Ryan, I really don't want any problems; I understand the reason why the verdict of the findings being undetermined but according to the fire department chief, the fire started in the engine compartment. The dealer stated that all they did was two recalls and an oil change. No one wants to take responsibility for a 2016 KIA Optima Limited Edition with only 20,000 miles, where before that day was running perfectly and 10 minutes and less than 4 miles after being picked up from the KIA dealer after the two recalls were done it suddenly burst into flames.

All I want is for my home to be repaired and reimbursed for the down payment. I live in a development where there's an HOA and I have already been given a verbal warning that the condition of my home is a detriment to the community. You have pictures of all the damage if you would like more pictures please let me know.

Ryan, this is been going on since December 22nd of last year; I have been waiting patiently for a resolve. Please le me know that you received my email and an approximate time to get an answer.

Have a great week.
Respectfully,

[redacted]

*** Phone - Call - Outbound commitment fulfilled on 02/20/2019 14:16:20 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/21/2019 closed by Ryan Ristow ***
Wrt contacted the customer:
1. Hello, I am calling to let you know that I received your email.
2. Is your homeowners insurance not involved?

The customer replied:
1. They are not, I do not want my rates to go up.

Wrt replied;

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGV4L27GG[redacted]	[redacted]	21,000

Simi Valley CA, [redacted] Prod. Date: 06/24/2016 Dealer: [redacted] First KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

1. As we discussed in the past, we did not find a Kia concern with the vehicle.
2. Since you are a Kia customer though, I would like to offer assistance.
3. I could offer assistance with the home owner deductible, I could offer $1,000 towards the repair.

The customer replied:
1. No, I will get an attorney.
2. This is not my fault.

Wrt replied:
1. We inspected it and did not see any signs that it was a Kia vehicle concern.

The customer replied:
1. I will get an attorney.

Wrt replied:
1. Okay, I understand.
2. Please provide them with my contact info because they will be speaking with me.

*** Others - Others commitment created on 02/20/2019 14:17:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/25/2019 and created by Ryan Ristow ***

*** 02/20/2019 14:17:58 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1. Intro Calls and Sub Status of Assigned

*** Others - Others commitment updated on 02/25/2019 13:11:45 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/25/2019 and updated by Ryan Ristow ***

*** Others - Others commitment updated on 02/25/2019 13:11:50 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/28/2019 and updated by Ryan Ristow ***

*** 02/25/2019 15:50:46 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Submitted

*** Others - Others commitment fulfilled on 02/25/2019 15:51:20 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/28/2019 closed by Ryan Ristow ***
RO info attached. Rental reimbursement submitted.

*** Others - Others commitment created on 02/25/2019 15:51:54 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/25/2019 and created by Ryan Ristow ***

*** 02/27/2019 16:45:22 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Submitted

*** 02/27/2019 17:22:17 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Final Approved

*** Others - Others commitment fulfilled on 03/08/2019 14:56:01 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/25/2019 closed by Ryan Ristow ***
Dealer credit memo issued.

*** 03/08/2019 14:56:18 (GMT-08:00) Pacific Time (US & Canada) ***

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGV4L27GG[redacted]	[redacted]	21,000

Simi Valley CA, [redacted] Prod. Date: 06/24/2016 Dealer: [redacted] First KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

Closed by Ryan Ristow with Resolution Code : Goodwill Issued
[Resolution Summary]
Case closed pending further contact

*** 03/14/2019 09:30:47 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened by Ryan Ristow with Sub Status of Working

*** Email - External Email Received created on 03/14/2019 09:30:52 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Email received from customer:

Good morning Ryan,
I wanted to reach out to you and see if we could close this case as I really don't have the time to file a small claims suit or anything else. You offered us $500.00 or a $1,000.00 if I'm not mistaken; my question is would Kia still offer us the $500.00 or $1,000.00 and would you consider refunding us the down payment that we put on the lease which was $2,000.00 I just want to fix the damage to my home and be done.
Would you please consider our request.
I appreciate all you can do.
Respectfully,

[redacted]

Wrt contacted the customer:
1. Hello I am answering your email.

The customer replied;
1. yes, I want $2,000 more.

Wrt replied;
1. I will review, but I cannot guarantee anything.

The customer replied:
1. That is all I can ask.

*** Phone - Others commitment created on 03/14/2019 09:37:28 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/15/2019 and created by Ryan Ristow ***

*** 03/14/2019 09:44:38 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1. Intro Calls and Sub Status of Working

*** Phone - Others commitment created on 03/14/2019 09:37:10 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/18/2019 and created by Ryan Ristow ***

*** Phone - Others commitment updated on 03/18/2019 14:07:40 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/19/2019 and updated by Ryan Ristow ***

*** Phone - Others commitment fulfilled on 03/19/2019 14:51:08 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/19/2019 closed by Ryan Ristow ***
Wrt reviewed with CAFOM:
1. Remain at $1,000 offer.

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGV4L27GG[redacted]	[redacted]	21,000

Simi Valley CA, [redacted] Prod. Date: 06/24/2016 Dealer: [redacted] First KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

*** Phone - Call - Outbound created on 03/19/2019 15:03:41 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt contacted the customer:
1. Wanted to advise that I have reviewed your request.
2. We would not be changing the offer.

The customer replied:
1. okay, I will accept that.

*** Email - External Email Sent created on 03/19/2019 15:09:06 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
[redacted],

Please see the attached release.

Best,

*** Email - External Email Received commitment created on 03/19/2019 15:11:04 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/26/2019 and created by Ryan Ristow ***

*** Email - External Email Received commitment created on 03/19/2019 15:09:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/26/2019 and created by Ryan Ristow ***
[redacted],

I just wanted to follow up on the previous email.

Best,

*** Email - External Email Received commitment created on 03/19/2019 15:09:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/02/2019 and created by Ryan Ristow ***

*** Email - External Email Received commitment fulfilled on 04/02/2019 09:38:30 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/02/2019 closed by Ryan Ristow ***
No release received from the customer.

*** 04/02/2019 09:38:38 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Ryan Ristow with Resolution Code : No Cust Contact
[Resolution Summary]
Case closed pending further contact

*** 06/11/2019 13:35:08 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened by Jeff Stroup with Sub Status of Working

*** 06/11/2019 13:37:36 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Submitted

*** 06/11/2019 13:52:51 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Submitted

*** 06/11/2019 14:57:01 (GMT-08:00) Pacific Time (US & Canada) ***

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGV4L27GG[redacted]	[redacted]	21,000

Simi Valley CA, [redacted] Prod. Date: 06/24/2016 Dealer: [redacted] First KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

Goodwill #: [redacted] Final Approved

*** 06/12/2019 06:09:47 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Inbox/Need To Call and Sub Status of Working

*** Phone - Call - Inbound created on 06/13/2019 09:12:30 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr went to small claims court
1. customer family owns multiple kia vehicles and still currently own them
2. wtr and customer negotiated settlement

*** 06/13/2019 11:19:46 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Jeff Stroup with Resolution Code : Goodwill Issued
[Resolution Summary]
wtr mailed check this date

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L33GG[redacted]	[redacted]	41,763

Panama City FL , [redacted] Prod. Date: 10/16/2015 Dealer: [redacted] Bill Byrd KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: A/C Device Operation

Case History

Dealer : Bill Byrd KIA
Technician : Steven Carlson
Service Manager :
Dealer Phone :
DPSM : Mia Whigham
Vehicle Model : OPTIMA EX 4CYL AUTO
Model Year : 2016
Mileage : 41763
Initial comments by Technician found in TL Case [redacted]:

[Problem Description]
a/c blower not working

[Diagnostics Performed]
checked blower blower is good checked plug when plugged into the blower only get ground, when unpluged get 6.9V. Checked multi fuse under hood found it to be burnt and the fuse box were it plugs into melted, will need fuse box to be replaced, in order to fix problem with a/c.

*** Assigned to WIPBin Default of Erin Smith on 03/13/2019 07:06:25 (PST)
*** 03/13/2019 09:05:26 ***
Dispatched from WIPBin = Default to Queue Service Alert / Techline by Erin Smith
Reason:

*** Case note has been appended from duplicated auto-case on 04/30/2019 07:04:54 (PST)

Comments from JDP/Medallia Service Survey

Kia Dealer Service Satisfaction Survey

Survey Date: 04/18/2019 15:41:51
Name of the Dealer: [redacted] - Bill Byrd Kia
Name of dealer Service Consultant: ALAN WALKER

*** CUSTOMER SURVEY RESPONSE REGARDING SERVICE QUALITY***
8.Was all of the work completed right the first time?
Response: No

8-1.If NOT completed right the first time,what was the reason?

8-2.If NOT completed right the first time,what was the nature of the problem?

*** CALL TO ACTION ***
Case created and dispatched to Kia Consumer Assistance Center for customer and dealer contact to provide further assistance to resolve any open issues .

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L33GG[redacted]	[redacted]	41,763

Panama City FL , [redacted] Prod. Date: 10/16/2015 Dealer: [redacted] Bill Byrd KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: A/C Device Operation

*** 05/10/2019 05:10:25 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Service Alert / Techline to WIPBin INBOX by Robyn Hall

*** 05/10/2019 05:11:38 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin INBOX to Queue ZZ Everett Thomas by Robyn Hall

*** 05/10/2019 10:55:29 ***
Accepted from Queue ZZ Everett Thomas to WIPBin Default by Everett Thomas

*** Note - Others created on 05/14/2019 09:50:33 and created by Everett Thomas ***
4-16-19 Vehicle Repaired per Warranty History

*** Phone - Call - Outbound created on 05/14/2019 09:56:15 and created by Everett Thomas ***
Writer called [redacted]

Writer states:
1. Advised KCAC contacting customer in regards to recent vehicle concern.
2. Advised calling to make sure concerns were resolved.

Cust states
1 Everything is fine
2 It took awhile
3 Once I talked to the Service Manager
4 It got resolved very quickly

Wrt states
1 Good deal
2 I was following up to see if everything is good for you
3 Do you have any questions?

Cust states
1 No sir

Wrt states
1 Thanks
2 If you have any questions please give us a call
3 Have a good day

Cust states
1 You too

*** 05/14/2019 10:04:21 ***
Closed by Everett Thomas with Resolution Code : Concerns Recorded
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L3XGG[redacted]	[redacted]	0
, ,		Prod. Date: 02/01/2016	Dealer:	

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

Case History

*** PHONE LOG 04/19/2016 08:16 AM Pacific Daylight Time CLoftus
NCA was forwarded email below:

From: Warchal, Mark
Sent: Monday, April 18, 2016 7:25 AM
To: [redacted]
Cc: McPherson, Lauren; Creeden, Joseph
Subject: Thermal Event - VIN 5XXGT4L3XGG[redacted]
Importance: High

Samuel,
Good morning, I'd like to open a product allegation case for VIN# 5XXGT4L3XGG[redacted] this vehicle had an engine fire and is a total loss. If you need any more information please let me know.
Regards,
Mark Warchal

Please note - vehicle location - [redacted] East Boston, point of contact at location - Lauren McPherson.

Lauren McPherson
Supply Chain Manager
Boston Headquarters
[redacted]
East Boston, MA
[redacted]

Mark Warchal |Senior Warranty Analyst, Warranty & Vehicle Maintenance Admin
Avis Budget Group, Inc.
[redacted]
[redacted] |Parsippany, NJ [redacted]

Attaching photos and reports to case and dispatching to NCA.

*** PHONE LOG 04/20/2016 09:02 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr left VM for Mark Warchal w/Avis:
1. Confirmed receipt of email.
2. Wtr will be handling case.
3. Requested c/b or email.
4. Provided contact info.

*** PHONE LOG 04/21/2016 12:38 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr attempted to contact Mark Warchal:
1. No answer.
2. Wtr did not leave VM.

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L3XGG[redacted]	[redacted]	0
, ,		Prod. Date: 02/01/2016	Dealer:	

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

*** PHONE LOG 04/21/2016 12:39 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr attempted to contact Lauren McPherson:
1. No answer.
2. Wtr did not leave Vm.

*** PHONE LOG 04/21/2016 12:42 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Thursday, April 21, 2016 1:42 PM
To: Warchal, Mark
Cc: [redacted]
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted] E-mail 2 of 2

Mark/Lauren,

My engineer would like to inspect this vehicle on 5/12. He will be there around 10:30. Can you please confirm that is ok? He will need a floor jack and 2 jack stands.

Thank you,

*** PHONE LOG 04/21/2016 12:44 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Warchal, Mark [redacted]
Sent: Thursday, April 21, 2016 1:43 PM
To: Mojica, Jeannie [KMA]
Subject: Automatic reply: Thermal Event - VIN 5XXGT4L3XGG[redacted] E-mail 2 of 2

I will be out of the office from April 20, 2016 to April 25, 2016 with limited access to e-mail. I will reply to all e-mails when I return. For any urgent matters please contact Joe Creeden via e-mail a[redacted] or via phone at [redacted]

*** PHONE LOG 04/21/2016 12:44 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Mojica, Jeannie [KMA]
Sent: Thursday, April 21, 2016 1:44 PM
To: 'Warchal, Mark'
Cc: [redacted]
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted] E-mail 2 of 2

Joseph,

I received Mark's out of office auto reply. Please see my email below:

*** PHONE LOG 04/26/2016 03:19 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: McPherson, Lauren[redacted]
Sent: Thursday, April 21, 2016 1:50 PM
To: Warchal, Mark; Mojica, Jeannie [KMA]
Cc: Creeden, Joseph

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L3XGG[redacted]	[redacted]	0
, ,		Prod Date: 02/01/2016	Dealer:	

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

Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted] E-mail 2 of 2

5/12 is fine for us, thank you!

*** PHONE LOG 04/26/2016 03:20 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Tuesday, April 26, 2016 4:20 PM
To: 'McPherson, Lauren'; Warchal, Mark
Cc: Creeden, Joseph
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted] E-mail 2 of 2

Lauren,

Perfect. My engineer will see you then. Please note he will need a floor jack and 2 jack stands.

Thank you,

*** PHONE LOG 05/17/2016 02:15 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Tuesday, May 17, 2016 3:15 PM
To: 'McPherson, Lauren'; Warchal, Mark
Cc: Creeden, Joseph
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted] E-mail 2 of 2

All,

I will be reviewing the details of the inspection with my engineer and getting back to you accordingly.

Thank you,

*** PHONE LOG 05/20/2016 03:24 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Friday, May 20, 2016 4:23 PM
To: 'McPherson, Lauren'; Warchal, Mark
Cc: Creeden, Joseph
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted] E-mail 2 of 2

Mark,

Are you able to send me the documents you mentioned to my engineer? I believe it was the documentation on the rental of the vehicle.

Thank you,

*** PHONE LOG 05/25/2016 03:35 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd

Last_name	First_name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L3XGG[redacted]	[redacted]	0
, ,		Prod Date: 02/01/2016	Dealer:	

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

From: Warchal, Mark [redacted]
Sent: Monday, May 23, 2016 4:01 AM
To: Mojica, Jeannie [KMA]; McPherson, Lauren
Cc: Creeden, Joseph
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted] E-mail 2 of 2

Jeannie,
Good morning, we will not be able to send the rental agreements. The only documentation I can supply to you is the incident report.
Mark

*** PHONE LOG 05/25/2016 03:36 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Wednesday, May 25, 2016 4:36 PM
To: 'Warchal, Mark'; McPherson, Lauren
Cc: Creeden, Joseph
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted] E-mail 2 of 2

Mark,

Ok, please send me the incident report.

Thank you,

*** PHONE LOG 05/26/2016 01:53 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Warchal, Mark [redacted]
Sent: Thursday, May 26, 2016 4:16 AM
To: Mojica, Jeannie [KMA]; McPherson, Lauren
Cc: Creeden, Joseph
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted] E-mail 2 of 2

Jeannie,
Good morning, incident / fire reports are attached.
Regards,
Mark

*** PHONE LOG 05/26/2016 01:54 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Warchal, Mark [redacted]
Sent: Thursday, May 26, 2016 4:31 AM
To: Mojica, Jeannie [KMA]; McPherson, Lauren
Cc: Creeden, Joseph
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted] E-mail 2 of 2

Jeannie,
Just as a side note here, these same reports were originally sent on 4/18/2016. Original e-mail is below. I don't

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L3XGG[redacted]	[redacted]	0
, ,		Prod Date: 02/01/2016	Dealer:	

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

know If this is holding up the inspection / progress on this case but if the photos are needed I can resend. Please let me know.
Thank you,
Mark

*** PHONE LOG 05/27/2016 01:13 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Thursday, May 26, 2016 4:15 PM
To: 'Warchal, Mark'; McPherson, Lauren
Cc: Creeden, Joseph; Stroup, Jeff [KMA]
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted] E-mail 2 of 2

Mark,

We are preparing an offer for Avis and I will send you the docs asap. In the meantime, I was informed my engineers from Kia Motors Manufacturing would like to look at the vehicle at its current location (approx. 3 engineers). Please confirm if we have authorization to move forward with their visit.

*** PHONE LOG 05/27/2016 01:15 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr left VM for Mark:
1. Following up on email sent yesterday.
2. Please c/b or reply.

*** PHONE LOG 05/27/2016 01:43 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr left VM for Mark:
1. Following up on email sent yesterday.
2. Please c/b or reply.

*** PHONE LOG 05/31/2016 10:54 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Warchal, Mark[redacted]
Sent: Tuesday, May 31, 2016 4:23 AM
To: Mojica, Jeannie [KMA]; McPherson, Lauren
Cc: Creeden, Joseph; Stroup, Jeff [KMA]
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted] E-mail 2 of 2

Jeanie,
Good morning, Kia can inspect the vehicle, please set up the inspection with Lauren McPherson (cc'd on this e-mail).
Mark

*** PHONE LOG 05/31/2016 11:23 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Tuesday, May 31, 2016 12:23 PM
To: 'Warchal, Mark'; McPherson, Lauren

Last_name	First_name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L3XGG[redacted]	[redacted]	0
, ,		Prod Date: 02/01/2016	Dealer:	

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

Cc: Creeden, Joseph; Stroup, Jeff [KMA]
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted] E-mail 2 of 2

Mark,

Thank you. I will reach out to Lauren to set up the inspection.

Please see the attached release that needs to be signed and returned to me.

Thank you again,

*** PHONE LOG 05/31/2016 11:27 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Warchal, Mark [redacted]
Sent: Tuesday, May 31, 2016 12:27 PM
To: Mojica, Jeannie [KMA]; McPherson, Lauren
Cc: Creeden, Joseph; Stroup, Jeff [KMA]
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted] E-mail 2 of 2

Jeannie,
Good afternoon, I will ask that our VP sign this. I will return this tomorrow.
Mark

*** PHONE LOG 05/31/2016 11:30 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Warchal, Mark [redacted]
Sent: Tuesday, May 31, 2016 12:29 PM
To: Mojica, Jeannie [KMA]; McPherson, Lauren
Cc: Creeden, Joseph; Stroup, Jeff [KMA]
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted] E-mail 2 of 2

Jeannie,
One more thing, I'm also going to run this dollar amount through our fleet folks to make sure its ok as well.
Mark

*** PHONE LOG 05/31/2016 11:30 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Tuesday, May 31, 2016 12:31 PM
To: 'Warchal, Mark'; McPherson, Lauren
Cc: Creeden, Joseph; Stroup, Jeff [KMA]
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted] E-mail 2 of 2

Mark,

Not a problem. Let me know if you have any questions.

Thank you,

Last_name	First_name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L3XGG[redacted]	[redacted]	0
, ,		Prod Date: 02/01/2016	Dealer:	

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

*** PHONE LOG 06/01/2016 01:08 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Wednesday, June 01, 2016 2:08 PM
To: 'Warchal, Mark'; McPherson, Lauren
Cc: Creeden, Joseph; Stroup, Jeff [KMA]
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted] E-mail 2 of 2

Mark,

Any updates on the release?

Thank you,

*** PHONE LOG 06/02/2016 11:49 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Warchal, Mark[redacted]]
Sent: Thursday, June 02, 2016 6:14 AM
To: Mojica, Jeannie [KMA]; McPherson, Lauren
Cc: Creeden, Joseph; Stroup, Jeff [KMA]
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted] E-mail 2 of 2
Importance: High

Jeannie,
Good afternoon, I just heard back from our fleet folks, this offer is accepted, attached is a scanned signed copy of the release. Where would we send the title and how would this payment be sent to Avis? If anything else is needed please let me know.
Thank you,
Mark

*** PHONE LOG 06/02/2016 11:49 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd

*** PHONE LOG 06/03/2016 07:45 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Friday, June 03, 2016 8:45 AM
To: 'Warchal, Mark'; McPherson, Lauren
Cc: Creeden, Joseph; Stroup, Jeff [KMA]
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted] E-mail 2 of 2

Mark,

I have processed the check request and should have a check next week.

Kia would like to pick up the vehicle at your Boston facility. We will no longer be sending someone out to inspect. Please advise if this ok and who would be the contact?

Last_name	First_name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L3XGG[redacted]	[redacted]	0
, ,		Prod Date: 02/01/2016	Dealer:	

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

Thank you,

*** PHONE LOG 06/03/2016 01:51 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Warchal, Mark [redacted]
Sent: Friday, June 03, 2016 9:05 AM
To: Mojica, Jeannie [KMA]; McPherson, Lauren
Cc: Creeden, Joseph; Stroup, Jeff [KMA]
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted] E-mail 2 of 2

Jeannie,
Good afternoon, please make sure the check is sent to the address in my signature to my attention. Lauren McPherson will be the point of contact at the Boston location for vehicle pick up. Have a great weekend.
Regards,
Mark

*** PHONE LOG 06/03/2016 01:51 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Warchal, Mark [redacted]
Sent: Friday, June 03, 2016 9:16 AM
To: Mojica, Jeannie [KMA]
Cc: Talavera, Shoheen
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted] E-mail 2 of 2
Importance: High

Jeannie,
After we receive the check where should we send the title? Please advise.
Thank you,
Mark

*** PHONE LOG 06/03/2016 01:52 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA][redacted]
Sent: Friday, June 03, 2016 12:31 PM
To: Warchal, Mark
Cc: Talavera, Shoheen
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted] E-mail 2 of 2

Mark,

For now, can you please send me a copy of the title?

After you receive the check, please send the signed title to me directly. My mailing address is listed below.

Thank you,

Last_name	First_name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L3XGG[redacted]	[redacted]	0
, ,		Prod Date: 02/01/2016	Dealer:	

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

*** PHONE LOG 06/03/2016 01:56 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Mojica, Jeannie [KMA] [redacted]
Sent: Friday, June 03, 2016 12:31 PM
To: Warchal, Mark
Cc: Talavera, Shoheen
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted] E-mail 2 of 2

Mark,

For now, can you please send me a copy of the title?

After you receive the check, please send the signed title to me directly. My mailing address is listed below.

Thank you,

*** PHONE LOG 06/03/2016 01:56 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Talavera, Shoheen [redacted]
Sent: Friday, June 03, 2016 9:48 AM
To: Mojica, Jeannie [KMA]; Warchal, Mark
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted] E-mail 2 of 2

Title is at the DMV being branded salvage, no copy available yet

*** NOTES 06/03/2016 01:56 PM Pacific Daylight Time JMojica Action Type:Internal
Wtr submitted VRS: [redacted]
Avis to be issued check in the amount of $19,559

*** PHONE LOG 06/06/2016 10:18 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA] [redacted]
Sent: Monday, June 06, 2016 12:08 PM
To: Talavera, Shoheen; Warchal, Mark
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted] E-mail 2 of 2

Shoheen,

What name is the title under? Or will you be able to accept a check for Avis Budget Group, Inc.? Please let me know.

*** PHONE LOG 06/06/2016 10:18 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Talavera, Shoheen
Sent: Monday, June 06, 2016 12:27 PM
To: Mojica, Jeannie [KMA]; Warchal, Mark
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted] E-mail 2 of 2

Avis Budget Group is fine

Last_name	First_name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L3XGG[redacted]	[redacted]	0
, ,		Prod Date: 02/01/2016	Dealer:	

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

*** PHONE LOG 06/06/2016 10:19 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Warchal, Mark [redacted]
Sent: Monday, June 06, 2016 9:36 AM
To: Talavera, Shoheen; Mojica, Jeannie [KMA]
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted] E-mail 2 of 2
Importance: High

Thanks Shoheen!

Jeannie,
Please send the check to my attention to the address in my signature. I will give it to our fleet accounting folks.
Thank you,
Mark

*** PHONE LOG 06/06/2016 10:19 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Monday, June 06, 2016 11:20 AM
To: 'Warchal, Mark'; Talavera, Shoheen
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted] E-mail 2 of 2

Mark,

Not a problem. I will let you know as soon as the check is ready.

Thank you,

*** PHONE LOG 06/07/2016 11:42 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Warchal, Mark [redacted]
Sent: Monday, June 06, 2016 11:36 AM
To: Mojica, Jeannie [KMA]
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted] E-mail 2 of 2

Thank you!

*** NOTES 06/09/2016 12:37 PM Pacific Daylight Time JMojica Action Type:Internal
NCA scheduled pick up.
ETA to KMMG Friday 6/17.

*** PHONE LOG 06/15/2016 03:56 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
Wtr sent out check via FedEx.

Last_name	First_name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L3XGG[redacted]	[redacted]	0
, ,		Prod Date: 02/01/2016	Dealer:	

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

*** PHONE LOG 06/15/2016 03:57 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Wednesday, June 15, 2016 4:57 PM
To: 'Warchal, Mark'
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted] E-mail 2 of 2

Mark,

The check is going out via FedEx [redacted]. You should receive it in the next couple of business days. Do you know if the title is available yet?

Thank you,

*** PHONE LOG 06/24/2016 10:16 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Warchal, Mark [redacted]
Sent: Tuesday, June 21, 2016 4:59 AM
To: Mojica, Jeannie [KMA]
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted] E-mail 2 of 2

Jeanie,
Good morning, I've received Bank of America check [redacted] in the amount of $19,559.00 for the subject vehicle. Once the salvage title arrives to my office I will send to the address below. Please confirm the address.
Thank you,
Mark

*** PHONE LOG 06/24/2016 10:17 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Warchal, Mark [redacted]
Sent: Thursday, June 16, 2016 4:23 AM
To: Talavera, Shoheen; Mojica, Jeannie [KMA]
Subject: FW: Thermal Event - VIN 5XXGT4L3XGG[redacted] Title Request
Importance: High

Shoheen,
Good morning, is the title for the subject vehicle available? Please let us know.
Thank you,
Mark

Jeannie,
Good morning, thank you for the update, should the title be available where would Shoheen send it to, and to who's attention? Please let us know.
Thank you,
Mark

*** PHONE LOG 06/24/2016 10:17 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Talavera, Shoheen [redacted]
Sent: Thursday, June 16, 2016 5:33 AM

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L3XGG[redacted]	[redacted]	0
, ,		Prod Date: 02/01/2016	Dealer:	

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

To: Warchal, Mark; Mojica, Jeannie [KMA]; Saunders, Lisa
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted] Title Request-salvage eta needed

Not yet- it is at DMV for salvage branding. Lisa please provide eta- thanks

*** PHONE LOG 06/24/2016 10:17 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Saunders, Lisa [redacted]
Sent: Thursday, June 16, 2016 6:00 AM
To: Talavera, Shoheen; Warchal, Mark; Mojica, Jeannie [KMA]
Cc: Clarke, Chandra
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted] Title Request-salvage eta needed
Importance: High

Hello All,
The vehicle has been flagged with ca dmv ---I am working with ca dmv to provide documents needed to remove flag and move forward with salvage title
Ca dmv required proof we have vehicle in our possession & I submitted that paperwork on June 15th so that is where we stand
Eta 3wks -to receive salvage title
Please be advised California dmv is behind in title processing

*** PHONE LOG 06/24/2016 10:19 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Friday, June 24, 2016 11:19 AM
To: 'Warchal, Mark'
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted] E-mail 2 of 2

Mark,

Yes, the mailing address in your email is correct. Please let me know once it is sent out.

Thank you so much,

*** NOTES 06/30/2016 03:38 PM Pacific Daylight Time JMojica Action Type:Internal
TREAD review complete.

*** PHONE LOG 07/05/2016 04:00 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Tuesday, July 05, 2016 5:01 PM
To: 'Warchal, Mark'
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted] E-mail 2 of 2

Mark,

I just wanted to follow up on the title for this vehicle. Do you know when it will be arriving at your office?

Last_name	First_name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L3XGG[redacted]	[redacted]	0
, ,		Prod Date: 02/01/2016	Dealer:	

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

Thank you,

*** PHONE LOG 07/13/2016 12:27 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Talavera, Shoheen [redacted]
Sent: Wednesday, July 06, 2016 4:34 AM
To: Warchal, Mark; Mojica, Jeannie [KMA]
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted] E-mail 2 of 2

It arrived late yesterday- sending today UPS [redacted]

*** PHONE LOG 07/13/2016 12:32 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
Wtr received title.

*** PHONE LOG 07/13/2016 12:32 PM Pacific Daylight Time JMojica Action Type:Web Contact
From: Mojica, Jeannie [KMA]
Sent: Wednesday, July 13, 2016 1:33 PM
To: 'Talavera, Shoheen'; Warchal, Mark
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted] E-mail 2 of 2

I received the title. Thank you!

*** CASE CLOSE 07/13/2016 12:36 PM Pacific Daylight Time JMojica
No further action required.

*** NOTES 04/06/2017 07:31 AM Pacific Daylight Time SMarino Action Type:Dealer contact
Received transport/re-unite invoice from Cross Country Automotive Services

Process payment in VRS #[redacted]

*** NOTES 04/11/2017 08:52 AM Pacific Daylight Time SMarino Action Type:Dealer contact
Received check - ck #[redacted] $2386.80

Mailed check

*** CASE CLOSE 04/11/2017 08:52 AM Pacific Daylight Time SMarino

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L39GG[redacted]	[redacted]	0
, ,		Prod. Date: 02/25/2016	Dealer:	

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

Case History

*** PHONE LOG 09/26/2016 11:27 AM Eastern Daylight Time KStatzer Action Type:Outgoing call
Writer called [redacted]
1. Left voicemail
[!<For Internal Use Only
Need script please and thank you>!]

*** PHONE LOG 09/26/2016 11:27 AM Eastern Daylight Time KStatzer
Customer:
1. Elisa from Mercury insurance [redacted] ext [redacted] calling in
2. I am calling in to see if Kia can do a joint inspection on the vehicle
3.
4.

Writer:
1. I will need to contact the customer and gather more information and then send it up to the department that handles these cases

Customer:
1. Thank you

*** PHONE LOG 09/28/2016 09:16 AM Eastern Daylight Time KStatzer Action Type:Outgoing call
Calling Catherine 2nd attempt:
1. Left VM

*** NOTES 09/28/2016 09:18 AM Eastern Daylight Time KStatzer Action Type:Dealer contact
sent call me letter

*** CASE CLOSE 09/28/2016 09:20 AM Eastern Daylight Time KStatzer

*** NOTES 09/29/2016 07:13 PM Eastern Daylight Time CMcFarlane Action Type:Internal

[!<For Internal Use Only
TL AMcFarlane fire TREAD review - complete>!]

*** CASE CLOSE 09/29/2016 07:15 PM Eastern Daylight Time CMcFarlane

*** PHONE LOG 10/05/2016 07:40 AM US Mountain Daylight Time ASoto Action Type:Outgoing call
Elisa Ochoa Claims Adjuster
Mercury Ins.
[redacted]

1. My cust had leased the veh and the veh had caught on fire just a few months after leasing the veh

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L39GG[redacted]	[redacted]	0
, ,		Prod. Date: 02/25/2016	Dealer:	

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

2. We would like to send out someone with a Kia rep to look at the veh to do a joint inspection.
3. I are settling with her now for her payment

Writer states:
1. Apologized
2. Writer will try to call cust and see if writer can get an accident report
3. If not writer will send case up to the appropriate office
4. It will be in the case notes what you are requesting

Cust states:
1. Thanks for your help
2. Just in case is there a number for NCA

Writer states:
1. Yes, gave NCA number

*** PHONE LOG 10/05/2016 07:41 AM US Mountain Daylight Time ASoto Action Type:Outgoing call
Writer called customer and LVM:
1. gave writers info, case number
2. requested call back
3. calling regarding the 2016 Optima concern, need further info
[!<For Internal Use Only
need accident report>!]

*** NOTES 10/05/2016 07:42 AM US Mountain Daylight Time ASoto Action Type:Dealer contact

[!<For Internal Use Only
per TM, send case to NCA if unable to reach cust for accident report>!]

*** NOTES 10/05/2016 07:46 AM US Mountain Daylight Time ASoto Action Type:Dealer contact
DISPATCHING:
1. MERCURY INS. CALLED REGARDING CUST VEH CATCHING ON FIRE
2. MERCURY INS. WANTS TO SEND OUT ONE OF THEIR PEOPLE AND ALSO SOMEONE FROM KIA AT THE SAME TIME TO DO A JOINT INSPECTION
3. UNABLE TO REACH CUST, NO ACCIDENT REPORT TAKEN, CALL ME LETTER SENT
4. MERCURY INS. CALLED AGAIN AND WOULD LIKE A RETURN CALL FROM NCA
5. CALLED CUST FOR AN ACCIDENT REPORT, LVM
6. SENDING CASE FOR ASSIST DETERMINATION

*** PHONE LOG 10/10/2016 01:23 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called Mercury Insurance and left message for Claims Adjustor Elisa Ochoa [redacted]
1. Requested photos, copy of police or fire report and current location of vehicle
2. Left call back number and email address

*** NOTES 10/10/2016 01:23 PM Pacific Daylight Time SamuelKim Action Type:Internal
IAA Gardena, CA location, stock number [redacted]

Last_name	First_name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L39GG[redacted]	[redacted]	0
, ,		Prod. Date: 02/25/2016	Dealer:	

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

*** PHONE LOG 10/10/2016 01:27 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called customer and left message:
1. Calling in regards to a 2016 Kia Optima
2. Requested call back
3. Left call back number

*** PHONE LOG 10/18/2016 03:35 PM Pacific Daylight Time SamuelKim Action Type:Incoming call
Received message from customer:
1. This is [redacted]
2. I am giving you a call back regarding my 2016 Kia Optima that had caught fire
3. If you can give me a call back today
4. You can reach me by my cell phone, it's [redacted]
5. Thank you

*** PHONE LOG 10/20/2016 12:52 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called and spoke with [redacted]
Writer states:
1. Calling in regards to a 2016 Kia Optima
2. Calling to address your concerns

Customer states:
1. Hyundai Finance said they needed Mercury Insurance to call
2. They told me I needed to reach out to my insurance company and have them verbally start a claim
3. I don't know who I'm waiting on right now
4. Mercury is ready to issue the payment

Writer states:
1. Apologized
2. Referred customer to KMH/KMF

Customer states:
1. Thank you

*** NOTES 10/20/2016 01:01 PM Pacific Daylight Time SamuelKim Action Type:Other (external)
Called Mercury Insurance and spoke with Vanessa in the Total Loss Department [redacted]
Writer states:
1. I had left a message for Elisa Ochoa and haven't heard back

Vanessa states:
1. I can transfer you to her extension
2. The claim number is [redacted]
3. Date of loss 8/29/16
4. And her extension is [redacted]

(Writer was transferred to Elisa)

Elisa states:
1. I got your message, I just needed to black out some personal information

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L39GG[redacted]	[redacted]	0
, ,		Prod. Date: 02/25/2016	Dealer:	

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

2. I just needed permission to release that information to you
3. I've got your email

Writer states:
1. I will wait for your response

*** PHONE LOG 10/21/2016 09:19 AM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax rec'd
Received email from Theft/Fire Specialist Elisa Ochoa at Mercury Insurance [redacted]
Good morning Sam,

I received approval release photos of the burned 2016 Kia Optima. Attach you will find the fire dept report and photos.

Vehicle is located at IAA Inspection Center [redacted] Gardena, Ca[redacted]8 phone number [redacted] Stock [redacted]

Hot Wire is our forensic company who would like to do a joint inspection with you. Please contact Bob Bryant at [redacted]

If you have any questions please return my call.

Elisa E. Ochoa
Mercury Insurance Company
Theft/Fire Specialist
[redacted]1
[redacted] Fax

*** PHONE LOG 10/24/2016 08:56 AM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax sent
Sent email to Theft/Fire Specialist Elisa Ochoa at Mercury Insurance [redacted]
Is there anyway you can enlarge the photos, it's really small.

*** PHONE LOG 10/24/2016 08:56 AM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax rec'd
Received email from Theft/Fire Specialist Elisa Ochoa at Mercury Insurance [redacted]
Let me see how I can get them bigger for you

*** PHONE LOG 11/01/2016 09:11 AM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax rec'd
Received email from Theft/Fire Specialist Elisa Ochoa at Mercury Insurance [redacted]
How is this? Let me know to send it this way.

*** NOTES 11/01/2016 03:01 PM Pacific Daylight Time SamuelKim Action Type:Internal
KMA Engineers to inspect vehicle.

*** PHONE LOG 11/02/2016 11:11 AM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax sent
Sent email to Theft/Fire Specialist Elisa Ochoa at Mercury Insurance [redacted]
Hi Elisa,

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L39GG[redacted]	[redacted]	0
, ,		Prod. Date: 02/25/2016	Dealer:	

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

We would like to participate in a joint inspection. Should we get in contact with Mr. Bryant?

*** PHONE LOG 11/03/2016 09:50 AM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax rec'd
Received email from Theft/Fire Specialist Elisa Ochoa at Mercury Insurance [redacted]
Hello Sam,

I am having the file reviewed. I will follow up with you to verify if we are pursuing any subrogation with IA.

Elisa E. Ochoa
Mercury Insurance Company
Theft/Fire Specialist
[redacted] Fax

*** CASE CLOSE 11/09/2016 10:34 AM Pacific Daylight Time SamuelKim
Closing case pending further insurance contact.

*** NOTES 11/17/2016 11:24 AM Pacific Daylight Time SamuelKim Action Type:Other (external)
Received email from Carol Rodeback at Hot Wire Electric Co[redacted] and CC'd to Theft/Fire Specialist Elisa Ochoa at Mercury Insurance [redacted] and Robert Bryant [redacted]
Good morning,
It is my understanding from Mercury Insurance your company may be interested in performing a joint inspection on this vehicle relating to the cause of the fire. Please contact me at your earliest convenience regarding scheduling this inspection. I look forward to hearing from you soon.

Carol M. Rodeback,
General Manager/CEO
Hot Wire Electric Co., Inc.
[redacted]

*** NOTES 11/17/2016 11:25 AM Pacific Daylight Time SamuelKim Action Type:Internal
Pending response from KMA Engineers.

*** NOTES 11/18/2016 02:49 PM Pacific Daylight Time SamuelKim Action Type:Internal
KMA Engineers to perform joint inspection with Hot Wire on 11/21

*** NOTES 11/29/2016 10:09 AM Pacific Daylight Time SamuelKim Action Type:Internal
Reviewed case with KMA Engineers:
1. Initial joint inspection performed by KMA Engineer
2. Fire originated in engine compartment
3. No evidence of a vehicle defect found

*** CASE CLOSE 11/29/2016 10:34 AM Pacific Daylight Time SamuelKim

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L34GG[redacted]	[redacted]	22,807
, ,		Prod. Date: 10/07/2015	Dealer:	

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

Case History

*** PHONE LOG 09/28/2016 12:48 PM Pacific Daylight Time CLoftus
NCA was forwarded customer email below:

From: "Jim Fair" [redacted]
To: "Mark Hamilton [redacted]
Cc: "Vania Regalado" [redacted], "Ron Luce" [redacted]
Subject: 5XXGT4L34GG[redacted]
Date: Tue, Sep 27, 2016 11:08 AM

Mark,
Whom would be the best person to reach out about getting this inspected by Kia?

From: Vania Regalado
Sent: Monday, September 26, 2016 10:08 AM
To: Jim Fair
Subject: RE: 5XXGT4L34GG[redacted]

yes, vehicle is ta IAA- Houston

Stock No: [redacted]

[redacted], Houston, TX [redacted]
*(P) [redacted]
*(F) [redacted]

Vania Regalado
Risk Manager
[redacted]
Orlando FL [redacted]
[redacted]

From: Jim Fair
Sent: Friday, September 23, 2016 4:06 PM
To: Vania Regalado
Cc: Mark Hamilton [redacted]; Ron Luce
Subject: 5XXGT4L34GG[redacted]

Vania ,
Is this new? If it is I will need Kia to send someone to look at it.

From [redacted]
Sent: Friday, September 23, 2016 2:16 PM
To: Jim Fair
Subject: Claim / Job Information - [redacted]

Please find all claim information concerning Claim Number [redacted]

Contract Information

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L34GG[redacted]	[redacted]	22,807
, ,		Prod. Date: 10/07/2015	Dealer:	

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

Contract Number - [redacted]
Pickup & Return Date - 8/29/2016 8:55:00 AM, 9/12/2016 11:00:00 AM
Miles Driven - 0
Daily Rate - $19.53
Weekly Rate - $136.68
Accetped CDW* - 0
Accetped LDW* - 1
Accepted SLI* - 0
Accepted LPC* - 0
*1 = Yes, 0 = No

Vehicle Information
Unit Number - [redacted]
Tag Number - [redacted]
VIN - 5XXGT4L34GG[redacted]1
Vehicle - 2016 OPTIMA KIA - WHITE
Mileage - 22807
Current Status -
Current Location - [redacted]
Purchase Type - Program

Claim Notebook

* IAA picked up this unit. Dash inoperable, Primary Damage: Burn 9/23/2016

Vehicle Damage
fire in engine compartment

Dispatching to NCA for follow up.

*** PHONE LOG 09/29/2016 09:16 AM Pacific Daylight Time JMojica Action Type:Incoming call
From: Mojica, Jeannie [KMA]
Sent: Thursday, September 29, 2016 10:13 AM
To: [redacted]
Cc: [redacted]
Subject: Kia Case #: [redacted]-5XXGT4L34GG[redacted]

All,
This case is being handled by National Consumer Affairs. I have received the pictures and will be reviewing the case with my engineer to be able to provide you with more information.
Do you have any context/description of details for when the incident occurred?
Thank you,

*** PHONE LOG 09/29/2016 09:17 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Mark Hamilton [redacted]
Sent: Thursday, September 29, 2016 10:13 AM
To: Mojica, Jeannie [KMA]
Subject: Auto Response: Kia Case [redacted]-5XXGT4L34GG[redacted]

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L34GG[redacted]	[redacted]	22,807
, ,		Prod. Date: 10/07/2015	Dealer:	

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

I will be in Korea the week of September 25th, returning to the office on Monday, October 3rd. I will be checking my e-mail and responding as the time difference and my schedule allows. In the event of an emergency, I can be contacted via text message on my cell phone [redacted]

*** PHONE LOG 10/04/2016 12:27 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Ron Luce [redacted]
Sent: Friday, September 30, 2016 6:05 AM
To: Jim Fair; Mojica, Jeannie [KMA]
Cc: [redacted]; Vania Regalado
Subject: RE: Kia Case #[redacted]-5XXGT4L34GG[redacted]

*** PHONE LOG 10/04/2016 01:24 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Tuesday, October 04, 2016 2:24 PM
To: 'Ron Luce'; Jim Fair
Cc: [redacted] Vania Regalado
Subject: RE: Kia Case [redacted]-5XXGT4L34GG[redacted]

Ron,

Thank you for the docs. Can you please provide me with the maintenance records for this vehicle? Also, we need a description of the incident. Is the description on the accident report all you have?

Thank you,

*** PHONE LOG 10/10/2016 03:11 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Ron Luce [redacted]
Sent: Tuesday, October 04, 2016 3:00 PM
To: Mojica, Jeannie [KMA]; Jim Fair
Cc: [redacted] Vania Regalado
Subject: RE: Kia Case #: [redacted]4-5XXGT4L34GG[redacted]

Yes, the incident report is all I have on what happened.

*** PHONE LOG 10/10/2016 03:12 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Jim Fair [redacted]
Sent: Tuesday, October 04, 2016 3:05 PM
To: Ron Luce; Mojica, Jeannie [KMA]
Cc: [redacted]; Vania Regalado; Scott Lieberman; Scott Davido
Subject: RE: Kia Case #: [redacted]-5XXGT4L34GG[redacted]

Jeannie,
Typically when we suffer a collision loss an accident report completed by the customer is standard procedure, obviously a vehicle damaged by fire is outside of our normal operating model. If it helps I can ask our legal group if

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L34GG[redacted]	[redacted]	22,807
, ,		Prod. Date: 10/07/2015	Dealer:	

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

we can furnish a customer's personal contact information so that Kia can complete any other functions. We will get you any repair information available on this unit. Thanks in advance, Jim

*** PHONE LOG 10/10/2016 03:17 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Monday, October 10, 2016 4:16 PM
To: 'Jim Fair'; Ron Luce
Cc: [redacted] Vania Regalado; Scott Lieberman; Scott Davido
Subject: RE: Kia Case #[redacted]-5XXGT4L34GG[redacted]

Jim,

That would be good. I will contact the renter if needed. In the meantime, can you send me everything you have on the service/maintenance for this vehicle?

Thank you,

*** PHONE LOG 10/14/2016 03:08 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Jim Fair[redacted]
Sent: Tuesday, October 11, 2016 1:06 PM
To: Mojica, Jeannie [KMA]; Ron Luce
Cc: [redacted] Vania Regalado; Scott Lieberman; Scott Davido
Subject: RE: Kia Case #:[redacted]-5XXGT4L34GG[redacted]

Hopefully I will have everything to you by Thursday.

*** PHONE LOG 10/25/2016 02:28 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Jim Fai[redacted]
Sent: Friday, October 21, 2016 6:09 AM
To: Mojica, Jeannie [KMA]; Ron Luce
Cc: [redacted] Vania Regalado
Subject: RE: Kia Case #[redacted]-5XXGT4L34GG[redacted]

Jeannie,
Sorry for the delay, our legal group has been slow to respond. Please let Vania and I know what else we can do anc what the current status is.

*** PHONE LOG 11/01/2016 01:01 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr left VM for Jim Fair at [redacted] (Mobile):
1. Engineer would like to inspect 11/10.
2. Please let me know if this works asap.

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L34GG[redacted]	[redacted]	22,807
, ,		Prod. Date: 10/07/2015	Dealer:	

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

*** PHONE LOG 11/01/2016 01:02 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Tuesday, November 01, 2016 2:03 PM
To: 'Jim Fair'; Ron Luce
Cc: [redacted]; Vania Regalado
Subject: RE: Kia Case #: [redacted]-5XXGT4L34GG[redacted]

Jim,

I just left you a message. My engineer would like to inspect 11/10. Please confirm that this date for inspection works so we can move forward with travel arrangements.

Thank you,

*** PHONE LOG 11/03/2016 03:18 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Jim Fair
Sent: Tuesday, November 1, 2016 5:27 PM
To: Mojica, Jeannie [KMA]; Ron Luce
Cc: [redacted] Vania Regalado
Subject: RE: Kia Case # [redacted]-5XXGT4L34GG[redacted]

I have been out of office , Vania will arrange with auction and get back to you thanks Jeannie.

*** PHONE LOG 11/03/2016 03:19 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Vania Regalado[redacted]
Sent: Wednesday, November 02, 2016 5:45 AM
To: Jim Fair; Mojica, Jeannie [KMA]; Ron Luce
Cc: [redacted]
Subject: RE: Kia Case #: [redacted]-5XXGT4L34GG[redacted]

Good Morning,

Vehicle is located at IAA,

Stock No: [redacted]
- [redacted]. Houston Road
- Houston, TX [redacted]
- (P) [redacted]
- (F) [redacted]

Please send me the name and title of the person or people that I need to authorize for the inspection, Thanks

Vania Regalado
Risk Manager
[redacted]
Orlando FL [redacted]
[redacted]

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L34GG[redacted]	[redacted]	22,807
, ,		Prod. Date: 10/07/2015	Dealer:	

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

[redacted]

*** PHONE LOG 11/03/2016 03:24 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
Wtr provided KMA Engineer's info

*** PHONE LOG 11/03/2016 03:24 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Vania Regalado [redacted]
Sent: Wednesday, November 02, 2016 7:53 AM
To: Mojica, Jeannie [KMA]; Jim Fair; Ron Luce
Cc: [redacted]
Subject: RE: Kia Case #: [redacted]-5XXGT4L34GG[redacted]

?He is now authorized to inspect this unit at IAA.

Vania Regalado
Risk Manager
[redacted]
Orlando FL [redacted]
[redacted]

*** PHONE LOG 11/03/2016 03:25 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr attempted to contact IAA Houston multiple times over the last couple of days:
1. No answer
2. No VM.

*** PHONE LOG 11/03/2016 03:26 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA] [redacted]
Sent: Thursday, November 3, 2016 12:20 PM
To: Vania Regalado; Jim Fair; Ron Luce
Cc: [redacted]
Subject: RE: Kia Case #: K3288614-5XXGT4L34GG[redacted]

Vania,

Thank you. Do you have a contact at IAA Houston? I am unable to get ahold of anybody there.

Thank you again,

*** PHONE LOG 11/03/2016 03:26 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Vania Regalado [redacted]
Sent: Thursday, November 03, 2016 9:42 AM
To: Mojica, Jeannie [KMA]; Russell, Brenna
Cc: [redacted]

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L34GG[redacted]	[redacted]	22,807
, ,		Prod. Date: 10/07/2015	Dealer:	

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

Subject: RE: Kia Case #: [redacted]-5XXGT4L34GG[redacted]

?Hi Brenna,

Can you please provide Jeannie the best # to contact the manager of IAA-Houston? Thanks

Vania Regalado
Risk Manager
[redacted]
Orlando FL [redacted]
[redacted]

*** NOTES 11/07/2016 04:18 PM Pacific Daylight Time JMojica Action Type:Internal
KMA confirmed with IAA that KMA has permission to inspect.

*** PHONE LOG 11/07/2016 05:08 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Monday, November 07, 2016 5:01 PM
To: 'Vania Regalado'
Cc: [redacted]
Subject: RE: Kia Case # [redacted]-5XXGT4L34GG[redacted]

Vania,

We were able to confirm permission through Copart Corporate.

Jim,

Are you able to provide any more information on the 2 Body Damage Repair Orders ([redacted] and [redacted])?

Thank you,

*** PHONE LOG 11/15/2016 01:58 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
From: Jim Fair [redacted]]
Sent: Tuesday, November 08, 2016 7:11 AM
To: Mojica, Jeannie [KMA]; Vania Regalado
Subject: RE: Kia Case [redacted]-5XXGT4L34GG[redacted]

Here you go let us know if you need anything else. Jim

*** CASE CLOSE 02/16/2017 01:58 PM Pacific Daylight Time JMojica

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L35GG[redacted]	[redacted]	33,513

Bloomington MN [redacted] Prod. Date: 06/17/2016 Dealer: [redacted] Luther KIA of Bloomingtc

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

Case History

Techline case[redacted]) created on 2016-11-11 19:01:05 by Prestige Kia.
Please contact dealership and customer to see if any further assistance can be provided and that the concerns have been addressed.Thank You.

--For Reference--
TL Case created by (Dealer Technician) : Joe Wurm
TL Case creator phone : [redacted]
TL Case creator email : [redacted]
Below are the notes from the TL case describing the concern:

*** Performed by contact: Joe Wurm, [redacted]
*** This is a Request for Assistance ***

Problem Description :
customer states can not fill fuel tank all the way

Diagnostics Performed :
check for tsb and bulletins. customer states that when the tank does not fill all the way they can start the engine anc then continue filling tank to full.

*** PHONE LOG 11/14/2016 09:30 AM US Mountain Daylight Time YBrandt Action Type:Incoming call
Customer states:
1. Fuel tank is not filling up.
2. Car doesn't shift.
3. I'm only getting 31 mpg on highway. The sticker says 39.
4. When I took my car to Prestige Kia on Friday they said they will contact Kia.
5. They put me in a little Kia Rio. It has more power than my 2016 Optima.
6. Also when I'm going up the hill transmission is not shifting.
7. And it also accelerates on its own.
8. I'm coming around a curb 70 mph on cruise and it went up to 82 mph by itself.
9. When I first bought the vehicle the car had a hot smell
10. And the sales experience was horrible
11. I had that anxious regretful feeling driving that veh off the lot
12. And after 6 weeks these things happen.
13. The sales person didn't even ask if I wanted any options on the vehicle
14. They didn't give me the veh I wanted.
15. This vehicle is a Lemon and I want a new vehicle
16. The SVCA tried to tell me mpg depends on how fast I'm driving and all that
17. Look. My family has two other Kias. It did not have any problems this car is having.
18. Don't try to talk to me like I'm an ignorant [redacted] yr old woman.

Writer states:
1. Apologized
2. Writer will forward case to approriate dept for further review
3. You can obtain information on how to pursue a repurchase or replacement veh in the WCIM

Customer states:
1. I can't even look into that b/c veh is at the dlr

Writer states:
1. You can look online too

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L35GG[redacted]	[redacted]	33,513

Bloomington MN [redacted] Prod. Date: 06/17/2016 Dealer: [redacted] Luther KIA of Bloomingtc

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

Customer states:
1. Alright
2. I just need you guys to fix the transmission shifting issue, veh acclerating on its own, and MPG.

Writer states:
1. Ok

*** NOTES 11/14/2016 09:44 AM US Mountain Daylight Time YBrandt Action Type:Dealer contact
Dealer Contact Name: Chad in service, Dan in parts
Customer Name [redacted]
Customer phone#: [redacted]
Customer address: [redacted] Milltown, WI [redacted]
VIN: 5XXGT4L35GG[redacted]
MY and Mileage: 2016 Optima Lx 6,576 miles
Original Owner (Y or N): Y
Dealer Code/Selling Dealer (Y or N): WI014/Y
RO# and Open Date: RO[redacted] 11/11/2016
Days Down at initial Service Alert report: 3 days
Current Repair Issue and Diagnosis: Customer states she cannot fill up fuel. It will spit fuel back out. Replacing evap canister. Customer states she lost power going uphill. Veh is operating as designed.
Able to Duplicate (Y or N): Yes and No
Parts on order (Y/N): N Part#31410-2t501qqk in stock.
ETA for completion of repairs: N\A
Vehicle repaired & customer has possession: N/N
Repeat Repair (Y/N): N
Repair History of current concern with dates and mileage: NA
Techline Case: [redacted]
Rental / Loaner Provided / Date: Y
Customer Request:
Justification of Goodwill: N
Dealer contacted their DPSM (Y or N): N
If HEV vehicle, is dealer HEV certified: NA

*** NOTES 11/14/2016 10:33 AM US Mountain Daylight Time YBrandt Action Type:Manager review
CALL TO ACTION
1. Dispatching to NCA
2. Customer states unwanted acceleration

*** NOTES 11/14/2016 10:33 AM US Mountain Daylight Time YBrandt Action Type:Manager review
CALL TO ACTION
1. Dispatching to NCA
2. Customer stated veh accelerated on its own

*** PHONE LOG 11/21/2016 02:38 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called and spoke with [redacted]

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L35GG[redacted]	[redacted]	33,513

Bloomington MN [redacted] Prod. Date: 06/17/2016 Dealer: [redacted] Luther KIA of Bloomingtc

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

Writer states:
1. Calling in regards to a 2016 Kia Optima
2. Calling to make sure the dealership has been able to address your concerns

Customer states:
1. I got the car back last Thursday
2. I don't think the problem is completely taken care of
3. When I first bought the car, I noticed there was hesitation, the car was not shifting, it had no power going up a hil
4. It wouldn't let me fill the car with gas
5. And when I was on cruise at 70MPH, it hesitated and all of a sudden the car would get too much gas
6. It was at 85MPH and I wasn't touching the gas
7. They had to replace something with the fuel system and it was leaking fuel
8. They replaced it, but my mileage is really bad
9. So there's still something with the fuel system
10. It seemed like when I was driving it in town, I was getting like 39MPG
11. Then when we drove it to Texas, we were getting 31MPG
12. Our 2013 Optima got 46MPG to the highway
13. This morning, when I backed the car our of our driveway, you could smell the gas
14. Something under the hood rumbled, something was lose
15. Just now, it was showing I was only getting 29 MPG

Writer states:
1. Since you've picked up your vehicle, have you experienced hesitation concerns with your vehicle?
2. Let me get this reviewed and we will follow up with you

Customer states:
1. I don't know, we live in a rural area and we haven't had a chance to drive it on a large stretch of highway

*** NOTES 12/02/2016 12:21 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Received RO [redacted] from dealer [redacted] via fax.

*** NOTES 12/06/2016 04:14 PM Pacific Daylight Time SamuelKim Action Type:Internal
NCA reviewed case with ECA:
1. Customer is requesting repurchase
2. Dispatching case to ECR for further followup

*** SUBCASE [redacted] CREATED 12/07/2016 06:40 AM US Mountain Daylight Time DLyons
Please contact dealer for any repair information for this vehilce, multiple concerns.

*** NOTES 12/07/2016 08:28 AM Pacific Daylight Time MelissaDiaz1 Action Type:Dealer contact
CECC spoke with Brittney in service:
1. What's the status?

Brittney responded:
1. We contacted T/L and advised to switch canister.
2. We ordered part and replaced it.
3. Returned vehicle to customer.
4. Will fax you all the ROs for the customer.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 OPTIMA 5XXGT4L35GG[redacted]	[redacted]	33,513

Bloomington MN [redacted] Prod. Date: 06/17/2016 Dealer: [redacted] Luther KIA of Bloomingtc

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

CECC said:
1. Thank you.

*** NOTES 12/08/2016 09:52 AM Pacific Daylight Time MelissaDiaz1 Action Type:Dealer contact
CECC received RO from dealership.
Only have 1 RO on file RO [redacted]

*** PHONE LOG 12/09/2016 03:59 PM Eastern Daylight Time TWidener Action Type:Outgoing call
customer states
1. vehicle is having same issue again now
2. cannot fill it up with gas
3. idles up down is speeding up and slows down on its own
4. I think its time kia take the car back
5. I have a apt next week again and they will let me have a little peanut box loaner again
wtr states
1. apologized
2. advised case is in escallated status
3. advised will document everything and connect to ECC vm

*** NOTES 12/09/2016 01:15 PM Pacific Daylight Time MelissaDiaz1 Action Type:Dealer contact
CECC received vm from Svc mgr Brian:
1. Calling about customer's vehicle. Spoke to you about it.
2. Wondering if Kia has been in contact with customer or has not.
3. Looking for an update. Please call me at my direct number [redacted]

*** NOTES 12/09/2016 01:16 PM Pacific Daylight Time MelissaDiaz1 Action Type:Dealer contact
CECC LVM for Svc mgr Brian:
1. Apologized was on the other line.
2. Informed DPSM Tom about ECA Anita is handling case.
3. She has tried contacting customer 12/5 and lvm.

*** NOTES 12/09/2016 01:17 PM Pacific Daylight Time MelissaDiaz1 Action Type:Dealer contact
Disregard previous notes. It is for another case.

*** NOTES 12/09/2016 01:19 PM Pacific Daylight Time MelissaDiaz1 Action Type:Dealer contact
CECC received call from customer [redacted]
1. Advised customer will be transferring over to ECR handling case.
2. Transferred to Dlyons vm.

*** PHONE LOG 12/12/2016 10:55 AM US Mountain Daylight Time BHernandez Action Type:Outgoing call
Writer (ECR backup) received VM from customer states:
1. Had to take vehicle back in for a fuel problem

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L35GG[redacted]	[redacted]	33,513

Bloomington MN [redacted] Prod. Date: 06/17/2016 Dealer: [redacted] Luther KIA of Bloomingtc

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

2. They already replaced the vacuum system
3. I believe I should be put in a new vehicle

*** SUBCASE [redacted] - NOTES 12/12/2016 10:57 AM US Mountain Daylight Time BHernandez Action Type:Dealer contact
Customer has vehicle back at dealership
Please follow up with concerns

*** PHONE LOG 12/12/2016 11:00 AM US Mountain Daylight Time BHernandez Action Type:Outgoing call
Writer (ECR backup) called customer and left message
1. Advised returning call
2. Advised of case number and phone number
3. Requested call back regarding customer concerns

*** PHONE LOG 12/15/2016 08:11 AM US Mountain Daylight Time BHernandez Action Type:Outgoing call
Customer states:
1. I was not able to drop off the vehicle today
2. I have to set up a new appointment
3. I am getting 29 mpg on the highway
4. The vehicle does not want to go up hills
5. The car then will go on its own up the hills
6. The heat does not work in the car
7. It takes 20 minutes before it warms up
8. I have a 2013 Optima and it is fine
9. The 2016 idles louder than my older Kia

Writer states:
1. Replacement/repurchase is not an option at this time; referred to WACIM.
2. Our office is involved to repair vehicle under warranty's terms and ensure satisfaction

Customer states:
1. I was told not to buy a car not built on Mondays and Fridays
2. My father-in-law said that if you have problems you should get rid of it
3. It still has problems
4. Customer states this is what is wrong with our country

Customer disconnected call

*** SUBCASE [redacted] - NOTES 12/15/2016 08:17 AM US Mountain Daylight Time BHernandez Action Type:Dealer contact
Customer could not make appointment today
Has made new appointment - need to confirm date

*** NOTES 12/15/2016 07:29 AM Pacific Daylight Time MelissaDiaz1 Action Type:Dealer contact
CECC spoke with Jared in service:
1. Dealer advised customer made appointment to come in 12/23.

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L35GG[redacted]	[redacted]	33,513

Bloomington MN [redacted] Prod. Date: 06/17/2016 Dealer: [redacted] Luther KIA of Bloomingtc

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

2. Concerns were vehicle not starting well, heat is not working, idles poor, and fuel problem.

CECC said:
1. Thank you.

*** PHONE LOG 12/20/2016 08:29 AM US Mountain Daylight Time BHernandez Action Type:Outgoing call
Writer called customer and states:
1. Following up on appointment that is set up with dealership

Customer states:
1. My husband drove the car yesterday and noticed the concerns
2. He could feel the transmission not shifting
3. The vehicle would not fill up with gas either
4. The Kia Rio that I had as a loaner vehicle was able to get up the hill
5. I was upset that they put me in the Rio because it is winter and I needed a bigger car
6. The dealership said that they would try to get a bigger car for me this time

Writer states:
1. Apologized
2. Advised that would follow up with customer and dealership

*** NOTES 12/20/2016 09:20 AM Pacific Daylight Time ADellarocca Action Type:Dealer contact
ECA reviewed case

*** NOTES 12/28/2016 11:17 AM US Mountain Daylight Time DLyons Action Type:Dealer contact
Writer called dealership, Prestige Kia, spoke to Jared Service Advisor
1. Calling to determine if customer came in for scheduled appointment on 12/20/2016

Jared states:
1. Cust had to reschedule the appointment
2. Looking two weeks out and do not see that she has an appointment
3. Will reach out to her today.

Writer thanked Jared for the information.

*** PHONE LOG 12/28/2016 11:21 AM US Mountain Daylight Time DLyons Action Type:Outgoing call
Writer called customer, [redacted]
1. Calling to follow up with customer regarding appointment on 12/20/2016

Cust states:
1. I had to cancel the appointment
2. I have been sick so not able to get to the dealer

Writer advised:
1. Apologized that you are not feeling well
2. Please when you return to the dealer, contact this office, we want to be involved when customer returns.
3. Do you have my contact information?

Last_name	First_name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L35GG[redacted]	[redacted]	33,513

Bloomington MN [redacted] Prod. Date: 06/17/2016 Dealer: [redacted] Luther KIA of Bloomingtc

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

Cust states:
1. I have it, thank you for your call.

*** SUBCASE [redacted] CLOSED 12/28/2016 11:21 AM US Mountain Daylight Time DLyons

*** CASE CLOSE 12/28/2016 11:22 AM US Mountain Daylight Time DLyons

*** 11/06/2017 10:50:47 (GMT-07:00) Arizona ***
Reopened with Sub Status of Working

*** Phone - Call - Inbound created on 11/06/2017 10:55:59 (GMT-07:00) Arizona and created by Debra Rustin ***
customer states
1.Car is at dlr
2.i want out of this vehicle
3.back in shop for same issue
4.vibration, white smoke coming from under hood
5.i drive 170 and it takes 270 of fuel
6. should get 35 mph
7. losing fuel
8. excells on its own
9.hesitates and jolts forward
10. been going on since i bout car
11. told them it hesitated at that time also
12.also told them i didnt want gap or extended warranty
13. added it in anyway
14.was going around a curve and car just accelerated itself
15. its not safe
16. dlr cant get it to duplicate
17. hit a raccoon and had to put a new bumper on it
18.they drove my car and couldnt believe how bad it drives
19.so at dlr right now trying to trade it in
20. i did contact an attorney about lemon law
21.you can hear motor whine till you manually shift it
22. now down to 29 hwy mile average
23.lifted hood after oil change
24.there was white white
25.damp smell coming out of car
26. so either kia helps me or i file this

Writer states
1.Apologised
2.please refer to your wcim for laws regarding lemon laws in your state
3.i will need to call dlr and gather information

customer states
1.i purchased from prestige
2.you will need to get history at Luther Kia also

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L35GG[redacted]	[redacted]	33,513

Bloomington MN [redacted] Prod. Date: 06/17/2016 Dealer: [redacted] Luther KIA of Bloomingtc

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

Writer states
1.i will escalate your case
2.someone will follow up with you in 2-3 business days

customer states
1.i want a different car
2. take this car back and let me get out of it clean
3. thanks

*** Phone - Call - Inbound created on 11/07/2017 10:52:38 (GMT-05:00) Eastern Time (US & Canada) and created by Kristi Smith ***
cust states:

1. [redacted]
2. I want this case escalated higher up the ladder.
3. this has been going on for over a year now and no results.

wrt states:

1. Apologized.
2. Advised someone will contact you from the escalation dept in 2-3 bus days.

call was disconnected

*** Phone - Call - Outbound created on 11/07/2017 10:22:01 (GMT-07:00) Arizona and created by Debra Rustin ***
BRITTANI KOENIG
Writer
1. Called, got VM
2.Left name number ext & case# for return call
****Need Template***

*** Phone - Call - Outbound created on 11/07/2017 14:35:34 (GMT-07:00) Arizona and created by Debra Rustin ***
[redacted]/Akenya
1. Last time here: OPEN 3/1/17 TO 3/8/17 rc[redacted]
2. 12,285 miles
3.cust states low power when driving
4. also can fill fuel tank
5. not getting enough miles till empty
6. couldnt duplicate any of these concerns
7. previous RO#S

*** Phone - Call - Outbound created on 11/07/2017 14:43:31 (GMT-07:00) Arizona and created by Debra Rustin ***
[redacted]/Duane

Customer Name [redacted]
Customer phone [redacted]
Customer address [redacted].MILTON WI [redacted]
VIN:5XXGT4L35GG[redacted]
MY and Mileage: 2016 OPTIMA 33,513

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L35GG[redacted]	[redacted]	33,513

Bloomington MN [redacted] Prod. Date: 06/17/2016 Dealer: [redacted] Luther KIA of Bloomingtc

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

Most recent RO# [redacted]
Open date:11/6/17
Close Date: open
Days Down: 1
Most recent Repair/Diagnosis: stil diagnosing, c.s white smoke coming from engine
Customer says:veh accels on its own, trans not shifting, low MPG, veh smells
Able to Duplicate (Y/N): not yet
Repeat Repair? if so, how many? no
Rental / Loaner Provided? YES when?: 11/6/17

*** Phone - Others created on 11/07/2017 15:21:58 (GMT-07:00) Arizona and created by Debra Rustin ***

<For Internal Use Only
emailed DPSM>

*** Phone - Others created on 11/07/2017 15:42:08 (GMT-07:00) Arizona and created by Debra Rustin ***

<For Internal Use Only
CALL TO ACTION
1. Dispatching to ECR
2. Customer states lemon law (again)(11/6/17)
3. please follow up with customer>

*** 11/07/2017 16:03:35 (GMT-07:00) Arizona ***
Dispatched from WIPBin = ESCALATE to Queue Central Region ECR by Debra Rustin
Reason:

*** Phone - Call - Inbound created on 11/07/2017 13:27:54 and created by Dawn Lindeen ***
CASE#: [redacted]
Dealer: Prestige Kia
Svc Adv States: Brittani states:Calling back to provide all RO's for this VIN
Customer Name: [redacted]
Customer Phone #: [redacted]
Customer Address: [redacted]. Milton, WI [redacted]
VIN: 5XXGT4L35GG[redacted]
MY and Mileage: 2016 Optima, 33513
Most recent RO# and Open Date: RO[redacted], opened 3/1-3/8/17
Days Down at initial Service Alert report (if applicable): 7
Most recent Repair Issue and Diagnosis:
A) Concern: Can't fill all the way full, Low power when driving, Not getting miles until empty stated on dash
B) Cause: UNABLE TO DUPLICATE
C) Correction: N/A
Able to Duplicate (Y or N): N
Repeat Repair (Y/N), if so, how many times? N
Repair History of current concern with dates and mileage: N/A
ETA for completion of repairs (if applicable): COMPLETE
Parts on order (Y/N), if so obtain part#, order#: N
Techline Case (if applicable): N/A
Rental / Loaner Provided? If so, since when? Y, 3/1-3/8
Dealer contacted DPSM (if needed): N
Vehicle repaired? Y
Customer has possession? Y

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L35GG[redacted]	[redacted]	33,513

Bloomington MN [redacted] Prod. Date: 06/17/2016 Dealer: [redacted] Luther KIA of Bloomingtc

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

Dealer Code/Selling Dealer (Y or N): WI014/Y
Original Owner (Y or N): Y

*** Phone - Call - Inbound created on 11/08/2017 04:58:43 and created by Dawn Lindeen ***
CASE#: [redacted]
Dealer: Prestige Kia
Svc Adv States: Calling back to provide all RO's for this VIN
Customer Name: [redacted]
Customer Phone #[redacted]
Customer Address: [redacted] Milton, WI [redacted]
VIN: 5XXGT4L35GG[redacted]
MY and Mileage: 2016 Optima, 33513
Most recent RO# and Open Date: RO#[redacted], 1/6- 1/21/17
Days Down at initial Service Alert report (if applicable): 15
Most recent Repair Issue and Diagnosis:
A) Concern: Smells gas when starting up, Lack of power when starting out, when stop vehicle will lurch, can't fill to full.
B) Cause: Tank and coolant housing assembly
C) Correction: Replaced tank, Replaced coolant assembly
Able to Duplicate (Y or N): Able to duplicate tank concern
Repeat Repair (Y/N), if so, how many times? Y
Repair History of current concern with dates and mileage:
ETA for completion of repairs (if applicable):COMPLETED
Parts on order (Y/N), if so obtain part#, order#: N
Techline Case (if applicable):N/A
Rental / Loaner Provided? If so, since when? Y
Dealer contacted DPSM (if needed): N
Vehicle repaired? Y
Customer has possession? Y
Dealer Code/Selling Dealer (Y or N): [redacted]/Y
Original Owner (Y or N): Y

*** Phone - Call - Inbound created on 11/08/2017 05:03:39 and created by Dawn Lindeen ***
CASE#: [redacted]
Dealer: Prestige Kia
Svc Adv States: Calling back to provide all RO's for this VIN
Customer Name: [redacted]
Customer Phone #: [redacted]
Customer Address: [redacted]. Milton, WI [redacted]
VIN: 5XXGT4L35GG[redacted]
MY and Mileage: 2016 Optima, 33513
Most recent RO# and Open Date: RO#[redacted], 11/11/16- 11/22/16
Days Down at initial Service Alert report (if applicable): 11
Most recent Repair Issue and Diagnosis:
A) Concern: Driving uphill lose power, Can't fill with gas
B) Cause: Bad canister
C) Correction: Replaced canister
Able to Duplicate (Y or N): Able to duplicate gas concern
Repeat Repair (Y/N), if so, how many times?N
Repair History of current concern with dates and mileage:N/A

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L35GG[redacted]	[redacted]	33,513

Bloomington MN [redacted] Prod. Date: 06/17/2016 Dealer: [redacted] Luther KIA of Bloomingtc

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

ETA for completion of repairs (if applicable):COMPLETED
Parts on order (Y/N), if so obtain part#, order#: N
Techline Case (if applicable) [redacted]
Rental / Loaner Provided? If so, since when? Y
Dealer contacted DPSM (if needed): N
Vehicle repaired? Y
Customer has possession? Y
Dealer Code/Selling Dealer (Y or N): [redacted]/Y
Original Owner (Y or N): Y

*** 11/08/2017 07:37:49 (GMT-07:00) Arizona ***
Accepted from Queue Central Region ECR to WIPBin default-1 by Randy Chacon

*** 11/08/2017 08:38:06 (GMT-07:00) Arizona ***
Assigned to WIPBin Inbox of Ashley Lewis by Randy Chacon
Reason:

*** Phone - Call - Outbound created on 11/10/2017 16:05:04 (GMT-05:00) Eastern Time (US & Canada) and created by Ashley Lewis ***
Writer called [redacted]
No answer, left voicemail.

Writer states:
1. Introduced self and advised calling from Kia's escalation team.
2. Advised writer is reaching out due to recent vehicle concern.
3. Advised writer will be following up through repairs to ensure vehicle is taken care of as needed.
4. Provided case # and direct contact information if any additional questions or concerns.
5. Advised writer will follow up in approximately one week.

*** Phone - Call - Outbound commitment created on 11/10/2017 16:05:16 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 11/15/2017 and created by Ashley Lewis ***

*** Phone - Call - Outbound created on 11/16/2017 11:13:32 (GMT-05:00) Eastern Time (US & Canada) and created by Ashley Lewis ***
Writer called [redacted] writer was transferred to SVCA Dan.
No answer, left voicemail.

Writer states:
1. Writer is calling in regards to customer concern.
2. Provided customer's information.
3. Provided case # and writer's contact information.
4. Requested callback for assistance.

*** Phone - Call - Outbound commitment fulfilled on 11/16/2017 11:14:56 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 11/15/2017 closed by Ashley Lewis ***
Writer called [redacted]
No answer, left voicemail.

Writer states:

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 OPTIMA 5XXGT4L35GG[redacted]	[redacted]	33,513

Bloomington MN [redacted] Prod. Date: 06/17/2016 Dealer: [redacted] Luther KIA of Bloomingtc

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

1. Introduced self and advised calling from Kia's escalation team.
2. Advised writer is reaching out due to recent vehicle concern.
3. Advised writer will be following up through repairs to ensure vehicle is taken care of as needed.
4. Provided case # and direct contact information if any additional questions or concerns.
5. Advised writer will follow up in approximately one week.

*** Phone - Call - Outbound commitment created on 11/16/2017 11:14:59 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 11/22/2017 and created by Ashley Lewis ***

*** Phone - Call - Inbound created on 11/22/2017 11:58:21 (GMT-05:00) Eastern Time (US & Canada) and created by Chelsea Wallen ***
Cust stated
1. Ive been calling the luther dlr veh has been there for 2 weeks
2. On going issue with car
3. Ive contacted a lawyer here in chicago
4. Veh last lost power, accelerated on its on the rpms revvs, it stalls out, i had no heat in -20 below temp.
5. ive been stopped at a light an went to turn an the engine revved an the veh took off an if there would have been someone in front of me i would have hit them

wrt stated
1. apologized
2. Advised the case has been sent to the ECR
3. It is being reviewed an case manager will reach out

Cust stated
1. I need someone to call back a give me an update

*** Phone - Call - Outbound created on 11/22/2017 10:42:32 and created by Kaan Gurocak ***
ECA called cust on primary:
1) Rang but no answer.
2) Mailbox full and not accepting messages at this time.

*** Phone - Call - Outbound created on 11/22/2017 10:53:34 and created by Kaan Gurocak ***
ECA called cust on primary:
1) Rang but no answer.
2) Mailbox full and not accepting messages at this time.

*** Phone - Call - Outbound commitment created on 11/16/2017 08:14:59 with Commitment Date 11/27/2017 and created by Ashley Lewis ***
W

*** Phone - Call - Outbound created on 11/22/2017 11:49:02 and created by Kaan Gurocak ***
ECA:
1) Introduced as ECA.
2) Apologized for experiences.
3) What are you seeking?

Cust:
1) Asked dealer options of getting out of car.
2) SM tells her that dlr has no use for veh and all we will do is send it auction.
3) Dlr says they cannot duplicate the problem.

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L35GG[redacted]	[redacted]	33,513

Bloomington MN [redacted] Prod. Date: 06/17/2016 Dealer: [redacted] Luther KIA of Bloomingtc

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

4) Veh accelerated forward on customer in middle of left turn.
5) Sts first occurrence of U/A veh was in cruise control mode.
6) Sts husband, Jamie, experience U/A while cruise control on.
7) Very loyal Kia customer.
8) improvement after [redacted] for only a week and went back to way it was; not shifting right.
9) Very unhappy with dealer at every level. Sales ran hard credit checks multiple times. Waiting for salesmen for 3 hours even after appointment.
10) Felt hesitation even during test drive.
11) Never wanted extended warranty or gap.
12) Dlr redid contract instead of breaking it per cust request.
13) Sks 2016 Kia Optima or buy customer out of car and let her start brand new.

ECA:
1) Apologized about all experiences
2) Thanked for time and clarification of issues
3) Understand what customer is seeking
4) Will be in touch with customer next week with update on potential offer.

Cust:
1) Understood and thanked.

*** Phone - Call - Outbound commitment created on 11/16/2017 08:14:59 with Commitment Date 11/27/2017 and created by Ashley Lewis ***

*** Phone - Call - Outbound commitment created on 11/16/2017 08:14:59 with Commitment Date 11/29/2017 and created by Ashley Lewis ***

*** Phone - Call - Outbound created on 11/29/2017 10:48:46 and created by Kaan Gurocak ***
ECA called dlr and left v/m with Finance v/m:
1) Introduced self.
2) Seeking Retail installment contract.
3) Provided cust name/VIN.
4) Provided c/b # and email address.

*** Phone - Call - Outbound commitment created on 11/16/2017 08:14:59 with Commitment Date 11/30/2017 and created by Ashley Lewis ***

*** Phone - Call - Inbound created on 11/30/2017 09:46:28 and created by Kaan Gurocak ***
Received VM from BBB rep Eric [redacted]
1) Sales documents are in glove box of veh at dlr
2) MRF indicates that you plan to work with customer regarding potential offer.
3) Can you clarify what Kia plans to do.

*** Others - Others created on 11/30/2017 09:51:46 and created by Kaan Gurocak ***
DISREGARD PREVIOUS ACTIVTY created 11/30/2017 09:46:28 AM

Wrong Case.

*** Phone - Call - Outbound commitment created on 11/16/2017 08:14:59 with Commitment Date 12/01/2017 and created by Ashley Lewis ***
No response from dealer

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L35GG[redacted]	[redacted]	33,513

Bloomington MN [redacted] Prod. Date: 06/17/2016 Dealer: [redacted] Luther KIA of Bloomingtc

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

*** Note - Call - Outbound created on 12/01/2017 16:14:19 and created by Kaan Gurocak ***
DISREGARD PREVIOUS ACTIVITY -

Added to Wrong Case.

*** Phone - Call - Outbound commitment created on 11/16/2017 08:14:59 with Commitment Date 12/05/2017 and created by Ashley Lewis ***

*** Phone - Call - Inbound created on 12/04/2017 10:03:45 (GMT-07:00) Arizona and created by Debra Rustin ***
Customer states
1.car has been at dlr for a month now
2.was told i would have an answer by last weds
3.my attorney needs to know how to proceed

Writer states
1.Apologised
2.i will forward this information
3.they will contact you

*** Phone - Call - Outbound created on 12/05/2017 13:47:22 and created by Kaan Gurocak ***
ECA called dlr [redacted] service and spoke to Service Advisor, Frank:
1) SM, David, out for the next 2 days.
2) Veh still at dealership but has no additional information.

*** Phone - Call - Outbound created on 12/05/2017 13:55:14 and created by Kaan Gurocak ***
ECA called selling dealer, [redacted] and left v/m with Finance Manager, Greg Tollers:
1) Introduced self
2) Requested Retail Installment Contract for customer
3) Provided customer name (spelled out) and last 8 of VIN
4) Provided email address and c/b # for any questions.

*** Phone - Call - Outbound commitment created on 11/16/2017 08:14:59 with Commitment Date 12/07/2017 and created by Ashley Lewis ***

*** Phone - Call - Inbound created on 12/05/2017 14:29:11 and created by Kaan Gurocak ***
Received call from selling dealer Finance Admin, Jeremy:
1) Have purchase contract
2) We can fax to you.

ECA
1) KMA needs retail installment contract with payment breakdown.
2) Provided fax #.

Finance Admin:
1) Let me check with my manager and call you back.

ECA
1) Thank you.

*** Phone - Call - Inbound created on 12/06/2017 10:04:15 (GMT-07:00) Arizona and created by Sasha Kerns ***
Customer states:
1: Still haven't heard anything from Kaan

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L35GG[redacted]	[redacted]	33,513

Bloomington MN [redacted] Prod. Date: 06/17/2016 Dealer: [redacted] Luther KIA of Bloomingtc

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

2: Motor has taken a beating
3: Dealership hasn't done anything, waiting on KIA
4: Vehicle doesn't have heat
5: Vehicle has been at dealer for 30 days
6: Trading vehicle, dealer doesn't want vehicle back
7: Didn't have an options
8: Just took test drive, from the beginning, had acceleration issues

Writer states:
1: Apologized
2: Advised will document in case

*** Fax - Fax Received created on 12/07/2017 15:35:33 and created by Kaan Gurocak ***
A fax has arrived from remote ID[redacted]

12/5/2017 2:39:13 PM Transmission Record
Received from remote ID: [redacted]
Inbound user ID [redacted] routing code 0
Result: (0/352;0/0) Successful Send
Page record: 1 - 4
Elapsed time: 03:23 on channel 3

*** Phone - Call - Outbound commitment fulfilled on 12/07/2017 15:36:24 with Commitment Date 12/07/2017 closed by Kaan Gurocak ***

*** Note - Others commitment created on 12/07/2017 15:36:27 with Commitment Date 12/12/2017 and created by Kaan Gurocak ***

*** Phone - Call - Inbound created on 12/13/2017 15:55:37 (GMT-05:00) Eastern Time (US & Canada) and created by Eric Swecker ***
Cust states:
1. I am calling to see if there is an update on my case.
2. Can you help?

Writer states:
1. Apologize.
2. Adv I am not the case manager.
3. Adv that it has been escalated to our ECR team.
4. Adv the ECR has received the sales contract.
5. Provide her with contact number for ECR rep.

Cust states:
1. Okay, thank you.

*** Note - Others commitment fulfilled on 12/14/2017 12:56:05 with Commitment Date 12/12/2017 closed by Kaar Gurocak ***
Completed CSA

*** Note - Others commitment created on 12/14/2017 12:56:10 with Commitment Date 12/18/2017 and created by Kaan Gurocak ***

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L35GG[redacted]	[redacted]	33,513

Bloomington MN [redacted] Prod. Date: 06/17/2016 Dealer: [redacted] Luther KIA of Bloomingtc

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

*** Note - Others commitment fulfilled on 12/18/2017 16:44:27 with Commitment Date 12/18/2017 closed by Kaar Gurocak ***
Offer letter and case file awaiting approval.

*** Phone - Call - Outbound created on 12/18/2017 16:47:02 and created by Kaan Gurocak ***
ECA:
1) Called primary; No answer
2) Mailbox full and not accepting messages
3) Could not leave v/m.

*** Note - Others commitment created on 12/18/2017 16:47:42 with Commitment Date 12/21/2017 and created by Kaan Gurocak ***

*** Phone - Call - Inbound created on 12/20/2017 12:45:43 (GMT-07:00) Arizona and created by David Holly ***
Cust states:
1 I am trying to get ahold of my case manager
2 I never get my calls returned

Writer states:
1 apologize
2 I see he was trying to reach out and was unable to leave VM
3 I will reach out to see if he is available

Cust states:
1 thank you

**Writer transferred cust to Kaan Gurocak [redacted]

*** Phone - Call - Inbound created on 12/20/2017 15:23:24 and created by Kaan Gurocak ***
Customer (v/m):
1) received message and calling back.
2) available rest of the day.
3) available after 3pm CST

*** Phone - Call - Outbound created on 12/21/2017 15:24:24 and created by Kaan Gurocak ***
ECA:
1) Returning call.
2) Offer to customer is still under review and update will be available tomorrow.
3) What is best method to provide offer and your availability tomorrow?

Customer:
1) Thanks for update.
2) Email is best [redacted]
3) Off of work at 5pm CST.
4) Didn't expect dlr to have veh for so long.
5) Rental veh rides so much smoother than mine ever did.

ECA:
1) Thanked for email and availability.
2) Advised of follow up with offer tomorrow.

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L35GG[redacted]	[redacted]0	33,513

Bloomington MN [redacted] Prod. Date: 06/17/2016 Dealer: [redacted] Luther KIA of Bloomingtc

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

*** Note - Others commitment created on 12/18/2017 16:47:42 with Commitment Date 12/22/2017 and created by Kaan Gurocak ***

*** Note - Others commitment created on 12/18/2017 16:47:42 with Commitment Date 12/22/2017 and created by Kaan Gurocak ***

*** Email - External Email Sent created on 12/22/2017 15:45:24 and created by Kaan Gurocak ***
From: Gurocak, Kaan [KMA]
Sent: Friday, December 22, 2017 3:45 PM
To: [redacted]
Subject: Re: Your 2016 Kia Optima

Dear [redacted]

I have attached the offer letter we discussed yesterday. Please review and let me know if you have any questions or concerns. Unfortunately, I will be leaving the office within the next 15 minutes but I will be here half a day on Wednesday, 12/27, to follow up with you and answer any questions you may have.

Thank you,

*** Note - Others commitment fulfilled on 12/22/2017 15:46:48 with Commitment Date 12/22/2017 closed by Kaar Gurocak ***

*** Note - Others commitment created on 12/22/2017 15:46:51 with Commitment Date 01/03/2018 and created by Kaan Gurocak ***

*** Email - External Email Received created on 01/04/2018 08:22:53 and created by Kaan Gurocak ***
From: [redacted]
Sent: Sunday, December 31, 2017 10:36 AM
To: Gurocak, Kaan [KMA]
Subject: Re: Your 2016 Kia Optima

Kaan,
Good afternoon,
I have reviewed my options, but I have questions and concerns as I addressed in my voicemail I left you on December 28,2017.
Please find attached an accurate account of my payments on my 2016 Kia Optima, VIN# 5XXGT4L35GG[redacted].
In your email it states, offers good until January 5, 2018, I am not clear on my options and would like to discuss them so that I might understand them better and make any changes that need to be made, prior to your deadline.

Santander:
First payment 11/03/2016 thru May 03, 2017 @ $435.02
7 payments @ $435.02 = $3045.14

Air Force Credit Union:
First payment 06/23/2017 thru December 23, 2017 @ $335.36
7 payments @ $335.46 = $2347.52

Original Down payment: $2000.00

Total Paid as of December 31, 2017:

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L35GG[redacted]	[redacted]	33,513

Bloomington MN [redacted] Prod. Date: 06/17/2016 Dealer: [redacted] Luther KIA of Bloomingtc

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

$7392.66

Please call me [redacted] or please respond ASAP via email.

Thank you again for all of your time & cooperation in helping me with this matter.

Sincerely,
[redacted]

*** Email - External Email Sent created on 01/04/2018 08:35:11 and created by Kaan Gurocak ***

From: Gurocak, Kaan [KMA]
Sent: Thursday, January 04, 2018 8:35 AM
To: '[redacted]'
Subject: RE: Your 2016 Kia Optima

Good morning,

I apologize that I was unable to reply any sooner. I received your voicemail as well. I do not have any information on your Air Force Credit Union loan. Your retail installment contract only had information on your Santander loan @ $435.65 / month (attached). Can you please send me any documentation you have on that other loan? I will review and let you know if any changes can be made to our offer.

Thank you,

*** Note - Others commitment fulfilled on 01/04/2018 08:36:28 with Commitment Date 01/03/2018 closed by Kaar Gurocak ***

*** Note - Others commitment created on 01/04/2018 08:36:31 with Commitment Date 01/09/2018 and created by Kaan Gurocak ***

*** Email - External Email Received created on 01/04/2018 11:27:19 and created by Kaan Gurocak ***
From: [redacted]
Sent: Thursday, January 04, 2018 11:19 AM
To: Gurocak, Kaan [KMA]
Subject: Fwd: loan agreement

Please find a copy of my loan agreement with AFCU.

Thank you,
[redacted]

*** Phone - Call - Inbound created on 01/08/2018 14:05:11 and created by Kaan Gurocak ***
Customer left v/m:
1) Requesting update on case.
2) Available tomorrow, 1/9.

*** Email - External Email Sent created on 01/09/2018 15:33:13 and created by Kaan Gurocak ***
From: Gurocak, Kaan [KMA]

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L35GG[redacted]	[redacted]	33,513

Bloomington MN [redacted] Prod. Date: 06/17/2016 Dealer: [redacted] Luther KIA of Bloomingtc

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

Sent: Tuesday, January 09, 2018 3:33 PM
To: [redacted]'
Subject: RE: Your 2016 Kia Optima

[redacted],

Thank you for following up and providing your refinanced loan information. I've attached an updated offer letter for your review. Please let me know if you have any questions or concerns.

Thank you,

*** Note - Others commitment fulfilled on 01/09/2018 15:34:42 with Commitment Date 01/09/2018 closed by Kaar Gurocak ***

*** Note - Others commitment created on 01/09/2018 15:34:45 with Commitment Date 01/12/2018 and created by Kaan Gurocak ***

*** Phone - Call - Inbound created on 01/12/2018 08:28:33 and created by Kaan Gurocak ***
Customer v/m:
1) Received updated offer letter
2) Is it possible to have veh inspected prior to accepting offer?
3) Questions about mileage deduction in option 2.
4) How does comparable veh option work.
5) Please call back. Available until 1 pm PST on 1/12

*** Phone - Call - Outbound created on 01/12/2018 11:27:28 and created by Kaan Gurocak ***
ECA v/m:
1) Returning call
2) Mileage deduction is determined by mileage of veh at first occurrence, per lemon laws for your state.
3) Advised comparable veh is determined by current vehicle's MSRP
4) Provided c/b # for any follow up questions.

*** Note - Others commitment created on 01/09/2018 15:34:45 with Commitment Date 01/17/2018 and created by Kaan Gurocak ***

*** Email - External Email Received created on 01/18/2018 10:10:46 and created by Kaan Gurocak ***
From: [redacted]
Sent: Wednesday, January 17, 2018 8:14 AM
To: Gurocak, Kaan [KMA]
Subject: RE: Your 2016 Kia Optima

Good morning,
I have reviewed my options and at this time I feel Option 1 is my best choice. Before signing into any agreement I have a couple more questions about the process.

1. You have stated contingent upon inspection of current vehicle for any damage beyond normal wear and tear. I am requesting the inspection is done prior to signing anything. As I have discussed with you there is a chip and crack in the windshield due to the fact I had no heat in the vehicle and the washer fluid which was in the vehicle when purchased was soapy & not compatible with our below zero temperatures. My wipers were froze to my windshield, broke loose, and ice chipped it at the level of the wiper.

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L35GG[redacted]	[redacted]	33,513

Bloomington MN [redacted] Prod. Date: 06/17/2016 Dealer: [redacted] Luther KIA of Bloomingtc

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

2. Will I still receive any type of rebate offer as I did when I purchased my vehicle should I choose to upgrade to a newer Optima?

3. I understand you have an obligation to look out for KIA'S best interest but I also must look out for mine. As I have spent numerous hours and hundreds of miles driving back and forth to Kia dealers for repairs for over a year. Endless hours on the phone trying to resolve problems with every aspect of vehicle beginning with the signing of the contract. Which I have been recently informed by an auto sales finance manager that what was done at Prestige Kia, already having the paperwork for an extended warranty and GAP Insurance all typed up ready to sign, already included in the sales contract ready to sign is highly against the law in both Wisconsin and Minnesota. That it is called padding the contract. I feel that I have well paid my loyalty to Kia and I am still willing to purchase another Kia vehicle as the loaner Kia Optima I am driving is wonderful and can in NO WAY be compared to the UNSAFE Kia Optima I have been driving for over a year.

Please don't take me wrong. I sincerely appreciate everything you are doing for me.

As I stated in a voicemail, I do not want to keep my current vehicle under any circumstance. It is not a safe vehicle. Also as I stated, when we went to clean my vehicle out of my personal belongings, as I started the car, the motor started extremely rough, banging repeatedly & causing vibration through out the entire car. Dark black smoke poured from the exhaust.

Thank you again. I will be waiting to hear back from you.

[redacted]

*** Email - External Email Sent created on 01/18/2018 10:11:05 and created by Kaan Gurocak ***
From: Gurocak, Kaan [KMA]
Sent: Thursday, January 18, 2018 10:10 AM
To: [redacted]'
Subject: RE: Your 2016 Kia Optima

Good afternoon,

Thank you for your reply. I have answers to your questions below:

1) I apologize but the inspection and replacement process cannot be initiated unless you sign the offer letter. To be honest, I am not certain whether what you described will be assessed as normal wear and tear. I do know that if you are claiming a defect related to the washer fluid then a dealership would be able to inspect and confirmation whether or not your cracked windshield is a warrantable concern. Another option is to contact your insurance as a cracked windshield is a fairly common claim.

2) Because option 1 is only considering the MSRP of your original Optima, it does not factor in the rebate that was taken off that MSRP when you purchased it. This means we will only be looking at a new vehicle's MSRP and will ignore the rebates just as before.

3) As long as your lien holder allows substations of collateral, the process is independent of signing a new contract. We are simply replacing the vehicle that your loan is associated with.

I hope I was able to shed some light on our process with my answers. I plan to follow up with you tomorrow if I have not heard back.
Best regards,

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L35GG[redacted]	[redacted]	33,513

Bloomington MN [redacted] Prod. Date: 06/17/2016 Dealer: [redacted] Luther KIA of Bloomingtc

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

*** Note - Others commitment fulfilled on 01/18/2018 10:11:41 with Commitment Date 01/17/2018 closed by Kaan Gurocak ***

*** Note - Others commitment created on 01/18/2018 10:11:44 with Commitment Date 01/19/2018 and created by Kaan Gurocak ***

*** Phone - Call - Outbound created on 01/19/2018 14:40:38 and created by Kaan Gurocak ***
ECA v/m:
1) Following up on email sent yesterday.
2) Please reach out if you have any additional questions about offer letter.
3) Provided c/b # and hours.

*** Note - Others commitment fulfilled on 01/19/2018 14:41:25 with Commitment Date 01/19/2018 closed by Kaan Gurocak ***

*** Note - Others commitment created on 01/19/2018 14:41:28 with Commitment Date 01/23/2018 and created by Kaan Gurocak ***

*** Phone - Call - Inbound created on 01/23/2018 16:51:27 and created by Kaan Gurocak ***
Customer v/m:
1) Plans to have signed offer letter to ECA tomorrow
2) Called dlr and learned no repairs have been made.

*** Note - Others commitment created on 01/19/2018 14:41:28 with Commitment Date 01/25/2018 and created by Kaan Gurocak ***

*** Phone - Call - Inbound created on 01/25/2018 09:35:55 and created by Kaan Gurocak ***
SRVM, Jeremy, v/m:
1) Calling about customer.
2) Cell # is [redacted]

*** Phone - Call - Outbound created on 01/25/2018 16:04:36 and created by Kaan Gurocak ***
SRVM:
1) Customer reached out dlr and expressed concern with picking up vehicle.
2) Dlr has been charging $35 for rental and feels customer should stay in rental as no repairs to heat concern have been attempted.
3) Customer also claims vehicle has unintended acceleration issue.

ECA:
1) Will confirm with mgt whether best to have customer pick up veh or stay in rental and follow up with SRVM.

*** Fax - Fax Received created on 01/25/2018 16:14:16 and created by Kaan Gurocak ***
-----Original Message-----
From: [redacted]
Sent: Thursday, January 25, 2018 11:38 AM
To: Gurocak, Kaan [KMA]
Subject: A fax has arrived from remote ID [redacted]'.

A fax has arrived from remote ID [redacted]

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
P[redacted]	[redacted]	5XXGT4L35GG[redacted]	[redacted]	33,513

Bloomington MN [redacted] Prod. Date: 06/17/2016 Dealer: [redacted] Luther KIA of Bloomingtc

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

1/25/2018 11:36:50 AM Transmission Record
Received from remote ID: [redacted]
Inbound user ID KMA10505, routing code 0
Result: (0/352;0/0) Successful Send
Page record: 1 - 3
Elapsed time: 01:01 on channel 1

*** Email - External Email Sent created on 01/25/2018 16:21:32 and created by Kaan Gurocak ***
From: Gurocak, Kaan [KMA]
Sent: Thursday, January 25, 2018 4:21 PM
To: [redacted]'
Subject: FW: A fax has arrived from remote ID [redacted]

Good afternoon,

I received your fax with the signed offer letter. Can you please complete the attached loan authorization form and send me a copy of your current registration?

Thank you,

*** Note - Others commitment fulfilled on 01/25/2018 16:21:57 with Commitment Date 01/25/2018 closed by Kaar Gurocak ***

*** Note - Call - Inbound commitment created on 01/25/2018 16:22:00 with Commitment Date 01/29/2018 and created by Kaan Gurocak ***

*** Email - External Email Received created on 01/30/2018 15:29:39 and created by Kaan Gurocak ***
From: [redacted]
Sent: Tuesday, January 30, 2018 9:43 AM
To: Gurocak, Kaan [KMA]
Subject: Re: FW: A fax has arrived from remote ID[redacted]

I will fax loan authorization tomorrow. I updated Air Force Credit Union on the proposed plan & that you would be contacting them.
Thanks
[redacted]

[attached veh reg]

*** Email - External Email Sent created on 01/30/2018 15:31:01 and created by Kaan Gurocak ***
From: Gurocak, Kaan [KMA]
Sent: Tuesday, January 30, 2018 3:31 PM
To: [redacted]'
Subject: RE: FW: A fax has arrived from remote ID [redacted].

Thank you [redacted]i.

I've received your registration and look forward to the loan authorization.

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L35GG[redacted]	[redacted]	33,513

Bloomington MN [redacted] Prod. Date: 06/17/2016 Dealer: [redacted] Luther KIA of Bloomingtc

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

Thank you,

*** Note - Others commitment created on 01/25/2018 16:22:00 with Commitment Date 02/01/2018 and created by Kaan Gurocak ***

*** Fax - Fax Received created on 02/06/2018 06:49:34 and created by Kaan Gurocak ***
-----Original Message-----
From [redacted]
Sent: Thursday, February 01, 2018 11:06 AM
To: Gurocak, Kaan [KMA]
Subject: A fax has arrived from remote ID [redacted]

A fax has arrived from remote ID [redacted]

2/1/2018 11:04:53 AM Transmission Record
Received from remote ID: [redacted]
Inbound user ID [redacted] routing code 0
Result: (0/352;0/0) Successful Send
Page record: 1 - 1
Elapsed time: 00:30 on channel 5

*** Note - Others commitment fulfilled on 02/06/2018 06:52:20 with Commitment Date 02/01/2018 closed by Kaar Gurocak ***

*** Phone - Call - Outbound created on 02/06/2018 06:56:20 and created by Kaan Gurocak ***
ECA outbound call to Lender (Air Force Credit Union):
1) Would like to initiate SOC.
2) Provided customer name, account # and veh details.

Lender rep (Jennifer):
1) We do not do SOC.
2) Existing veh would need to paid off and customer to set up new loan.
3) Can provide loan pay off details.

ECA:
1) Understood.
2) Provided email address for loan payoff.
3) Thanked

*** Email - External Email Sent created on 02/06/2018 07:05:04 and created by Kaan Gurocak ***
From: Gurocak, Kaan [KMA]
Sent: Tuesday, February 06, 2018 7:05 AM
To: 'Carla Padovani'
Subject: RE: FW: A fax has arrived from remote ID [redacted].

Good morning,

I received your fax. Thank you.

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L35GG[redacted]	[redacted]	33,513

Bloomington MN [redacted] Prod. Date: 06/17/2016 Dealer: [redacted] Luther KIA of Bloomingtc

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

I also reached out to Air Force Credit Union and unfortunately they confirmed for me that they do not process Substitutions of Collateral. We will need to pay off the existing loan and have you set up a new one at the time of surrender and pick-up of your new vehicle. If this is acceptable, I will request loan payoff information from them. Please let me know.

Thank you,

*** Note - Others commitment created on 02/06/2018 06:52:28 with Commitment Date 02/08/2018 and created by Kaan Gurocak ***

*** Phone - Call - Inbound created on 02/06/2018 13:08:10 and created by Kaan Gurocak ***
Customer v/m:
1) Received email from this morning.
2) Understand that lender will not do SOC.
3) Will different veh be financed at the amount of the payoff?
4) Please email or c/b with answer.
5) Thank you.

*** Phone - Call - Outbound created on 02/14/2018 15:27:08 and created by Kaan Gurocak ***
ECA:
1) Following up on case.
2) Will be looking into options now that we now lien holder will not allow SOC.

Customer:
1) 3/26 leaving for trip and would like to get in new veh by then.

ECA:
1) Will follow up by 2/16 with options without SOC available from lender.

*** Note - Others commitment created on 02/06/2018 06:52:28 with Commitment Date 02/15/2018 and created by Kaan Gurocak ***

*** Phone - Call - Outbound created on 02/23/2018 15:05:24 and created by Kaan Gurocak ***
ECA v/m:
1) Apologized for delay.
2) Still reviewing options to replace without SOC.
3) Will follow up by Tues 2/27
4) Provided c/b # and urged to c/b if any questions before Tuesday.

*** Note - Others commitment created on 02/06/2018 06:52:28 with Commitment Date 02/26/2018 and created by Kaan Gurocak ***

*** Email - External Email Sent created on 02/26/2018 17:39:50 and created by Kaan Gurocak ***
From: Gurocak, Kaan [KMA]
Sent: Monday, February 26, 2018 5:40 PM
To: [redacted]
Subject: RE: FW: A fax has arrived from remote ID [redacted]

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L35GG[redacted]	[redacted]	33,513

Bloomington MN [redacted] Prod. Date: 06/17/2016 Dealer: [redacted] Luther KIA of Bloomingtc

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

Good afternoon,

As promised on Friday, I plan to follow up with you tomorrow with next steps.

Thanks again for your patience.
Best,

From: [redacted]
Sent: Sunday, February 25, 2018 9:02 AM
To: Gurocak, Kaan [KMA]
Subject: RE: FW: A fax has arrived from remote ID [redacted]

Could you PLEASE let me know what is going on??? Thank you

*** Note - Others commitment created on 02/06/2018 06:52:28 with Commitment Date 02/27/2018 and created by Kaan Gurocak ***

*** Phone - Call - Inbound created on 02/27/2018 08:45:10 (GMT-07:00) Arizona and created by Erika Lento ***
Jeremy from Luther Bloomington Kia
Dealer states:
1.I need to know who the case owner is

Wrt states:
1.Kaan Gurocak
2.Case appears to have been escalated out of my office
3.I will transfer you to his line
4.*transferred caller

*** Phone - No Callback created on 03/06/2018 12:16:24 (GMT-07:00) Mountain Time (US & Canada) and created by Helena Camacho ***
cust states:
1. i dont have my VIN
2. the car has been at the dlr for 4 months
3. i have not heard back
4. i keep getting messages still working on case
5. i have saved every email/VM in case this goes to court
6. the car has not been right since i got it
7. i want the lawyer to hear all the bull---- i have had to deal with
8. they padded that contract, thats against the law
9. they added things i never asked for
10. just sign here they said
11. i had an appointment at 11 am and never saw my sales person until 2pm
12. because a walk-in came in for a cadenza so, F me because they want the commission of a cadenza
13. he keeps telling me Friday, and friday came and went and i didnt a cal back

writer states:
1. apologized
2. i can note your case as a no call back
3. this will alert the case mangers supervisor for a follow up

cust states:

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L35GG[redacted]	[redacted]	33,513

Bloomington MN [redacted] Prod. Date: 06/17/2016 Dealer: [redacted] Luther KIA of Bloomingtc

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

1. 4 months ago they told me they didnt want my car because it has too many problems
2. that they were going to sell it at auction and make it someone elses problem
3. 4 months i have been making a car payment on a car i dont have, have not had for 4 months
4. on the BBB site there are 141 negative reports about KIA, about not getting back to the cust from kia
5. and these are full details, and paragraphs

writer states:
1. apologized
2. i will see what i can do about getting you a follow up call back

*** Email - External Email Received created on 03/09/2018 16:18:02 and created by Kaan Gurocak ***
From: [redacted]]
Sent: Thursday, March 01, 2018 5:22 PM
To: Gurocak, Kaan [KMA]
Subject: RE: FW: A fax has arrived from remote ID[redacted]

Thank you for your response. If we can't come to a resolution...with AFCU & the dealership, maybe go with the reimbursement option, with NO DEDUCTION for mileage. Payoff my loan. I purchase a new Kia optima with a new contract & the reimbursement check???
Thanks
[redacted]

*** Email - External Email Sent created on 03/09/2018 16:18:46 and created by Kaan Gurocak ***
On Mar 7, 2018 10:55 AM, "Gurocak, Kaan [KMA]" [redacted] wrote:
[redacted]

I appreciate your patience and apologize I have not been able to touch base with you sooner. I am still looking into all options regarding out offer to you. I hope to have an update by tomorrow.

Just to confirm, is your reference to “the reimbursement option” related to option 2 or option 3?

I look forward to speaking with you soon,

Thanks again,

*** Email - Internal Email Received created on 03/09/2018 16:19:22 and created by Kaan Gurocak ***
From [redacted]
Sent: Wednesday, March 07, 2018 9:37 PM
To: Gurocak, Kaan [KMA]
Subject: RE: FW: A fax has arrived from remote ID [redacted]

I propose the following:
Full reimbursement of all payments made by me including : down payment, all payments made to Santander, and all payments made to Air Force Credit Union. Kia will payoff the balance of my current auto loan with AFCU. There will be NO DEDUCTIONS made by Kia for any reason. Kia will pay for my title and registration on the purchase of a new Kia vehicle. Kia will aquire financing either through my current finance company or a lender of your choice with a competitive interest rate close to my current rate of 4.2 percent or better. All incentives and/or rebates offered by Kia on the purchase of my new Kia will be honored. All monies reimbursed will be applied in full as down payment on new Kia vehicle.
I expect this offer to be discussed and accepted as I have been more than patient with this process.

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L35GG[redacted]	[redacted]	33,513

Bloomington MN [redacted] Prod. Date: 06/17/2016 Dealer: [redacted] Luther KIA of Bloomingtc

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

I hope we can come to an agreement in a very short amount of time as Kia has been given more than ample time to resolve this matter.
I should hope Kia, yourself, & your supervisors would place the safety and best interests of your customer before a few extra dollars in your pocket.
Thank you again for your time and consideration.
[redacted]

*** Email - External Email Sent created on 03/09/2018 16:20:30 and created by Kaan Gurocak ***
From: Gurocak, Kaan [KMA]
Sent: Thursday, March 08, 2018 2:09 PM
To: [redacted]
Subject: RE: FW: A fax has arrived from remote ID [redacted].

Good afternoon,

What you have described is our process in the case that your lender does not allow the SOC. The only thing is that we cannot guarantee that percentage rate as that is determined independent of Kia. I'm working with the lender to iron out those details and will get back to you very soon.

Thank you again for your patience,

*** Note - Others commitment fulfilled on 03/09/2018 16:20:57 with Commitment Date 02/27/2018 closed by Kaan Gurocak ***

*** Note - Others commitment created on 03/09/2018 16:21:00 with Commitment Date 03/19/2018 and created by Kaan Gurocak ***

*** Phone - Call - Outbound created on 03/14/2018 15:00:26 (GMT-08:00) Pacific Time (US & Canada) and created by Andrew Reyes ***
Writer called customer
1. Filling in for your ECA while he is out
2. Wanted to discuss
3. Understand offer letter signed
4. Looks like ECA was in contact with lienholder trying to work out SOC

Customer:
1. Yes, initially lienholder said they wouldn't do an SOC.
2. But they are willing to get me a new loan if Kia pays off the old one.
3. They said they're ready to run my credit I've just been waiting on a call.
4. I have been paying car payments since this all started.
5. Haven't been able to drive it.
6. I have to go, kids are waiting and I'm at a water park

Writer:
1. Apologized. Sounds like lienholder is willing to work with you.
2. Will try to get some action on this before your case manager returns
3. I will send you an email with my contact info
4. Hope you have a good time with your kids

Cust:

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L35GG[redacted]	[redacted]	33,513

Bloomington MN [redacted] Prod. Date: 06/17/2016 Dealer: [redacted] Luther KIA of Bloomingtc

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

1. Thanked, I have spent too much time on this today
2. Thanked.

*** Email - External Email Sent created on 03/14/2018 15:14:37 (GMT-08:00) Pacific Time (US & Canada) and created by Andrew Reyes ***
Writer sent email to customer with contact info

*** Phone - Call - Inbound created on 04/09/2018 08:23:41 (GMT-07:00) Arizona and created by LaKindra Sims ***
Caller stated
1. I am looking for a call back

wtr stated
1. Apologized
2. Kaan is not available - wtr will send email advising of call

*** Email - External Email Sent created on 04/11/2018 10:30:46 and created by Kaan Gurocak ***
From: Gurocak, Kaan [KMA]
Sent: Wednesday, April 11, 2018 10:30 AM
To: [redacted]
Cc: Lewis, Mandyjay (Mandy) [KMA]
Subject: RE: Wisconsin Kia Lemon Law claim

Hi John,

I am sorry for my delay in responding to your email.

[redacted] accepted an offer we made to replace her vehicle. We have had some issues with her lien holder in aligning the Substitution of Collateral but thankfully have made progress this week. I now working to pinpoint her replacement vehicle.

Although not ideal, she has been placed in alternate transportation since November. I assure you that [redacted] case has been elevated due to the length of this process and I am working to get her into her new Kia as soon as possible.

Please let me know if you have any additional questions or concerns.

Thank you,

Kaan Gurocak
Consumer Affairs | Escalated Case Administrator

Kia Motors America, Inc.
[redacted] Irvine, CA [redacted]

From: Remy, John - DOT[redacted]

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L35GG[redacted]	[redacted]	33,513

Bloomington MN [redacted] Prod. Date: 06/17/2016 Dealer: [redacted] Luther KIA of Bloomingtc

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

Sent: Wednesday, April 04, 2018 7:33 AM
To: Lewis, Mandyjay (Mandy) [KMA]
Subject: Wisconsin Kia Lemon Law claim

Hi Mandyjay,

John Remy here.
(IALLA's Treasurer, and Wisconsin's Lemon Law Administrator)
Nice to talk with you again.

I hope you are doing well.

I have a Wisconsin Lemon Law claim issue I was hoping you could assist me with.
I've been in contact with a Wisconsin Kia consumer, [redacted] who is apparently having some major issues with her new Kia Optima.

Additionally, it sounds like she is receiving incorrect information from Kia contacts in Chicago in regard to our Lemon Law.
It also appears as though Kia is pursuing her claim under the wrong mechanical issue, and the three resolution options that Kia has offered her have nothing to do with the Wisconsin Lemon Law guidelines.

She has been without her vehicle since November.
She really could use some elevated assistance.

If you could contact her directly, that would be fantastic, or possibly provide me with a regional (WI) Kia Consumer Affairs manager who I can contact, that would be great!

I do have her VIN if that would be helpful:
5XXGT4L35GG[redacted]

Thank you!

My best,
-John

John Remy
Program Specialist
Lemon Law Administrator
Dealer & Agent Section
Bureau of Vehicle Services
WisDOT - DMV
[redacted]
Madison, WI [redacted]
[redacted]

*** Email - External Email Received created on 04/11/2018 10:46:21 and created by Kaan Gurocak ***
From: Mike Fisher [redacted]
Sent: Wednesday, April 11, 2018 9:56 AM

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L35GG[redacted]	[redacted]	33,513
Bloomington MN [redacted]		Prod. Date: 06/17/2016	Dealer: [redacted]	Luther KIA of Bloomingtc

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

To: Gurocak, Kaan [KMA]
Cc: Annette Dunaway
Subject: RE: 2016 Kia Optima

Mr. Gurocak,

I was forwarded your email below in relation to the correspondence we have had with you regarding a mutual client [redacted] has reached out to us as well extremely upset that she still has a loan obligation with AFFCU that she is making payments on but she does not have the car in her possession, She also informed us that she has not had possession of the vehicle in question since November 2017. We have advised [redacted] on several occasions that we are unable to process a swap of collateral on her loan.

In order to properly handle the transaction on our end for our member, we would need a buyers order reflecting the new vehicle that [redacted] will be taking ownership of. The buyers order may be written in a way to reflect the net amount that Kia or the designated dealership is owed if any plus the clear title to the 2016 Kia that Kia has taken back due to a lemon law. If the buyers order is written in this manner, Kia or the dealership will not have to send us any funds for the payoff as we will net fund the proceeds to you in the event that there are any. You are welcome to send the buyers order to me directly to have it assigned internally for someone to assist with. We do however ask for a speedy reply as currently [redacted] is in violation of her loan agreement for not having possession of the vehicle she has offered for collateral on her loan.

Thanks in advance for your assistance in resolving the issue for our mutual client quickly.

Mike Fisher
Sr. Vice President-Lending/CLO
Air Force Federal Credit Union
[redacted]

From: Gurocak, Kaan [KMA] [redacted]
Sent: Wednesday, April 11, 2018 10:46 AM
To: jennifer gomez
Subject: RE: 2016 Kia Optima

Hi Jennifer,

We offered [redacted] a replacement, under her state's lemon law, due to a defect in her current vehicle. We requested from you a substitution of collateral, not a payoff. It is my understanding that you are able to process a substitution of collateral given that the current vehicle's value is not what it should be given the defect. Can you please let me know if what you need from me to initiate the process of swapping out the customer's current collateral with a new vehicle?

Thank you,

Kaan Gurocak
Consumer Affairs | Escalated Case Administrator

Kia Motors America, Inc.
[redacted] Irvine, CA [redacted]

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L35GG[redacted]	[redacted]	33,513

Bloomington MN [redacted] Prod. Date: 06/17/2016 Dealer: [redacted] Luther KIA of Bloomingtc

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

The information in this email and any attachments are for the sole use of the intended recipient and may contain privileged and confidential information. If you are not the intended recipient, any use, disclosure, copying or distribution of this message or attachment is strictly prohibited. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry out your own virus checks on any attachment to this message. We cannot accept liability for any loss or damage caused by software viruses. If you believe that you have received this email in error, please contact the sender immediately and delete the email and all of its attachments.

From: jennifer gomez [redacted]
Sent: Monday, April 09, 2018 8:44 AM
To: Gurocak, Kaan [KMA]
Cc: [redacted]
Subject: 2016 Kia Optima

Hello Kahn,

Can you please contact us regarding [redacted] We have been expecting a payoff check from Kia for several months now and we have not received anything. She would like to get another vehicle but we cannot move forward on anything until this issue has been resolved.

Thank You,

Jennifer Gomez

Senior Financial Service Representative
Air Force Federal Credit Union
[redacted]
San Antonio, TX [redacted]
Phone: [redacted]
Fax : [redacted]

*** Phone - Call - Outbound created on 04/11/2018 10:47:21 and created by Kaan Gurocak ***
ECA:
1) Apologized for delay in process.
2) Advised working with contact at Air Force FCU that is able to process the SOC.

Customer:
1) Dealer already knows which veh she wants to swap to
2) Working with Sales person, Mike and SM, Dan Digman.
3) Veh is upgraded model and is aware she is responsible for upgraded amount.

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L35GG[redacted]	[redacted]	33,513

Bloomington MN [redacted] Prod. Date: 06/17/2016 Dealer: [redacted] Luther KIA of Bloomingtc

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

ECA:
1) thanked for update.
2) Advised will follow up with amount customer is responsible for.
3) Apologized again for delay in process.

Customer:
1) Understood and thanked.

*** Phone - Call - Outbound created on 04/11/2018 11:08:09 and created by Kaan Gurocak ***
ECA:
1) Requested to speak with SM, Dan Digman.
2) To Dan, customer advised you have details on replacement veh, on hold.
3) Advised of delay in process related to lien holder.

SM:
1) Familiar with customer.
2) Just swapped her into new rental.
3) Does not have info on replacement veh on hold in front of him.
4) Will research and follow up.

ECA:
1) provided c/b # and thanked.

*** Email - External Email Sent created on 04/11/2018 11:24:26 and created by Kaan Gurocak ***
From: Gurocak, Kaan [KMA]
Sent: Wednesday, April 11, 2018 11:20 AM
To: 'Remy, John - DOT'
Cc: Lewis, Mandyjay (Mandy) [KMA]
Subject: RE: Wisconsin Kia Lemon Law claim

You're welcome, John.

I just spoke with [redacted] and shared with her the good news regarding her lender. Once we have completed the replacement process I plan to provide a final update. Until then, please let me know if there is anything more you need from me.

I appreciate you following up on behalf of our customer.

Thank you,

*** Email - External Email Sent created on 04/11/2018 11:25:22 and created by Kaan Gurocak ***
From: Gurocak, Kaan [KMA]
Sent: Wednesday, April 11, 2018 11:24 AM
To: 'Mike Fisher'
Cc: Annette Dunaway
Subject: RE: 2016 Kia Optima

Mr. Fisher,

Thank you for your email and the detailed documents you require to move forward with our request. I am working to obtain the buyers order you require from the dealership and will email it to you as soon as I have it in my

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L35GG[redacted]	[redacted]	33,513

Bloomington MN [redacted] Prod. Date: 06/17/2016 Dealer: [redacted] Luther KIA of Bloomingtc

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

possession.

I look forward to an expeditious resolution for our customer.

Thanks again,

*** Phone - Call - Outbound created on 04/18/2018 09:36:56 and created by Kaan Gurocak ***
ECA v/m with Mike Fisher, VP of AFFCU:
1) Following up on email with new vehicle invoice and questions about SOC approval.
2) Advised that replacement offer is slightly more than original and that customer will be paying the upgrade charge out of pocket
3) Requested c/b if he sees any reason we can not move forward with SOC.
4) Provided c/b # and hours

*** Email - Internal Email Sent created on 04/18/2018 10:21:55 and created by Kaan Gurocak ***
From: Gurocak, Kaan [KMA]
Sent: Wednesday, April 18, 2018 10:21 AM
To: 'Dan Dingmann'; Broom, Steve [KMA]
Subject: RE: Email address

Hi Dan,

Please find the attached packet with the detailed SOC. Please provide me your Document Processing Fees and License Fees (page 2 - highlighted in yellow) so that I can update and send you the Replacement Authorization Form with the correct bottom line for your signature.

The customer's lender, AirForce FCU, is requesting we send a buyers order written in a way to reflect the net amount that dealership is owed (customer is to pay the difference in MSRP of $1,555.00) plus the clear title to the 2016 Kia t

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	KNAGT4L39G5[redacted]	[redacted]3	2 600
, ,		Prod. Date: 03/15/2016	Dealer:	

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

Case History

*** PHONE LOG 01/24/2017 01:17 PM Eastern Daylight Time MReese
State Farm - Arnold Cooper - [redacted] Claim Number - [redacted]
1. We have a claim on this vehicle
2. It could be a defect, the vehicle caught fire
3. We needed to make KIA aware

Writer
1. Need customer info

SF
1[redacted]
2. The car caught fire, no accident
3. 1/20/17
4. Have not sent an adjustor yet, unsure of condition
5. Vehicle is located at a salvage yard

Writer
1. Please do not authorize repairs
2. Will contact customer in 24-48 hours

SF
1. Thank you

*** PHONE LOG 01/24/2017 02:24 PM Eastern Daylight Time MReese Action Type:Outgoing call
Writer called [redacted]
1. Needing to file PL claim
2. Left VM with case # 800#

*** PHONE LOG 01/24/2017 01:28 PM US Mountain Daylight Time SVaglio Action Type:Incoming call
Customer
1. Calling about my case

Writer
1. Apologized
2. Updated the customer's information
3. Advised will need to fill out accident script

*** NOTES 01/24/2017 01:55 PM US Mountain Daylight Time SVaglio Action Type:Internal
Additional information missed in script

State Farm - Arnold Cooper
[redacted]
Claim Number - [redacted]

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	KNAGT4L39G5[redacted]	[redacted]	2,600
, ,		Prod. Date: 03/15/2016	Dealer:	

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

*** NOTES 01/24/2017 01:59 PM US Mountain Daylight Time SVaglio Action Type:Dealer contact
Additional information from actual driver Michael Hamdon [redacted]
1. only put 1 gallon of gas
2. Turned off vehicle because it was smoking slighlty
3. When I opened the hood, it ignited in flames
4. And usually my computer would go up after putting in gas
5. This time when I put the 1 gallon it only went gave me 10 miles
6. The vehicle seem to be hesitating when I was driving it
7. No smoke when driving, very little when I parked, ignited when hood was opened

*** NOTES 01/24/2017 01:59 PM US Mountain Daylight Time SVaglio Action Type:Internal
Dispatching for
1. Possible Liability claim

*** PHONE LOG 01/25/2017 09:00 AM Pacific Daylight Time RRistow Action Type:Outgoing call
Wrt contacted customer Michael:
1. Greeted.
2. Is everyone okay.

Customer replied:
1. No physical injuries.
2. It is more shocking then anything.

Wrt replied:
1. I am glad to hear no one is hurt.
2. Could you elaborate what is happening?

Customer replied:
1. I noticed I was low on gas.
2. I pulled into a near by parking lot.
3. Called Jessica for help.
4. She took me to buy gas and I bought about 3 hours worth.
5. I noticed hesitation and that the estimated distance was dropping quicker than usual.
6. I arrived at my Grandpa's home opened the hood and saw the flames.

Wrt replied:
1. Thanks for the info.
2. Do you have photos or the fire report?

Customer replied:
1. I can email you the photos.
2.I do not have a fire report, but Fire Chief Steve McDowell said to call him at [redacted] if you have any questions.

Wrt replied:
1. Great, I will review the photos with the Kia engineers and get back to you.

*** PHONE LOG 01/25/2017 02:37 PM Pacific Daylight Time RRistow Action Type:Ltr/email/fax sent
Hello Michael,

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	KNAGT4L39G[redacted]	[redacted]	2,600
, ,		Prod. Date: 03/15/2016	Dealer:	

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

I received a notification that you were attempting to send the photos. My email did not receive them. Can you resend the email when you have moment?

Thanks,

*** PHONE LOG 02/01/2017 01:36 PM Pacific Daylight Time RRistow Action Type:Outgoing call
Wrt contacted the customer and asked that they resend the photos.

*** PHONE LOG 02/02/2017 12:48 PM Eastern Daylight Time JHenry Action Type:Outgoing call
Arnold@State Farm calling for update.

Wrt warm xnfrd to RRistow

*** PHONE LOG 02/02/2017 09:59 AM Pacific Daylight Time RRistow Action Type:Incoming call
Arnold from State Farm called in:
1. Wanted to see if you had sent an inspector to look at the vehicle.

Wrt replied:
1. No, we have been working with the customer to get the photos.

Arnold replied:
1. Okay, not a problem.

Wrt replied:
1. Have you already had an inspecter look at the vehicle?
2. Is there any info you would like to send me?
3. I have not received a subro notice.

Arnold replied:
1. I will email it to you.

Wrt replied:
1. Thanks for the help.

*** PHONE LOG 02/08/2017 11:29 AM Pacific Daylight Time RRistow Action Type:Outgoing call
Wrt attempted to contact customer:
1. Mailbox was full.
2. Unable to leave VM.

*** PHONE LOG 02/08/2017 11:31 AM Pacific Daylight Time RRistow Action Type:Outgoing call
Wrt left VM for Arnold with State Farm insurance.

*** NOTES 02/09/2017 05:26 PM Pacific Daylight Time SGuindi Action Type:NCA Corresp. rec'd
NCA rec'd letter from State Farm. Letter states:

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	KNAGT4L39G5[redacted]	[redacted]	2,600
, ,		Prod. Date: 03/15/2016	Dealer:	

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

1. This notice is to advise of a loss that occurred to our insured's vehicle.
2. Our preliminary investigation indicates KMA may be responsible for this loss.
3. Please consider this as our notice of possible subrogation & our notice to you of the opportunity to schedule an inspection of the vehicle.

Attaching to case & reassigning to RRistow.

*** PHONE LOG 02/16/2017 10:06 AM Pacific Daylight Time RRistow Action Type:Outgoing call
Wrt left VM for Arnold with the insurance company.

*** PHONE LOG 02/16/2017 10:44 AM Pacific Daylight Time RRistow Action Type:Incoming call
Arnold (Insurance) called in:
1. Returning your call.

Wrt replied:
1. Thank you.
2. Wanted to let you know the instruction I recieved from the Kia engineers.
3. Please continue with your inspection.
4. And report back what you find.

Arnold replied:
1. From the inspection we believe there was some sort of manufacturers defect involving a leak.

Wrt replied:
1. Okay, please send the subrogation to me and we will review again.

Arnold replied:
1. Okay, thanks.

*** CASE CLOSE 02/22/2017 01:17 PM Pacific Daylight Time RRistow
Closed pending contact from the insurance.

*** NOTES 04/05/2017 11:17 AM Pacific Daylight Time BCrosby Action Type:NCA Corresp. rec'd
NCA rec'd letter from State Farm. Letter states:
1. This notice is to advise of a loss that occurred to our insured's vehicle.
2. KMA is responsible for this loss.

Attaching and dispatching to NCA.

*** NOTES 05/03/2017 10:22 AM Pacific Daylight Time RRistow Action Type:Dealer contact
Wrt reviewed with the Kia engineers.

*** PHONE LOG 05/03/2017 11:57 AM Pacific Daylight Time RRistow Action Type:Ltr/email/fax sent
Hello Megg,

Please see the attached letter in regards to file #[redacted]

Last_name	First_name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	KNAGT4L39G5[redacted]	[redacted]	2,600
, ,		Prod. Date: 03/15/2016	Dealer:	

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

Best,

*** CASE CLOSE 05/03/2017 11:57 AM Pacific Daylight Time RRistow
Case closed pending customer contact.

*** NOTES 05/03/2017 02:38 PM Pacific Daylight Time RRistow Action Type:Dealer contact
Wrt reviewed with KMA legal.

*** CASE CLOSE 05/03/2017 02:38 PM Pacific Daylight Time RRistow
Case closed pending insurance contact.

*** 06/21/2017 13:32:28 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened with Sub Status of Working

*** 06/21/2017 13:32:47 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 1. Intro Calls of Ryan Ristow by Jeff Stroup
Reason:

*** 06/21/2017 13:39:11 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : CA-Letter Sent
[Resolution Summary]
Reopened in error.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L32GG[redacted]	K[redacted]	1,500
Carson , CA, [redacted]		Prod. Date: 03/22/2016	Dealer: [redacted]	Car Pros KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Coolant(Leakage/Consumption/

Case History

R/A towed vehicle to CAR PROS KIA.Please contact dealer to determine the reason for tow and contact the customer for assistance.

- For Reference -
Caller Name : [redacted]
Caller Phone : [redacted]
Dispatched : 02/13/2017 12:08:41 PM
Tow Provider : A.G.P. TOWING LLC

*** PHONE LOG 02/22/2017 02:46 PM Eastern Daylight Time JJones Action Type:Outgoing call
wrt states called cust to check on car
1. no answer
2. left vm with name phone # case #

*** PHONE LOG 02/22/2017 02:47 PM Eastern Daylight Time JJones Action Type:Outgoing call
wrt states called dlr to check on car
1. no answer
2. left vm with name phone # case # last 6 vin

*****IF DLR CALLS BACK PLEASE GET TEMP***** THANK YOU

*** NOTES 02/27/2017 04:52 PM Eastern Daylight Time ESwecker Action Type:Dealer contact
*** Outbound Call to [redacted]

Jose - Service Manager

Customer Name: [redacted]o
Customer phone #: [redacted]
Customer address: [redacted], Compton, CA [redacted]
VIN: 5XXGU4L32GG[redacted]
MY and Mileage: 2016 2322
Most recent RO# and Open Date: [redacted] 02/13/2017
Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis:

Customer says: smoke coming from under hood.

Dia.: lower heater clamp hose loose

Repair: tighten hose clamp

Able to Duplicate (Y or N): Y
Repeat Repair (Y/N), if so, how many times?: N
Repair History of current concern with dates and mileage:
ETA for completion of repairs (if applicable): N/A
Parts on order (Y/N), if so obtain part#, order#: N/A
Techline Case (if applicable): N/A
Rental / Loaner Provided? If so, since when?: N
Dealer contacted DPSM (if needed): N

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L32GG[redacted]	[redacted]	1,500

Carson , CA, [redacted] Prod. Date: 03/22/2016 Dealer: [redacted] Car Pros KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Coolant(Leakage/Consumption/

Vehicle repaired?: Y
Customer has possession?: Y
Dealer Code/Selling Dealer (Y or N): [redacted] / Y
Original Owner (Y or N): Y
What is current Customer Request (if needed): N/A
If HEV vehicle, is dealer HEV certified (if needed): N/A

*** NOTES 02/27/2017 04:56 PM Eastern Daylight Time ESwecker Action Type:Dealer contact
Wrt called to speak to Svc Mgr Tara - [redacted] LVM
1 Calling to get diagnosis and repair information on Aimee McFarlane's vehicle, provided VIN
2 Please call back to provide info, provided contact info

*** CASE CLOSE 02/27/2017 04:56 PM Eastern Daylight Time ESwecker

*** CASE CLOSE 03/28/2017 06:03 PM Eastern Daylight Time CMcFarlane
Fire TREAD completed / AMcFarlane

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

OPTIMA

2017 OPTIMA_ACCIDENT SCRIPTS_ALLEGED DEFECT B_EXPANDED SCOPE

Accident Report

Case 12352177

Report Details

A-1) Who owns the vehicle?

[redacted]

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

[redacted]

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

[redacted]

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

2

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

unavailable

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

unknown

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

04/28/2017 04:00:00

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

unknown

B-2) What time was 911 called?

unknown

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

unknown

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

unknown

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

cust saw smoke and when she pulled aside she saw fire coming from the vehicle

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

on

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

red light came on showing the steering wheel and CEL came on

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

no

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

Byron GA

C-1) Which fire agency responded?

unknown

C-2) What is the fire report number?

was not provided to [redacted]

D-1) Where is the vehicle now?

[redacted] Bermingham AL [redacted]

D-2) Have any repairs been completed?

NO

D-3) Was the insurance company contacted?

yes

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

no

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

cust states would like an assessment to be done to advise why the fire occured and would like financial reimbursement on the cost of the vehicle

Accident Report

Case [redacted]

Report Details

A-1) Who owns the vehicle?

[redacted] leased

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

[redacted]

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

[redacted]

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

just me

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

na

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

just my regis/insurance/i took most of the other things

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

03/09/2018 19:22:50

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

NA

B-2) What time was 911 called?

yes

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

clear

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

no

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

lost power, pressing the gas pedal tried to brake from the front the smoke was coming out i called RSA told them smoke was coming out pulled to the side of the road while i was waiting for the tow truck, flames and sparks came up i called RSA told them i had to call 911 no one was injured veh is at the dlr/kia cerritos body shop

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

engine was on

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

nothing

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

No

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

i was on Florence, right outside a gas company

C-1) Which fire agency responded?

Bell fire dept

C-2) What is the fire report number?

dont have that on me

D-1) Where is the vehicle now?

Kia of Cerritos body shop

D-2) Have any repairs been completed?

no

D-3) Was the insurance company contacted?

yes

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

no

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

loaner

Accident Report

Case [redacted]

Report Details

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

OPTIMA

2017 OPTIMA_CA REPORTS_ALLEGED DEFECT B_EXPANDED SCOPE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2017 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L31HG[redacted]	[redacted]	5,459

Anniston , AL , [redacted] Prod. Date: 12/06/2016 Dealer: [redacted] KIA Store - Anniston

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

Case History

*** 05/19/2017 14:18:11 (GMT-05:00) Eastern Time (US & Canada) ***
Contact = [redacted], Priority = Standard, Sub Status = Working

*** 05/19/2017 14:31:06 (GMT-05:00) Eastern Time (US & Canada) ***
Into WIPBin = Dispatch and Sub Status = Working

*** Phone - Call - Inbound created on 05/19/2017 17:31:06 (GMT-05:00) Eastern Time (US & Canada) and created by Christine Wilkins ***
cust states
1 we rented the vehicle to [redacted] on 04/27/17
2 while she had the vehicle the engine compartment started smoking and caught fire
3 the vehicle is on our lot

wtr states
1 apologized
2 will need to ask questions about the incident

cust states
1 ok

wtr states
1 ran script

cust states
1 avis rent a car
2 [redacted] left AL around 5am and by the time we got to Byron GA a red light came on showing the steering wheel and CEL came on

wtr states
1 will escalate this case to NCA who will be in contact in approximately 3 business days
2 provided KCAC info and case #

cust states
1 thank you

*** Note - Others commitment created on 05/19/2017 17:32:15 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 05/19/2017 and created by Christine Wilkins ***

*** Note - Others commitment fulfilled on 05/19/2017 18:39:23 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 05/19/2017 closed by Christine Wilkins ***

*** Note - Others created on 05/19/2017 18:39:24 (GMT-05:00) Eastern Time (US & Canada) and created by Christine Wilkins ***
Forwarding to NCA.
1. Customer alleges vehicle caught fire
2. Vehicle is currently down at [redacted], BIRMINGHAM AL [redacted]
3. Customer is requesting that research be done to advise why the fire started and to be compensated for his loss
4. Please contact the customer with resolution.

*** Phone - Call - Inbound created on 05/19/2017 18:53:02 (GMT-05:00) Eastern Time (US & Canada) and created

Last name	First name	VIN of 2017 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L31HG[redacted]	[redacted]	5,459

Anniston , AL, [redacted] Prod. Date: 12/06/2016 Dealer: [redacted] KIA Store - Anniston

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

by Jada Jones ***

<For Internal Use Only
approved for dispatch>

*** 05/19/2017 16:29:08 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin = Dispatch to Queue National CA by Christine Wilkins
Reason:

*** 05/22/2017 07:38:39 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup
*** 05/22/2017 07:44:26 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 1. Call to Customer of Ryan Ristow by Jeff Stroup
Reason:

*** Phone - Call - Inbound created on 05/22/2017 09:21:07 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt left a VM for [redacted] pending C/B.

*** Phone - Call - Inbound commitment created on 05/22/2017 09:21:24 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/30/2017 and created by Ryan Ristow ***

*** 05/22/2017 09:21:52 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1. Call to Customer and Sub Status of Assigned
*** Phone - Call - Inbound commitment fulfilled on 05/23/2017 08:52:53 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/30/2017 closed by Ryan Ristow ***
The customer called in:
1. I wanted to circle back around on your call to me.

Wrt replied;
1. No problem.
2. Do you have photos that you can send me of the vehicle.
3. I will review them with the KMA engineers.

The customer replied;
1. Great, I will email them to you soon.

*** Phone - Call - Inbound commitment created on 05/23/2017 08:52:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/30/2017 and created by Ryan Ristow ***

*** 05/24/2017 08:27:26 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 2. Pending Customer Callback and Sub Status of Assigned
*** Phone - Call - Inbound commitment fulfilled on 05/26/2017 09:08:06 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/30/2017 closed by Ryan Ristow ***
Photos received.

*** 05/26/2017 09:08:34 (GMT-08:00) Pacific Time (US & Canada) ***
IMG_3977.JPG added by Ryan Ristow on 05/26/2017 09:08:34

*** 05/26/2017 09:08:34 (GMT-08:00) Pacific Time (US & Canada) ***
IMG_3978.JPG added by Ryan Ristow on 05/26/2017 09:08:34

Last name	First name	VIN of 2017 OPTIMA	Case Number	Mileage
[redacted]	[redacted] S	5XXGT4L31HG[redacted]	[redacted]	5,459

Anniston , AL, [redacted] Prod. Date: 12/06/2016 Dealer: [redacted] KIA Store - Anniston

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

*** 05/26/2017 09:08:34 (GMT-08:00) Pacific Time (US & Canada) ***
IMG_3980.JPG added by Ryan Ristow on 05/26/2017 09:08:34

*** 05/26/2017 09:08:34 (GMT-08:00) Pacific Time (US & Canada) ***
IMG_3979.JPG added by Ryan Ristow on 05/26/2017 09:08:34

*** 05/26/2017 09:08:35 (GMT-08:00) Pacific Time (US & Canada) ***
IMG_3981.JPG added by Ryan Ristow on 05/26/2017 09:08:34

*** 05/26/2017 09:08:35 (GMT-08:00) Pacific Time (US & Canada) ***
IMG_3983.JPG added by Ryan Ristow on 05/26/2017 09:08:35

*** 05/26/2017 09:08:35 (GMT-08:00) Pacific Time (US & Canada) ***
IMG_3982.JPG added by Ryan Ristow on 05/26/2017 09:08:35

*** 05/26/2017 09:08:35 (GMT-08:00) Pacific Time (US & Canada) ***
IMG_3984.JPG added by Ryan Ristow on 05/26/2017 09:08:35

*** 05/26/2017 09:08:35 (GMT-08:00) Pacific Time (US & Canada) ***
IMG_3985.JPG added by Ryan Ristow on 05/26/2017 09:08:35

*** 05/26/2017 09:08:35 (GMT-08:00) Pacific Time (US & Canada) ***
IMG_3974.JPG added by Ryan Ristow on 05/26/2017 09:08:35

*** 05/26/2017 09:08:35 (GMT-08:00) Pacific Time (US & Canada) ***
IMG_3975.JPG added by Ryan Ristow on 05/26/2017 09:08:35

*** 05/26/2017 09:08:44 (GMT-08:00) Pacific Time (US & Canada) ***
IMG_3976.JPG added by Ryan Ristow on 05/26/2017 09:08:44

*** 05/26/2017 09:08:46 (GMT-08:00) Pacific Time (US & Canada) ***
IMG_3992.JPG added by Ryan Ristow on 05/26/2017 09:08:46

*** 05/26/2017 09:08:47 (GMT-08:00) Pacific Time (US & Canada) ***
IMG_3993.JPG added by Ryan Ristow on 05/26/2017 09:08:46

*** 05/26/2017 09:08:47 (GMT-08:00) Pacific Time (US & Canada) ***
IMG_3988.JPG added by Ryan Ristow on 05/26/2017 09:08:47

*** 05/26/2017 09:08:47 (GMT-08:00) Pacific Time (US & Canada) ***
IMG_3987.JPG added by Ryan Ristow on 05/26/2017 09:08:47

*** 05/26/2017 09:08:47 (GMT-08:00) Pacific Time (US & Canada) ***
IMG_3986.JPG added by Ryan Ristow on 05/26/2017 09:08:47

*** 05/26/2017 09:08:48 (GMT-08:00) Pacific Time (US & Canada) ***
IMG_3989.JPG added by Ryan Ristow on 05/26/2017 09:08:48

*** 05/26/2017 09:08:48 (GMT-08:00) Pacific Time (US & Canada) ***
IMG_3990.JPG added by Ryan Ristow on 05/26/2017 09:08:48

*** 05/26/2017 09:08:48 (GMT-08:00) Pacific Time (US & Canada) ***

Last name	First name	VIN of 2017 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L31HG[redacted]	[redacted]	5,459

Anniston , AL, [redacted] Prod. Date: 12/06/2016 Dealer: [redacted] KIA Store - Anniston

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

IMG_3991.JPG added by Ryan Ristow on 05/26/2017 09:08:48

*** 05/26/2017 09:08:49 (GMT-08:00) Pacific Time (US & Canada) ***
IMG_3972.JPG added by Ryan Ristow on 05/26/2017 09:08:49

*** 05/26/2017 09:09:01 (GMT-08:00) Pacific Time (US & Canada) ***
IMG_3973.JPG added by Ryan Ristow on 05/26/2017 09:09:01

*** Phone - Call - Inbound commitment created on 05/30/2017 13:46:48 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/09/2017 and created by Ryan Ristow ***

*** 06/09/2017 08:42:02 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin A2. Inspections and Sub Status of Assigned

*** Phone - Call - Inbound commitment created on 05/30/2017 13:46:48 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/13/2017 and created by Ryan Ristow ***

*** Phone - Call - Inbound commitment fulfilled on 06/13/2017 13:36:09 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/13/2017 closed by Ryan Ristow ***
Wrt review with the Kia engineers.

*** Phone - Call - Inbound created on 06/13/2017 13:41:22 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt requested RO from the dealer.

*** Phone - Call - Inbound commitment created on 06/13/2017 13:42:03 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/15/2017 and created by Ryan Ristow ***

*** Phone - Call - Inbound commitment fulfilled on 06/15/2017 09:35:35 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/15/2017 closed by Ryan Ristow ***
Wrt attached the RO.

*** 06/15/2017 09:36:39 (GMT-08:00) Pacific Time (US & Canada) ***
Alternator RO.PDF added by Ryan Ristow on 06/15/2017 09:36:39

*** Others - Others commitment created on 06/15/2017 09:36:44 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/16/2017 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 06/16/2017 12:48:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/16/2017 closed by Ryan Ristow ***
Wrt reviewed with KMA engineers. Left a VM for the customer.

*** Phone - Call - Inbound commitment created on 06/16/2017 12:48:39 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/20/2017 and created by Ryan Ristow ***

*** Phone - Call - Inbound commitment fulfilled on 06/20/2017 08:58:24 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/20/2017 closed by Ryan Ristow ***
Wrt spoke with the customer:
1. Wanted to make sure it was okay that we look at the vehicle again on the 29th.

The customer replied;
1. Not a problem.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2017 OPTIMA 5XXGT4L31HG[redacted]	[redacted]	5,459

Anniston , AL, [redacted] Prod. Date: 12/06/2016 Dealer: [redacted] KIA Store - Anniston

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

*** Phone - Call - Inbound commitment created on 06/20/2017 08:58:28 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/23/2017 and created by Ryan Ristow ***

*** Phone - Call - Inbound commitment created on 06/20/2017 08:58:28 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/23/2017 and created by Ryan Ristow ***

*** 06/23/2017 08:21:21 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 5. Review and Sub Status of Assigned

*** Phone - Call - Inbound commitment fulfilled on 06/23/2017 09:21:54 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/23/2017 closed by Ryan Ristow ***
Wrt reviewed with KMA engineer.

Wrt left VM for customer, requesting a C/B.

*** Phone - Call - Outbound commitment created on 06/23/2017 09:22:19 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/26/2017 and created by Ryan Ristow ***

*** Phone - Call - Outbound commitment fulfilled on 06/26/2017 09:03:25 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/26/2017 closed by Ryan Ristow ***
Wrt left a VM for customer.

*** Phone - Call - Inbound commitment created on 06/26/2017 09:03:27 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/27/2017 and created by Ryan Ristow ***

*** Phone - Call - Inbound commitment fulfilled on 06/27/2017 09:22:48 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/27/2017 closed by Ryan Ristow ***
Wrt spoke with customer:
1. Confirmed that vehicle will be up on the lift at 8:30 AM on 6/29/17.
2. A 7/8ths socket will be available.

*** Others - Others commitment created on 06/27/2017 09:22:51 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/30/2017 and created by Ryan Ristow ***

*** 06/27/2017 09:23:39 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 7. Pending Call to customer and Sub Status of Assigned

*** Others - Others commitment fulfilled on 06/30/2017 15:30:01 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/30/2017 closed by Ryan Ristow ***
Case reviewed with Kia engineer.

*** Phone - Call - Outbound commitment created on 06/30/2017 15:30:06 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/06/2017 and created by Ryan Ristow ***

*** Others - Others created on 06/30/2017 16:09:33 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Tread review complete.

*** Phone - Call - Outbound commitment fulfilled on 07/06/2017 12:51:37 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/06/2017 closed by Ryan Ristow ***

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2017 OPTIMA 5XXGT4L31HG[redacted]	[redacted]	5,459

Anniston , AL, [redacted] Prod. Date: 12/06/2016 Dealer: [redacted] KIA Store - Anniston

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

Wrt contacted the DPSM:
1. Calling in regards to the vehicle.
2. KMA engineers inspected the vehicle and found that it is due to a loose nut at the alternator.
3.There was work performed a few days prior on the alternator.
4. It appears it was improper installation.
5. I am going to be contacting the dealer to make them aware before I inform the rental company what we found.

The DPSM replied;
1. Okay, thanks for letting me know.

*** Phone - Call - Outbound created on 07/06/2017 13:00:04 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt contacted the svc mgr:
1. Calling in regards to the vehicle.
2. Wanted to let you know that 2 days after your dealer's repair.
3. It was found that the vehicle had a loose nut after at the alternator area.
4. It was like it was never tightened.
5. The engineer found that this was the cause of the fire.
6. I wanted to let you know that this was found prior to me letting [redacted] know.

The svc mgr replied:
1. I have a hard time swallowing that.
2. A loose nut would have made a lot of noise and the vehicle would not have charged.

Wrt replied:
1. I will review with the engineers to see if there is any more info.
2. However, this is what was found.

*** Others - Others commitment created on 07/06/2017 13:03:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/07/2017 and created by Ryan Ristow ***

*** Others - Others commitment created on 07/06/2017 13:03:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/10/2017 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 07/10/2017 13:17:44 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/10/2017 closed by Ryan Ristow ***
Wrt reviewed with the KMA engineers.

*** Phone - Call - Outbound created on 07/10/2017 13:17:46 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt contacted the customer:
1.Wanted to let you know what our engineers found.
2. They believe the concern started near the alternator due to a loose nut from an improper repair to the alternator.
3. It appears that the vehicle had a repair performed a few days prior.

The customer replied:
1. So we should contact the dealer.
2. From your experience have you ever experienced any push back.

Wrt replied:
1. They may want to inspect the vehicle.
2. But I can't speak for the dealer.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2017 OPTIMA 5XXGT4L31HG[redacted]	[redacted]	5,459

Anniston , AL, [redacted] Prod. Date: 12/06/2016 Dealer: [redacted] KIA Store - Anniston

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

3. However, if you have any issues, please feel free to contact me.

The customer replied;
1. Can I get a written report?

Wrt replied:
1. Our engineers do not write reports.
2. Everything happens verbally.
3. However, I can send you a letter.

The customer replied;
1. Okay, I look forward to your letter.
2. Thanks for the help.

*** Email - External Email Sent created on 07/11/2017 07:38:59 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt sent letter to the customer.

*** Email - Internal Email Received created on 07/11/2017 07:39:21 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Hi Ryan,
What dealership do you shop did the repairs? Our records do not indicate that it has been in for repairs. Do you have a copy of the dealer warranty claim that affected the repairs?

Thank you!

*** Email - External Email Sent created on 07/11/2017 07:45:48 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
[redacted]

Attached is the record that should have been provided to you or your representative when the vehicle was returned

Best,

*** 07/11/2017 16:47:26 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Information Given
[Resolution Summary]
Case closed pending customer contact.

*** 08/10/2017 14:17:22 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened with Sub Status of Working

*** Others - Others commitment created on 08/10/2017 14:17:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/11/2017 and created by Ryan Ristow ***

*** Phone - Call - Inbound created on 08/10/2017 14:17:45 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Nationwide rep called in and left VM:
1. The shop where the work was performed is denying the claim.
2. Do you guys want to come to the next inspection?

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2017 OPTIMA 5XXGT4L31HG[redacted]	[redacted]	5,459

Anniston , AL, [redacted] Prod. Date: 12/06/2016 Dealer: [redacted] KIA Store - Anniston

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

3. Are you able to provide us with photos?
4. please give me a call back.

*** 08/10/2017 14:27:57 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1. Intro Calls and Sub Status of Working

*** Phone - Call - Outbound created on 08/11/2017 12:55:15 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt contacted Diana with Nationwide:
1. We will not be able to make this inspection.
2. However, as stated before we believe the alternator repair was performed improperly.

Diana replied:
1. Are there any recalls?

Wrt replied;
1. No recalls.
2. Just a service action.

Diana replied:
1. Can you send photos?

Wrt replied:
1. We are not provided written reports so I do not have anything I can provide at this time.

Diana replied;
1. okay, I will send notice.
2. please respond in writing.

*** Others - Others commitment fulfilled on 08/11/2017 14:03:51 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/11/2017 closed by Ryan Ristow ***

*** 08/18/2017 08:30:22 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 5. Review and Sub Status of Working

*** Phone - Call - Inbound created on 08/18/2017 14:34:01 (GMT-07:00) Arizona and created by Matthew Lang ***
Diana (National Casualty~Nationwide)

Diana States:
1. Provides case number.
2. CSR RRistow is not responding.
3. I sent a letter via e-mail to him and a letter to your legal department.
4. He advised that Kia had no interest in attending.
5. I need an answer from him by today.

Writer States:
1. Apologized.
2. Can connect you with CSR RRistow's voicemail.
3. You will want to speak to him directly.
4. Can e-mail CSR requesting for a callback to you.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2017 OPTIMA 5XXGT4L31HG[redacted]	[redacted]	5,459

Anniston , AL, [redacted] Prod. Date: 12/06/2016 Dealer: [redacted] KIA Store - Anniston

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

Customer States:
1. Thank you.

Writer connects customer to RRistow's vociemail.

Writer e-mails RRistow requesting for a callback to Diana.

*** Others - Others commitment created on 08/18/2017 14:38:12 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/21/2017 and created by Ryan Ristow ***

*** Phone - Call - Outbound created on 08/18/2017 14:49:29 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt contacted rep:
1. I am just waiting to hear back from legal.
2. I will contact you once I hear back.
3. Probably Tuesday at the latest.

Diana replied;
1. thanks for the follow up.

*** Others - Others commitment created on 08/18/2017 14:38:12 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/22/2017 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 08/22/2017 14:41:01 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/22/2017 closed by Ryan Ristow ***
Wrt reviewed with KMA legal and the KMA engineers.

*** Email - External Email Sent created on 08/22/2017 14:40:45 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt contacted the insurance rep:

Hello Diana,

I have reviewed with the engineers and they would now like to be a part of the inspection. The engineer provided dates that he would be available. The dates are: 9/28/17, 9/29/17, 10/4/17,10/5/17,10/11/17, or 10/12/17.

Please let me know if any of these dates work.

Best,

*** Phone - Call - Inbound commitment created on 08/22/2017 14:46:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/29/2017 and created by Ryan Ristow ***

*** Phone - Call - Inbound commitment fulfilled on 08/28/2017 09:23:36 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/29/2017 closed by Ryan Ristow ***
Ron and John,

{Ron is with Kia Motors, but it is my understanding he will not be the one attending the joint examination in Birmingham. John has been assigned to this matter by the insurance provider for the business (Kia Store) that on April 25, 2017 completed repair work on the vehicle.}

Last name	First name	VIN of 2017 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L31HG[redacted]	[redacted]	5,459

Anniston , AL, [redacted] Prod. Date: 12/06/2016 Dealer: [redacted] KIA Store - Anniston

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

I have confirmed with Avis in Birmingham, Alabama that Thursday, September 28, 2017 is available for our joint examination of the vehicle. Please respond to this email confirming that you have September 28, 2017 set for this joint examination.

We could start in the morning at 10:00 am or in the afternoon at 1:00 pm. Either is OK with me. Let me know your preferences.

The Avis facility has a vehicle lift. Avis staff will be available to some extent to facilitate lifting the vehicle if we decide that will facilitate the examination. During the joint examination, some vehicle component removal may be undertaken to facilitate access to regions of interest. I have not yet examined the vehicle. I have received a few photographs. I am anticipating that we will first take photographs of the vehicle and engine compartment, observing what is visible and then the three parties will discuss and agree to the steps that will be taken to facilitate clearer access to regions of the engine compartment that may not be clearly visible (if one or more of the participants decides clearer access is needed). At this time I am not planning to prepare a written joint examination protocol other than what I have written above. If you have concerns/questions, let me know. If you are concerned about having certain tools available at the joint examination, let me know and I can check with Avis to see if they have those tools already at the site.

I do have a written description (provided by Kia Store) of services conducted by Kia Store during the April 19-25, 2017 service period. John, if you are willing to describe in more detail/answer some questions during the September 28 joint examination regarding the service work conducted by Kia Store, it could be helpful.

Ron, after you identify who will be assigned by Kia Motors to attend this joint examination, please email me that person's name and contact information.

Brad Barrett, PE
Mechanical Engineer

EFI Global Inc.
[redacted]
Franklin, TN [redacted]

[redacted]

efiglobal.com
Assign a Project 24/7: efiglobal.com/Assign-a-Project

*** Others - Others created on 08/28/2017 09:24:43 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt reviewed with the KMA engineer.

*** Email - External Email Sent created on 08/28/2017 09:25:02 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt confirmed with investigator the date and time for the inspection.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2017 OPTIMA 5XXGT4L31HG[redacted]	[redacted]	5,459

Anniston , AL, 36201 Prod. Date: 12/06/2016 Dealer: [redacted] KIA Store - Anniston

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

*** Others - Others commitment created on 08/28/2017 09:25:32 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/28/2017 and created by Ryan Ristow ***

*** Letter - Letter Received created on 08/28/2017 17:07:47 (GMT-08:00) Pacific Time (US & Canada) and created by Brecon Crosby ***
NCA rec'd letter from Nationwide. Letter states:
1. KMA may be liable for this loss.
2. We understand KMA preformed a fire inspections.
3. Ryan Ristow advised there was no destructive testing preformed at these inspections.
4. KMA reported their investigation reveals the vehicle fire is a result of poor workmanship against Kia Store locatec in Anniston, AL.
5. Kia Store disagrees.
6. We are requesting written confirmation, specifically stating that KMA in fact does not wish to participate (in destructive testing).

Attaching to case.
7.

*** Others - Others commitment created on 08/28/2017 09:25:32 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/29/2017 and created by Ryan Ristow ***

*** Others - Others commitment created on 08/28/2017 09:25:32 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/02/2017 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 10/02/2017 08:52:25 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/02/2017 closed by Ryan Ristow ***

*** Others - Others commitment created on 10/02/2017 08:52:32 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/03/2017 and created by Ryan Ristow ***

*** Others - Others commitment created on 10/02/2017 08:52:32 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/06/2017 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 10/06/2017 07:44:31 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/06/2017 closed by Ryan Ristow ***
Joint inspection with a fire investigator from the dealer and from Avis's insurance:
1. Found the same nut was loose.
2. Pending contact from the other two representatives.

*** 10/06/2017 07:44:48 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Information Given
[Resolution Summary]
Case closed pending insurance contact.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2017 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L36HG[redacted]	[redacted]	6,001

Tucson , AZ, [redacted] Prod. Date: 12/22/2016 Dealer: [redacted] Royal KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Alternator Operation

Case History

- For Reference -
Warranty Start Date : 07/11/2017
Dispatch Date : 08/07/2017 11:04:04
Services Received : Tow / Unspecified
No. of Times : 1
Caller Name : [redacted]
Caller Phone : [redacted]
Tow Provider : ALL-WAYS TOWING LLC
Disabled Address : [redacted], Tucson, AZ

Vehicle has experienced multiple tows/jumps within a 90 day period.

If the vehicle has been towed, it has been towed to ALL-WAYS TOWING LLC. Prior to contacting the customer for any assistance, please contact the dealer to determine the cause and the status of the vehicle.

If the vehicle has been jump started multiple times, please contact the customer to determine if there are any concerns with the vehicle and provide any assistance.

*** Assigned to WIPBin Default of Julie Miller on 08/08/2017 07:06:21 (PST)
*** 08/08/2017 09:54:51 (GMT-07:00) Mountain Time (US & Canada) ***
Dispatched from WIP Default to Queue by

*** 08/09/2017 05:11:26 (GMT-07:00) Mountain Time (US & Canada) ***
Accepted from Queue KCAC Multiple Tows to WIPBin Central by Octavia Murray

*** Phone - Call - Outbound created on 08/10/2017 09:47:57 (GMT-07:00) Mountain Time (US & Canada) and created by Octavia Murray ***
Writer states:
1.Service manager states vehicle is still in shop for smoke from the alternator and battery line.

*** 08/10/2017 09:53:53 (GMT-07:00) Mountain Time (US & Canada) ***
Closed with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2017 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L34HG[redacted]	[redacted]	10,000

Cerritos , CA, [redacted] Prod. Date: 10/20/2016 Dealer: [redacted] KIA of Cerritos

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

Case History

*** 03/12/2018 11:31:46 (GMT-07:00) Mountain Time (US & Canada) ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 03/09/2018 17:17:18 (GMT-07:00) Mountain Time (US & Canada) and created by Helena Camacho ***
[redacted]
1. my veh caught fire
2. i was driving and lost power
3. smoke started coming out of the front of the car
4. i pulled over and called RSA
5. while i was waiting for the tow, i saw sparks and flames from the car
6. i called RSA to cancel the tow, told them it was on fire
7. i called 911
8. the veh was towed to [redacted] Kia of Cerritos
9. 10,000 miles on the car
10. i lost power, tried to brake
11. from the front the car smoke was coming out
12. i called RSA, told them smoke was coming out
13. pulled to the side of the road, and tow was on the way
14. while i was waiting for the tow truck, flames and sparks came up
15. i called RSA told them i had to call 911
16. no one was injured
18. veh is at the dlr/kia cerritos body shop

writer states:
1. apologized
2. let me get some information (ran script)
3. I can send your information to our National office for review
4. I would expect contact from that dept. in 2-3 business days
5. if you have questions or have not heard back please call us back with your case number

cust states:
1. ok thank you

*** 03/12/2018 12:46:55 (GMT-07:00) Mountain Time (US & Canada) ***
Dispatched from WIPBin = 3. Working to Queue National CA by Helena Camacho
Reason:

*** 03/13/2018 07:54:44 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 03/13/2018 07:59:24 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 24/24 of Samuel Kim by Jeff Stroup
Reason:

*** 03/13/2018 14:38:16 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 24/24 and Sub Status of Assigned

*** Phone - Call - Outbound created on 03/14/2018 13:26:41 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2017 OPTIMA 5XXGT4L34HG[redacted]	[redacted]	10,000

Cerritos , CA, [redacted] Prod. Date: 10/20/2016 Dealer: [redacted] KIA of Cerritos

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

Called customer and left message:
1. Calling in regards to a 2017 Kia Optima
2. Requested call back and photos
3. Left call back number and email address

*** 03/14/2018 13:27:27 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 3/13 (Tuesday) and Sub Status of Assigned

*** Phone - Call - Outbound created on 03/14/2018 13:42:25 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called dealer [redacted] and spoke with Randall Heyward in the Service Department
Writer states:
1. Calling to get more information on customer's vehicle
2. Is the customer in a loaner or a rental?
3. Requested photos
4. Gave dealer email address

Dealer states:
1. RO [redacted]
2. He bought it from us, but he's been taking it to Downtown Kia [redacted]
3. We weren't even going to take it at first, but the body shop wouldn't take it, so we ended up taking it
4. The customer is claiming this should be warranty
5. No loaner or rental
6. They cut half the hood

*** Note - Others created on 03/14/2018 13:51:11 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
No history on vehicle at dealer [redacted]

*** Phone - Call - Inbound created on 03/14/2018 13:57:06 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received call from [redacted]
Customer states:
1. It was early in the morning, I left the house
2. I had a core meeting, as I'm driving the car, I just lost power, I couldn't give it gas anymore
3. I pulled over to the side, I saw a little smoke in the car, maybe the car overheated, nothing serious
4. The weird thing was, I had nothing on, no engine check on, no oil light on
5. I opened the hood then called RSA
6. Give about 10 to 15 minutes, the smoke get heavier and darker and it started sparking
7. The white smoke became black smoke and the black smoke became fire
8. Nothing more serious happened, nobody was injured, it could have been way worse

Writer states:
1. Apologized
2. I'm glad you are okay
3. Did you ever have any concerns with the vehicle before?
4. Where did you have your routine maintenance performed at?

Customer states:
1. One time I was coming home from work and I had an iPhone charger plugged in the car
2. You know where you charge the iPhone, it started smoking, it started causing the wire to catch smoke
3. No oil change, I never got the sign for the oil change

Last name	First name	VIN of 2017 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L34HG[redacted]	[redacted]	10,000

Cerritos , CA, [redacted] Prod. Date: 10/20/2016 Dealer: [redacted] KIA of Cerritos

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

Writer states:
1. Have you filed a claim with your insurance company?
2. Writer advised customer to file a claim with insurance
3. Requested photos
4. Once received, I will follow up with you
5. Please let me know if your policy has rental coverage

Customer states:
1. No, my insurance is Progressive
2. I'm without a car, I need rental
3. Can you send me an email to[redacted]

*** Email - External Email Sent created on 03/14/2018 14:06:11 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Sent email to customer [redacted]
Requested photos

*** 03/16/2018 13:01:53 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Pictures / Police Report and Sub Status of Assigned

*** Email - External Email Received created on 03/16/2018 13:09:14 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received photos from Randall Heyward in the Service Department at dealer CA243 [redacted]

*** Note - Others created on 03/16/2018 15:14:48 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Reviewed case with KMA Engineer:
1. KMA Engineer to perform preliminary inspection on 3/23

*** 03/16/2018 15:18:10 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Legal Review and Sub Status of Assigned

*** Phone - Call - Outbound created on 03/16/2018 16:30:47 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called and spoke with[redacted]
Writer states:
1. Kia would like to inspect this vehicle next Friday 3/23
2. Were you able to find out if you have rental coverage through your insurance?

Customer states:
1. I forgot to get back to you, I already made a claim
2. They are going to send someone out within the next week
3. They told me I didn't have it in the policy, I thought every insurance would provide a rental
4. Can you please get me into a rental, I UBER every time

Writer states:
1. I will contact the dealership and authorize a loaner or a rental
2. If your insurance company decides to have the vehicle moved, please request them not to do so until after 3/23

Customer states:
1. Okay, thank you brother

Last name	First name	VIN of 2017 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L34HG[redacted]	[redacted]	10,000

Cerritos , CA, [redacted] Prod. Date: 10/20/2016 Dealer: [redacted] KIA of Cerritos

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

*** Email - External Email Sent created on 03/16/2018 16:34:34 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Sent email to Randall Heyward in the Service Department at dealer [redacted] and CC'd Service Manager Jeffrey Harris [redacted] and DPSM JLawyer:
Hi Randall,

Thank you for the requested photos. Our engineer will be out there next Friday 3/23 to inspect this vehicle (5XXGT4L34HG[redacted]. Could you provide him with a floorjack and jack stands?

Also would you be able to place the customer [redacted] in a loaner or a rental as soon as possible? We will reimburse you per the Kia Service Rental Program (KSRP) Warranty Reimbursement Rates.

*** Email - External Email Received created on 03/19/2018 13:50:41 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from customer [redacted]
Hello mr Kim just wanted to thank you for the rental car !!

*** Phone - Call - Inbound created on 03/20/2018 09:27:13 (GMT-07:00) Arizona and created by Sasha Kerns ***
Daniel with infinity insurance:
1: Do you know where (dealership) the vehicle is located?
2: Is there any information on what he said or happened prior or during accident?
3: He got a policy with us just shortly prior of the vehicle catching fire

Writer states:
1: Apologized
2: Advised will document in case
3: Gave CM name and number

*** Phone - Call - Inbound created on 03/20/2018 13:32:27 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received message from Daniel at Infinity Insurance:
1. Hey Samuel
2. This is Daniel with Infinity Insurance
3. Calling in regards to your case number [redacted]
4. Date of loss 3/9/18, this is the fire loss
5. I was trying to get information with this in regards to the incident
6. Please give me a call back when you have a chance
7. My phone numbers [redacted]
8. Claim number to reference [redacted]
9. I was calling to verify where the vehicles located at, if it's at Allstar Kia in San Bernardino or what not and what the status of the fire investigation is
10. Please give me a call back when you have a chance [redacted]
11. Claim number [redacted]
12. Thank you

*** Phone - Call - Outbound created on 03/20/2018 13:33:19 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called Infinity Insurance and left message for Daniel [redacted]
1. Calling in regards to your claim number [redacted]
2. Your insured is [redacted]
3. The vehicle is currently at Kia of Cerritos

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2017 OPTIMA 5XXGT4L34HG[redacted]	[redacted]	10,000

Cerritos , CA, [redacted] Prod. Date: 10/20/2016 Dealer: [redacted] KIA of Cerritos

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

4. Kia will be inspecting the vehicle this Friday 3/23
5. If you have any questions, please give me a call back
6. Left call back number

*** Phone - Call - Inbound created on 03/20/2018 13:53:06 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received call from David Barr at Infinity Insurance:
Insurance states:
1. I think he told you guys he had Progressive Insurance
2. He got his policy from us on Friday March 9th @ 12:30 and he said the fire happened at 1:00PM
3. I don't believe his vehicle fire caught 30 minutes after
4. We're trying to find out when the fire started
5. Do you know if the vehicle has an EDR?

Writer states:
1. The vehicle is equipped with an EDR, but it is very unlikely that a fire would result in an event
2. The vehicle is currently at Kia of Cerritos
3. Kia has committed to performing a preliminary inspection this Friday 3/23

Insurance states:
1. Can you tell me when the customer called you?
2. Do you have a Fire Report?
3. We have a staff appraiser, can you tell us when the inspection will take place

Writer states:
1. My notes show 17:17 mountain time
2. No we do not
3. As soon as I have a confirmed time, I can send you an email

*** Email - External Email Received created on 03/20/2018 14:02:14 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from Daniel Barr at Infinity Insurance[redacted]

--
Daniel Barr
Infinity Insurance
[redacted]

[redacted]
Birmingham, AL [redacted]

F [redacted]

*** Phone - Call - Inbound created on 03/22/2018 12:04:11 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received message from Amber at Infinity Insurance:
1. Hi Samuel
2. This is Amber with Infinity Insurance
3. I'm calling in regards to case number [redacted]
4. Our claim number is [redacted]
5. This is for the 2017 Kia Optima

Last name	First name	VIN of 2017 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L34HG[redacted]	[redacted]	10,000

Cerritos , CA, [redacted] Prod. Date: 10/20/2016 Dealer: [redacted] KIA of Cerritos

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

6. I spoke to the adjuster who advised that I could speak with your engineer on Friday to go over these damages
7. It looks like this is a fire loss for a 2017 Kia Optima
8. If you could please give me a call back at [redacted]
9. Again, my phone number is [redacted]
10. I am calling to setup that inspection for Friday
11. Give me a call back, thank you

*** Phone - Call - Outbound created on 03/22/2018 12:06:18 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called and spoke with Amber at Infinity Insurance [redacted]
Writer states:
1. Calling in regards to your claim number [redacted]
2. Kia has committed to performing a preliminary inspection tomorrow 3/23 at 10AM
3. You are more than welcome to join our representative tomorrow or schedule your own inspection

Insurance states:
1. It said that we were to call you, I'm an appraiser
2. Do you know if this is a total loss? I don't even have pictures
3. I'll call Kia of Cerritos and go and inspect it
4. Thank you

*** Note - Others created on 03/26/2018 12:19:17 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Reviewed case with KMA Engineer:
1. Initial inspection performed by KMA Engineer
2. No evidence of a vehicle defect found

*** Email - External Email Received created on 03/27/2018 17:26:04 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from customer [redacted]
Hello Samuel good evening just checking up with you to see where we're at

*** Phone - Call - Outbound created on 03/28/2018 12:47:11 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called customer and left message:
1. Requested call back
2. Left call back number

*** 03/28/2018 12:48:04 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Legal Inspection and Sub Status of Assigned

*** Phone - Call - Inbound created on 03/28/2018 14:17:23 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received call from [redacted]
Writer states:
1. Kia performed a preliminary inspection of your vehicle last Friday 3/23 and was unable to determine the cause of the fire

Customer states:
1. Here's the thing, on the insurance we had liability at first
2. Then when the car started smoking, I was near this insurance place, I quickly went over to get full coverage
3. I'm guessing it was showing after the car started burning and they're not going to offer me anything

Last name	First name	VIN of 2017 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L34HG[redacted]	[redacted]	10,000

Cerritos , CA, [redacted] Prod. Date: 10/20/2016 Dealer: [redacted] KIA of Cerritos

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

4. I did have liability on it, that's my mistake
5. Thank God I wasn't hurt, thank God I wasn't UBERing and someone was with me

Writer states:
1. Apologized
2. Kia is not offering goodwill assistance at this time
3. Writer advised customer needs to return rental vehicle within 48 hours

Customer states:
1. There's no way I'm going to pay
2. This is a complete a headache, I didn't know
3. Okay

*** 03/28/2018 14:21:57 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Denial Pending and Sub Status of Assigned

*** Email - External Email Sent created on 03/28/2018 14:24:45 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Sent email to Randall Heyward in the Service Department at dealer [redacted] and CC'd Service Manager Jeffrey Harris [redacted] and DPSM JLawyer:
[redacted] has been advised to return the rental vehicle within 48 hours. Kia is only authorizing the rental until this Friday 3/30. Please send me a copy of the loaner agreement or rental invoice and Kia will reimburse you on your subsequent parts statement. Thank you everyone for all your help.

*** Email - External Email Received created on 03/28/2018 15:54:47 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from Randall Heyward in the Service Department at dealer [redacted]
Understood.

*** Email - External Email Received created on 03/28/2018 18:03:21 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from Randall Heyward in the Service Department at dealer [redacted]
The customer has been advised that he has until Friday to be out of the rental.

*** Email - External Email Received created on 03/30/2018 11:14:45 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from Randall Heyward in the Service Department at dealer [redacted]
I was off for the last two days. I just went out back to look and the car is still here. What are we to do with it?

*** Email - External Email Sent created on 03/30/2018 11:15:13 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Sent email to Randall Heyward in the Service Department at dealer [redacted]
The customer needs to have it picked up.

*** Note - Others created on 03/30/2018 17:19:01 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
TREAD review complete.

*** Email - External Email Received created on 04/04/2018 10:57:23 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from Randall Heyward in the Service Department at dealer [redacted]
Please find attached a copy of the rental bill for customer [redacted]

Last name	First name	VIN of 2017 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L34HG[redacted]	[redacted]	10,000

Cerritos , CA, [redacted] Prod. Date: 10/20/2016 Dealer: [redacted] KIA of Cerritos

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

*** Phone - Call - Inbound created on 04/10/2018 16:37:52 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received message from David Barr at Infinity Insurance:
1. Hi Samuel, this is Daniel from Infinity Insurance
2. Calling in regards to file number [redacted]
3. I appreciate you sending the email to verify if we picked up the vehicle
4. No we did not pick up the vehicle
5. As it turns out we did verify that he got the insurance after the fire occurred
6. So there was no coverage through our policy for the damages
7. I would like to know if you guys do have any available additional information
8 Or if you guys are pursing under your end, so I can update the file notes on my side over here
9. If you can give me a call back [redacted]
10. When calling please reference claim number [redacted]
11. Again, I'm just like to update the file on our end
12. If you guys did cover the fire or not, if you were able to determine the cause of the fire or what the status of the claim is on your end
13. Phone number [redacted]
14. Thank you, bye

*** Phone - Call - Outbound created on 04/10/2018 16:42:46 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called Infinity Insurance and left message for Daniel Barr [redacted]
1. Calling in regards to your claim number [redacted]
2. Kia Motors performed a preliminary inspection on 3/23
3. Undetermined fire
4. If you have any additional questions or concerns, please feel free to contact me
5. Left call back number

*** 04/10/2018 17:03:48 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Submitted

*** Phone - Call - Outbound created on 04/26/2018 16:10:02 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
ECR contacted Cust at [redacted] for case number [redacted]

Cust states:
1. I want an update on my 2017 Optima
2. Please have the case handler call me

Wrt states:
1. I will put a note in your case

Cust states:
1. Thank you

*** 05/14/2018 16:54:07 ***
Goodwill #: [redacted] Submitted

*** 05/15/2018 09:07:50 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Final Approved

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2017 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L34HG[redacted]	[redacted]	10,000

Cerritos , CA, [redacted] Prod. Date: 10/20/2016 Dealer: [redacted] KIA of Cerritos

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

*** 06/05/2018 10:09:54 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Concerns Recorded
[Resolution Summary]

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

OPTIMA

2018 OPTIMA_ACCIDENT SCRIPTS_ALLEGED DEFECT B_EXPANDED SCOPE

Accident Report

Case [redacted]

Report Details

A-1) Who owns the vehicle?

[redacted]

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

[redacted]

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

[redacted]

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

none

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

driver

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

no

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

11/14/2018 04:31:00

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

ONLY DAMAGE TO VEHICLE

B-2) What time was 911 called?

9:30pm

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

CLEAR

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

NO INJURIES

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

HEADING E ON [redacted] CART STARTED PULLING, SAW SMOKE, SAWA FLASH, PULLED OFF RODAD AND FLAME ENGULFED, GRABBED BRIEFCASE AND JUMPED OUT OF THE CAR, SMOKE COMING UNDER THE HOOD AND JUST BURST INTO A FLAME

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

YES

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

CEL CAME ON

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

NO

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

[redacted] IN MIAMI GARDENS FL

C-1) Which fire agency responded?

MIAMI DAD FIRE AND RESCUE

C-2) What is the fire report number?

POLICE REPORT#[redacted]

D-1) Where is the vehicle now?

TOWED TO TOW YARD, INSURANCE TOWED IT SOMEPLACE ELSE

D-2) Have any repairs been completed?

TOTAL LOSS

D-3) Was the insurance company contacted?

YES

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

YES

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

SPOKE TO INSURANCE, THEY INDICATED THEY WANTED TO SPEAK WIHT YOU ABOUT THE INCIDENT, SAID I HAD TO CALL AND OPEN A CASE FIRST

Accident Report

Case [redacted]

Report Details

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

OPTIMA

2018 OPTIMA_CA REPORTS_ALLEGED DEFECT B_EXPANDED SCOPE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L38JG[redacted]	[redacted]	432

Fontana , CA, [redacted] Prod. Date: 08/24/2017 Dealer: [redacted] Valley KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Case History

Techline case [redacted] created on 14-FEB-18 by [redacted].
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) : Alfredo Olguin
TL Case creator phone :
TL Case creator email [redacted]
Below are the notes from the TL case describing the concern:

[Problem Description]
Customers states, Vehicle is hard to start and all lights on cluster are lighting up.

[Diagnostics Performed]
Inspected found vehicle is hard to start, Inspected battery and Results is to charge and retest after performing a diagnostic charge after 20 min Results good battery, Customer was here yesterday for the same concern and the results was the same as today, Any advice?

*** Assigned to WIPBin Default of Yeimy Armenta on 02/15/2018 07:06:21 (PST)

*** Case note has been appended from duplicated auto-case on 02/20/2018 01:03:23 (PST)

Comments from Service Alert - TL

Dealer : Citrus Kia
Technician : doug geiger
Service Manager : RICHARD MILBAUER
Dealer Phone :
DPSM : Joe Hegmann
Vehicle Model : OPTIMA EX 4CYL AUTO
Model Year : 2018
Mileage : 432
Initial comments by Technician found in TL Case [redacted]

[Problem Description]
customer came in for concern of battery dying. was looked at by another dealer they charged the battery and let it go. hooked up gr8 and tested battery. charged for 114min and tested good. code m58ssf 203hft. performed draw test overnight found range of .01-.00amp normal range. connected kds and checked for codes found none. checked charging system output found 12.1v when under load. inspected found alternator and connectors melted. nut for connector was look never tightened from factory. i know i need to replace the alternator and connectors but are there pigtails available for both alternator connectors? or do i have to replace the entire engine loom?? please advise thanks.

[Diagnostics Performed]
battery charge. draw test. kds scan

*** Phone - Call - Outbound created on 02/20/2018 08:57:59 (GMT-07:00) Arizona and created by Yeimy Armenta

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L38JG[redacted]	[redacted]	432

Fontana , CA, [redacted] Prod. Date: 08/24/2017 Dealer: [redacted] Valley KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

***
writer states:
1 call customer
2 request to speak to customer
3 calling to follow up on repair
4 is car at dealer ?

customer states:
1 car is at still at citrus kia
2 it was taken from valley kia to citrus kia since that is where it was purchased from
3 car has been there since the 14
4 have not even had a chance to drive it yet
5 received email that parts might be arriving by Wednesday but not sure how long after that is going to take
6 not sure what are our right when it comes to getting another vehicle like a replacement

writer states:
1Apologize
2 please review WCIM
3 will contact dealer
4 will receive a follow up call in 2-3 business days

customer states:
1 thank you

*** Phone - Call - Outbound created on 02/20/2018 09:07:51 (GMT-07:00) Arizona and created by Yeimy Armenta
***
writer states:
1 call dealer [redacted]
2 Not able to speak to service manager or a service adviser
3 left voicemail with request for RO

Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted] CORONA CA [redacted]
VIN: 5XXGU4L38JG[redacted]
MY and Mileage: 2018 /
Most recent RO# Open Date and Close date (if applicable):
Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis: Customer says,
Able to Duplicate (Y or N):
Repeat Repair (Y/N), if so, how many times?:
Repair History of current concern with RO#, Open and Closed dates with mileage:
ETA for completion of repairs (if applicable):
Parts on order (Y/N), if so obtain part#, order#:
Techline Case (if applicable):
Rental / Loaner Provided? If so, since when?:
Dealer contacted DPSM (if needed):
Vehicle repaired?:N

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L38JG[redacted]	[redacted]	432

Fontana , CA, [redacted] Prod. Date: 08/24/2017 Dealer: [redacted] Valley KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Customer has possession?: N
Dealer Code/Selling Dealer (Y or N): [redacted]/ Y
Original Owner (Y or N): Y
What is current Customer Request (if needed): N/A

*** Note - Others created on 02/20/2018 09:09:04 (GMT-07:00) Arizona and created by Yeimy Armenta ***
Forward case to ECR
1 Customer states hard time to start and light on dashboard coming on
2 not able to obtain RO for [redacted]
3 Dispatching because customer states that might be looking at requesting a replacement vehicle
4 email DPSM to advice of case escalation and customer refer to WCIM
5 Please review and follow up accordingly

*** Case [redacted] is sent on 2/20/2018 8:11:13 by Yeimy Armenta
To [redacted]
Cc: [redacted]
Title: NO ACTION REQUIRED - Case Escalation [redacted]

*** Case 12633575 is sent on 2/20/2018 8:15:50 by Yeimy Armenta
To: [redacted]
Cc: [redacted]
Title: NO ACTION REQUIRED - Case Escalation [redacted]

*** Case [redacted] is sent on 2/20/2018 8:16:46 by Yeimy Armenta
To: [redacted]
Cc: [redacted]
Title: NO ACTION REQUIRED - Case Escalation [redacted]

*** Case [redacted] is sent on 2/20/2018 8:17:1 by Yeimy Armenta
To: [redacted]
Cc: [redacted]
Title: NO ACTION REQUIRED - Case Escalation [redacted]

*** Phone - Call - Inbound created on 02/22/2018 18:56:59 (GMT-07:00) Arizona and created by Brenda Hernandez ***

<For Internal Use Only
Authorized escalation
>

*** 02/22/2018 18:59:30 (GMT-07:00) Arizona ***
Dispatched from WIPBin = Default to Queue Western Region ECR by Yeimy Armenta
Reason: customer requesting replacement vehicle

*** 02/23/2018 07:54:51 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue Western Region ECR to WIPBin 0. default by Esther Kong

*** 02/23/2018 08:26:42 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 0. Default of Clare Segar by Esther Kong
Reason:

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L38JG[redacted]	[redacted]	432

Fontana , CA, [redacted] Prod. Date: 08/24/2017 Dealer: [redacted] Valley KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

*** Phone - Call - Outbound created on 02/23/2018 10:42:22 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
ECR contacted Cust at [redacted], received receptionist

Receptionist states:
1. He is not in, try back on Monday

Wrt states:
1. Please let him know I called

Receptionist states:
1. I will

Thanked and call ended

*** Phone - Call - Outbound created on 02/26/2018 15:09:30 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
ECR contacted Cust at [redacted]

Wrt states:
1. Calling from KMA
2. Your case was escalated to me for assistance
3. Do you have your vehicle back?

Cust states:
1. We have it back
2. Got it back on Friday

Wrt states:
1. Great, how is it running?

Cust states:
1. I do not know, I am not the primary driver
2. We had someone call with consumer affairs

Wrt states:
1. Yes, that was your previous case handler, the case was escalated to me for assistance, I am with the corporate office

Cust states:
1. It is a new lease vehicle
2. We were looking at the options- we might keep the car after the lease expires but we want to feel comfortable in it
3. I want some time to have someone drive before I call you back
4. This is on behalf of an employee of mine
5. I need her to be in a good vehicle to get her to and from client sites
6. Her name is Sandra

Wrt states:
1. I understand, I am more than happy to provide GW for the time down
2. I will touch base with you in a few days to give you some time to drive your vehicle

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L38JG[redacted]	[redacted]	432

Fontana , CA, [redacted] Prod. Date: 08/24/2017 Dealer: [redacted] Valley KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Cust states:
1. Thank you

Thanked and call ended

*** Email - External Email Sent created on 02/26/2018 15:22:04 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
ECR contacted Richard (Svc Mgr), Joshua (Svc Adv), Cesar (Svc Adv) [redacted] requesting ROs

*** Email - External Email Received created on 02/27/2018 13:27:38 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
ECR received one RO from Mike (Svc Adv) [redacted]

Wrt states:
1. Can you please send me the full history?
(pending response)

*** Phone - Call - Inbound created on 02/27/2018 17:32:06 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
ECR contacted by Mike (Svc Adv) [redacted]

Mike states:
1. That is the only RO on file

Wrt states:
1. Thanked

*** Phone - Call - Inbound created on 02/28/2018 15:32:13 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
ECR contacted by Cust requesting call back at [redacted]

*** Phone - Call - Outbound created on 02/28/2018 15:33:09 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
ECR contacted Cust at [redacted]

Wrt states:
1. Calling from KMA
2. Sorry I missed your call

Cust states:
1. No problem
2. Sandra advised that everything seems to be okay
3. Everything is fine
4. She went in the first time by her house and they advised it was the battery and they just charged it
5. She took it to that dealership two times
6. Then took it to the one where we bought it from
7. She was concerned with the burnt wires
8. I think that all everything should be all good and ready to go
9. Her big concerns she felt at the Ontario office, they offered an oil change
10. She was confused by that offer

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L38JG[redacted]	[redacted]	432

Fontana , CA, [redacted] Prod. Date: 08/24/2017 Dealer: [redacted] Valley KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Wrt states:
1. I understand where you are coming from
2. I do apologize for the inconvenience
3. I would like to assist with GW for the inconvenience, most leases do not come with maintenance so I can review to provide a maintenance plan

Cust states:
1. The other thing she discussed when making the purchase to move the payment date
2. She wanted to move it to later in the month

Wrt states:
1. I apologize I am not able to assist with that
2. I can give you KMF's number, we are separate companies

Cust states:
1. It is okay, we already contacted KMF

Wrt states:
1. I apologize

Cust states:
1. No problem
2. I will call you back tomorrow to discuss GW

Wrt states:
1. Thanked
2. Please send me a copy of your lease agreement so I can review as well

Cust states:
1. Okay

Thanked and call ended

*** Phone - Call - Outbound created on 02/28/2018 16:20:41 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
ECR contacted Frank (Svc Adv) [redacted] requesting ROs

Frank states:
1. I will fax them over

Wrt states:
1. Thanked

*** Fax - Fax Received created on 03/01/2018 16:57:40 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
ECR received ROs from Valley Kia
-attached

*** Phone - Call - Inbound created on 03/01/2018 16:58:07 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
ECR received VM from Cust requesting call back at [redacted]

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L38JG[redacted]	[redacted]	432

Fontana , CA, [redacted] Prod. Date: 08/24/2017 Dealer: [redacted] Valley KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

*** Phone - Call - Outbound created on 03/02/2018 10:36:14 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
ECR contacted Cust at [redacted]

Wrt states:
1. Sorry I missed your call yesterday
2. Did you have a chance to review your sales contract?

Cust states:
1. We did pull it out and look at it and we looked at portion 11, we have 3M protection and we do have a maintenance plan

Wrt states:
1. Great, I am not aware which maintenance plan you have
2. If you want more information on that I would definitely advise contacting the dealership
3. But I do want to offer you some GW for the inconvenience, how much is your monthly car payment?

Cust states:
1. It is $354.93
2. She has not made a payment yet, so how does that work?

Wrt states:
1. I am not able to directly pay your payment
2. I will reimburse you in the form of a company check
3. Please send me your sales contract so I can review for GW
4. I would like to do at least one car payment, but I will review with my team for additional assistance

Cust states:
1. Thank you
2. What is your email?

Wrt states:
1. [redacted]

Cust states:
1. Thanked

Thanked and call ended

*** Email - External Email Received created on 03/02/2018 16:49:16 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
From: Patrick McKenney [redacted]
Sent: Friday, March 02, 2018 11:29 AM
To: Segar, Clare [KMA]
Subject: Kia Contract

Per our conversation, please see attached lease agreement.

Thank you for all of your assistance- please call me if you have any questions.

Best,

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L38JG[redacted]	[redacted]	432

Fontana , CA, [redacted] Prod. Date: 08/24/2017 Dealer: [redacted] Valley KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

[redacted]

*** Email - External Email Sent created on 03/02/2018 16:49:30 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
From: Segar, Clare [KMA]
Sent: Friday, March 02, 2018 4:49 PM
To: [redacted]'
Subject: RE: Kia Contract

Hello [redacted]

Thank you for sending a copy of your lease agreement. I will reach out next week to discuss goodwill.

Have a nice weekend,

*** Research - Administrative Task created on 03/06/2018 10:28:05 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
ECR reviewed ROs

*** Phone - Call - Outbound created on 03/06/2018 10:29:18 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
ECR LVM for Cust at [redacted] requesting call back
-Gave direct # and case #

*** Phone - Call - Inbound created on 03/06/2018 10:34:08 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
ECR contacted by Cust

Cust states:
1. Returning your call
2. I have Sandra here with me

Wrt states:
1. I reviewed your ROs and I see you went in three times for your concern
2. I would like to offer to reimburse you three car payments for the visits, this amounts to $1,064.82, is this something you want to accept?

Cust states:
1. Yes but will my warranty be in tact?

Wrt states:
1. Yes, the offer does not affect your warranty
2. We still be able to assist with any future concerns

Cust states:
1. Okay, I do feel good about the vehicle now
2. So we accept

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L38JG[redacted]	[redacted]	432
Fontana , CA, [redacted]		Prod. Date: 08/24/2017	Dealer: [redacted] Valley KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Wrt states:
1. I will send over the offer letter, please let me know if you have any questions

Cust states:
1. Thank you

Thanked and call ended

*** Email - External Email Sent created on 03/06/2018 11:06:12 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
From: Segar, Clare [KMA]
Sent: Tuesday, March 06, 2018 11:06 AM
To: [redacted]
Subject: [redacted] - 2018 Kia Optima

Hello [redacted] and [redacted],

Attached is the offer letter for a one time goodwill offer for the inconvenience with your vehicle. Please confirm the address on the offer letter is correct, review, sign, and return all 4 pages to me via fax or e-mail to proceed.

If you have any questions or concerns you can contact me at [redacted] or via email.

Thank you,

*** Email - External Email Sent created on 03/08/2018 17:05:11 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
From: Segar, Clare [KMA]
Sent: Thursday, March 08, 2018 5:05 PM
To: [redacted]
Subject: RE: [redacted] - 2018 Kia Optima

Good Afternoon [redacted],

Thank you for returning the signed documents. I will processes your goodwill payment and follow up to advise when the check will be sent. This process can take up to 45 days but if you have any additional questions or need immediate assistance do not hesitate to contact me directly.

Best Regards,

*** Email - External Email Received created on 03/08/2018 17:05:57 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
From [redacted]
Sent: Wednesday, March 07, 2018 3:29 PM
To: Segar, [redacted]
Subject: Re: [redacted] 2018 Kia Optima

Hello Clare,

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L38JG[redacted]	[redacted]	432

Fontana , CA, [redacted] Prod. Date: 08/24/2017 Dealer: [redacted] Valley KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Please see attachment.

Thank you for all your support in this matter.

Received signed offer and release

*** 03/09/2018 11:18:54 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Submitted

*** 03/27/2018 13:08:06 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Submitted

*** 03/29/2018 08:35:36 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Final Approved

*** Letter - Letter Sent created on 04/04/2018 10:44:51 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
ECR mailed check no. [redacted] in the amount of $1,064.82 to Cust via USPS

*** Email - External Email Sent created on 04/04/2018 11:11:05 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
From: Segar, Clare [KMA]
Sent: Wednesday, April 04, 2018 11:11 AM
To: 'Sandra Fierros'; [redacted]
Subject: RE: [redacted] - 2018 Kia Optima

Good Morning [redacted]

I have mailed out your goodwill check via USPS, you can expect to receive it in the next few days. Thank you again for contacting us and allowing us the opportunity to be of assistance. Our goal at Kia is to provide you with a level o customer service unmatched in the industry. Thank you for taking the time to share your experience with us. We wish you many years of driving pleasure with Kia products.

Best Regards,

*** 04/04/2018 11:11:39 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Goodwill Issued
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L39JG[redacted]	[redacted]	11,000

Chamblee , GA, [redacted] Prod. Date: 06/16/2017 Dealer: [redacted] Ed Voyles KIA of Chambl

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

Case History

*** 09/11/2018 10:35:04 (GMT-07:00) Arizona ***
Contact = [redacted], Priority = Standard, Sub Status = Working

*** Note - Others created on 09/11/2018 10:30:38 (GMT-07:00) Arizona and created by Mariella Campos ***
Case number [redacted] has been identified by Techline for NCA review. Cust states burning smell, veh towed to dlr.

*** Case note has been appended from duplicated auto-case on 09/12/2018 01:04:38 (PST)

Comments from Service Alert - TL

Dealer : Ed Voyles KIA of Chamblee
Technician : John Harris
Service Manager : Jeffrey Baselj
Dealer Phone :
DPSM : Harrison Baik
Vehicle Model : OPTIMA EX 4CYL AUTO
Model Year : 2018
Mileage : 11000
Initial comments by Technician found in TL Case [redacted]

[Problem Description]
Have an 18 optima here with with burned up wiring underneath drivers kick panel several different spots. will attach pictures. can not get correct miles.

[Diagnostics Performed]
second one in less than a month i think something better be done about this fire hazard

*** Phone - Call - Inbound created on 09/12/2018 05:28:05 (GMT-07:00) Arizona and created by Heather Orosco ***
*****Dup Case Notes****[redacted]

*** 09/07/2018 06:25:43 (GMT-07:00) Arizona ***
Contact = [redacted], Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 09/10/2018 06:56:02 and created by Haley Mitchell ***
customer states:
1 I need to talk to Heather
2 and I need the case number

writer states:
1 apologize
2 It looks like Heather is currently unavailable
3 can I help with anything?

customer states:
1 uh, no.
2 can you give me her ext and case number

Last_name	First_name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L39JG[redacted]	[redacted]	11,000

Chamblee , GA, [redacted] Prod. Date: 06/16/2017 Dealer: [redacted] Ed Voyles KIA of Chambl

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

writer states:
1 apologize
2 adv case number

customer states:
1 thank oyu

*** Phone - Call - Inbound created on 09/07/2018 06:25:46 (GMT-07:00) Arizona and created by Heather Orosco ***
Customer Calling:

1. I do not want the car anymore ?
2. I purchased the car Sept of last year
3. I was in an accident of March of this year
4. I am afraid of the car
5. I took the car back a couple of times i can't prove that i was there
6. This was a steering column i am not talking about a human life here & a child
7. If something happened to us what would KMA do?
8. I am not taking the car back
9. Let me pick out another car
10. Transfer the payment to another car
11. If they don't switch the vehicle i am going to lose my job

Writer States:
1.Apologized
2. Case created for the concerns
3.No open SC's
4. Still under 5/60
5. Will reach out to the dealer
6. Gave customer Case#[redacted]

Customer States:
1. Ok thank you

Writer States:
1. You're welcome

*** Phone - Call - Inbound created on 09/10/2018 08:40:33 and created by Issac Carrillo ***
Customer States
1. I was speaking to Heather and I wanted to update her.

Writer States
1. Skyped Heather, avail, transferred cust. to heather.

*** Phone - Call - Inbound created on 09/10/2018 08:44:03 (GMT-07:00) Arizona and created by Heather Orosco ***
Customer Calling:

1.Dealer told me that the Rental car
2. What a kind of business is this?

Last_name	First_name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L39JG[redacted]	[redacted]	11,000

Chamblee , GA, [redacted] Prod. Date: 06/16/2017 Dealer: [redacted] Ed Voyles KIA of Chambl

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

3. I am just simply to let me pick another car i don't understand this whole thing
4. It is taking a toll on me

Writer States:
1. Apologized
2. Case notated for the concerns
3. Will reach out to the dealer

****
Writer Called Dealer [redacted]

1. Spoke to Allen in Sales
2. Yes we can see what can be done
3. I will have the Salesman that helped her giver her a call
4. Salesman name is Curtis Tomas
5. I am going to to have him call the customer see if we can help this customer out

*** Phone - Call - Inbound created on 09/10/2018 08:52:27 (GMT-07:00) Arizona and created by Heather Orosco ***
Writer Called Customer [redacted]

1.What about the reimb ?
2. I will wait for the call from sales

Writer States:

1. Introduced self
2. Case notated

Customer States:
1. Ok thank you

*** 09/10/2018 14:29:48 (GMT-07:00) Arizona ***
Closed by Heather Orosco with Resolution Code : Concerns Recorded
[Resolution Summary]

*** 09/11/2018 13:39:54 (GMT-05:00) Eastern Time (US & Canada) ***
Reopened by Eric Swecker with Sub Status of Working

*** Phone - Call - Inbound created on 09/11/2018 13:42:23 (GMT-05:00) Eastern Time (US & Canada) and created by Eric Swecker ***
Cust states:
1. I am calling to see who you all talked to yesterday.
2. Can you help me?

Writer states:
1. Apologize.
2. Adv her of the his name, Allen.

Cust states:
1. Okay, thank you and I will call the dlr.

Last_name	First_name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L39JG[redacted]	[redacted]	11,000

Chamblee , GA, [redacted] Prod. Date: 06/16/2017 Dealer: [redacted] Ed Voyles KIA of Chambl

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

*** 09/11/2018 13:44:00 (GMT-05:00) Eastern Time (US & Canada) ***
Closed by Eric Swecker with Resolution Code : Concerns Recorded
[Resolution Summary]

*** 09/11/2018 10:53:01 ***
Reopened by CHRISTOPHER VANBUREN with Sub Status of Working

*** Phone - Call - Inbound created on 09/11/2018 10:53:13 and created by CHRISTOPHER VANBUREN ***

Customer States
1) I called last Friday about 2018 Optima that blew up in my garage.
2) I transport a child and no longer fell safe as it is my job.
3) I was instructed to call you all.
4) Yesterday I spoke with Heather and they said they would give me a new car.
5) I never received a call and no one [from the DLR] seems to know what im talking about
6) Dealer would not give me a rental
7) Service manager is very rude.

WRT States
1) I apologize about the confusion
2) Allow me a few moments to review the case and I shall return

placed customer on hold

WRT States
1) I do apologize, was it the DLR that stated you would receive another car?

Customer States
1) It seems like the person with authority does not know what is going on.
2) I've rented the car a second week and the sales manager was real nasty and rude
3) He told me told to call you all. He said 'we are in the business of selling cars, not taking complaints'
4) They didn't even record the complaint. They were not documenting anything that was going with the car.
5) The car is dangerous and I don't feel safe.
6) Its simple, I get a new car or i'll get a lawyer.
7) If I lose my job, I wont be able to keep the car.
8) I'm an elderly woman and I am on my own.
9) I'll get a lawyer
10) I was specifically told I could come and pick up another car.

WRT States
1) I do apologize.

Customer States
1) They couldn't even tell me what the electrical problem was or that boom when the car blew up.
2) It seems like they are trying to save face.
3) The emotional stress ive endured, if it doesn't get resolved today I AM GETTING A LAWYER!

WRT States

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L39JG[redacted]	[redacted]	11,000

Chamblee , GA, [redacted] Prod. Date: 06/16/2017 Dealer: [redacted] Ed Voyles KIA of Chambl

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

1) I will call the DLR an give you a call back

*** Phone - Call - Outbound created on 09/11/2018 11:24:37 and created by CHRISTOPHER VANBUREN ***
***Outbound to [redacted]**

[redacted] Service States (Jeff Baselj)
1) Burn spots on wiring harness
2) The entire phone call consisted of me stating 'We are not in the business of buying vehicles back. If she is stating lemon law she will need to refer to her WCIM and call KCA'
3) We are waiting on techline. The Techline guy is not here and we are waiting on him.
4) "Im in hold mode as of now"
5) Car incurred front end collision, not sure if related

WRT States
1) Provided case details

[redacted] Service States
1) Body shop sent over vehicle back in march following
rear bearing replacement
2) Service advisor spoke with customer and they agreed to replace the wiring harness
3) We have not ordered a harness yet
4) We are holding per last update, as of last friday

WRT States
1) So the veh is sitting in the shop

[redacted] (Jeff) States
1) Yes, and if you could please ensure I am the primary contact on this case

WRT States
1) Yes, I will make that notation. Thank you for your assistance.

*** Phone - Call - Outbound created on 09/11/2018 17:05:10 and created by CHRISTOPHER VANBUREN ***
Customer States
1) Took it to Montepilliar in VT
2) Told me the engine would need replacing
3) Capitol KIA
4) Benjamin is the name of the service manager
[redacted]
5) Took it to Capitol KIA as they are only an hour away

WRT States
1) Apologies for the confusion
2) I will interface directly with Capitol KIA instead of Autoserv going forward.

Customer States
1) I would like to use the veh so please get it fixed asap
2) You have a good day.I appreciate everything you are doing

Customer States
1) They were the first ones to repair the veh after the collision. They repaired it

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L39JG[redacted]	[redacted]	11,000

Chamblee , GA, [redacted] Prod. Date: 06/16/2017 Dealer: [redacted] Ed Voyles KIA of Chambl

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

2) After they fixed it, I got this warning light coming up.
3) I had the vehicle towed there but they are still saying they don't know what cause it
4) I cannot take that car, I do not feel safe.
5) If was on the road I could have been killed.

WRT States
1) I apologize

Customer States
1) Why did they not record the last complaint?
2) Does that mean I have to keep renting a car?

WRT States
1) As the DLR would not approve the rental, we would need to wait for them to run the diag.
2) Do you have any receipts?

Customer States
1) This sucks
2) My husband has passed. I'm on my own.
3) If I don't have the veh fixed by saturday, ill have to take back the rental

WRT States
1) I apologize for the treatment

Customer States
1) I did speak with a lawyer
2) He said that he would take it public
3) So far i've spent $407 dollars from enterprise on that veh

WRT STates
1) Provided customer fax number and details on how to get reimbursement
2) I will escalate the case to ensure you are notified either by myself or an escalations team member within the next 2 - 3 business days.

Customer States
1) Thank you and please keep in touch.

*** Email - External Email Sent created on 09/11/2018 17:08:52 and created by CHRISTOPHER VANBUREN ***
Hello,

At your earliest convenience would you complete and send back the requested information below? This is in regards to our mutual customer Cassandria Barnes for her 2018 Optima. Essentially we are needing any and all R/O or repair history performed on the vehicle at your location.

Customer Name: [redacted]
Customer phone #:
Customer address: [redacted] Snellville GA [redacted]
VIN: 5XXGU4L39JG[redacted]
MY and Mileage: 2018 Optima / 12000
Most recent RO# and Open Date:
Open date:
Closed date:

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2018 OPTIMA 5XXGU4L39JG[redacted]	[redacted]	11,000

Chamblee , GA, [redacted] Prod. Date: 06/16/2017 Dealer: [redacted] Ed Voyles KIA of Chambl

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

Concern:
Diagnosis:
Days Down at initial Service Alert report (if applicable):
Able to Duplicate (Y or N):
ETA for completion of repairs (if applicable):
Parts on order (Y/N), if so obtain part#, order#:
Techline Case (if applicable):
Rental / Loaner Provided? If so, since when?:
Dealer contacted DPSM (if needed):
Vehicle repaired?:
Customer has possession?:
Dealer Code/Selling Dealer (Y or N):
Original Owner (Y or N): Yes.
What is current Customer Request (if needed): N/A
If HEV vehicle, is dealer HEV certified (if needed): N/A

Thank you,

Chris Van Buren
Total Case Specialist

Kia Consumer Assistance Center
[redacted]

*** Case [redacted] is sent on 9/11/2018 17:11:40 by CHRISTOPHER VANBUREN

To [redacted]

Cc: [redacted]

Title: NO ACTION REQUIRED - Case Escalation [redacted]

****End of Dup Case notes********

*** Phone - Call - Outbound created on 09/12/2018 13:46:49 (GMT-07:00) Arizona and created by Mariella Campos ***
Wrt called cust [redacted]

Wrt states:
1. Requesting additional details on veh concerns

Cust states:

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L39JG[redacted]	[redacted]	11,000

Chamblee , GA, [redacted] Prod. Date: 06/16/2017 Dealer: [redacted] Ed Voyles KIA of Chambl

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

1. It was this loud bang, boom and there was a lot of smoke
2. The horn was going off so I disconnected the battery
3. Veh was absolutely dead after that
4. This happened Saturday before Labor Day, 9/2/18
5. Two weeks before car blew, I was at dlr for proximity sensor going off w/ no vehs around
6. Srv Adv did not record my complaints
7. My veh was in the garage and when I turned it on and it blew
8. Not sure where smoke was coming from
9. I was inside the veh and got out
10. I had the veh towed to dlr the same day
11. Turned out to be the whole electrical system
12. Veh was in front end accident on 3/2/18
13. Ed Voyles Kia did the repairs
14. [redacted] did not note my constant concerns
15. I rented a veh but they refused to pay the rental
16. If I come back with this veh, I may lose my job
17. The parents of this child I transport do not think this veh is safe anymore
18. Veh had been sitting overnight
19. I could smell the odor of exhaust but thought it was coming from outside
20. Had been smelling that since a few weeks prior
21. Everything except horn stopped when I disconnected battery
22. No fire, I did not call police/fire department
23. I just opened garage to air out
24. I am asking them to just let me pick another car

Wrt states:
1. Advised wrt will forward case to appropriate department
2. CSR will contact cust in 2-3 business days

Cust thanked wrt

*** Note - Others created on 09/12/2018 14:09:29 (GMT-07:00) Arizona and created by Mariella Campos ***
Dispatching to NCA:

1. Cust alleges veh had burning smell, heard boom and veh begin to smoke
2. Veh currently at [redacted] (Ed Voyles Kia of Chamblee)
3. Cust requesting replacement veh
4. Please review and follow up accordingly

*** 09/12/2018 14:11:45 (GMT-07:00) Arizona ***
Dispatched from WIPBin = Default to Queue National CA by Mariella Campos
Reason:

*** 09/13/2018 07:57:29 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 09/13/2018 08:10:07 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 1. Intro Calls of Ryan Ristow by Jeff Stroup
Reason:

*** Phone - Call - Outbound created on 09/17/2018 09:10:15 (GMT-08:00) Pacific Time (US & Canada) and

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L39JG[redacted]	[redacted]	11,000

Chamblee , GA, [redacted] Prod. Date: 06/16/2017 Dealer: [redacted] Ed Voyles KIA of Chambl

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

created by Ryan Ristow ***
Wrt left a VM for the customer.

*** Phone - Call - Inbound commitment created on 09/17/2018 09:10:55 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/24/2018 and created by Ryan Ristow ***

*** Others - Others created on 09/17/2018 09:16:15 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt contact T/L and the DPSM requesting assistance.

*** Phone - Call - Outbound created on 09/17/2018 09:16:46 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt left a VM for svc.

*** Phone - Call - Inbound commitment created on 09/17/2018 09:17:27 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/20/2018 and created by Ryan Ristow ***

*** 09/17/2018 09:17:37 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1. Intro Calls and Sub Status of Assigned

*** Phone - Call - Inbound commitment fulfilled on 09/17/2018 12:42:51 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/20/2018 closed by Ryan Ristow ***
Today Techline (Case [redacted] gave my technician John Harris instructions to inspect wiring harness and see if he could determine what caused the failure. He was told to not do any diagnosis up till now. There is no estimate available at this time. The vehicle will need at least the wiring harness replaced.

This vehicle was traded in over the weekend.

Jeff Baselj
Service Director
Ed Voyles Kia of Chamblee
Main [redacted]
Fax: [redacted]
[redacted]

*** Phone - Call - Inbound commitment fulfilled on 09/17/2018 12:43:22 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/24/2018 closed by Ryan Ristow ***

*** 09/17/2018 12:43:25 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Ryan Ristow with Resolution Code : Concerns Recorded
[Resolution Summary]
Case closed pending further contact. Customer traded out of car.

*** 09/17/2018 13:22:50 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened by Ryan Ristow with Sub Status of Working

*** Others - Others created on 09/21/2018 15:01:17 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt reviewed with the KMA engineers:
1. Advise dealer to continue diagnosis.

Last_name	First_name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L39JG[redacted]	[redacted]	11,000

Chamblee , GA, [redacted] Prod. Date: 06/16/2017 Dealer: [redacted] Ed Voyles KIA of Chambl

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

*** Others - Others created on 09/21/2018 15:02:37 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt requested that T/L have the dealer continue with vehicle diagnosis.

*** Others - Others commitment created on 09/21/2018 15:03:32 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/27/2018 and created by Ryan Ristow ***

*** 09/21/2018 15:03:41 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1. Intro Calls and Sub Status of Working

*** Others - Others commitment updated on 09/27/2018 08:18:07 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/27/2018 and updated by Ryan Ristow ***
Wrt left a VM for the svc adv.

*** Others - Others commitment updated on 09/27/2018 08:18:12 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/01/2018 and updated by Ryan Ristow ***

*** Others - Others commitment updated on 10/01/2018 08:50:51 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/01/2018 and updated by Ryan Ristow ***
Wrt requested an updated from the svc mgr.

*** Others - Others commitment updated on 10/01/2018 08:50:54 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/03/2018 and updated by Ryan Ristow ***

*** Others - Others created on 10/02/2018 16:54:07 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Tread Review Completed.

*** Others - Others commitment created on 09/21/2018 15:03:17 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/10/2018 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 10/10/2018 08:26:01 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/10/2018 closed by Ryan Ristow ***
Hi Jeff,

The T/L case says the vehicle is no longer at the dealer since 9/23/18, but you told me this vehicle was traded in. Where did the vehicle go?

Best,

*** 10/10/2018 08:26:15 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Ryan Ristow with Resolution Code : Concerns Recorded
[Resolution Summary]
Case closed pending further contact. Customer traded out of car.

*** 10/11/2018 08:06:12 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened by Ryan Ristow with Sub Status of Working

*** Email - External Email Received created on 10/11/2018 08:06:24 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L39JG[redacted]	[redacted]	11,000

Chamblee , GA, [redacted] Prod. Date: 06/16/2017 Dealer: [redacted] Ed Voyles KIA of Chambl

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

The vehicle is here. It was traded in. An FTS looked at it last week and instructed us to replace the main wiring harness to start with. We received a new wiring harness that we will be installing soon.

Jeff Baselj
Service Director
Ed Voyles Kia of Chamblee
Main: [redacted]
Fax: [redacted]
[redacted]

*** 10/11/2018 08:12:23 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Ryan Ristow with Resolution Code : Concerns Recorded
[Resolution Summary]
Case closed pending further contact. Customer traded out of car.

*** 10/25/2018 08:17:36 (GMT-07:00) Arizona ***
Reopened by Chistopher Davis with Sub Status of Working

*** Phone - Call - Inbound created on 10/25/2018 08:17:40 (GMT-07:00) Arizona and created by Chistopher Davis ***
Customer states:
1.Brought receipts for rental to dealer
2.They said they submitted it already and i am waiting on reimbursement but i have not got yet and it has been weeks
3.I need to get status of my reimbursement

Writer states:
1.Apologized
2.I will have to call dealer for status of reimbursement
3.May i place you on hold?

Customer states:
1.Yes thanks

**Called [redacted] / no answer left VM **

Writer states:
1.Apologized for hold
2.I was not able to get through to dealer so i did leave VM
3.One i get a call back i can contact you and advise how long on reimbursement
4.Offered survey

Customer states:
1.Okay thanks
2.Accepted survey

*** Phone - Call - Inbound commitment created on 10/25/2018 08:53:44 (GMT-07:00) Arizona with Commitment Date 10/26/2018 and created by Chistopher Davis ***

[UVO]*** Phone - Call - Inbound created on 10/26/2018 10:26:43 and created by Kollean Walton ***
Customer states

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L39JG[redacted]	[redacted]5	11,000

Chamblee , GA, [redacted] Prod. Date: 06/16/2017 Dealer: [redacted] Ed Voyles KIA of Chambl

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

1. I called the CA dept yesterday about a refund that was to be given back to me from a DLR
2. The gentlemen that i spoke with in your department contacted the Service MGR at DLR
3. I never got a response back from your dept
4. He said he was going to wait for the Service manager to call him
5. Then he would call me and let me know
6. It's been 3 weeks now
7. What happened, a 2018 kia i had
8. Electrical system blew
9. I told them i wasn't going to take the car back
10. My employer told me i would get fired if i kept the car because i transported their child
11. on the 12th of september we bought a new optima
12. In the mean time i had to rent a car
13. Service manager said he wasn't going to pay for it
14. DLR in finance dept pulled up receipt from enterprise they were supposed to refund me
15. I haven't heard from anyone

Writer states
1. Apologized
2. I don't see an update on the case
3. Last thing states CO is waiting to hear from DLR

Customer states
1. I want to speak with him

Writer states
1. Understand
2. CO is not available at the moment, would you like me to let him know to call you back?

Customer states
1. No i want to speak with someone

Writer states
1. Understand
2. One moment i will get you to CA

*** Transferred customer to TCS Stephanie ***

*** Phone - Call - Inbound created on 10/26/2018 11:40:37 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
custoemr sttates
1 Calling about the case
2 I was supposed to get a call back
3 The serviced manager through this whole thing is rude as hell
4 I refused to take the car back
5 Went into the dealer and ended up getting another optima
6 Simply said if I came back with the car I wouldn't have a job
7 I could have been killed if I was in an intersection
8 I got a tow to Ed Voyles
9 Also got a rental to work
10 I left a message for Jeffrey
11 Why can't simply get another optima which they ended up doing anyway
12 They put in a car rental reservation and he said he wasn't going to pay for it

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L39JG[redacted]	[redacted]	11,000

Chamblee , GA, [redacted] Prod. Date: 06/16/2017 Dealer: [redacted] Ed Voyles KIA of Chambl

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

13 That stopped at the time I got the other optima
14 Gentleman from finance printed out the receipt and said I t will take a couple weeks and gave it to Jeffrey
15 Its like $338 dollars somewhere in there

Writer states
1 Apologized
2 one moment ill reach out to the dealer

*** Phone - Call - Inbound created on 10/26/2018 11:35:03 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
Writer to dealer spoke to Jefferey
1 Customer states finance printed receipt for rental and finance gave to Jefferey manager
2 Also customer mentioned a tow

Dealer states
1 There are three Jeffrey here
2 Still have the old car here
3 Jefferey is the general manager and parts and service director
4 I see $ 338.15 was posted in the repair order
5 I do see it was never submitted because the claim is still opened
6 We were still waiting for the wiring harness,
7 when we get money from kia we will give it back to the customer we just need the vehicle repaired first
8 For the tow how much was charged

writer states
1 one moment ill go back to the customer

*** Phone - Call - Inbound created on 10/26/2018 11:49:36 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
Writer to customer
1 You had mentioned a tow?

Customer states
1 I think it was covered under my insurance
Writer states
1 Ok good, so it was just the concern about the rental
2 Veh not yet completed
3 the amount is added to the RO which will be processed through the dealer

Writer states
1 one moment ill give that info to Jefferrey

*** Phone - Call - Inbound created on 10/26/2018 11:55:33 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
Writer to dealer jefferey
1 So she said tow covered

Last_name	First_name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L39JG[redacted]	[redacted]	11,000

Chamblee , GA, [redacted] Prod. Date: 06/16/2017 Dealer: [redacted] Ed Voyles KIA of Chambl

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

Dealer states
1 Alright i thought so
2 I put an extra note customer seeking 338.15 to be paid when warranty claim is credited

Writer states
1ok thank you for your time

*** Phone - Call - Inbound created on 10/26/2018 11:57:03 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
writer to customer
1 Dealer will let you know when credited
2 May be some time since they have to wait for vehicle to be repaired
3 Once they get credited they can credit you

customer states
1 Service manager refused to give me the rental car because i was adamant that i wasn't going to get another car
2 so i had to get one on my own
3 if he would of done the right thing in the first

Writer states
1 apologized
2 i will note case as well

*** Phone - Call - Inbound commitment fulfilled on 10/26/2018 15:30:13 (GMT-07:00) Arizona with Commitment Date 10/26/2018 closed by Chistopher Davis ***

*** 10/26/2018 15:30:23 (GMT-07:00) Arizona ***
Closed by Chistopher Davis with Resolution Code : Concerns Recorded
[Resolution Summary]
Case closed pending further contact. Customer traded out of car.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L36JG[redacted]	[redacted]	3,000
, ,		Prod. Date: 01/26/2018	Dealer:	

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

Case History

*** 01/02/2019 11:24:35 (GMT-07:00) Arizona ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 01/02/2019 11:24:11 (GMT-07:00) Arizona and created by Debra Rustin ***
Customer states
1.had a fire incident on my vehicle
2.was 11/13
3.was in miami
4.car was total loss by insurance
5.asked me to call you and open a case

Writer states
1.Apologized
2. was anyone hurt?

Customer states
1.no
2.i cant hear you
3.its choppy choppy

called customer back

writer states
1. there are many question i need to ask you
2.can you hear me well enough?

Customer states
1.no
2.i cant hear you

writer states
1. can i contact you after our ohone issues are cleared up?

Customer states
1. yes

*** Phone - Call - Inbound commitment created on 01/02/2019 11:25:19 (GMT-07:00) Arizona with Commitment Date 01/03/2019 and created by Debra Rustin ***

*** 01/02/2019 10:25:43 (GMT-07:00) Arizona ***
Case moved into WIPBin Default and Sub Status of Working

*** Phone - Call - Outbound created on 01/03/2019 13:16:15 (GMT-07:00) Arizona and created by Debra Rustin ***
Writer calls customer
1.calling to follow up on your case
2.can i ask about the incident?

Customer states
1.yes

Writer states

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L36JG[redacted]	[redacted]	3,000
, ,		Prod. Date: 01/26/2018	Dealer:	

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

1.**ran fire script**
2.who is your insurance with?

Customer states
1.USAA [redacted] (CLAIMS DEPT)
2.CLAIM [redacted]
POLICY# [redacted]

Writer states
1. i will forward this information to our national dept
2. your case will be assigned
3.they will contact you

*** Phone - Others created on 01/03/2019 13:18:34 (GMT-07:00) Arizona and created by Debra Rustin ***
CUSTOMER "ALLEGES" PRODUCT LIABILITY
Forward to NCA
1 Customer alleges the vehicle caught fire
2 Vehicle is currently in posession of insurance company
3 Customer is requesting kia contact insurance
4 Please review and follow up accordingly

*** 01/03/2019 13:20:40 (GMT-07:00) Arizona ***
Dispatched from WIPBin = Working to Queue National CA by Debra Rustin
Reason:

*** 01/04/2019 07:39:39 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 01/04/2019 07:58:55 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin Default of Louis Manuel by Jeff Stroup
Reason:

*** Phone - Call - Inbound commitment fulfilled on 01/07/2019 11:47:27 (GMT-07:00) Arizona with Commitment Date 01/03/2019 closed by Debra Rustin ***

*** 01/08/2019 10:17:08 ***
Case moved into WIPBin Default and Sub Status of Assigned

*** Phone - Call - Outbound created on 01/08/2019 11:49:24 and created by Louis Manuel ***
writer called customer and stated:
1. can you please recall the event?

Customer states:
1. On the way home from Miami trip, saw smoke from one side of engine compartment
2. Running with rough vibration
3. Loud sound
4. Orange flash
5. Pulled off the road, grabbed bag and car went up into flames

wtr stated
1. do you have an open insurance claim?

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L36JG[redacted]	[redacted]	3,000
, ,		Prod. Date: 01/26/2018	Dealer:	

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

cust states:
1. USAA, have settled

wtr stated:
1. where is the current location of the veh?
2. do you have any photos or videos of veh (fire/police report)
3. is there anything you are requesting from KIA?

cust states
1. in insurance possession
2. no photos
3. my insurance would like to talk to you guys but told me I had to open a claim first

wtr stated:
1. I will get in touch with your insurance when you are able to provide that information to us.

*** Email - External Email Sent created on 01/08/2019 11:51:34 and created by Louis Manuel ***

[redacted]

Thank you for speaking me today. Your case # is[redacted].

Please send at your earliest convenience your Insurance agent's information.
I will get in contact with them and will update you with any relevant findings.
If you have any questions or concerns, please let me know. I at my desk M-F, from 08:30-17:30 PST. The phone number in my email signature is my direct line. I look forward to assisting you further in this matter soon.

Thank you,

*** 01/08/2019 11:53:05 ***
Case moved into WIPBin Intro Calls and Sub Status of Assigned

*** Phone - Call - Inbound created on 01/16/2019 08:59:47 and created by Louis Manuel ***
wtr received voicemail from customer's adjuster Richard

USAA richard states:
had c/o expert look at total burn
wanted to make sure we on notice
destructive exam invite
[redacted]3
Claim [redacted]

John cavanaugh (expert)
[redacted]

*** Note - Others created on 01/16/2019 09:08:09 and created by Louis Manuel ***
vehicle found via copart website, attaching photos

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L36JG[redacted]	[redacted]	3,000
, ,		Prod. Date: 01/26/2018	Dealer:	

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

Copart Miami Central
[redacted]
MIAMI, FLORIDA [redacted]
Lot [redacted] 8

*** 01/17/2019 12:28:51 ***
Case moved into WIPBin Pending Docs and Sub Status of Assigned

*** 02/01/2019 15:34:53 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin default of Alex Villalpando by Jeff Stroup
Reason:

*** Phone - Call - Inbound created on 02/01/2019 15:49:38 and created by Louis Manuel ***
1. Pat Dugan from Nefco will be representing USAA at joint insp.
2. Eric or Alan attending
3. 1st attempt at scheduling failed, no response from Pat

*** Phone - Call - Inbound commitment created on 02/06/2019 12:06:51 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/12/2019 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 02/12/2019 09:26:40 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/18/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound created on 02/14/2019 09:15:10 and created by Louis Manuel ***
writer received voicemail from USAA Richard
Richard states:
1. expert john cavanaugh says he has not heard anything from kia yet
2. please reach out to him regarding joint insp.
3. his#: [redacted]
4. his email: [redacted]
5. reference [redacted]
6. thank you

*** Phone - Call - Inbound commitment updated on 02/18/2019 11:28:25 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/22/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 02/22/2019 10:05:22 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/28/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 02/28/2019 09:28:15 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/08/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound created on 03/05/2019 15:01:13 and created by Louis Manuel ***
writer received vm from richard, usaa.
requested CM call expert
John cavanaugh (expert)
[redacted]

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L36JG[redacted]	[redacted]	3,000
, ,		Prod. Date: 01/26/2018	Dealer:	

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

*** Phone - Call - Inbound created on 03/05/2019 15:55:19 (GMT-07:00) Arizona and created by Roxana Montano ***

Richard adjuster for USAA
1. I am trying to reach Louis

Wrt
1. I have contacted Louis
2. He will not manage this case
3. It will be Alex Villalpando
4. I left him a VM to contact you back

Richard
1. Could I have contact number

Wrt
1. Alex Villalpando [redacted]

Richard
1. I will wait for his call
2. if not I will contact him
3. Thank you

*** Phone - Call - Inbound commitment updated on 03/08/2019 10:16:56 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/11/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 03/11/2019 10:45:59 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/15/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 03/11/2019 16:39:19 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/13/2019 and updated by Alex Villalpando ***

*** 03/11/2019 16:43:05 (GMT-08:00) Pacific Time (US & Canada) ***
Inspection requested by [redacted]
Request Code: PLLegal--[redacted]
Request Details:

*** Phone - Call - Inbound commitment updated on 03/11/2019 16:43:32 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/26/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 03/12/2019 10:35:52 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/13/2019 and updated by Alex Villalpando ***

*** Email - External Email Received created on 03/13/2019 11:39:47 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Email received from Patrick Dugan with Nefco

1. Allstate advised vehicle has been sold
2. No joint analysis
3. Allstate said it is in litigation

*** Phone - Call - Inbound commitment updated on 03/18/2019 13:57:18 (GMT-08:00) Pacific Time (US & Canada)

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L36JG[redacted]	[redacted]	3,000
, ,		Prod. Date: 01/26/2018	Dealer:	

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

with Commitment Date 04/04/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound created on 03/27/2019 07:42:20 and created by Anthony Bailey ***
Wrtr states:
1. Hello this is anthony with KCAC
2. How can I assist

Richard with USAA states:
1. Hi im calling to get an update on the case
2. Alex has not reached out
3. if he isnt available can I speak with his supervisor?

Wrtr states:
1. Apologized
2. I can try and give you an update
3. Wrtr reads latest notes of car being sold

Cust states:
1. Copart must have sold it I told them not to well I guess theirs nothing I need from you

*** Phone - Call - Inbound commitment updated on 04/04/2019 15:20:09 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/10/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 04/10/2019 09:58:21 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/12/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 04/12/2019 09:29:25 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/26/2019 and updated by Alex Villalpando ***

*** Email - External Email Received created on 04/22/2019 15:07:26 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Received email from Insurance's investigator advising vehicle is no longer available

*** Phone - Call - Inbound commitment fulfilled on 04/22/2019 15:08:05 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/26/2019 closed by Alex Villalpando ***

*** 04/22/2019 15:08:15 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Alex Villalpando with Resolution Code : Concerns Recorded
[Resolution Summary]
Pending further contact.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	KNAGT4L38J[redacted]	[redacted]	45,000

Bohemia , NY, [redacted] Prod. Date: 11/21/2017 Dealer: [redacted] Generation KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

Case History

*** 01/10/2019 13:26:57 (GMT-05:00) Eastern Time (US & Canada) ***
Contact = [redacted], Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 01/10/2019 13:27:04 (GMT-05:00) Eastern Time (US & Canada) and created by Jason Henry ***
Cust states:
1. [redacted] told me to call you for a rental
2. It went in two days ago for service, and yesterday, it started smoking, stalling, vibrating, and they're saying it's the injectors
3. I was supposed to be taking my child back to college today, so I need a rental.

Wrt states:
1. Apologized
2. May Wrt reach out to [redacted] for more info?

*** Phone - Call - Outbound created on 01/10/2019 13:28:13 (GMT-05:00) Eastern Time (US & Canada) and created by Jason Henry ***
Wrt called [redacted], spoke with James:
1. No loaners available, no rental contact.

Customer Name: [redacted]
Customer phone #: [redacted]
Customer address:
VIN: KNAGT4L38J5[redacted]
MY and Mileage: 2015 / 4478
Most recent RO #: [redacted]
Open Date: 01/10/19
Close Date:
Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis -
Customer states: when driving aggressively, shakes and smells like burning oil, when turning on, puffed out smoke from under hood.
Dealer states: Injector and high pressure fuel lines.
Able to Duplicate (Y or N): Y
Repeat Repair (Y/N), if so, how many times?: N/A
Repair History of current concern with dates (Open and Closed) and mileage: N/A

ETA for completion of repairs (if applicable): Pending parts
Parts on order (Y/N), if so obtain part#, order#:
Part #
Order #
Techline Case (if applicable): N/A
Rental / Loaner Provided? If so, since when?: No loaners available, no rental contract
Dealer contacted DPSM (if needed): N/A
Vehicle repaired?: No
Customer has possession?: No
Dealer Code/Selling Dealer (Y or N): [redacted] / Yes
Original Owner (Y or N): Yes
What is current Customer Request (if needed):

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	KNAGT4L38J5[redacted]	[redacted]	45,000

Bohemia , NY, [redacted] Prod. Date: 11/21/2017 Dealer: [redacted] Generation KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

*** Phone - Call - Inbound created on 01/10/2019 13:54:55 (GMT-05:00) Eastern Time (US & Canada) and created by Jason Henry ***
Wrt relayed to Cust:
1. Apologized, [redacted] does not have any loaners, and does not have a rental contract
2. KCAC will reimburse Cust for up to $45/day (+$12 Long Island Market Surcharge) for a rental for 8 days. Kia does not cover gas or insurance.

Cust states:
1. Ok, thank you.
2. I'll need

<For Internal Use Only
Market Surcharge per [redacted]-11 pg 2 for Long Island>

*** Phone - Call - Inbound commitment created on 01/11/2019 14:50:22 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 01/15/2019 and created by Jason Henry ***

*** Phone - Call - Inbound commitment fulfilled on 01/16/2019 09:27:52 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 01/15/2019 closed by Jason Henry ***

*** Phone - Call - Outbound created on 01/16/2019 09:27:53 (GMT-05:00) Eastern Time (US & Canada) and created by Jason Henry ***
Wrt called [redacted], spoke with Tim:
1. RO closed on 01-15-19
2. Picked up yesterday

*** Phone - Call - Outbound created on 01/16/2019 09:29:11 (GMT-05:00) Eastern Time (US & Canada) and created by Jason Henry ***
Wrt called Cust to follow up:
1. No answer, no VM

Wrt sent the following email to Cust:

Good morning, [redacted]

I spoke with Tim at Generation Kia, who advised that you picked up your Optima yesterday. Please submit your rental invoice and proof of payment (if not indicated on the invoice itself), and I'll process for reimbursement. You can scan and email to me, take a (large, clear, legible) picture with your phone and email to me, or fax to [redacted]. If you fax, please let me know what day you faxed it on, and write Case ID [redacted] on each page sent. I attempted to call, but there was no answer, and no voicemail picked up. If you have any questions, please give us a call, and reference Case ID [redacted]

Jason Henry, Total Case Specialist
Bluetooth & Technology S.M.E.

Kia Motors America, Inc.
[redacted] Irvine, CA [redacted]
T [redacted]
F [redacted]
E [redacted]

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	KNAGT4L38J5[redacted]	[redacted]	45,000

Bohemia , NY, [redacted] Prod. Date: 11/21/2017 Dealer: [redacted] Generation KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

*** Phone - Call - Inbound commitment created on 01/16/2019 09:32:34 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 01/18/2019 and created by Jason Henry ***

*** Phone - Call - Inbound commitment fulfilled on 01/24/2019 10:50:54 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 01/18/2019 closed by Jason Henry ***

*** Phone - Call - Outbound created on 01/24/2019 10:50:55 (GMT-05:00) Eastern Time (US & Canada) and created by Jason Henry ***
Wrt called cust to follow up:
1. Left VM with KCAC# and Case ID
2. Calling to follow up on rental reimbursement discrepancy
3. Please call to discuss
4. Thank you

Wrt also sent the following email:

Good morning, [redacted]

Thank you for the documents. Per our discussion, your rental reimbursement was $57 ($45/day plus $12 Market Surcharge for Long Island) for 8 days, which would total $456. The rental invoice submitted is for $499.36, so I wanted to confirm with you that reimbursing per our original agreement was still acceptable. If so, please let me know, and I'll process this for reimbursement immediately.

Kind regards,

Jason Henry, Total Case Specialist
Bluetooth & Technology S.M.E.

Kia Motors America, Inc.
[redacted]. Irvine, CA [redacted]
T [redacted]
F [redacted]
E [redacted]

*** Phone - Call - Inbound commitment created on 01/24/2019 10:51:56 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 01/31/2019 and created by Jason Henry ***

*** Phone - Call - Inbound commitment fulfilled on 01/28/2019 08:50:32 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 01/31/2019 closed by Jason Henry ***

*** Email - External Email Received created on 01/28/2019 08:50:34 (GMT-05:00) Eastern Time (US & Canada) and created by Jason Henry ***
From: [redacted]

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	KNAGT4L38J5[redacted]	[redacted]	45,000

Bohemia , NY, [redacted] Prod. Date: 11/21/2017 Dealer: [redacted] Generation KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

Sent: Friday, January 25, 2019 8:58 PM
To: Jason Henry [redacted]
Subject: Re: Kia Consumer Affairs Case [redacted]

Hello Jason,

I left you a message yesterday in regards to your phone & email messages. As I explained in my phone message, do not feel it is fair that I should not be reimbursed for the full $499.36.

Since Generation Kia does not have a rental agreement with any agency I had to call around and find my own renta and this was the best deal I could get for a car that was the same size as the Kia Optima. I also used my AAA discount which brought the cost down to what it was. So not only were we completely inconvenienced and our trip put off schedule, but now I had to pay for gas and tolls for not only the rental to get us to Florida, I also had to then pay for gas & tolls to get my daughter's car down to her. I was told originally that it probably wouldn't be an issue to have her car shipped down to her because it was a brand new car and the fuel injectors shouldn't have blown, to then being told that since it wasn't "their" fault that I would have to get the car there myself. I find it really strange that a car with less then $5,000 miles goes in for a routine oil change and a recall (which I believe was emissions related) to the fuel injectors blowing the next day. When I questioned that and asked why this could happen I was told there was a miss-fire in the plugs and that caused the fuel injectors to blow. When I asked why a new car would do that and if there was an issue with the engine or anything I should be concerned about I was told that, no, everything is fine, this just happens and is nothing to worry about. Again, this is a new car, things don't just blow after being in for a simple routine service. We bought this car because we wanted something that was safe and reliable for my daughter, so as a single mother I wouldn't have to worry so much as she travels back & forth to school, and now I have to worry that like I was told, "things just happen".

So I feel it is not too much to ask or that I am not being in any way unreasonable to request a full reimbursement fo my rental cost.

Your assistance in this matter is greatly appreciated.

Thank you,

[redacted]

*** Phone - Call - Inbound created on 01/30/2019 12:16:37 (GMT-05:00) Eastern Time (US & Canada) and created by Jada Jones ***

<For Internal Use Only
499.36 gw approved for rental>

*** 01/30/2019 12:30:34 (GMT-05:00) Eastern Time (US & Canada) ***
Goodwill #: [redacted] Submitted

*** 01/30/2019 12:30:50 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin = In Progress to Queue Robyn Goodwill by Jason Henry
Reason:

*** Email - External Email Received created on 01/31/2019 16:07:17 (GMT-05:00) Eastern Time (US & Canada) and created by Jason Henry ***

Hello Jason,

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	KNAGT4L38J5[redacted]	[redacted]	45,000

Bohemia , NY, [redacted] Prod. Date: 11/21/2017 Dealer: [redacted] Generation KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

Thank you very much for your assistance, it is greatly appreciated.

My mailing address is:

[redacted]
Oakdale, NY [redacted]

Thank you again,

[redacted]

*** 02/19/2019 17:04:54 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Submitted

*** 02/19/2019 17:04:55 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Returned

*** 03/28/2019 16:46:02 (GMT-05:00) Eastern Time (US & Canada) ***
Goodwill #: [redacted] Returned

*** 03/28/2019 16:46:16 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin = Inbox to Queue Ashley Goodwill by Jason Henry
Reason:

*** 03/28/2019 17:26:24 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Final Approved

*** Note - Others created on 04/01/2019 11:15:38 and created by Louis Manuel ***
Received check on 4/1/2019.
Check [redacted]
$499.36
Mailed out via USPS

*** 04/29/2019 15:52:46 (GMT-05:00) Eastern Time (US & Canada) ***
Closed by Jada Jones with Resolution Code : Goodwill Issued
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted] Z	5XXGT4L32JG[redacted]	[redacted]	2

Gresham , OR, [redacted] Prod. Date: 08/18/2017 Dealer: [redacted] Weston KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Parts
Kia Case Type Lvl3: Supply
Kia Case Type Lvl4: Stock Status

Case History

Part ordered for customer vehicle has been placed into the UPER status on01/26/2019 00:00:00

Dealer Name : WESTON BUICK GMC INC. Weston Kia
Dealer Contact name : JOHN
Dealer Phone : [redacted]
Part No# : [redacted]
Order No# : [redacted]
Order Qty# : 1

Dealer Comment : CAR DOWN FOR 4 DAYS. VEHICLE CANNOT BE RENTED OUT.

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

*** Assigned to WIPBin Inbox of Melissa Hight on 01/29/2019 07:06:32 (PST)
*** 01/29/2019 09:05:28 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin InBox to Queue UPER by Jada Jones

*** 02/14/2019 10:57:24 (GMT-07:00) Arizona ***
Accepted from Queue UPER to WIPBin Default by Justina Sinclair

*** 02/14/2019 11:00:52 (GMT-07:00) Arizona ***
Dispatched from WIPBin Default to Queue ZZ Callodo Ortega by Justina Sinclair

*** 02/14/2019 12:32:39 ***
Accepted from Queue ZZ Callodo Ortega to WIPBin Default by Collado Ortega

*** Research - Others created on 02/25/2019 10:08:24 and created by Collado Ortega ***
Per KDealer Part deleted

*** Phone - Call - Outbound created on 02/25/2019 10:21:31 and created by Collado Ortega ***
Contact DLR [redacted]
Wrt states
1. introduce self
2. Why was this order deleted
Parts Mgr (Ross)
1. Regular engine, not a recall engine
2. There is a new number
3. The person who ordered it will be here tomorrow
4. I don't know why it was deleted

*** Phone - Call - Outbound commitment created on 02/25/2019 10:32:52 with Commitment Date 02/26/2019 and created by Collado Ortega ***
Ask parts why order was deleted

*** Phone - Call - Outbound created on 02/26/2019 09:21:17 and created by Collado Ortega ***
Contact DLR [redacted]
Wrt states
1. Intro self
2. What is the status of repairs on veh
SA (Chris) states

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L32JG[redacted]	[redacted]	2

Gresham , OR, [redacted] Prod. Date: 08/18/2017 Dealer: [redacted] Weston KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Parts
Kia Case Type Lvl3: Supply
Kia Case Type Lvl4: Stock Status

1. The engine has not come in
2. Still on back order
3. ETA 3/12/19

*** Phone - Call - Outbound created on 02/26/2019 09:27:35 and created by Collado Ortega ***
Contact DLR @ [redacted]
Wrt states
1. Intro self
2. Can I get the new order and part number
Parts Mgr (John)
1. Part# 21101 2GK34QQKR
Order [redacted]

*** Research - Others created on 02/26/2019 09:33:37 and created by Collado Ortega ***
Per AS400 ETA 3/12/19

*** Phone - Call - Outbound created on 02/26/2019 09:35:23 and created by Collado Ortega ***
Contact cust [redacted]
Wrt states
1. This is Leo from Kia Consumer Affairs calling you to update you on the status of your repairs. Currently the part is on back order with an ETA of 3/12/19 which may change at any time
2. We are escalating your case to another department to see what we can do about it.
3. Do you have any question?
Cust states
1. Not at the moment, if i do ill call back

*** Note - Others created on 02/26/2019 09:39:58 and created by Collado Ortega ***
1. UPER status part has not shipped after 10 days.
2. Part# 21101 2GK34QQKR
3. Order [redacted]
4. Part on UPER since: 01/26/19
5. ETA: 3/12/19
6. Please review and follow up accordingly

*** Case 13027486 is sent on 2/26/2019 9:45:56 by Collado Ortega
To: [redacted]
Cc: [redacted]
Title: NO ACTION REQUIRED - Case Escalation [redacted], CORP

*** 02/26/2019 09:47:49 ***
Dispatched from WIPBin = Default to Queue Western Region ECR by Collado Ortega
Reason:

*** Phone - Call - Outbound commitment fulfilled on 02/26/2019 09:48:20 with Commitment Date 02/26/2019 closed by Collado Ortega ***

*** 02/27/2019 07:14:18 (GMT-07:00) Arizona ***
Accepted from Queue Western Region ECR to WIPBin Default by Randy Chacon

*** 02/27/2019 07:15:32 (GMT-07:00) Arizona ***

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L32JG[redacted]2	[redacted]	2

Gresham , OR, [redacted] Prod. Date: 08/18/2017 Dealer: [redacted] Weston KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Parts
Kia Case Type Lvl3: Supply
Kia Case Type Lvl4: Stock Status

Dispatched from WIPBin Default to Queue ZZ Felina Chandler by Randy Chacon

*** 02/27/2019 08:29:07 (GMT-07:00) Arizona ***
Assigned to WIPBin Default of Felina Chandler by Randy Chacon
Reason:

*** Phone - Call - Outbound created on 03/05/2019 11:24:56 and created by Felina Chandler ***
Writer contacted customer [redacted]
Wtr LVM states:
1. Intro self
2. Reason for call
3. Provide case and callback number
4. Thanked

*** Case [redacted] is sent on 3/5/2019 11:25:33 by Felina Chandler
To: [redacted]
Cc: [redacted]
Title: ACTION REQUIRED - No Dealer Contact [redacted], CORP

*** Note - Others created on 03/22/2019 15:23:28 and created by Araceli Martinez ***
Dealer : Classic KIA of Carrollton
Technician : Jae Kwon
Service Manager : Alan Hipolito
Dealer Phone :
DPSM : Christopher Besser
Vehicle Model : OPTIMA LX 4CYL AUTO
Model Year : 2019
Mileage : 11374
Initial comments by Technician found in TL Case [redacted]:

[Problem Description]
cust states speedometer and info speed wrong

[Diagnostics Performed]
checked speedometer right side of dash and center of dash info center speedometer road tested with kds scan tool . drove pass traffic speed indicator ,found info center dash showing 5 mph faster then kds scan tool and right speedometer on right side of dash .checked with KDIS .is there some kind of calibration ?

*** Assigned to WIPBin Default of Debra Rustin on 03/08/2019 07:06:30 (PST)
*** 03/08/2019 07:17:06 (GMT-07:00) Arizona ***
Dispatched from WIPBin Default to Queue Service Alert / Techline by Debra Rustin

*** Phone - Call - Inbound created on 03/19/2019 15:41:09 and created by Araceli Martinez ***
Cust states
1.Look for reimbursement my vehicle had a recall on it [redacted]

Wrt
1. I can look into it
2.what were you looking into getting reimbursed for

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L32JG[redacted]	[redacted]	2

Gresham , OR, [redacted] Prod. Date: 08/18/2017 Dealer: [redacted] Weston KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Parts
Kia Case Type Lvl3: Supply
Kia Case Type Lvl4: Stock Status

Cust
1. I just wanted to be reimbursed for [redacted]

Wrt
1. Okay yeah of course
2. Whats a good email for you ill be able to send the documents ill need to start reimbursement

Cust
1. Provided Email
2 [redacted]

Wrt
1. Thank you
2. Ill be emailing you shortly

*** Email - External Email Sent created on 03/19/2019 15:55:35 and created by Araceli Martinez ***
From: Araceli Martinez
Sent: Tuesday, March 19, 2019 3:54 PM
To: [redacted]>
Subject: KIA good will 13078072

Per conversation here are the documents I'll be needing for reimbursement. I'll be needing proof of payment, an invoice from the Dealer if you paid with a debit or credit card ill need a copy of the bank statement if you have any question feel free to call us a [redacted] with your case [redacted] thank you

Araceli Martinez ,

Kia Motors America, Inc.
[redacted] Irvine CA [redacted]
T [redacted] E [redacted]

*** Email - Internal Email Received created on 03/22/2019 15:13:05 and created by Araceli Martinez ***
From: Bourgeois, Tiaa T. [redacted]
Sent: Friday, March 22, 2019 2:09 PM
To: Araceli Martinez [redacted]
Cc: [redacted]
Subject: Case# [redacted]

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L32JG[redacted]	[redacted]	2

Gresham , OR, [redacted] Prod. Date: 08/18/2017 Dealer: [redacted] Weston KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Parts
Kia Case Type Lvl3: Supply
Kia Case Type Lvl4: Stock Status

Hi Ms. Martinez –

Thank you for assisting me with this information. Please note the following…

On September 28, 2015 I purchased a 2013 Kia Optima LX 4D Sedan – VIN#5XXGM4A76DG[redacted] for my son [redacted]). This vehicle randomly caught fire on August 1, 2017 while my son was driving on the highway.

[redacted] had driven the Kia for approximately 5-10 minutes, when he heard a loud pop and all the lights on the dashboard lit up. He saw flames coming from under the hood and the brakes didn't seem to be working. He called me crying and very frantic and I advised him to get out of the car at which time he said that he couldn't because the door wouldn't open. A few seconds later he was able to pull to the side of the road, and stop the vehicle and jump out. There were flames pretty high flames coming from the engine area, the hood popped open, the windows were cracking and bursting. He stood in the grass a distance away from the vehicle and waited for the fire department to arrive. He walked about unharmed but very nervous and afraid. Other than the vehicle, no other items were lost in the fire except for the shoes that he was wearing, a garage door opener and cologne.

Also, in March 2017 the Kia Optima's check engine light came on and displayed a fuel pump issue with some other notifications for which I had both fuel pumps replaced (see attachment). The car seemed fine from here on out until with no other mechanical or any other issues before catching on fire on 8/1. I do recall about an hour before the ca caught fire, my son mentioned that the vehicle had a strong gas smell when her drove it earlier in the day.

Attachments include:
- Payment for fuel pump replacement
- Pictures of the burned vehicle

Please let me know should you need further information. Please do not respond to this email. Use the one listed below.

I can be reached at [redacted]

Kind Regards,
[redacted]

<For Internal Use Only
attachment attached to case>

*** 06/05/2019 16:22:21 ***
Dispatched from WIPBin OR012 to Queue ZZ Felina Chandler by Felina Chandler

*** 06/05/2019 17:09:58 (GMT-07:00) Arizona ***
Accepted from Queue ZZ Felina Chandler to WIPBin CASE ASSIGNMENTS by Albert Judson

*** 06/07/2019 08:41:13 (GMT-07:00) Arizona ***
Dispatched from WIPBin CASE ASSIGNMENTS to Queue ZZ Jessica Weaver by Albert Judson

*** 06/07/2019 11:33:59 (GMT-07:00) Arizona ***
Assigned to WIPBin ECR of Jessica Weaver by Albert Judson
Reason:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L32JG[redacted]	[redacted]	2

Gresham , OR, [redacted] Prod. Date: 08/18/2017 Dealer: [redacted] Weston KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Parts
Kia Case Type Lvl3: Supply
Kia Case Type Lvl4: Stock Status

*** Phone - Call - Inbound commitment created on 06/07/2019 18:19:23 (GMT-07:00) Arizona with Commitment Date 06/11/2019 and created by Jessica Weaver ***

*** 06/07/2019 18:19:39 (GMT-07:00) Arizona ***
Case moved into WIPBin ECR and Sub Status of Assigned

*** Phone - Call - Inbound created on 06/11/2019 16:56:07 (GMT-07:00) Arizona and created by Jessica Weaver ***

<For Internal Use Only
writer reviewed case, rental vehicle repaired 4/10/19. Notes from 3/19/19 - 3/22/19 belong to case [redacted].>

*** Phone - Call - Inbound commitment fulfilled on 06/11/2019 16:57:43 (GMT-07:00) Arizona with Commitment Date 06/11/2019 closed by Jessica Weaver ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L32JG[redacted]	[redacted]	20,000

St. Louis , MO [redacted] Prod. Date: 02/08/2018 Dealer: [redacted] Lou Fusz KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

Case History

*** 03/11/2019 08:01:10 ***
Contact = [redacted], Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 03/11/2019 07:57:56 and created by Lisa Taylor ***
Customer States ([redacted]
1. veh left me stranded again
2. I bought new paying $530 month for my NEW CAR
3. was towed in Saturday left me stranded
4. and daughter was stranded 1.5 hours at practice
5. Who told them to repair my engine
6. I'm not accepting no veh back just band-aided
7. I want a new veh back
8. I don't want this veh with a replaced engine

Writer States
1. Apologized
2. Thanked customer for calling kia
3. Advised I can help customer
4. Checked for duplicate cases
5. Checked for open SC - None[redacted]
6. Preferred contact method - email or phone either
7. Wtr advised customer will contact dlr for

***called dlr [redacted]
1. Lucas SVCA
2. Zack is her SVCA but not available

Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted] belleville IL
VIN: 5XXGT4L32JG[redacted]
MY and Mileage: 2018
Most recent RO#, Open and Close Date: RO#[redacted] opened 3/9 opened still open
Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis:
Customer states ... CEL flashing was towed in
Dealer states ...
cause
correction...ordered an engine
Able to Duplicate (Y or N): Y
Repeat Repair (Y/N), if so, how many times?:
Repair History of current concern with dates (Open and Closed) and mileage:
ETA for completion of repairs (if applicable): n/a
Parts on order (Y/N), if so obtain part#, order#: Y
[redacted]
Techline Case (if applicable): Y
Rental / Loaner Provided? If so, since when?: Y
Dealer contacted DPSM (if needed): N
Vehicle repaired?: N
Customer has possession?:
Dealer Code/Selling Dealer (Y or N): [redacted]

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L32JG[redacted]	[redacted]	20,000

St. Louis , MO [redacted] Prod. Date: 02/08/2018 Dealer: [redacted] Lou Fusz KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

Original Owner (Y or N):
What is current Customer Request (if needed): I don't want this

*****end call

Writer States
1. I want your original sales contract
2. and your monthly payment invoice
3. I will escalate your case
4. Please refer to your WICM
5. allow 2-3 days for follow up

Customer States
1. I won't take this car back
2. and why am I paying for a new car

writer States
1. I understand your frustration
2. but will escalate your case for this request
3. advised case# again

Customer states
1. thank you

*** Phone - Call - Inbound created on 03/11/2019 14:31:56 and created by Lisa Taylor ***
Forwarding to ECR.
1. Customer states CEL is on engine failure stranded me again.
2 [redacted] states engine needs to be replaced.
3. DPSM has been advised and customer has been referred to WCIM.
4. Dispatching because customer states they are requesting buyback of the vehicle.
5. Please review and follow up accordingly

*** Case 13080439 is sent on 3/11/2019 14:34:45 by Lisa Taylor
To [redacted]
Cc: [redacted]
Title: NO ACTION REQUIRED - Case Escalation [redacted]

*** Note - Others created on 03/11/2019 17:52:22 (GMT-05:00) Eastern Time (US & Canada) and created by Ashley Lewis ***

<For Internal Use Only
ALewis advised TCS to add DOD and buyback to title along with selecting repurchase requested prior to dispatch.>

*** 03/13/2019 05:32:28 ***
Dispatched from WIPBin = 00 - Inbox / Default to Queue Central Region ECR by Lisa Taylor
Reason:

*** 03/13/2019 07:05:49 (GMT-07:00) Arizona ***

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L32JG[redacted]	[redacted]	20,000

St. Louis , MO [redacted] Prod. Date: 02/08/2018 Dealer: [redacted] Lou Fusz KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

Accepted from Queue Central Region ECR to WIPBin Wednesday-1 by Randy Chacon

*** 03/13/2019 07:07:51 (GMT-07:00) Arizona ***
Dispatched from WIPBin Wednesday-1 to Queue ZZ Steve Larez ECR by Randy Chacon

*** 03/13/2019 07:33:13 (GMT-07:00) Arizona ***
Assigned to WIPBin Default of Steve Larez by Randy Chacon
Reason:

*** Case note has been appended from duplicated auto-case on 03/15/2019 01:05:51 (PST)

Comments from Service Alert - TL

Dealer : Suntrup KIA
Technician : Josh Delaloye
Service Manager : David Gower
Dealer Phone :
DPSM : Joe Casillas
Vehicle Model : OPTIMA S 4CYL AUTO
Model Year : 2018
Mileage : 25289
Initial comments by Technician found in TL Case [redacted]:

[Problem Description]
customer had vehicle at another dealer and was supposed to have engine replaced under pi1802 she was not happy with their service department and had her vehicle towed here. ther are two open campains on dcs report..... only to claim rental pi1802 1st eng r&r and dtc p1326 eng r&r. what would be my next step

[Diagnostics Performed]
.

*** Case note has been appended from duplicated auto-case on 03/19/2019 01:01:42 (PST)

Comments from UPER

Part ordered for customer vehicle has been placed into the UPER status on03/18/2019 00:00:00

Dealer Name : D.J.S./C.M.S., INC. Suntrup Kia
Dealer Contact name : TB
Dealer Phone : [redacted]
Part No# : 21101 2GK34QQKR Suntrup Kia
Order No# : [redacted]
Order Qty# : 1

Dealer Comment : car is down, recall part is on back order

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

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L32JG[redacted]	[redacted]	20,000

St. Louis , MO [redacted] Prod. Date: 02/08/2018 Dealer: [redacted] Lou Fusz KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

*** Phone - Call - Outbound created on 03/26/2019 11:07:48 (GMT-07:00) Mountain Time (US & Canada) and created by Steve Larez ***
Writer called customer back
Writer states.
1. We wanted to reach out to you with regards to your car.
2. I cannot confirm the engine order with the information I have from the dlr so I will need to call them with regards to the engine order.
3. I do know the engine is on back order but I need to confirm it with the part numbers.
4. What we are trying to do to minimize the inconvenience is reimburse the car payments from the time it was down to the time it was repaired and also supply the customer with a rental.

customer states.
1 .We do have a rental but I do not think it is running right.
2. I have had problems with my car since day one.
3. I do not think it was right when I bought it.
4. I had to get it jumped when I first bought it.
5. Now the engine has failed.

Writer states.
1. I understand, no one expects a new car to have issues.
2. We will confirm the part number with the dlr so we can try to get an idea as to when the engine may be avail.
3. In the mean time, please send me the sales contract so we can find out how much you pay a month for it.

Customer states.
1. Ok. I can do that.
2. Please send me an email so I can respond to it.

Writer states.
1. Ok, I will do that.

<For Internal Use Only
Writer did call customers financial institute but could not verify the identity since she is not the co buyer.>

*** Email - External Email Sent created on 03/26/2019 11:33:08 (GMT-07:00) Mountain Time (US & Canada) and created by Steve Larez ***
Writer sent email to customer so they could respond with the sales contract.

*** Note - Others commitment created on 03/26/2019 11:34:05 (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 04/03/2019 and created by Steve Larez ***

*** Phone - Call - Inbound created on 04/01/2019 09:51:48 and created by Courtney Laster ***
Cust states
1. I am at the DLR and they are very rude
2. I have been given a loner and the veh sounds like the motor is going out
3. My car is down for a motor and they have no idea when it will be in
4. My car not is due in 2 days
5. This is the best they can give me?

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L32JG[redacted]	[redacted]	20,000

St. Louis , MO [redacted] Prod. Date: 02/08/2018 Dealer: [redacted] Lou Fusz KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

Writer states
1. Apologized
2. Advised to bring that to bring that to the DLR's attention
3. Advised that if that is what they have then that is what they have at the DLR
4. Advised that your case has been sent to the next dept
5. Let me see what I can do

**********Transferred to JCarriffe

*** Phone - Call - Inbound created on 04/01/2019 10:08:58 (GMT-07:00) Arizona and created by Jeremy Carrifee ***
Customer states;
1. I was calling about my car
2. So the dlr gave me a loaner and the lights a coming on and its making a noise
3. I am here at the dlr and they said they do not have any more loaners.

Writer states;
1. I do apologize Steve will be back tomorrow he is on vacation
2. If the dlr does not have any other loaners and no rental program the only thing we could do is reimburse you for a rental

Customer states;
1. Well that doesnt help me now have Steve call me when he gets in tomorrow

*** Note - Others commitment fulfilled on 04/02/2019 09:10:20 (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 04/03/2019 closed by Steve Larez ***

*** Phone - Call - Inbound created on 04/02/2019 09:10:44 (GMT-07:00) Mountain Time (US & Canada) and created by Steve Larez ***
Customer states. (Male, did not get name)
1. I am calling you about the vehicle.
2. I spoke to [redacted] about the situation
3 .She said you wanted to get the sales contract.

Writer states.
1. Yes, the engine is on a back order so we want to offer GW for the time you were paying for a car you did not have because we could not supply the engine.
2. Please send me the sales contract.

Writer gave email address.

Customer thanked writer for information

*** Phone - Call - Inbound commitment created on 04/02/2019 09:15:28 (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 04/05/2019 and created by Steve Larez ***

*** Case note has been appended from duplicated auto-case on 04/28/2019 07:01:45 (PST)

Comments from Multiple Tows in 90 Days

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L32JG[redacted]	[redacted]	20,000

St. Louis , MO [redacted] Prod. Date: 02/08/2018 Dealer: [redacted] Lou Fusz KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

- For Reference -
Dispatch Date : 04/27/2019 11:03:14
Services Received : Tow /Unspecified
No. of Times : 1
Caller Name : [redacted]
Caller Phone : [redacted]
Tow Provider : HALL'S G.E.D. TOWING

Vehicle has experienced multiple tows/jumps within a 90 day period.

If the vehicle has been towed, it has been towed to HALL'S G.E.D. TOWING. Prior to contacting the customer for any assistance, please contact the dealer to determine the cause and the status of the vehicle.

If the vehicle has been jump started multiple times, please contact the customer to determine if there are any concerns with the vehicle and provide any assistance.

*** Phone - Call - Inbound created on 04/29/2019 06:21:42 and created by Alexis Tate ***
[redacted] (Owner) states
1. Veh has been at the dealer for a engine.
2. Was told on Friday veh was repaired.
3. It stalled on the road.
4. RSA did something, and it was smoking under the hood.
5. This is ridiculous.

Wrt states
1. Verified cust info.
2. Apologized, where is the veh now?
3. Who did you speak with?

Cust states
1. Steve does not return the phone.
2. I can not afford the car bill and paying
3. The car would not recognize the key.
4. I was forced to take the car, and the CEL is flashing.
5. I can not accept this car back.
6. It is at my home address.
7. The dealer said they would jump start it, and was told not to turn it off.
8. RSA came out and it was smoking, I tried to take it to Kia.
9. The dealer was busy, they could not look at it.
10. I was told once I accept the veh back from the dealer, case was closed.
11. Was told another claim had to be made.
12. Manager is Dave.

Wrt states
1. Apologized, one moment reaching out to CM.

Cust states
1.Thanks.

Wrt states

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L32JG[redacted]	[redacted]	20,000

St. Louis , MO [redacted] Prod. Date: 02/08/2018 Dealer: [redacted] Lou Fusz KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

1. Apologized for hold.
2. Advised Steve/ CM is not in office yet.
3. Will follow up once available.
4. Advised can set up tow to dealer?

Cust states
1. I still need a car.

Wrt states
1. Once at the dealer will review.

Cust states
1. Okay.
2. I was told a engine was on B/O
3. When I picked it up, no one spoke to me.
4. Was told a wiring harness was replaced.

Wrt states
1. One moment, reaching out to dealer to determine what was done to the veh.

Cust states
1. Okay.
2. Picked up on Friday from Suntrup Kia.

**********CALL TO DEALER**********
Wrt called to speak with Service Adviser [redacted]
1. I am calling from KCAC, To get info on a veh.

Service states
1. The advisers are not available, but will follow up.

**********BACK TO CUST**********
Wrt states
1. Apologized for hold.
2. Advised unable to get in touch with dealer
3. Waiting on dealer to return call.
4. Advised to contact dealer and advise of tow.
5. One moment, contacting RSA.
6. Once at dealer, call us back and can contact dealer about a rental/ loaner

Cust states
1. Okay.

**********CALL TO RSA**********
Wrt states
1. I am calling from KCAC, to set up a tow.
2. Provided VIN, cust info.

**********WARM TRANS TO RSA**********

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L32JG[redacted]	[redacted]	20,000

St. Louis , MO [redacted] Prod. Date: 02/08/2018 Dealer: [redacted] Lou Fusz KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

*** Phone - Call - Inbound created on 04/29/2019 10:49:23 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
Customer states
1 Towed in for a third time
2 he said wont authorize loaner
3 Someone told them to keep until fixed and can put in a rental
4 i been without a car since Friday
5 My car note is due in 6 days

Writer states
1 Apologized

Customer states
1 I cant wait forever
2 I have to go now
3 The manger is being rude and disrespectful Dave is his name

Writer states
1 One moment ill reach out to the dealer

*** Phone - Call - Inbound created on 04/29/2019 10:57:39 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
Writer to customer
1 one moment i will have to try again

Customer state
1 He just went to lunch
2 he do enst want to help me
3 he is just having me sit here

Writer states
1
One moment as i reach Suntrup Kia delaer

*** Phone - Call - Inbound created on 04/29/2019 10:53:40 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
Suntrup Kia
Writer states Spoke to
1. Calling about customer that has been at the dealer since Friday
2. She has [redacted] and I'm requesting to put the customer in a loaner or rental if available

Dealer states
1 One moment and was not able to reach manager

<For Internal Use Only
Veh at Suntrup KIA>

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L32JG[redacted]	[redacted]	20,000

St. Louis , MO [redacted] Prod. Date: 02/08/2018 Dealer: [redacted] Lou Fusz KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

*** Phone - Call - Inbound created on 04/29/2019 11:07:48 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
Writer contact customer
1.I was unable to get ahold of the manger t this time

Customer states
1 I said i don't have time right now
2 He just went to lunch
3 I have %30 due and i been without my car
4 Can we transfer from this dealer to another dealer
5 I don't want to deal with this guy
6 He is got something else going on
7 He is supposed to be helping me

Writer states
1 If you are requesting to change the dealer from them
can transferred to RSA

Customer states
1 If i get transferred to Ok thank you
2 This is the third time its smoking
3 i don't want it to catch fire
5 i have the advisor here
Customer gave phone to advisor

*** Phone - Call - Inbound created on 04/29/2019 11:23:10 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
Writer spoke to Cindy Advisor
1 [redacted] shows not completed ?

Dealer states
1 If [redacted] already completed
2 Lights are not on in the vehicle
3 Battery concern and needs to be replaced
4 il reach out to the DPSM since they are out

Writer states
1. Ok thank you

Gave phone back to customer

*** Phone - Call - Inbound created on 04/29/2019 11:29:22 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
Writer to customer
1 Dealer states its the battery
2 Battery would need to be replaced
3 Dealer states will reach out to DPSM

Customer states
1 He sold me a lemon

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L32JG[redacted]	[redacted]	20,000

St. Louis , MO [redacted] Prod. Date: 02/08/2018 Dealer: [redacted] Lou Fusz KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

2 Dave told me he going to lunch
3 Ill tow it to someone else
4 Now i have to wait around

Writer states
1 Refer to WCIM
2 I will update the case for the CM

Customer states
1. Ok ill go to enterprise and charge you
2 Now they are saying the batteyr is covered

Writer states
1 Dealer had advised me it wasnt
2 May i speak to her please

customer states
1 yes

*** Phone - Call - Inbound created on 04/29/2019 11:36:36 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
Transferred to dealer Cindy
1. Customer is now saying the battery is covered under warranty?

Dealer states
1. Kia battery is warranty
2. Shes usually within 24 months or 240000
3. we have to put it on the charge for official fail
4. Manager refuses to pout the customer in a loaner

Writer states
1 ok thank you

*** Phone - Call - Inbound created on 04/29/2019 11:41:18 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
Writer states
1.Apologized for the miscommunication with what the dealer is advising
2 I will authorize a three day rental $38 per day not including issuance and fees
3 .Dealers are independently owned and operated so they may or may not have loaners

Customer states
1 i might just take to Lou futz
2 thank you

*** Phone - Call - Inbound commitment fulfilled on 04/29/2019 13:48:10 (GMT-07:00) Mountain Time (US &

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L32JG[redacted]	[redacted]	20,000

St. Louis , MO [redacted] Prod. Date: 02/08/2018 Dealer: [redacted] Lou Fusz KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

Canada) with Commitment Date 04/05/2019 closed by Steve Larez ***

*** Phone - Call - Inbound created on 04/29/2019 13:50:02 (GMT-07:00) Mountain Time (US & Canada) and created by Steve Larez ***
Writer called customer back after writer was notified of the customer being on hold and he
1. I am at Lou Fuz Kia
2. They are telling me it does not have a warranty anymore.
3. I am waiting for the vehicle now, I have been here for hours.
4. I am not sure what to do now.
5. The dealership said they would test the battery
6. The battery failed and the dealership confirmed it.
7. The dealership charged it, but it is dead.
8. They said the battery was under warranty but they have to check it first.
9. I am just tired of dealing with this.

Writer states.
1. I understand.
2. If they do test it and it fails then it would be under warranty
3. The battery has a two year warranty on it so you are with in that time frame but the dealership who tests it needs to be the one to replace it.
4. Let me call them to see where they are at as far as the diagnoses goes.

Writer called Kevin in service
Kevin states.
1. The dealership before us tested the battery and it failed, but we have not tested it.
2. We will test it soon, but we cannot give her a car.
3. She damaged the last one we gave her so we would not put her in a rental.
4. Once we get the diagnoses we can go from there.

Writer state.
1. Ok, I will let her know that, if she does have to get a car to drive we can reimburse her for it.

Dealership states.
1. Ok,

Writer got back to customer
Writer state.
1. I spoke to the Kevin
2. They will test the battery soon, but they cannot give you a car to drive if the vehicle has to stay there.
3. We can reimburse up to three days of rental if we need to, however, let them test it.

Customer states.
1. Ok,
2. I will wait here, I have no where else to go.
3. Did you get the sales contract.
4. I think back now and I never should have traded in my 15 optima for this one, The 15 Optima was perfect and I had no issues, but I wanted a new one.
5. i am just frustrated.

Writer states.
1. I understand.

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGT4L32JG[redacted]	[redacted]	20,000

St. Louis , MO [redacted] Prod. Date: 02/08/2018 Dealer: [redacted] Lou Fusz KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

2. I do see the sales contract under George Evens.

Customer states.
1. Yes, that is signed for me but you can make it to him as well, We communicate often.

Writer states.
1. Ok,
2. Please call me back if you have any other questions.
3. Hopefully they test the battery soon, and it is done

Customer states.
1. I hope so.

*** Phone - Call - Inbound created on 04/29/2019 13:25:59 (GMT-07:00) Mountain Time (US & Canada) and created by Steve Larez ***
Customer called and states that this car is in the dealer
1. I have not had the car for 3 weeks
2. Now the dealer is telling me that they have no idea what is wrong
3 What can you do about this?

Writer states
1. I am sorry to hear this
2. Let me try to talk to the dealer
3. Writer called and left message with SA's phone

*** Email - External Email Received created on 04/29/2019 14:29:31 (GMT-07:00) Mountain Time (US & Canada) and created by Steve Larez ***
Email received from UPS store containing customers sales contract.

*** Phone - Call - Inbound commitment created on 04/29/2019 14:32:59 (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 05/03/2019 and created by Steve Larez ***

*** 05/15/2019 18:02:24 ***
Goodwill Offer and Supplemental Vehicle Incentive CS1904B is available on this vehicle through 5/31/19

*** 05/22/2019 07:47:00 (GMT-07:00) Arizona ***
Dispatched from WIPBin Default to Queue ZZ Eric Swecker by Randy Chacon

*** 05/22/2019 08:29:29 (GMT-07:00) Arizona ***
Assigned to WIPBin 00-ECR Inbox of Eric Swecker by Randy Chacon
Reason:

*** 06/04/2019 12:27:28 (GMT-05:00) Eastern Time (US & Canada) ***
Case moved into WIPBin 00-ECR Inbox and Sub Status of Assigned

*** Phone - Call - Inbound commitment fulfilled on 06/05/2019 12:48:33 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 05/03/2019 closed by Eric Swecker ***

*** 06/05/2019 12:49:20 (GMT-05:00) Eastern Time (US & Canada) ***
Closed by Eric Swecker with Resolution Code : Repaired at Dlr
[Resolution Summary]

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

OPTIMA

2019 OPTIMA_ACCIDENT SCRIPTS_ALLEGED DEFECT B_EXPANDED SCOPE

Accident Report

Case [redacted]

Report Details

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

OPTIMA

2019 OPTIMA_CA REPORTS_ALLEGED DEFECT B_EXPANDED SCOPE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2019 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L15KG[redacted]	[redacted]	2,300

Concord , NC, [redacted] Prod. Date: 10/05/2018 Dealer: [redacted] Hendrick KIA of Concord

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Overheat

Case History

- For Reference -
Warranty Start Date : 11/11/2018
Dispatch Date : 03/24/2019 17:28:55
Services Received : Tow / Unspecified
No. of Times : 1
Caller Name : [redacted]
Caller Phone : [redacted]
Tow Provider : SOUTHERN PRIDE TOWING
Disabled Address : [redacted], Charlotte, NC

Vehicle has experienced multiple tows/jumps within a 90 day period.

If the vehicle has been towed, it has been towed to SOUTHERN PRIDE TOWING. Prior to contacting the customer for any assistance, please contact the dealer to determine the cause and the status of the vehicle.

If the vehicle has been jump started multiple times, please contact the customer to determine if there are any concerns with the vehicle and provide any assistance.

*** Assigned to WIPBin Auto Assigned of Christina Steir on 03/26/2019 07:03:27 (PST)
*** Phone - Call - Outbound created on 03/26/2019 11:09:23 and created by Christina Steir ***
Writer called customer and stated:
1. Calling regarding recent roadside service.
2. Following up to check on your vehicle.

Customer states:
1. Water pump froze up
2. Its still in the shop at the dealer
3. We had it towed there yesterday
4. We ordered the tow on the 24th though and apparently it got placed on hold and sat on the side of the road all night with the windows down and sunroof opened

Writer states:
1. Apologized
2. I will be working your case now and follow up with the dealer to make sure the vehicle is repaired
3. Provided callback information and case number
4. Are you in a rental or loaner from the dealer?

Customer states:
1. Yes I am

Writer states:
1. Ok I will follow up accordingly
2. Thank you for choosing Kia

*** Phone - Call - Outbound created on 03/26/2019 11:26:07 and created by Christina Steir ***
Writer called dealer and stated:
1. Introduced self
2. Calling in regards to mutual customer
3. Provided customers VIN

Last name	First name	VIN of 2019 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L15KG[redacted]	[redacted]	2,300

Concord , NC, [redacted] Prod. Date: 10/05/2018 Dealer: [redacted] Hendrick KIA of Concord

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Overheat

Darryl states:
1. Parts arrived
2. We should have it put together tomorrow
3. Because the vehicle overheated I just wont know the status of the engine until we fix the pump and pully first
4. If you call me tomorrow afternoon ill let you know
5. RO is as follows

Customer Name: [redacted]
Customer Phone #: [redacted]
VIN: 5XXGU4L15KG[redacted]
MY and Mileage: 2019 Kia Optima Mileage- 23086
Most recent RO# [redacted]
Open Date and Close date: 3/25/19 - Present
Days Down at initial Service Alert report:
Most recent Repair Issue and Diagnosis:
*Concern: Customer states driving and smoke came from hood
*Cause: water pump pully seased up and belt snapped
Able to Duplicate (Y or N): Y
Repeat Repair (Y/N) N
Repair History of current concern with RO#,
Open and Closed dates with mileage:
ETA for completion of repairs: N/A
Parts on order (Y/N): N
P/N#
Order#:
ETA: N/A
Techline Case: Y
Rental / Loaner Provided? Y
Dealer contacted DPSM: N
Vehicle repaired? N
Customer has possession? N
Dealer Code/Selling Dealer (Y or N): Y
Original Owner (Y or N): Y

Writer states:
1. OK great thank you

*** Phone - Call - Outbound commitment created on 03/26/2019 12:19:44 with Commitment Date 03/27/2019 and created by Christina Steir ***

*** Phone - Call - Outbound commitment updated on 03/27/2019 15:38:23 with Commitment Date 03/28/2019 and updated by Christina Steir ***

*** Phone - Call - Outbound commitment fulfilled on 03/28/2019 12:12:16 with Commitment Date 03/28/2019 closed by Christina Steir ***
Writer called dealer and stated:
1. Introduced self
2. Calling in regards to customer is Darryl available?

Service states:

Last_name	First_name	VIN of 2019 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L15KG[redacted]	[redacted]	2,300

Concord , NC, [redacted] Prod. Date: 10/05/2018 Dealer: [redacted] Hendrick KIA of Concord

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Overheat

1. He is actually off today
2. How can I help you?

Writer states:
1. I was supposed to call yesterday however I ran out of time
2. I just need an update on the vehicle

Service states:
1. Ok it is still here
2. He put the vehicle back together however it is still smoking
3. So we are still diagnosing

Writer states:
1. Ok thank you I will follow up with Darryl tomorrow

*** Phone - Call - Outbound commitment created on 03/28/2019 12:13:23 with Commitment Date 04/02/2019 and created by Christina Steir ***

*** Case note has been appended from duplicated auto-case on 03/30/2019 01:05:37 (PST)

Comments from Service Alert - TL

Dealer : Hendrick KIA of Concord
Technician : Justin Griffin
Service Manager : Karri Carbon
Dealer Phone :
DPSM : Mark Houkal
Vehicle Model : OPTIMA EX 1.6T 4CYL AUTO
Model Year : 2019
Mileage : 2386
Initial comments by Technician found in TL Case [redacted]:

[Problem Description]
customer states:
Vehicle was towed in after it began to start showing signs of turning off, lights were dimming, steering was jerky, acceleration was poor.
i confirmed the engine cranks up and all of these problems are currently happening
Found Drive belt has broken off and is heavily damaged with rubber shaving and debris all over the pulleys as a sign of the belt dragging against a seized pulley.
-i found a the water pump pulley was the only one I couldn't turn by hand and i ordered the water pump an d pulley, also the idler pulley is completely coated in melted/hardened rubber debris and i couldn't clean it well enough so i ordered it too along with a new belt.

[Diagnostics Performed]
-parts come in and i go to take the water pump pulley off and a nut falls out from somewhere and the water pump not longer feels seized.The nut that i found is identical to the upper engine mount nuts (upper passenger side mount). All of the engine mount nuts are accounted for and still have blue marking from the factory installation, its possible that the nut fell in in the assembly plant and finally found a groove to get stuck in.
i got the new pulleys and belt installed and the engine cranks but still runs very poorly and makes a lot of smoke

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2019 OPTIMA 5XXGU4L15KG[redacted]	[redacted]	2,300

Concord , NC, [redacted] Prod. Date: 10/05/2018 Dealer: [redacted] Hendrick KIA of Concord

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Overheat

which smells like burning coolant
i opened the radiator cap and make sure colant was full and it took about a 1/4 gallon to fill up and there is a very harsh burnt rubber smell coming from inside the Radiator

-how should i continue

-this link should open the video of the smoking - video size is too big for me to upload
[redacted]

*** Phone - Call - Outbound commitment fulfilled on 04/02/2019 14:44:42 with Commitment Date 04/02/2019 closed by Christina Steir ***
TL case created//replacing engine approved per TL notes

*** Phone - Call - Outbound created on 04/02/2019 14:44:45 and created by Christina Steir ***
Writer called customer and stated:
1. Introduced self
2. Calling in regards to your case and wanted to discuss

Customer states:
1. Yes thank you for calling

Writer states:
1. I was reviewing your case and it looks like they are replacing your engine
2. Has the dealer been in contact with you yet?

Customer states:
1. Yes they have
2. My wife is not happy and just wants a new car instead of a new engine, she would like to do a buyback
3. If there are already these problems with a misplaced bolt this soon at two thousand miles what else is there going to be

Writer states:
1. I understand
2. What I am going to do is get this case over to our regional department
3. Due to buyback and how long the vehicle has been down
4. They will be in contact with you at the end of the week

Customer states:
1. Ok thank you

Writer states:
1. Thank you for calling Kia

*** Note - Others created on 04/02/2019 16:48:12 and created by Christina Steir ***
Dispatching Case to ECR
1. IQS - Customer states vehicle overheated and towed to dealer
2. Dealer states needs new engine
3. Dispatching because customer states buyback
4. DPSM has been advised and customer referred to WCIM
5. Review of Case for Additional Assistance Determination.

Last name	First name	VIN of 2019 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L15KG[redacted]	[redacted]	2,300

Concord , NC, [redacted] Prod. Date: 10/05/2018 Dealer: [redacted] Hendrick KIA of Concord

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Overheat

*** Case [redacted] is sent on 4/2/2019 16:49:16 by Christina Steir
To: [redacted]
Cc: [redacted]
Title: NO ACTION REQUIRED - Case Escalation [redacted]

*** 04/02/2019 16:49:40 ***
Dispatched from WIPBin = IQS Cases to Queue Southern Region ECR by Christina Steir
Reason:

*** 04/03/2019 07:27:34 (GMT-07:00) Arizona ***
Accepted from Queue Southern Region ECR to WIPBin Thursday-1 by Randy Chacon

*** 04/03/2019 07:31:22 (GMT-07:00) Arizona ***
Dispatched from WIPBin Thursday-1 to Queue ZZ Billy Wells by Randy Chacon

*** 04/03/2019 07:44:43 (GMT-07:00) Arizona ***
Assigned to WIPBin default of Billy Wells by Randy Chacon
Reason:

*** Phone - Call - Inbound created on 04/17/2019 11:38:20 and created by DANIELLE GANGEWERE ***
[redacted] states-
1 I was expecting a call from you all about 3 days.
2 I have never heard from anyone.
3 It has a little over 2,000 miles on the car.
4 My wife doesnt want the car anymore.
5 She feels since this is wrong something else is going to go wrong.
6 I am wanting to talk to someone regarding the buyback because I had been told that that should be an option for us since we just bought this car.

Wrt states-
1 Apologized.
2 The case had been assigned to Billy.
3 Billy has been out of the office some.
4 Let me reach out to him to see if he is in the office today.

Cust states-
1 I understand.
2 I would really like to discuss my options with someone today if possible.
3 Thank you.

Wrt warm Transferred cust to Billy.

*** Phone - Call - Inbound created on 04/17/2019 14:49:23 (GMT-05:00) Eastern Time (US & Canada) and created by Billy Wells ***
[redacted] called in
1. following up on case
2. would like to have the car replaced/repurchased
3. the car is still at the dlr
4. the engine has been replaced
5. the car is ready to be picked up

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2019 OPTIMA	Case Number	Mileage
[redacted]	[redacted]	5XXGU4L15KG[redacted]	[redacted]	2,300

Concord , NC, [redacted] Prod. Date: 10/05/2018 Dealer: [redacted] Hendrick KIA of Concord

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Overheat

wrt states
1. I apologize you experienced this so early in ownership
2. at this time pick the car up while we go through this process
3. I will be emailing you documents i need filled out and returned
4. I will be sending your case for review for replacement according to your states guidelines
5. reference the WCIM to see if your veh would qualify
6. if it does not qualify we will be happy to review forms of GW with you in the form of car payments, maint plans, etc
7. cust requested email be sent to work address [redacted]

cust states
1. I typically am at work after the dlr is closed
2. I don't know how they want to do the veh swap

wrt states
1. contact the dlr to make those arrangements
2. they can be very accommodating and will work something out with you

cust states
1. ok, thank you
2. I'll be waiting for your email and the decison

*** Email - External Email Sent created on 04/17/2019 15:00:40 (GMT-05:00) Eastern Time (US & Canada) and created by Billy Wells ***
From: Billy Wells
Sent: Wednesday, April 17, 2019 3:04 PM
To: [redacted]
Subject: KCAC RE: RO History Request-VIN: [redacted]

Hi Karri,

Would you please email/fax the Invoice copies of any and all ROs, including any open work orders for this VIN: 5XXGU4L15KG[redacted] 2019 Optima,[redacted] Please reference case ID: [redacted].

This customer has a claim with our office which requires our immediate review of the entire service history.

Thank you,

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

OPTIMA

CUSTOMER #: [redacted]

[redacted]

INVOICE

JACK DANIELS KIA

[redacted] Fair Lawn, NJ

PARAMUS, NJ

PAGE 1

HOME [redacted] CONT [redacted]

BUS: CELL:

SERVICE ADVISOR: [redacted] MICHAEL LOGOTHETIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	16	KIA OPTIMA	5XXGT4L33GG[redacted]	[redacted]	26804/26817	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16JAN16 DL			WAIT 26SEP17		0.00	KCC	26SEP17

R.O. OPENED	READY	OPTIONS: ENG:2.4_Liter_DOHC
13:10 26SEP17	15:22 26SEP17	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A PERFORM OIL AND FILTER CHANGE			
LOF PERFORM OIL AND FILTER CHANGE			
1231 CK		4.62	4.62
K15P PREFERRED CUSTOMER 15% PARTS DISCOUNT		-6.24	-6.24
1 26300-35504 FILTER ASSY-ENGINE O	13.83	13.83	13.83
1 21513-23001 GASKET-OIL PLUG	2.10	2.10	2.10
5 ZVP-000-520-Q 5W-20 ENGINE OIL	3.84	3.84	19.20
1 ZVW-177-101 WW/FLUID	6.44	6.44	6.44
PARTS: 41.57 LABOR: 4.62 OTHER: -6.24	TOTAL LINE A:		39.95
26804 PERFORMED OIL AND FILTER CHANGE			
**********			
B PERFORM TIRE ROTATION			
KROT PERFORM TIRE ROTATION			
1231 CK		24.95	24.95
PARTS: 0.00 LABOR: 24.95 OTHER: 0.00	TOTAL LINE B:		24.95
26804 ROTATES 4 TIRES AND SET TIRE PRESSURE, ROAD TESTED FOR PERFORMANCE			
**********			
C PERFORM COMPLIMENTARY MULTI POINT INSPECTION			
INSP PERFORM COMPLIMENTARY MULTI POINT INSPECTION			
1231 ISK			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00	TOTAL LINE C:		0.00
26804 Completed C.M.P.I. No recommendations, at this time.			
**********			
D THE WORKS SPECIAL COUPON (34.95) -29.95			
D COUPON			
1231 CK		-29.95	-29.95
PARTS: 0.00 LABOR: -29.95 OTHER: 0.00	TOTAL LINE D:		-29.95
**********			
E C/S 2ND - 3RD GEAR CAR IS STALLING WHEN ACCELERATING/ VIBRATION COMING FROM ENGINE AREA			
D DESCRIPTION			
1231 CK		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00	TOTAL LINE E:		0.00

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

KIA

www.jackdanielsmotors.com

Customer X Date

SERVICE DEPARTMENT
Monday - Thursday
7:30 am - 7:30 pm
Friday
7:30 am - 6:00 pm
Saturday
7:30 am - 4:00 pm

Thank You! [redacted]

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

JACK DANIELS KIA

[redacted]
Fair Lawn, NJ
[redacted]

[redacted]
PARAMUS, NJ
HOME [redacted]
BUS:

PAGE 2

CONT: [redacted]
CELL:

SERVICE ADVISOR: [redacted] MICHAEL LOGOTHETIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	16	KIA OPTIMA	5XXGT4L33GG[redacted]	[redacted]	26804/26817	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16JAN16 DL			WAIT 26SEP17		0.00	KCC	26SEP17

R.O. OPENED	READY	OPTIONS: ENG:2.4_Liter_DOHC
13:10 26SEP17	15:22 26SEP17	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

[redacted] Test drove vehicle both before and after oil service & rotation. Did not duplicate "concern". Scanned all monitors. No codes, no hiccups, no faults found.

****

F C/S WHEN MAKING LEFT TURNS STEERING WHEEL GETS STIFF

D DESCRIPTION

	1231	CK				0.00	0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

[redacted] Test drove vehicle both before and after oil service & rotation. Could not duplicate concern again. No faults, no codes found in system. Curious about all after market wiring in vehicle. But not willing to dig further into that.

****

G LOANER

D DESCRIPTION

	1231	CK				0.00	0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

****

KIA

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Customer X Date

SERVICE DEPARTMENT
Monday - Thursday
7:30 am - 7:30 pm
Friday
7:30 am - 6:00 pm
Saturday
7:30 am - 4:00 pm

DESCRIPTION	TOTALS
LABOR AMOUNT	-0.38
PARTS AMOUNT	41.57
GAS, OIL, LUBE	-6.24
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	34.95
LESS DISCOUNT	0.00
SALES TAX	2.40
PLEASE PAY THIS AMOUNT	37.35

Thank You! [redacted]

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CUSTOMER #: [redacted]

[redacted]

INVOICE

JACK DANIELS KIA

[redacted] Fair Lawn, NJ

[redacted]

PARAMUS, NJ

PAGE 1

HOME: [redacted] CONT [redacted]

BUS: CELL:

SERVICE ADVISOR: [redacted] VINNIE CAPPARELLI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	16	KIA OPTIMA	5XXGT4L33GG[redacted]	[redacted]	26067/26073	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16JAN16 DL			WAIT 22SEP17		0.00	CASH	22SEP17

R.O. OPENED	READY	OPTIONS:
13:19 22SEP17	16:52 22SEP17	ENG:2.4_Liter_DOHC

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A INFORMATION			
D DESCRIPTION			
94 CK		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
26071			
**********			
B C/S LOSS OF POWER WHEN ACCELERATING			
D DESCRIPTION			
94 CK		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
26071 COULD NOT DUPLICATE AT THIS TIME RESET ADAPTIVE VALUES OF VEHICLE.			
**********			
C C/S SHOCK IS NOT ABSORBED (CHECK SUSP)			
D DESCRIPTION			
94 CK		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00
26071 COULD NOT DUPLICATE CONCERN			
**********			
D PERFORM COMPLIMENTARY MULTI POINT INSPECTION			
INSP PERFORM COMPLIMENTARY MULTI POINT INSPECTION			
94 ISK			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:			0.00
26071 PERFORMED MULTI POINT INSPECTION			
**********			
E SLIPPING WHEN GOING FROM SECOND TO THIRD GEAR			
D DESCRIPTION			
94 CK		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E:			0.00
26071 COULDNOT DUPLICATE CONCERN RESET ADAPTIVE VALUES			
**********			
G SA305A E-CVVT COVER AND MOTOR PLUG			
CAUSE: SA305A			

[redacted]

KIA

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Customer X Date

SERVICE DEPARTMENT
Monday - Thursday
7:30 am - 7:30 pm
Friday
7:30 am - 6:00 pm
Saturday
7:30 am - 4:00 pm

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Thank You! [redacted]

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CUSTOMER #: [redacted]

[redacted]

INVOICE

JACK DANIELS KIA

[redacted]
Fair Lawn, NJ
[redacted]

[redacted]
PARAMUS, NJ

PAGE 2

HOME: [redacted] CONT: [redacted]
BUS: CELL:

SERVICE ADVISOR: [redacted] VINNIE CAPPARELLI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	16	KIA OPTIMA	5XXGT4L33GG[redacted]	[redacted]	26067/26073	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16JAN16 DL			WAIT 22SEP17		0.00	CASH	22SEP17

R.O. OPENED	READY	OPTIONS: ENG:2.4_Liter_DOHC
13:19 22SEP17	16:52 22SEP17	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
			94	WK				(N/C)
	1			24365-2GGA0QQK	O-RING			(N/C)
	1			24351-2GGA1QQK	PLUG			(N/C)

FC:
PART#: 24351-2GGA1QQK
COUNT: 1
CLAIM TYPE: V
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

26071 PERFORMED SA305 Motor Plug & O-Ring Replacement (LABOR OP CODE 170A39R1 0.8)

****

KIA

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Customer X Date

SERVICE DEPARTMENT
Monday - Thursday
7:30 am - 7:30 pm
Friday
7:30 am - 6:00 pm
Saturday
7:30 am - 4:00 pm

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Thank You! [redacted]

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CUSTOMER #: [redacted]

[redacted]

INVOICE

JACK DANIELS KIA

[redacted]
Fair Lawn, NJ
[redacted]

[redacted]
PARAMUS, NJ

PAGE 1

HOME [redacted] CONT: [redacted]
BUS: CELL:

SERVICE ADVISOR: [redacted] ALESSIA FICHERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	16	KIA OPTIMA	5XXGT4L33GG[redacted]	[redacted]	22849/22850	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16JAN16 DL			WAIT 21AUG17		0.00	CASH	22AUG17

R.O. OPENED	READY	OPTIONS:
15:14 21AUG17	10:39 22AUG17	ENG:2.4_Liter_DOHC

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A C/S SCRAPING NOISE WHEN STARTING THE CAR (ONLY WHEN CAR IS COLD) FROM FRONT PASS SIDE			
D DESCRIPTION			
94 CK		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
22849 LET VEHICLE SIT OVER NIGHT TO COOL DOWN STARTED VEHICLE IN THE MORNING AND COULD NOT DUPLICATE THE CONCERN. VEHICLE OPERATING AS DESIGNED AT THIS TIME			
**********			
B C/S FRONT PASS SIDE SPEAKER SOUNDS STATIC			
D DESCRIPTION			
94 CK		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
22849 INSPECTED EACH SPEAKER. ISOLATED EACH SPEAKER COULD NOT DUPLICATE CONCERN. VEHICLE CURRENTLY OPERATING AS DESIGNED			
**********			
C PERFORM COMPLIMENTARY MULTI POINT INSPECTION			
INSP PERFORM COMPLIMENTARY MULTI POINT INSPECTION			
94 ISK			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00
22849 PERFORMED MULTI POINT INSPECTION			
**********			
D LOANER			
D DESCRIPTION			
94 CK		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:			0.00
**********			
E** SA272 ANTENA INSPECT & REPLACE			
CAUSE: SA272			
170A03R0 SA272			
94 WK			(N/C)
FC: PART#: COUNT:			
CLAIM TYPE: V			
AUTH CODE:			

KIA

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Customer X Date

SERVICE DEPARTMENT
Monday - Thursday
7:30 am - 7:30 pm
Friday
7:30 am - 6:00 pm
Saturday
7:30 am - 4:00 pm

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Thank You! [redacted]

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CUSTOMER #: [redacted]

[redacted]

INVOICE

JACK DANIELS KIA

[redacted] L1
PARAMUS, NJ
HOME: [redacted] CONT [redacted]
BUS: CELL:

[redacted] Fair Lawn, NJ [redacted]

SERVICE ADVISOR: [redacted] ALESSIA FICHERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	16	KIA OPTIMA	5XXGT4L33GG[redacted]	[redacted]	22849/22850	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16JAN16 DL			WAIT 21AUG17		0.00	CASH	22AUG17

R.O. OPENED	READY	OPTIONS: ENG:2.4_Liter_DOHC
15:14 21AUG17	10:39 22AUG17	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

22849 PERFROMED SA272 Antenna Inspection (LABOR OP CODE 170A03R0 0.2)

****

F** SA294A JF 2.4 SHIFT QUALITY IMPROVEMENT

CAUSE: SA294A

170A36R0 SA294A JF 2.4 SHIFT QUALITY IMPTOVEMENT

94 WK (N/C)

FC: PART#: COUNT:

CLAIM TYPE: V

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

22849 SA294 Idle Stability & Shift Quality Improvement (LABOR OP CODE 170A36R0 0.5)

****

KIA

www.jackdanielsmotors.com

Customer X Date

SERVICE DEPARTMENT
Monday - Thursday
7:30 am - 7:30 pm
Friday
7:30 am - 6:00 pm
Saturday
7:30 am - 4:00 pm

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Thank You! [redacted]

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

JACK DANIELS KIA
16-01 McBride Ave.
Fair Lawn, NJ 07410
(201) 796-8500

[redacted]
PARAMUS, NJ
HOME: [redacted]
BUS:

PAGE 1

CONT: [redacted]
CELL:

SERVICE ADVISOR: 4772 MICHAEL LOGOTHETIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	16	KIA OPTIMA	5XXGT4L33GG[redacted]	[redacted]	27768/27775	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16JAN16 DL			WAIT 04OCT17		0.00	CASH	03OCT17

R.O. OPENED	READY	OPTIONS:
12:52 27SEP17	11:58 03OCT17	ENG:2.4_Liter_DOHC

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	C/S WHILE DRIVING CAR BOGGED COMPLETELY OUT NOT ALLOWING HIM TO ACCELERATE.							
	D	DESCRIPTION						
		875	CK				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:		0.00
27775 drove car could not dupplicate customers concern. Scanned for codes, no codes present . If happens again customer instructed to drop car off.								
			**********					
B	PERFORM COMPLIMENTARY MULTI POINT INSPECTION							
	INSP	PERFORM COMPLIMENTARY MULTI POINT INSPECTION						
		875	ISK					(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:		0.00
			**********					
C	LOANER							
	D	DESCRIPTION						
		875	CK				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:		0.00
			**********					

KIA
www.jackdanielsmotors.com

Customer X Date

SERVICE DEPARTMENT
Monday - Thursday
7:30 am - 7:30 pm
Friday
7:30 am - 6:00 pm
Saturday
7:30 am - 4:00 pm

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Thank You! [redacted]

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CUSTOMER COPY

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

OPTIMA

[redacted]

BOOMER KIA

[redacted] • Oklahoma City, OK [redacted]

www.BoomerKia.com

[redacted]

[redacted]

CELL: [redacted]

CUSTOMER NO	ADVISOR	TAG NO	INVOICE DATE	INVOICE NO
[redacted]	KALEB ALLRED	[redacted]	11/14/17	[redacted]

	LABOR RATE	LICENSE NO	MILEAGE	COLOR	STOCK NO
[redacted]			41,999	/	

	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
FORT WORTH, TX [redacted]	16/KIA/OPTIMA/4DR SDN SX AUTO		

	VEHICLE I.D. NO	SELLING DEALER NO	PRODUCTION DATE
[redacted]	5 X X G W 4 L 2 1 G G [redacted]		

	F.T.E. NO	P.O. NO	R.O. DATE	
			10/09/17	

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
		MO: [redacted]

JOB# 1 CHARGES----------

LABOR----------

J# 1 10K1Z DRIVEABILITY/BASE TECH(S) [redacted] WARRANTY

SA219 REAR SEAT LATCH CABLE INSPEC/REPLA
INSPECTED SEAT BACK CABLES FOR BREAKAGE NONE FOUND
89730 D4000 160A04R0 .2

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-

4 18849-09085 PLUG ASSY WARRANTY

TOTAL - PARTS 0.00

G.O.G. & SUPPLIES----------

FREIGHT (PARTS) WARRANTY

TOTAL - GOG 0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------

J# 2 10K1Z01 DRIVEABILITY CONCERN TECH(S): [redacted] WARRANTY

SA270A PANORAMIC SUNROOF A
LUBED SEALS AND GLUED DOWN WEATHER STRIP
81610 D4010 160A46R1 .6

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------

J# 3 12K1Z ENGINE MAJOR/BASE TECH(S): [redacted] WARRANTY

SA292A JF2.0 UM3.3/2.4/2.0 SHIFT QUALITY
TCU SOFTWARE UP DATE ALREADY PREFORMED, NO UPDATE NEEDED

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX K1CS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES----------

LABOR----------

J# 4 11K1Z ENGINE MINOR/BASE TECH(S) [redacted] WARRANTY

SA305A E-CVVT COVER AND MOTOR PLUG
NO DONE DUE TO MOTOR REPLACEMENT

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX K1CS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES----------

LABOR----------

J# 5 12K1Z01 ENGINE CONCERN TECH(S):121 [redacted] WARRANTY

Boomer Kia, including its employees, are not responsible for loss or damage of the vehicle or articles left in the vehicle in case of theft, fire or any other cause beyond Boomer Kia.

PAGE 1 OF 3 ACCOUNTING COPY [CONTINUED ON NEXT PAGE] 05:46pm

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

IMPORTANT

You will receive a questionnaire from the manufacturer in the next few weeks. If for any reason you cannot grade us "10" (Completely Satisfied) please contact our Service Manager immediately. Thank You Boomer Kia 405-898-8800

The [redacted] Company. ©1/4INTINVE 686075 Q (08/16)

[redacted]

BOOMER KIA

[redacted] Oklahoma City, OK [redacted]

www.BoomerKia.com

[redacted]

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
[redacted]	KALEB ALLRED	[redacted]	11/14/17

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted]			41,999	/	

	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
FORT WORTH, TX [redacted]	16/KIA/OPTIMA/4DR SDN SX AUTO		

	VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
[redacted]	5 X X G W 4 L 2 1 G G [redacted]		

	F.T.E. NO.	P.O. NO.	R.O. DATE
			10/09/17

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
		MO: [redacted]

CUSTOMER STATES WHILE DRIVING VEHICLE STARTED SMOKINC AND
LOST ALL POWER. CHECK ENG LIGHT ON. CHECK AND ADVISE
TURBO LEAKING MASIVE AMOUNTS OF OIL
OPEN TECHLINE CASE AND WAS ADVISED TO REPLACE TURBO AND
TURBO RELATED PARTS. TEST DROVE CAR, AND IS STILL MISFIREING
DUE TO FOWLED PLUGS

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	28231-2GTA1	TURBOCHAR			WARRANTY
	1	28240-2GTA2	PIPE-OIL			WARRANTY
	1	28140-C1510	HOSE ASSY			WARRANTY
	2	17512-10000	GASKET			WARRANTY
	1	28246-2G400	GASKET OI			WARRANTY
	1	28246-2G430	GASKET			WARRANTY
	1	28521-2GTA1	GASKET-EX			WARRANTY
	1	21101-2GK10R	REMAN SUB			WARRANTY
	1	UM040-CH012	ANTIFREEZ			WARRANTY
	1	NPNENG40IL				WARRANTY
	1	21513-23001	GASKET-OI			WARRANTY
	1	26300-35504	FILTER AS			WARRANTY
				TOTAL - PARTS		0.00

JOB# 5 TOTALS----------

JOB# 5 JOURNAL PREFIX K1CS JOB# 5 TOTAL 0.00

JOB# 6 CHARGES----------

LABOR----------

J# 6 O6K1ZKCP2 KCP2 INSPECTION TECH(S): [redacted] INTERNAL

MULTI-POINT INSP KCP2

.

COMPLETE MULTI-POINT INSP KCP2

JOB# 6 TOTALS----------

JOB# 6 JOURNAL PREFIX K1CS JOB# 6 TOTAL 0.00

JOB# 7 CHARGES----------

LABOR----------

J# 7+50K1ZO7 BATTERY *BATT* TECH(S): [redacted] WARRANTY

CUSTOMER STATES BATTERY DEAD. REPLACE BATTERY
BATTERY FAILED LOAD TEST
REPALCE BATTERY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	37110-H6A00U	BATTERY			WARRANTY
				TOTAL - PARTS		0.00

JOB# 7 TOTALS----------

JOB# 7 JOURNAL PREFIX K1CS JOB# 7 TOTAL 0.00

JOB# 8 CHARGES----------

LABOR----------

Boomer Kia, including its employees, are not responsible for loss or damage of the vehicle or articles left in the vehicle in case of theft, fire or any other cause beyond Boomer Kia.

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

IMPORTANT

You will receive a questionnaire from the manufacturer in the next few weeks. If for any reason you cannot grade us "10" (Completely Satisfied) please contact our Service Manager immediately.

Thank You

Boomer Kia

405-898-8800

The [redacted] Company. ERAINTRVE 686075 O (08/16)

[redacted]

BOOMER KIA

[redacted] • Oklahoma City, OK [redacted]

www.BoomerKia.com

[redacted]

[redacted]

CLLL: [redacted]

CUSTOMER #: [redacted]	ADVISOR: KALEB ALLRED [redacted]	TAG NO: [redacted]	INVOICE DATE: 11/14/17 [redacted]
[redacted] FORT WORTH, TX [redacted] [redacted]	ARO # DATE	ENTERED BY	MILEAGE: 41,999 /
	YEAR/MAKE/MODEL: 16/KIA/OPTIMA/4DR SDN SX AUTO		DELIVERY DATE
	VEHICLE ID NO: 5 X X G W 4 L 2 1 G G [redacted]		DELIVERY MILEAGE
	C.T.F. NO	P.O. #	R.O. DATE: 10/09/17
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: [redacted]

LABOR----------

J# 8+11K1Z01 ENGINE CONCERN TECH(S):7678 WARRANTY

AFTER MOTOR REPLACEMENT DURING TEST DRIVE BELT TENSIONER LOCKED UP CAUSING BELT TO SHRED. CHECK AND ADVISE

REPLACED BELT AND TENSIONER

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1		25212-2CGA1	V-RIBBED			WARRANTY
	1		25281-2CGB3	TENSIONER			WARRANTY

TOTAL - PARTS 0.00

JOB# 8 TOTALS----------

JOB# 8 JOURNAL PREFIX KICS JOB# 8 TOTAL 0.00

COMMENTS----------

CHECK ENG LIGHT

TOTALS----------

THANK YOU FOR YOUR BUSINESS!!

IF FOR ANY REASON YOU ARE NOT 100% COMPLETELY SATISFIED WITH YOUR SERVICE VISIT PLEASE CONTACT ME PERSONALLY, ROBERT ALLRED, BOOMER KIA SERVICE DIRECTOR 405-898-8800

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**

SERVIC[redacted]

X [redacted]

PLEASE SIGN & RETURN

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.

SERVICE MANAGER'S SIGNATURE

STATEMENT OF DISCLAIMER

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CUSTOMER SIGNATURE

IMPORTANT

You will receive a questionnaire from the manufacturer in the next few weeks. If for any reason you cannot grade us "10" (Completely Satisfied) please contact our Service Manager immediately. Thank You Boomer Kia 405-898-8800

Boomer Kia, including its employees, are not responsible for loss or damage of the vehicle or articles left in the vehicle in case of theft, fire or any other cause beyond Boomer Kia.

SI 66075 C (08/16)

[redacted]

CENTRAL KIA

Irving • Lewisville • Plano

Central Kia of Plano
[redacted]
Plano, TX
Ph [redacted]
Fax 972-509-[redacted]

PLEASE ENTER MY ORDER FOR THE FOLLOWING

☒ NEW OR ☐ USED _____ ☐ CAR OR ☐ TRUCK

YEAR	MAKE	MODEL	TYPE
2016	KIA	OPTIMA	

COLOR	TRIM	SERIAL NO
GRAY		5XXGW4L21GG[redacted]

STOCK NO	SALESMAN	KEY NOS
[redacted]	MICHAEL WHITE	

DATE SOLD 04/16/2016 DATE DELIVERED 04/16/2016

PURCHASER'S NAME [redacted]

[redacted]

CITY FT WORTH, TX[redacted] STATE ZIP

[redacted] [redacted]

ODOMETER MILEAGE STATEMENT

(Federal regulations require you to state the odometer mileage upon transfer of ownership. An inaccurate or untruthful statement may make you liable for damages to your transferee, and for civil or criminal penalties, pursuant to sections 409, 412, and 413 of the Motor Vehicle Information and Cost Savings Act of 1972 (Pub. L. 92-513, as amended by Pub. L. 94-364).

I, CENTRAL KIA of PLANO, state that the odometer on the vehicle described above now reads [redacted] miles.

(Check one box only)

☐ I hereby certify that to the best of my knowledge the odometer reading as stated above reflects the actual mileage of the vehicle described above.

☐ I hereby certify that the odometer reading reflects the amount of mileage in excess of designed mechanical odometer limit of 99,999 miles of the vehicle described above.

☐ I hereby certify that to the best of my knowledge the odometer reading as stated above is NOT the actual mileage of vehicle described above, and should not be relied upon.

(Check either box)

☐ I hereby certify that the odometer of said vehicle was not altered, set back, or disconnected while in my possession, and I have no knowledge of anyone else doing so.

☐ I hereby certify that the odometer was altered for repair or replacement purposes while in my possession, and that the mileage registered on the repaired or replacement odometer is identical to that before such service. I further certify that if the repaired or replacement odometer was incapable of registering the same mileage that it was reset to zero, and that the mileage on the original odometer or the odometer before repair was _____ miles.

(Check either box)

☐ I hereby certify that the emission control system has not been removed, altered or tampered with while in my possession and I have no knowledge of anyone else doing so.

☐ I hereby certify that the emission control system has been removed, altered or tampered with while in my possession.

04/16/2016
TRANSFEROR'S SIGNATURE DATE DELIVERED

[redacted] [redacted] [redacted]
TRANSFEROR'S ADDRESS CITY STATE ZIP

Receipt of a copy of this statement is hereby acknowledged.

X [redacted]
BUYER OR TRANSFEREE'S SIGNATURE

DESCRIPTION OF TRADE-IN

YEAR	MAKE	MODEL
2005	VOLVO	S40

DATE	SERIAL NO
04/16/2016	YV1MH682X52[redacted]

COLOR	LICENSE NO	VALIDATION NO
GREEN		

ODOMETER MILEAGE STATEMENT

(Federal regulations require you to state the odometer mileage upon transfer of ownership. An inaccurate or untruthful statement may make you liable for damages to your transferee, and for civil or criminal penalties, pursuant to sections 409, 412, and 413 of the Motor Vehicle Information and Cost Savings Act of 1972 (Pub. L. 92-513, as amended by Pub. L. 94-364).

I, ADAM E KAUFMAN, state that the odometer on the vehicle described above now reads 155551 miles.

(Check one box only)

☐ I hereby certify that to the best of my knowledge the odometer reading as stated above reflects the actual mileage of the vehicle described above.

☐ I hereby certify that the odometer reading reflects the amount of mileage in excess of designed mechanical odometer limit of 99,999 miles of the vehicle described above.

☐ I hereby certify that to the best of my knowledge the odometer reading as stated above is NOT the actual mileage of vehicle described above, and should not be relied upon.

(Check either box)

☐ I hereby certify that the odometer of said vehicle was not altered, set back, or disconnected while in my possession, and I have no knowledge of anyone else doing so.

☐ I hereby certify that the odometer was altered for repair or replacement purposes while in my possession, and that the mileage registered on the repaired or replacement odometer is identical to that before such service. I further certify that if the repaired or replacement odometer was incapable of registering the same mileage that it was reset to zero, and that the mileage on the original odometer or the odometer before repair was _____ miles.

(Check either box)

☐ I hereby certify that the emission control system has not been removed, altered or tampered with while in my possession and I have no knowledge of anyone else doing so.

☐ I hereby certify that the emission control system has been removed, altered or tampered with while in my possession.

X [redacted]
BUYER OR TRANSFEREE'S SIGNATURE

04/16/2016
DATE DELIVERED

[redacted] FT WORTH, TX [redacted]
TRANSFEROR'S ADDRESS CITY STATE ZIP

Receipt of a copy of this statement is hereby acknowledged.

X _____
BUYER OR TRANSFEREE'S SIGNATURE

DISCLAIMER OF WARRANTIES

This Seller, Central Kia of Plano, hereby expressly disclaims all warranties, either expressed or implied warranty of merchantability or fitness for a particular purpose, and Central Kia of Plano, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle.

SELLING PRICE			26202.71
EQUIPMENT			
			N/A
			N/A
EQUIPMENT TO BE ADDED			N/A
E-TAG			5.00
			N/A
A Documentary Fee is not an official fee. A Documentary Fee is not required by law, but may be charged to buyers for handling documents relating to the sale. A Documentary Fee may not exceed a reasonable amount agreed to by the parties. This notice is required by law.			
LIST OR CASH PRICE			26207.71
ALLOWANCE			800.00
DIFFERENCE			25407.71
SALES TAX		43.68	1490.72
COUNTY ROAD AND BRIDGE FEE			N/A
INSPECTION	23.75 TITLE	33.00	56.75
DOCUMENTARY FEE			125.00
REGISTRATION FEE			125.50
1. TOTAL CASH PRICE DELIVERED			27205.68
2. PLUS BALANCE ON TRADE OWING TO - CLEAR			N/A
3. BALANCE BEFORE DOWN PAYMENT			27205.68
4. EXTENDED SERVICE POLICY			1262.00
5. CASH DOWN PAYMENT	DEPOSIT ON ORDER REBATE		2250.00
	CASH ON DELIVERY		1000.00
6. UNPAID BALANCE OF CASH PRICE			25217.68
7. OTHER CHARGES	GAP		N/A
	INSURANCE CL		N/A
	A & H		N/A
BALANCE TO FINANCE			25217.68

CONTRACT TO BE PAID IN 71 INSTALLMENTS OF $ 405.74 EACH

AND ONE INSTALLMENT OF $ 405.74 FIRST INSTALLMENT DUE 05/31/2016

FINANCE INSTITUTION KIA MOTORS FINANCE

ADDRESS [redacted] ATLANTA, GA [redacted]

TO DRAFT THRU _____

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE AND IN THE EVENT OF A TIME SALE, DEALER SHALL NOT BE OBLIGATED TO SELL UNTIL APPROVAL OF THE TERMS HEREOF IS GIVEN BY A BANK OR FINANCE COMPANY WILLING TO PURCHASE A RETAIL INSTALLMENT CONTRACT BETWEEN THE PARTIES HERETO BASED ON SUCH TERMS. Purchaser by his execution of this Order certifies that h[redacted]older and acknowledges that he has read its terms and conditions and has received a true copy of this Order.

X [redacted]
PURCHASER'S SIGNATURE

04/16/2016
DATE

ACCEPTED BY _____
DEALER OR HIS AUTHORIZED REPRESENTATIVE [redacted]

ADDITIONAL TERMS AND CONDITIONS

1. As used in this Order the terms (a) "Dealer" shall mean the authorized Dealer to whom this Order is addressed and who shall become a party hereto by its acceptance hereof, (b) "Purchaser" shall mean the party executing this Order as such on the face hereof, and (c) "Manufacturer" shall mean the Corporation that manufactured the vehicle or chassis, it being understood by Purchaser and Dealer that Dealer is in no respect the agent of Manufacturer, that Dealer and Purchaser are the sole parties to this Order and that reference to Manufacturer herein is for the purpose of explaining generally certain contractual relationships existing between Dealer and Manufacturer with respect to new motor vehicles.

2. Manufacturer has reserved the right to change the price to Dealer of new motor vehicles without notice. In the event the price to Dealer of new motor vehicles of the series and body type ordered hereunder is changed by Manufacturer prior to delivery of the new motor vehicle ordered hereunder to Purchaser, Dealer reserves the right to change the cash delivered price of such motor vehicle to Purchaser accordingly. If such cash delivered price is increased by Dealer, Purchaser may, if dissatisfied therewith, cancel this Order, in which event if a used motor vehicle has been traded in as a part of the consideration for such new motor vehicle, such used motor vehicle shall be returned to Purchaser upon payment of a reasonable charge for storage and repairs (if any) or, if such used motor vehicle has been previously sold by Dealer, the amount received therefor, less a selling commission of 15% and any expense incurred in storing, insuring, conditioning or advertising said used motor vehicle for sale, shall be returned to Purchaser.

3. If the used motor vehicle which has been traded in as a part of the consideration for the motor vehicle ordered hereunder is not to be delivered to Dealer until delivery to Purchaser of such motor vehicle, the used motor vehicle shall be reappraised at that time and such reappraised value shall determine the allowance made for such used motor vehicle. If such reappraised value is lower than the original allowance therefor shown on the front of this Order, Purchaser may, if dissatisfied therewith, cancel this Order, provided, however, that such right to cancel is exercised prior to the delivery of the motor vehicle ordered hereunder to the Purchaser and surrender of the used motor vehicle to Dealer.

4. Purchaser agrees to deliver to Dealer satisfactory evidence of title to any used motor vehicle traded in as a part of the consideration for the motor vehicle ordered hereunder at the time of delivery of such used motor vehicle to Dealer. Purchaser warrants any such used motor vehicle to be his property free and clear of all liens and encumbrances except as otherwise noted herein.

5. Unless this Order shall have been cancelled by Purchaser under and in accordance with the provisions of paragraph 2 or 3 above, Dealer shall have the right, upon failure or refusal of Purchaser to accept delivery of the motor vehicle ordered hereunder and to comply with the terms of this Order, to retain as liquidated damages any cash deposit made by Purchaser and, in the event a used motor vehicle has been traded in as a part of the consideration for the motor vehicle ordered hereunder, to sell such used motor vehicle and reimburse himself out of the proceeds of such sale for the expenses specified in paragraph 2 above and for such other expenses and losses as Dealer may incur or suffer as a result of such failure or refusal by Purchaser.

6. Manufacturer has reserved the right to change the design of any new motor vehicle, chassis, accessories or parts thereof at any time without notice and without obligation to make the same or any similar change upon any motor vehicle, chassis, accessories or parts thereof previously purchased by or shipped to Dealer or being manufactured or sold in accordance with Dealer's orders. Correspondingly, in the event of any such change by Manufacturer, Dealer shall have no obligation to Purchaser to make the same or any similar change in any motor vehicle, chassis, accessories or parts thereof covered by this Order either before or subsequent to delivery thereof to Purchaser.

7. Dealer shall not be liable for failure to deliver or delay in delivering the motor vehicle covered by this Order where such failure or delay is due, in whole or in part, to any cause beyond the control or without the fault or negligence of Dealer.

8. The price for the motor vehicle specified on the face of this Order includes reimbursement for Federal Excise Taxes, but does not include sales taxes, use taxes or occupational taxes based on sales volume, (Federal, State or Local) unless expressly so stated. Purchaser assumes and agrees to pay, unless prohibited by law, any such sales, use or occupational taxes imposed on or applicable to the transaction covered by this Order, regardless of which party may have primary tax liability therefor.

9. If a charge for Creditor Life Insurance is included in this Order the provisions on Creditor Life Insurance in any retail installment contract form subsequently executed between the parties hereto in conjunction with this Order shall be fully effective. If such Insurance is unavailable or partly unavailable under the designated policy, the applicable portion of the charge for Creditor Life Insurance specified herein, and the finance charge thereon, may be deducted from the Total Time Balance and credited to the Purchaser. If such Insurance does not become effective, notice thereof will be sent to the Purchaser by the Dealer and this Order and any retail installment contract executed in conjunction therewith shall otherwise remain fully effective.

10. ***There are no warranties, expressed or implied, made by the seller herein, or the manufacturer, on the vehicle or chassis described on the face hereof except in the case of a new vehicle or chassis. The printed new vehicle warranty delivered to purchaser with such vehicle or chassis and hereby made a part hereof as though fully set forth herein is the only warranty applicable to such new vehicle or chassis and is expressly in lieu of all other warranties, expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose. In the case of a used vehicle or chassis, the applicability of an existing manufacturer's warranty thereon, if any, shall be determined solely by the terms of such warranty.***

11. Any used motor vehicle sold to Purchaser by Dealer under this Order is sold at the time of delivery by Dealer without any guarantee or warranty, expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, as to its condition or the condition of any part thereof except as may be otherwise specifically provided in writing on the face of this Order or in a separate writing furnished to Purchaser by Dealer.

12. The Purchaser, before or at the time of delivery of the motor vehicle covered by this Order will execute such other forms of agreement or documents as may be required by the terms and conditions of payment indicated on the front of this Order.

[redacted]

LAW 553-TX-eps 2/12

[redacted]

MOTOR VEHICLE RETAIL INSTALLMENT SALES CONTRACT
SIMPLE FINANCE CHARGE

Dealer Number N/A Contract Number [redacted]

BUYER [redacted]	SELLER/CREDITOR CENTRAL KIA of PLANO
ADDRESS [redacted]	ADDRESS [redacted]
CITY FT WORTH STATE TX ZIP [redacted]	CITY PLANO STATE TX ZIP [redacted]
PHONE [redacted]	PHONE [redacted]

CO-BUYER N/A
ADDRESS N/A
CITY N/A STATE N/A ZIP N/A
PHONE N/A

The Buyer is referred to as "you" or "your." The Seller is referred to as "we" or "us." This contract may be transferred by the Seller.
PROMISE TO PAY: The credit price is shown below as the "Total Sales Price." The "Cash Price" is also shown in the Itemization of Amount Financed. By signing this contract, you choose to purchase the vehicle on credit according to the terms of this contract. You agree to pay us the Amount Financed, Finance Charge, and any other charges in this contract. You agree to make payments in U.S. funds according to the Payment Schedule in this contract. If more than one person signs as a buyer, you agree to keep all the promises in this agreement even if the others do not.
You have thoroughly inspected, accepted, and approved the vehicle in all respects.

VEHICLE IDENTIFICATION

YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION NUMBER	
2016	KIA	OPTIMA	5XXGW4L21GG[redacted]	☒ NEW ☐ DEMONSTRATOR ☐ FACTORY OFFICIAL/EXECUTIVE ☐ USED

USE FOR WHICH PURCHASED
PERSONAL, FAMILY, OR HOUSEHOLD, UNLESS OTHERWISE INDICATED BELOW
If either of the boxes below is checked, Chapter 353 of the Texas Finance Code applies to this Contract.
☐ BUSINESS OR COMMERCIAL
☐ AGRICULTURAL

Trade-in: Make VOLVO Model S40
Year 2005 VIN YV1MH682X52[redacted] License No. N/A

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 4050.00
4.90 %	$ 3995.60	$ 25217.68	$ 29213.28	$ 33263.28

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
72	$ 405.74	Monthly beginning 05/31/2016
N/A	N/A	Or as follows
N/A	N/A	N/A

Late Charge: If we do not receive your entire payment within 15 days after it is due (10 days if you are buying a heavy commercial vehicle), you will pay a late charge of 5% of the scheduled payment.
Prepayment. If you pay all that you owe early, you will not have to pay a penalty.
Security Interest. We will have a security interest in the vehicle being purchased.
Additional Information: See this document for more information about nonpayment, default, security interests, and any required repayment in full before the scheduled date.

SELLER'S DISCLAIMER OF WARRANTIES
Unless the seller makes a written warranty, or enters into a service contract within 90 days from the date of this contract, the seller makes no warranties, express or implied, on the vehicle, and there will be no implied warranties of merchantability or of fitness for a particular purpose.
This provision does not affect any warranties covering the vehicle that the vehicle manufacturer may provide.

Used Car Buyers Guide. 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.
Spanish Translation: Guía para compradors de vehículos usados. La información que ve en el formulario de la ventanilla para este vehículo forma parte del presente contrato. La información del formulario de la ventanilla deja sin efecto toda disposición en contrario contenida en el contrato de venta.

APPLICABLE LAW Federal and Texas law apply to this contract.

NOTICE: ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE DEBTOR COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED PURSUANT HERETO OR WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER [redacted] SHALL NOT EXCEED AMOUNTS PAID BY THE DEBTOR HEREUNDER.

This PROVI[redacted]ontract only if the vehicle financed in the contract was purchased for personal, family, or household use.

Buyer Signs X [redacted] Co-Buyer Signs X N/A

17125*1*CKPL-FI

ITEMIZATION OF AMOUNT FINANCED

1 Cash Price (including any accessories, services, taxes, N/A
SALES TAX $447.04, N/A $ N/A,
N/A $ N/A, and N/A $ N/A) $ 27649.75 (1)

2 Total Downpayment = (If negative, enter "0" and see Line 4A below)

Gross Trade-In	$	800.00
– Pay Off Made By Seller	$	N/A
= Net Trade In	$	800.00
+ Cash	$	1000.00
+ Mfrs. Rebate	$	2250.00
+ Other (describe) N/A	$	N/A
Total Downpayment	$	4050.00 (2)

3 Unpaid Balance of Cash Price (1 minus 2) $ 23599.75 (3)

4 Other Charges Including Amounts Paid to Others on Your Behalf
(Seller may keep part of these amounts.):

A	Net trade-in payoff to N/A		$ N/A
B	Cost of Optional Credit Insurance Paid to Insurance Company or Companies.		
	Life	$ N/A	
	Disability	$ N/A	$ N/A
C	Other Optional Insurance Paid to Insurance Company or Companies		$ N/A
D	Official Fees Paid to Government Agencies		
	1) to N/A	for N/A	$ N/A
	2) to N/A	for N/A	$ N/A
	3) to N/A	for N/A	$ N/A
E	Debt Cancellation Agreement Fee Paid to the Seller		$ N/A
F	Dealer's Inventory Tax (If Not Included in Cash Price)		$ 43.68
G	Sales Tax (If Not Included in Cash Price)		$ N/A
H	Other Taxes (If Not Included in Cash Price)		$ N/A
I	Government License and/or Registration Fees		$ 125.50
J	Government Certificate of Title Fees		$ 33.00
K	Government Vehicle Inspection Fees		$ 23.75
L	Deputy Service Fee Paid to Dealer		$ N/A
M	**Documentary Fee (Cargo Documental)**		$ 125.00

A DOCUMENTARY FEE IS NOT AN OFFICIAL FEE. A DOCUMENTARY FEE IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO BUYERS FOR HANDLING DOCUMENTS RELATING TO THE SALE. A DOCUMENTARY FEE MAY NOT EXCEED A REASONABLE AMOUNT AGREED TO BY THE PARTIES. THIS NOTICE IS REQUIRED BY LAW.

UN CARGO DOCUMENTAL NO ES UN CARGO OFICIAL. LA LEY NO EXIGE QUE SE IMPONGA UN CARGO DOCUMENTAL. PERO ÉSTE PODRÍA COBRARSE A LOS COMPRADORES POR EL MANEJO DE LA DOCUMENTACIÓN EL RELACIÓN CON LA VENTA. UN CARGO DOCUMENTAL NO PUEDE EXCEDER UNA CANTIDAD RAZONABLE ACORDADA POR LAS PARTES. ESTA NOTIFICACIÓN SE EXIGE POR LEY.

N Other Charges (Seller must identify who is paid and describe purpose.)

to State	for Plate Transfer Fee	$	N/A
to ALLSTATE	for 120 MONTHS 100000 MILES	$	1262.00
to N/A	for N/A	$	N/A
to N/A	for N/A	$	N/A
to N/A	for N/A	$	N/A
to N/A	for N/A	$	N/A
to ST OF TEXAS	for E-TAG	$	5.00
to N/A	for N/A	$	N/A
to N/A	for N/A	$	N/A
to N/A	for N/A	$	N/A

Total Other Charges and Amounts Paid to Others on Your Behalf $ 1617.93 (4)

5 Amount Financed (3 + 4) $ 25217.68 (5)

LIABILITY INSURANCE: THIS CONTRACT DOES NOT INCLUDE INSURANCE COVERAGE FOR PERSONAL LIABILITY AND PROPERTY DAMAGE CAUSED TO OTHERS.

LEGAL LIMITATIONS ON OUR RIGHTS
If we don't enforce our rights every time, we can still enforce them later. We will exercise all of our rights in a lawful way. You don't have to pay finance charge or other amounts that are more than the law allows. This provision prevails over all other parts of this contract and over all our other acts.

[redacted]

Buyer Signs X [redacted] Co-Buyer Signs X N/A [redacted]

PROPERTY INSURANCE. You must keep the collateral insured against damage or loss in the amount you owe. You must keep this insurance until you have paid all that you owe under this contract. You may obtain property insurance from anyone you want or provide proof of insurance you already have. The insurer must be authorized to do business in Texas. You agree to give us proof of property insurance. You must name us as the person to be paid under the policy in the event of damage or loss.

If any insurance is checked below, policies or certificates from the insurance companies will describe the terms, conditions, and deductibles.

Optional Credit Life and Credit Disability Insurance

Credit life insurance and credit disability insurance are not required to obtain credit. They will not be provided unless you sign and agree to pay the extra cost. Your decision to buy or not buy these insurance coverages will not be a factor in the credit approval process.

☐ Credit Life, one buyer $ N/A Term N/A ☐ Credit Disability, one buyer $ N/A Term N/A

☐ Credit Life, both buyers $ N/A Term N/A ☐ Credit Disability, both buyers $ N/A Term N/A

N/A
(Insurance Company)

N/A
(Home Office Address)

Credit life insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments.

If the term of the insurance is 121 months or longer, the premium is not fixed or approved by the Texas Insurance Commissioner.

You want the insurance indicated above.

X N/A	N/A	X N/A	N/A
Buyer's signature	Date	Co-Buyer's signature	Date

Optional Insurance Coverages and Debt Cancellation Agreement

The granting of credit will not be dependent on the purchase of either the insurance coverages or the debt cancellation agreement described below. It will not be provided unless you sign and agree to pay the extra cost. The credit approval process will not be affected by whether or not you buy these insurance coverages or the debt cancellation agreement.

Coverage	Term in Months		Premium or Fee
GAP*	N/A	☐	$ N/A
N/A	N/A	☐	$ N/A
N/A	N/A	☐	$ N/A
Debt Cancellation Agreement**	72	☐	$ N/A

N/A
(Insurance Company)

N/A
(Home Office Address)

*If the vehicle is determined to be a total loss, GAP insurance will pay us the difference between the proceeds of your basic collision policy and the amount you owe on the vehicle, minus your deductible. You can cancel that insurance without charge for 10 days from the date of this contract.

**WE WILL CANCEL CERTAIN AMOUNTS YOU OWE UNDER THIS CONTRACT IN THE CASE OF A TOTAL LOSS OR THEFT OF THE VEHICLE AS STATED IN THE DEBT CANCELLATION AGREEMENT. You can cancel the debt cancellation agreement without charge for a period of 30 days from the date of this contract, or for the period stated in the debt cancellation agreement, whichever period ends later.

If the box next to a premium for an insurance coverage included above is marked, that premium is not fixed or approved by the Texas Insurance Commissioner. A debt cancellation agreement is not insurance and is regulated by the Office of the Consumer Credit Commissioner.

For the premiums or fees included above, you want the related optional coverages and debt cancellation agreement.

X N/A	N/A	X N/A	N/A
Buyer Signature	Date	Co-Buyer Signature	Date

OTHER TERMS AND CONDITIONS

1. **FINANCE CHARGE AND PAYMENTS**
   a. **HOW WE FIGURE THE FINANCE CHARGE.** We figure the Finance Charge using the true daily earnings method as defined by the Texas Finance Code. Under the true daily earnings method, the Finance Charge will be figured by applying the daily rate to the unpaid portion of the Amount Financed for the number of days the unpaid portion of the Amount Financed is outstanding. The daily rate is 1/365th of the Annual Percentage Rate. The unpaid portion of the Amount Financed does not include late charges or return check charges.
   b. **HOW WE WILL APPLY YOUR PAYMENTS.** We will apply your payments in the following order:
      1. earned but unpaid finance charge; and
      2. [redacted] you owe under this agreement.
   c. **HOW LATE OR EARLY PAYMENTS CHANGE WHAT YOU MUST PAY.** We based the Finance Charge, Total of Payments, and Total Sale Price as if all payments were made as scheduled. If you do not timely make all your payments in at least the correct amount, you will have to pay more Finance Charge. If that happens, your last payment will be more than your final scheduled payment, or at our option, you will have to pay more payments of the same amount as your scheduled payment with a smaller last payment. If you make scheduled payments early, your Finance Charge will be reduced (less). If you make your scheduled payments late, your Finance Charge will increase. We will send you a notice telling you about these changes before the final scheduled payment is due.

d. **INTEREST AFTER MATURITY.** If you do not pay all you owe when the final payment becomes due, or you do not pay all you owe if we demand payment in full under this contract, you will pay an interest charge on the amount that is still unpaid. That interest charge will be the higher rate of 18% per year or the maximum rate allowed by law, if that rate is higher. The interest charge for this amount will begin the day after the final payment becomes due.

e. **TRANSFER OF RIGHTS.** We may transfer this contract to another person. That person will then have all our rights, privileges, and remedies.

f. **SPECIAL PROVISIONS FOR BALLOON PAYMENT CONTRACTS.** A balloon payment is a scheduled payment more than twice the amount of the average of your scheduled payments, other than the downpayment, that are due before the balloon payment. You can pay all you owe when the balloon payment is due and keep your vehicle. If you buy the vehicle primarily for personal, family, or household use, you can enter into a new written agreement to refinance the balloon payment when due without a refinancing fee. If you refinance the balloon payment, your periodic payments will not be larger or more often than the payments in this contract. The annual percentage rate in the new agreement will not be more than the Annual Percentage Rate in this contract. This provision does not apply if your Payment Schedule has been adjusted to your seasonal or irregular income.

2. **YOUR OTHER PROMISES TO US**

a. **USE AND TRANSFER OF THE VEHICLE.** You will not sell or transfer the vehicle without our written permission. If you do sell or transfer the vehicle, this will not release you from your obligations under this contract, and we may charge you a transfer of equity fee of $25.00 ($50 for a heavy commercial vehicle). You will promptly tell us in writing if you change your address or the address where you keep the vehicle. We agree you may remove the vehicle from the U.S. for 72 hours or less, if the vehicle will continue to be covered by the insurance this contract requires. Otherwise, you agree not to remove the vehicle from the U.S. without our written permission.

b. **CARE OF THE VEHICLE.** You agree to keep the vehicle free from all liens, and claims except those that secure this contract. You will timely pay all taxes, fines, or charges pertaining to the vehicle. You will keep the vehicle in good repair. You will not allow the vehicle to be seized or placed in jeopardy or use it illegally. You must pay all you owe even if the vehicle is lost, damaged or destroyed. If a third party takes a lien or claim against or possession of the vehicle, we may pay the third party any cost required to free the vehicle from all liens or claims. We may immediately demand that you pay us the amount paid to the third party for the vehicle. If you do not pay this amount, we may repossess the vehicle and add that amount to the amount you owe. If we do not repossess the vehicle, we may still demand that you pay us, but we cannot compute a finance charge on this amount.

c. **SECURITY INTEREST.** To secure all that you owe on this contract and all your promises in it, you give us a security interest in:

1. The vehicle including all accessories and parts now or later attached and any other goods financed in this contract;
2. All insurance proceeds and other proceeds received for the vehicle;
3. Any insurance policy, service contract or other contract financed by us and any proceeds of those contracts; and
4. Any refunds of charges included in this contract for insurance, or service contracts.

This security interest also secures any extension or modification of this contract. The certificate of title must show our security interest

d. **AGREEMENT TO KEEP VEHICLE INSURED.** You agree to have physical damage insurance covering loss or damage to the vehicle for the term of this contract. The insurance must cover our interest in the vehicle.

e. **OUR RIGHT TO PURCHASE REQUIRED INSURANCE IF YOU FAIL TO KEEP THE VEHICLE INSURED.** If you fail to give us proof that you have insurance, we may buy physical damage insurance. We may buy insurance that covers your interest and our interest in the vehicle, or we may buy insurance that covers our interest only. You will pay the premium for the insurance and a finance charge at the contract rate. If we obtain collateral protection insurance, we will mail notice to your last known address shown in our file.

f. **PHYSICAL DAMAGE INSURANCE PROCEEDS.** You must use physical damage insurance proceeds to repair the vehicle, unless we agree otherwise in writing. However, if the vehicle is a total loss, you must use the insurance proceeds to pay what you owe us. You agree that we can use any proceeds from insurance to repair the vehicle, or we may reduce what you owe under this contract. If we apply insurance proceeds to the amount you owe, they will be applied to your payments in the reverse order of when they are due. If your insurance on the vehicle or credit insurance doesn't pay all you owe, you must pay what is still owed. Once all amounts owed under this contract are paid, any remaining proceeds will be paid to you.

g. **RETURNED INSURANCE PREMIUMS AND SERVICE CONTRACT CHARGES.** If we get a refund on insurance or service contracts, or other contracts included in the cash price, we will subtract it from what you owe. Once all amounts owed under this contract are paid, any remaining refunds will be paid to you.

h. **APPLICATION OF CREDITS.** Any credit that reduces your debt will apply to your payments in the reverse order of when they are due, unless we decide to apply it to another part of your debt. The amount of the credit and all finance charge or interest on the credit will be applied to your payments in the reverse order of your payments.

3. **IF YOU PAY LATE OR BREAK YOUR OTHER PROMISES**

a. **LATE CHARGE.** You will pay us a late charge as agreed to in this contract when it accrues.

b. **DEFAULT.** You will be in default if:

1. You do not pay any amount when it is due;
2. You give false, incomplete, or misleading information on a credit application;
3. You file bankruptcy, bankruptcy is filed against you, or the vehicle becomes involved in a bankruptcy.
4. You allow a judgment to be entered against you or the collateral; or
5. You break any of your promises in this agreement.

If you default, we can exercise our rights under this contract and our other rights under the law.

c. **OUR RIGHT TO DEMAND PAYMENT IN FULL.** If you default, or we believe in good faith that you are not going to keep any of your promises, we can demand that you immediately pay all that you owe. We don't have to give you notice that we are demanding or intend to demand immediate payment of all that you owe.

d. **REPOSSESSION.** If you default, we may repossess the vehicle from you if we do so peacefully. If your vehicle has an electronic tracking device, you agree that we may use the device to find the vehicle. If any personal items are in the vehicle, we can store them for you and give you written notice at your last known address shown on our records within 15 days of discovering that we have your personal items. If you do not ask for these items back within 31 days from the day we mail or deliver the notice to you, we may dispose of them as applicable law allows. Any accessory, equipment, or replacement part stays with the vehicle.

e. **YOUR RIGHT TO REDEEM.** If we take your vehicle, we will tell you how much you have to pay to get it back. If you do not pay us to get the vehicle back, we can sell it or take other action allowed by law. Your right to redeem ends when the vehicle is sold or we have entered into a contract for sale or accepted the collateral as full or partial satisfaction of a contract.

f. **DISPOSITION OF THE VEHICLE.** If you don't pay us to get the vehicle back, we can sell it or take other action allowed by law. We will send you notice at least 10 days before we sell it. We can use the money we get from selling it to pay allowed expenses and to reduce the amount you owe. Allowed expenses are expenses we pay as a direct result of taking the vehicle, holding it, preparing it for sale, and selling it. If any money is left, we will pay it to you unless we must pay it to someone else. If the money from the sale is not enough to pay all you owe, you must pay the rest of what you owe us plus interest. If we take or sell the vehicle, you will give us the certificate of title and any other document required by state law to record transfer of title.

g. **COLLECTION COSTS.** If we hire an attorney who is not our employee to enforce this contract, you will pay reasonable attorney's fees and court costs as the applicable law allows. You will also pay our reasonable out-of-pocket expenses incurred in connection with retaking, holding, and selling the vehicle as the applicable law allows.

h. **CANCELLATION OF OPTIONAL INSURANCE AND SERVICE CONTRACTS.** This contract may contain charges for insurance or service contracts or for services included in the cash price. If you default, you agree that we can claim benefits under these contracts to the extent allowable, and terminate them to obtain refunds of unearned charges to reduce what you owe or repair the vehicle. If the vehicle is a total loss because it is damaged or stolen, we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe.

4. **INTEGRATION AND SEVERABILITY CLAUSE** This contract contains the entire agreement between you and us relating to the sale and financing of the vehicle. If any part of this contract is not valid, all other parts stay valid.

CONSUMER CREDIT COMMISSIONER NOTICE

To contact KIA MOTORS FINANCE about this account, call [redacted]. **This contract is subject in whole or in part to Texas law which is enforced by the Consumer Credit Commissioner, 2601 N. Lamar Blvd., Austin, Texas 78705-4207; (800) 538-1579; www.occc.state.tx.us, and can be contacted relative to any inquiries or complaints.**

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

Any chang[redacted]st be in writing. Both you and we must sign it. No oral changes to this contract are enforceable.

Buyer X [redacted] Co-Buyer X N/A

See the rest of this contract for other important agreements.

CONSUMER WARNING: Notice to the buyer--Do not sign this contract before you read it or if it contains any blank spaces. You are entitled to a copy of the contract you sign. Under the law, you have the right to pay off in advance all that you owe and under certain conditions may save a portion of the finance charge. You will keep this contract to protect your legal rights.

BUYER'S ACK[redacted]MENT OF CONTRACT RECEIPT: YOU AGREE TO THE TERMS OF THIS CONTRACT AND ACKNOWLED[redacted]F A COMPLETED COPY OF IT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO Y[redacted]WERE FREE TO TAKE IT AND REVIEW IT.

Buyer Signs X [redacted] Date 04/16/16 Co-Buyer Signs X N/A Date N/A

Co-Buyers and Other Owners - A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here X N/A Date N/A Address N/A

Seller signs CENTRAL KIA of PLANO Date 04/16/16 By X [redacted] Title F&I MANAGER

THIS CONTRACT IS NOT VALID UNTIL YOU AND WE SIGN IT.

Seller assigns its interest in this contract to KIA MOTORS FINANCE (Assignee) under the terms of Seller's agreement(s) with Assignee.

☐ Assigned with recourse ☒ Assigned without recourse ☐ Assigned with limited recourse

Seller CENTRAL KIA of PLANO By [redacted] Title F&I MANAGER

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THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

State Farm Bank®

REFERENCE #: [redacted]

PROMISSORY NOTE AND SECURITY AGREEMENT

State Farm Bank, F.S.B.
Bloomington, IL
[redacted]

Date: 08/09/2016

Borrower:	[redacted]
Address:	[redacted]
	Fort Worth TX [redacted]
Co-Borrower:	
Co-Borrower:	
Co-Borrower:	
Co-Borrower:	
Co-Borrower:	

Promise to Pay: The undersigned ("Borrower", "you" or "your"), jointly and severally, promise(s) to pay to the order of State Farm Bank, F.S.B. ("Lender") at P.O. Box 5961, Madison, Wisconsin 53705-0961, the Amount Financed shown below with interest (Finance Charge) on the unpaid balance of the Amount Financed at the Annual Percentage Rate ("APR") shown below and accruing daily until the Amount Financed is paid in full. Interest shall be computed on the basis of a year consisting of 365/366 days and charged for the actual number of days elapsed. Borrower shall make payments according to the payment schedule shown below. The due date of the final payment is the final maturity of this Promissory Note and Security Agreement ("Note"), and any remaining unpaid amounts shall be due and owing on that date. The Total of Payments and Finance Charge shown below are estimates based on Borrower making the proper payment on each scheduled due date. Payments made after any due date will increase the total amount of Finance Charge and Total of Payments.

TRUTH IN LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.
3.090 %	$ 1,979.24	$ 24,182.56	$ 26,161.80

Your payment schedule will be:

Number of Payments:	Amount of Payments:	When Payments are due:
60	$ 436.03	Monthly Beginning 09/23/2016

☐ [Variable Rate - Reduced Rate or Discount Program Enrollees] (check if applicable)

The annual percentage rate may increase during the term of this transaction if: You stop participating in any reduced rate or discount program or you otherwise fail to qualify for any reduced rate or discount program. If increased, the APR will increase by the percentage the reduced rate or discount program had reduced it.

Any increase will take the form of higher payment amounts.

Example based on a typical transaction:
If your loan were for $17,000 at 6.45% APR for 60 months and the rate increased to 6.70% APR in one month, your regular payments would increase by $2.03.

Property insurance is required. You may obtain property insurance from anyone acceptable to the Lender.

Credit Insurance: Credit disability insurance is not required to obtain credit, and will not be provided unless you sign the Credit Insurance Disclosure Statement and agree to pay the additional cost for the term of this Note.

Security: You are giving a security interest in the motor vehicle, trailer, watercraft or off-road vehicle, and any proceeds thereof being purchased or refinanced with the loan proceeds, or used as collateral for this loan.

Collateral/Vehicle	Year	Make	Model	Serial No. or VIN
Automobile	2016	KIA	OPTIMA SX TURBO	5XXGW4L21GG[redacted]

Filing Fee: You agree to pay any lien filing fees.

Late Charge: If any payment is late more than 10 days you will be charged 5% of the unpaid payment or $10.00, whichever is greater.

Prepayment: If you pay this Note off in full within 12 months of the date of this Note, you will have to pay Lender a prepayment penalty of $100.

Other Terms: See your contract terms on all pages of this Note for any additional information about nonpayment, default, and required repayment in full before the scheduled date, prepayment refunds and penalties and further information about security interests.

[redacted]

REFERENCE #: [redacted]

IF YOU DO NOT MEET YOUR OBLIGATIONS UNDER THIS NOTE, YOU MAY LOSE THE VEHICLE YOU PURCHASED WITH THIS LOAN, OR WHICH SERVES AS COLLATERAL FOR THIS LOAN.

USE OF AGENT: Your financing may be obtained through clerical assistance of a State Farm® insurance agent or staff member, if so (1) no compensation of any kind is to be paid between the seller of your vehicle and the State Farm agent or staff member; and (2) no referral relationship or arrangement is to exist between the State Farm agent or staff member and the seller of your vehicle relating to the purchase of your vehicle or your loan unless this transaction is a "Purchase Money Loan" under 16 C.F.R. Section 433.1(d) authorized by Lender. Unless otherwise authorized by Lender, you are to receive the credit application, this Note, and other documentation for this loan directly from Lender or a State Farm agent or staff member and not from the seller of the vehicle and those documents are to be completed and executed directly with Lender or in the presence of the State Farm agent or staff member. If your loan is being obtained through the assistance of a third party ("Agent"), you understand that the Agent is not an employee of Lender and the Agent is not authorized to make representations or bind Lender.

IF THE FOREGOING DISCLOSURE IS NOT AN ACCURATE STATEMENT OF THE WAY YOUR LOAN TRANSACTION HAS BEEN HANDLED OR IF YOU DO NOT UNDERSTAND ANY OF THE DISCLOSURE INCLUDING WHAT CONSTITUTES A "PURCHASE MONEY LOAN," DO NOT EXECUTE ANY FURTHER DOCUMENTATION AND CONTACT STATE FARM BANK AT ONCE AT 1-877-734-2265.

By executing this Note you acknowledge that you have received this disclosure, that you have read this disclosure, that you understand this disclosure, and that your loan transaction has been handled in accordance with the conditions stated above.

The following Notice applies only if the transaction is a "Purchase Money Loan" under 16 C.F.R. Section 433.1(d)

NOTICE

ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE DEBTOR COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID BY THE DEBTOR HEREUNDER.

ADDITIONAL TERMS AND PROVISIONS

PAYMENTS: All payments must be made in United States currency via check, money order, or electronic payment. Borrower may make a prepayment of principal in full or in part at any time before maturity. If Borrower prepays this Note in full, then Borrower may be required to pay Lender a prepayment penalty as disclosed above in the Truth in Lending Disclosures. Prepayments of principal and overpayments will be applied first to any outstanding late fees, then to principal of the next payment installment and will reduce or satisfy the next payment due. If Borrower prefers prepayment of principal to be applied to the last installment(s) and not excuse or defer any scheduled payments until this Note is paid in full, payment must be mailed along with instruction, to the address provided under Promise to Pay on page 1 of this Note. Interest will accrue on the unpaid principal balance regardless of whether payments are applied to the next payment due or to the last installment(s).

SECURITY INTEREST: To secure payment of this Note and all renewals and extensions hereof, Borrower grants and pledges to Lender a security interest in the vehicle described above, and all attachments and all accessions thereto and all proceeds thereof ("Collateral")

PERFECTION OF SECURITY INTEREST: Borrower is responsible for obtaining clear title to the Collateral, including removing or paying off any lien(s) on the Collateral and allowing Lender to place a first lien on the Collateral. To the extent allowed by applicable law, Lender is hereby appointed as Borrower's attorney-in-fact to do at Lender's option and at Borrower's expense all things necessary or desirable to perfect, keep perfected and maintain Lender's security interest in the Collateral, to protect such Collateral and to execute any document or instrument to perfect, keep perfected and protect such security interest of the Lender in the Collateral. IN NO EVENT WILL LENDER BE LIABLE TO BORROWER FOR FAILURE TO OBTAIN CLEAR TITLE TO THE COLLATERAL, INCLUDING REMOVING OR PAYING OFF ANY LIEN(S) ON THE COLLATERAL.

COLLATERAL: Borrower covenants, represents and agrees with Lender as follows: (a) that Borrower is the owner of the Collateral free from any lien, security interest, encumbrances or claim and will defend the Collateral against the claims and demands of all persons; and (b) that Borrower will not sell, lease or encumber the Collateral or grant any subsequent security interest therein nor part with possession thereof; and (c) that if Collateral is in the possession of Borrower, that Borrower will not remove the Collateral from the United States without the prior written consent of Lender; and (d) that Borrower will not use or permit the Collateral to be used in violation of any law, ordinance or policy of insurance covering said Collateral; and (e) that Borrower will maintain the Collateral in good condition and repair and shall pay taxes and assessments levied on the Collateral; and (f) that the Collateral will not be used as a residence. Borrower will promptly advise Lender of any change of address or change in location of the Collateral.

[redacted]

REFERENCE #: [redacted]

USE OF PROCEEDS: The proceeds of this Note will be used to acquire the Collateral or to refinance prior indebtedness used to acquire the Collateral and Lender may disburse such proceeds to the seller of the Collateral or to such other lender.

PAYMENT OBLIGATIONS: Loss, theft, damage to, destruction and seizure of the Collateral shall not relieve Borrower from the payment and performance of any obligation hereunder or the indebtedness secured hereby.

INSURANCE: Borrower shall procure and maintain insurance on the Collateral for the full term of this Note against the risks of fire, theft, collision and such other risks as Lender may require in such amounts and conditions and with such insurers as are satisfactory to Lender; and Borrower shall deliver to Lender within ten (10) days from the date of the Note, a fully paid policy or policies of insurance containing a Lender's Loss Payable Clause (stating that the proceeds are payable to the Lender) in favor of Lender providing for ten (10) days prior written notice of cancellation. If Borrower shall fail, for any reason, to insure the Collateral as required by this Note, or if Borrower's insurance shall be canceled, Lender at its option, may procure such insurance as shall be deemed necessary by Lender and advance the premium therefore on behalf of Borrower. Borrower promises to pay such premiums to Lender, with interest thereon at the Annual Percentage Rate shown above, as additional indebtedness due hereunder and secured hereby, or Lender may, at its option, declare all obligations secured hereby to be immediately due and payable. Borrower assigns to Lender any unearned or returned premiums. To the extent allowed by applicable law, Lender is appointed Borrower's attorney-in-fact to endorse any check or draft payable to Borrower in order to collect such unearned premiums or any benefits of such insurance. All sums received by Lender as payment of insurance losses or for return of premiums under said policies of insurance shall, at the option of Lender, be applied to the unpaid principal balance or to currently maturing installments on this loan.

PAYOFF PROTECTOR™: AMOUNT WE WILL WAIVE: If the conditions of this provision are satisfied, we will waive the difference between your unpaid principal balance under this Note as of the date of the total loss ("Total Loss") and the entire insurance settlement less: (1) any past due or extended payment amounts (unless expressly agreed to in writing by the Lender), as of the date of the Total Loss; (2) any interest, fees, or charges incurred or assessed prior to or after the date of the Total Loss through the date of settlement; (3) any refundable portion of any credit insurance premium; and (4) any amount Borrower could otherwise have collected from any insurer through reasonable diligence. CONDITIONS: We will waive the amount set forth above, provided the following stipulations are met: (1) this provision and this Note are in effect; (2) the Collateral is determined to be a Total Loss by the primarily responsible insurer, (3) the insurance coverage on the Collateral required under this Note has been maintained, is currently in force, and the full amount of any insurance proceeds is paid to us; (4) Borrower has complied with all other terms and conditions of the Note (including making required payments as they become due while awaiting a settlement from the insurance company); (5) Borrower has paid us any deductions the insurance company may make when it honors the Borrower's claim (excluding the deductible amount); (6) no other coverage is available under any guaranteed asset protection coverage or credit insurance provided to Borrower under any insurance policy; (7) Borrower notifies us within sixty (60) days of the date following the Total Loss and provides us with a copy of the settlement, declarations page of the policy, any accident or police report and any other documentation we request; and (8) Borrower takes necessary steps to recover the Collateral and prevent or reduce any further loss to the Collateral; Borrower agrees to file a claim under any policy which may provide coverage upon our request. EXCLUSIONS: This provision will not apply if Borrower is 30 days or more past due as of the date of the Total Loss (notwithstanding anything to the contrary contained in this provision) or the Total Loss is (1) due to Borrower's surrender; or (2) due to acts of terrorism; or (3) excluded from coverage by the insurance coverage on the Collateral; or (4) in the event multiple pieces of Collateral appear on the Note, the amount waived for any one piece of Collateral shall be an amount of the outstanding principal balance equal to the proportionate value of the Collateral, determined by the Lender, as of the Note date and the original principal balance of the loan. TERM: This provision commences on the date this Note becomes effective and terminates on the date this Note is terminated. In no event will the amount waived or benefit to the Borrower exceed the outstanding loan balance. This is NOT an insurance policy.

RETURNED INSTRUMENT CHARGE: Borrower agrees to pay a charge of $25 for each check or instrument submitted as payment on this loan which is later returned unpaid.

EVENTS OF DEFAULT AND ACCELERATION: If Borrower shall default in the payment, when due, of any installment of this Note or in the payments or performance of any other obligation hereunder or indebtedness due to Lender, or in case of loss, substantial damage to, destruction, sale, encumbrance, concealment, removal, attachment or levy upon the Collateral; or if any proceeding shall be instituted by or against Borrower (or Borrower's business) under any bankruptcy, insolvency or similar statute; or Borrower shall make an assignment for the benefit of creditors, or Lender shall deem itself insecure; or upon the death or incompetency of any Borrower, endorser or co-signer; or if Borrower makes any representation, warranty, statement or signature to Lender that is false or misleading; then upon the happening of any of the foregoing events of default, Lender at its option may declare the unpaid balance of this Note including accrued interest and all other indebtedness and obligations of Borrower to Lender immediately due and payable, without notice or demand. Borrower agrees to pay all of Lender's reasonable costs and expenses in enforcing this Note or in realizing upon the Collateral, including court costs and reasonable attorneys' fees, to the extent permitted by applicable law (including bankruptcy or insolvency proceedings) in addition to an administrative fee of $150.00 assessed by Lender.

[redacted]

REFERENCE #: [redacted]

REMEDIES OF LENDER: Upon the occurrence of any event of default, the Lender shall have all of the rights and remedies of a secured party as provided by Article 9 of the Uniform Commercial Code, including, but not limited to, the right of Lender to take immediate possession of the Collateral and anything located therein, with or without judicial process, and for such purpose, to enter on the premises where such Collateral may be located. In the event of default, Borrower agrees to make the Collateral available to Lender at a place acceptable to Lender which is convenient to Borrower. In the event the Collateral is repossessed, Borrower will be assessed an administrative fee of $150.00 in addition to any repossession and storage charges. In the event of resale of the Collateral after repossession, Borrower expressly agrees that the requirements of reasonable notice shall be met if notice is delivered or mailed to Borrower at the address of Borrower shown herein prior to the sale or other disposition of the Collateral as provided by applicable law. Disposition of the Collateral may be made in any commercially reasonable manner. The net proceeds realized upon any sale or other disposition of the Collateral, after deducting expenses of the sale or other disposition, repossession or storage incurred by Lender, shall be applied to the payment of this Note and all other indebtedness or obligations of Borrower to Lender, in such manner as Lender shall elect. Lender shall account to Borrower for any surplus thereafter realized on such disposition. Borrower shall remain liable for any and all unpaid amounts remaining or any other deficiency, which Borrower agrees to pay immediately. All rights and remedies of Lender, whether provided for herein or conferred by law, are cumulative.

ADDITIONAL REMEDIES: Demand, presentment for payment, notice of dishonor, and notice of intent to accelerate are hereby waived by Borrower and all cosigners and endorsers hereon. Lender is authorized to appropriate and apply toward payment of this Note any other property belonging to Borrower in the possession of Lender, as well as any indebtedness of Lender to Borrower, and Lender is hereby given a first and prior lien upon such other property. All cosigners and endorsers consent that the time of payment may be extended or renewal notes taken by the holder hereof without notice and that such extension or renewal shall not discharge their liability hereon.

PROCESSING OF PAYMENTS: Lender's business days for processing payments are Monday through Friday, excluding Lender's holidays. Payments received on a non-business day will be processed on the next business day, and Finance Charges (interest) continue to accrue on the unpaid balance of the Note. The payment due date will not be extended if it falls on a non-business day, and in such event Borrower should make the payment to Lender in advance of the due date.

PHONE NOTIFICATION: Borrowers agree that State Farm Bank may contact Borrowers at the land line/cell phone numbers that have been provided on the application, or any phone numbers that Borrowers may provide in the future, either directly or through the use of an automated dialer.

WAIVER AND SEVERABILITY: No delay or omission by Lender in exercising any right or remedy shall operate as a waiver of such right or remedy or any other right or remedy. A waiver on any one occasion shall not act as a waiver for any other occasion. Lender may accept late or partial payments or payments marked "in full" or with similar language, without waiving any rights or remedies. If any provision of this Note is held invalid, such invalidity shall not affect the validity and enforceability of the remaining provisions of this Note.

SUCCESSORS AND ASSIGNS: All rights of Lender shall also benefit the successors and assigns of Lender, and all obligations of Borrower shall be binding upon Borrower's heirs, beneficiaries, personal representatives, successors and assigns. Borrower may not assign its rights and obligations under this Note, unless the Lender agrees in writing to such assignment. If there is more than one Borrower, their obligations hereunder shall be joint and several. Any changes to this Note must be in writing and signed by Lender.

PRIVACY: Lender does not share non-public personal information about you except as stated in the State Farm Privacy Policy which has been provided to you. We may report information about your account to credit bureaus. Late payments, missed payments, or other defaults on your account may be reflected in your credit report.

GOVERNING LAW: This Note is governed by federal law and, to the extent not preempted thereby, by the law of the State of Illinois. The acceptance of the Note is expressly conditioned upon Lender's approval and all proceeds will be disbursed by Lender at its principal office in Illinois. Regardless of where you live, your credit application will be forwarded to Lender in Illinois and Lender will process your application and make all lending decisions at its offices in Illinois. This Note is entered into in Illinois upon Lender's acceptance. All terms and conditions in this Note (including applicable fees) are material to the determination of the interest rate.

[redacted]

REFERENCE #: [redacted]

Oral agreements or commitments to loan money, extend credit or to forbear from enforcing repayment of a debt including promises to extend or renew such debt are not enforceable. To protect you (Borrower(s)) and us (Creditors) from misunderstanding or disappointment, any agreements we reach covering such matters are contained in this writing, which is the complete and exclusive statement of the agreement between us, except as we may later agree in writing to modify it.

NOTICE TO BORROWER: (A) DO NOT SIGN THIS BEFORE YOU READ THE WRITING ON EACH PAGE, EVEN IF OTHERWISE ADVISED. (B) DO NOT SIGN THIS IF IT CONTAINS ANY BLANK SPACES. (C) YOU ARE ENTITLED TO AN EXACT COPY OF ANY AGREEMENT YOU SIGN. (D) YOU HAVE THE RIGHT AT ANY TIME TO PAY IN ADVANCE THE UNPAID BALANCE DUE UNDER THIS NOTE.

ACKNOWLEDGEMENT: Borrower agrees to the terms of this Promissory Note and Security Agreement including the additional terms set forth on the preceding pages. Borrower acknowledges receipt of a completed copy of this Note and the credit insurance disclosure statement (if applicable) prior to consummation of the loan.

CAUTION - IT IS IMPORTANT THAT YOU THOROUGHLY READ THE CONTRACT BEFORE YOU SIGN IT.

BORROWER(S) SIGNATURES

[redacted]

X [redacted] X

X X

X X

[redacted]

Display Options ▼ 4289 - Kia Motors America ▼

Vehicle Information

Logoff

* = required fields

VIN		Year	Make	Model	Options
5XXGW4L21GG[redacted]	OR	2016	KIA	OPTIMA	4x4 ☑ Turbo ☐ Diesel

* Starting Mileage

41000

Retrieve Products | Edit Vehicle | New Vehicle

Product Selection

Service | Maintenance | GAP | Road Hazard Tire | Theft / Appearance | Excess Wear and Tear | Courtesy Care | Warranty | Summary

Kia Care Choice - KCCM	PREMIUM 15K PER YR - 7,500 MILE INTERVAL	36	999,998

	Remit	Retail
Base	$458.00	$658.00
Turbo	$0.00	$0.00
Total	$458.00	$658.00

Print

Current Build# [2017-07-18] on Host [alplbeap3.corp.jmfamily.com] IP [10.29.229.17]

[redacted] - Rental Agreement Closed Invoice

Location

Rental Location	Return Location	Dates & Times
[redacted] [redacted] OKLAHOMA CITY OK [redacted] Tel: [redacted]	[redacted]e [redacted] OKLAHOMA CITY OK [redacted] Tel [redacted]	Date Out: **11/07/2017 20:21** Date Due In: **11/12/2017 20:21** Actual Date In: **11/11/2017 10:58** Invoice Date: **11/11/2017 10:58**

Vehicles

Registration Number	Make / Model	Unit Number	Date & time out	Date & time in	Miles Out	Miles In	Miles Driven	Fuel Out	Fuel In
[redacted]	**Dodge Dart Sedan**	[redacted]	11/07/2017 20:21	11/11/2017 10:58	15,739	17,986	2,247	8/8	8/8

Drivers

Renter	Address / Tel	License Number
Driver - [redacted] [redacted]	[redacted]ve FT WORTH TX [redacted] Tel [redacted]	[redacted] exp: [redacted] Iss: TX

Charges

Rental Charges	Charge per item		Included in	Total Charge
Rental	4.00	22.80		91.20
Standard - Daily - ICAR	4.00	0.00	✓	0.00
CRF 11.11%	1.00	10.13		10.13
CFC	4.00	4.50		18.00
	Net			**119.33**
	Sales Tax 14.375%			**17.15**
	Charges inc Sales Tax		**USD**	**136.48**

Payments

Method	Type	Pay. Date	Reference	Auth No.	Amount
Visa	Payment	[redacted]	[redacted]	[redacted]	136.48

Thrifty Car Rental

The Rental Agreement is between the undersigned and he company identified above (the "company"). By signature below. the undersigned acknowledges and represents that hey are legally authorized to operate the rental vehicle by valid driver's license, and that they have read, and agree to the terms, conditions and no ices, both printed and written, including he Loss Damage Waiver information, that appears on the Rental Statement and on the separate rental jacket (the "Agreement"), which is incorporated herein. THE UNDERSIGNED AUTHORIZES THE COMPANY TO PROCESS A CHARGE TO THEIR CREDIT CARD, DEBIT OR CHARGE CARD IN THE AMOUNT SPECIFIED ABOVE FOR THIS RENTAL UPON SIGNATURE BELOW AND FOR ALL ADDITIONAL CHARGES DUE UPON RETURN OF THE VEHICLE. No additional drivers are permitted without the Company's approval.

I have DECLINED LDW _____ I have DECLINED PPP _____

I have DECLINED SLI _____ I have DECLINED Prepaid Fuel _____

Refueling Charge $9.29 p/g

Signature

Driver **ADAM KAUFMAN**

The following Geographical restrictions: Vehicles are restricted to the following states- Oklahoma, Texas, Arkansas, Kansas, Colorado, Missouri and New Mexico. If driven outside of these states a mileage charge of 30 cents per mile will be charged for all miles driven over 75 miles per day from the start of he rental. Vehicles are not permitted to be driven into Mexico or Canada.

How was your experience? We'd like your feedback. 1) Visit www.thriftyrentalsurvey.com 2) Enter Access Code: 93547 3) Take brief survey.

[redacted]

[redacted] - Rental Agreement Closed Invoice Res Conf# [redacted]

Location

Rental Location	Return Location	Dates & Times	
[redacted] [redacted] OKLAHOMA CITY OK [redacted] Tel: [redacted]	[redacted] [redacted] OKLAHOMA CITY OK [redacted] Tel [redacted]	Date Out: Date Due In: Extended Until: Actual Date In: Invoice Date:	10/08/2017 20:21 10/14/2017 10:30 11/07/2017 20:21 11/07/2017 20:20 11/07/2017 20:20

Vehicles

Registration Number	Make / Model	Unit Number	Date & time out	Date & time in	Miles Out	Miles In	Miles Driven	Fuel Out	Fuel In
[redacted]	**Dodge Dart Sedan**	[redacted]	10/08/2017 20:21	11/07/2017 20:20	14,739	15,739	1,000	8/8	8/8

Drivers

Renter	Address / Tel	License Number
Driver - [redacted] [redacted]	[redacted] FT WORTH TX [redacted] Tel: [redacted]8	[redacted] exp: [redacted] Iss: TX

Charges

Rental Charges	Charge per item		Included in	Total Charge
Rental	30.00	22.80		683.99
Rz Rental Week (5-7 days)	4.00	0.00	✓	0.00
Rz Rental Extra Day	2.00	0.00	✓	0.00
CFC	30.00	4.50		135.00
CRF 11.11%	1.00	75.99		75.99
Extra Day Rental	0	28.21		0
Extra Hour Rental	0	14.08		0
	Net			**894.98**
	Sales Tax 14.375%			**128.65**
	Charges inc Sales Tax		**USD**	**1,023.63**

Payments

Method	Type	Pay. Date	Reference	Auth No.	Amount
Visa	Payment	10/12/17	[redacted]	[redacted]	163.99
Visa	Payment	11/07/17	[redacted]	[redacted]	343.40
Visa	Payment	11/07/17	[redacted]	[redacted]	253.70
Visa	Payment	11/07/17	[redacted]	[redacted]	253.69
Visa	Payment	11/07/17	[redacted]	[redacted]	8.86

Thrifty Car Rental

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I have DECLINED LDW _____ I have DECLINED PPP _____

I have DECLINED SLI _____ I have DECLINED Prepaid Fuel _____

Refueling Charge $9.29 p/g

Signature

Driver **ADAM KAUFMAN**

The following Geographical restrictions: Vehicles are restricted to the following states- Oklahoma, Texas, Arkansas, Kansas, Colorado, Missouri and New Mexico. If driven outside of these states a mileage charge of 30 cents per mile will be charged for all miles driven over 75 miles per day from the start of he rental. Vehicles are not permitted to be driven into Mexico or Canada.

How was your experience? We'd like your feedback. 1) Visit www.thriftyrentalsurvey.com 2) Enter Access Code: 93547 3) Take brief survey.

[redacted]

Scan + Email RO.

[redacted]

BOOMER KIA
Oklahoma City, OK

[redacted] Oklahoma City, OK [redacted]

[redacted]

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.

SERVICE

TERMS: CASH ☐ CREDIT CARD ☐ CHECK ☐ PRIOR APPROVAL ☐ OTHER ☐

VEHICLE I.D. NO. 5XXGW4L21GG[redacted]

YEAR/MAKE/MODEL 16/KIA/OPTIMA/4DR SDN SX AUTO

PRODUCTION DATE | STOCK NO. | LICENSE NO. [redacted] | R.O. NO.

[redacted]
FORT WORTH, TX [redacted]

CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. | R.O. DATE 10/09/17

COLOR | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. 7271

CALL WHEN READY ☐ YES ☐ NO [redacted]

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADV	ADVISOR
Y	K1ZZ	Y	Y	A	41,999	[redacted]	KALEB ALLRED

CUSTOMER WAITING ☐ YES ☐ NO

RESIDENCE PHONE | BUSINESS PHONE

TIME RECEIVED 07:36am | DATE/TIME PROMISED 10/12/17 06:00pm | PRIORITY 2

APPOINTMENT ☐ Yes ☒ No

LABOR RATE

CELL: [redacted]

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 neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts. This disclaimer by the seller in no way affects the terms of the manufacturer's warranty.

I hereb[redacted] TERMS: STRICTLY CASH OR APPROVED CREDIT CARD
to vehic[redacted] forth to be done along with the necessary material and agree that you are not responsible for loss or damage
in parts[redacted] fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts, or delays
highwa[redacted] rter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets
amoun[redacted] sting and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the

X[redacted]

JOB

COMMENTS :
CHECK ENG LIGHT

1 **W** 10K1Z ***DRIVEABILITY/BASE***
SA219 REAR SEAT LATCH CABLE INSPEC/REPLA
[redacted] Inspection [redacted] .0

2 **W** 10K1Z01 ***DRIVEABILITY CONCERN***
SA270A P[redacted] [redacted] R1 .6

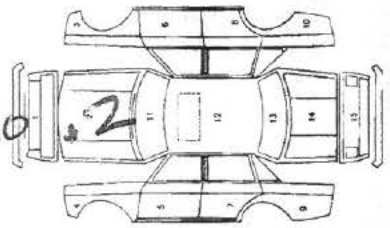
3 **W** 12K1Z ***ENGINE MAJOR/BASE***
SA292A JF2.0 UM3.3/2.4/2.0 SHIFT QUALITY
[redacted] update [redacted] .3

4 **W** 11K1Z ***ENGINE MINOR/BASE***
SA305A E-CVVT COVER AND MOTOR PLUG

5 **W** 12K1Z01 ***ENGINE CONCERN***
CUSTOMER STATES WHILE DRIVING VEHICLE STARTED SMOKING AND LOST ALL POWER. CHECK ENG LIGHT ON. CHECK AND ADVISE
[redacted]

22001RK2 Turbo 221 1.3

21102R1A engine sub assy long block 200 6.9



COMMENTS:

WARRANTY CONTROL

Tech: _____

Parts Returned: _____

[redacted]

[redacted]

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

OPTIMA

ONTARIO AUTO CENTER

CITRUS MOTORS

Ford KIA

WHERE NO PRESSURE MEANS A GREAT DEAL

[redacted] - ONTARIO, CA [redacted] - FAX: [redacted]

BAR#: [redacted]
EPA#: [redacted]

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Saturday

R/O Open Date	R/O Number
2/14/18	[redacted]
R/O Close Date	**Status**
2/26/18	Pre-Invoice
Mileage In	**Mileage Out**
432	433
Service Advisor / Tag #	
Michael Muse-ad/ [redacted]	

[redacted]
CORONA, CA [redacted]

Work Phone: [redacted]
Home Phone: [redacted]

Vehicle Identification Number: 5XXGU4L38JG [redacted]
Delivery Date: 2/05/18
In-Service Date: 2/05/18

Year	Make	Model	Body	Color	License Number
2018 [redacted]	KIA	OPTIMA	EX AUTO	PLATINUM G	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [redacted] Email: [redacted]	
#1 - MARKER: MARKER TOW IN SANDRA FIERROS [redacted] Sub Total: .00	
#2 - KCP2: PERFORM MULTIPOINT INSPECTION Sub Total: .00	
#3 - QS: QUICK SERVICE DEPART CUSTOMER STATES NAVIGATION DISPLAY STOPPED SHOWING ABS LIGHT CAME ON BATTERY DIED WAS CHARGED AND IN SPECTED AT VALLEY KIA. CUSTOMER STATES NAV SYSTEM STOPPED, ABS LIGHT CAME ON AND BATTERY DEAN.BATTERY CHARGED AT ANOTHER DE ALER AND DIED AGAIN. HOOKED UP KDS AND CHECKED FOR CODES FOUND NONE. HOOKED UP GR8 AND TESTED BATTERY BATTERY TESTED GOOD CODE M58SSG 203HFT. PERFORMED DRAW TEST ON VEHICLE OVERNIGHT FOUND NO DRAW .00AM P. CHECKED CHARGING SYSTEM FOUND 12.1V UNDER LOAD INSPECTED ALTERNATOR FOUND CONNECTOR NUT LOOSE ALT ERNATOR MELTED NEED BATTERY CABLE AND ALTERNATOR Corrected by Tech: Octavio Dominguez-ST(00I)	Warranty
Corrected by Tech: Octavio Dominguez-ST(00I) Corrected by	Warranty

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X [redacted]

FORM 6-67-0047 (Rev. 10/17) © 2017 Reynolds and Reynolds Company TO ORDER: www.reyrey.com or 1-800-344-0800, fax 1-800-531-0021

ONTARIO AUTO CENTER

CITRUS MOTORS

Ford KIA

WHERE NO PRESSURE MEANS A GREAT DEAL

[redacted] - ONTARIO, CA

[redacted] - FAX: [redacted]

BAR#: [redacted]
EPA#: [redacted]

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Saturday

R/O Open Date	R/O Number
2/14/18	[redacted]
R/O Close Date	**Status**
2/26/18	Pre-Invoice
Mileage In	**Mileage Out**
432	433
Service Advisor / Tag #	
Michael Muse-ad/[redacted]	

[redacted]
CORONA, CA [redacted]

Work Phone: [redacted]
Home Phone: [redacted]

Vehicle Identification Number	
5XXGU4L38JG[redacted]	
Delivery Date	**In-Service Date**
2/05/18	2/05/18

Year	Make	Model	Body	Color	License Number
2018	KIA	OPTIMA	EX AUTO	PLATINUM G	

8K419

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
Tech: Octavio Dominguez-ST(00I)		Warranty
Corrected by		
Tech: Douglas Geiger-ST (03Q)		Warranty
Corrected by		
Tech: Octavio Dominguez-ST(00I)		Warranty
Installed 37300 2G061 :ALTERNATOR ASSY	Qty: 1	Warranty
Installed 91850 D5010 :WIRING ASSY-BATTERY 91	Qty: 1	Warranty
REMOVED BELT, AIRBOX INTAKE, INTAKE TUBE, BATTERY BATTERY TRAY, AIRBOX, ACCESSED FUSE BOX REMOVED CONNECTORS, REMOVED RETAINER CLIPS, REMOVED STARTER, REMOVED COMPRESSOR, REMOVED ALTERNATOR, REMOVED ALL CONNECTORS REMOVED AND REPLACED POSITIVE BATTERY CABLE HARNESS AND ALTERNATOR, INSTALLED ALL PARTS, RETESTED SYSTEM. FOUND CHARGING SYSTEM PUTTING OUT 14.3V UNDER LOAD. SYSTEM OPERATING NORMALLY AT THIS TIME.		
#5 * RENTALW: RENTAL PROVIDED FOR POTENTIAL WARR AND/OR SERVICECONTRACT		
ADDED OPERATION		
8KS107		
Work performed by KIA RENTAL PROGRAM : 8KS107		Warranty

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]

FORM NO. 2647 (REV. 01) Dealer Solutions Group (800) 950-9028 Reynolds Company. TO ORDER: www.reysource.com 1-800-344-9896 fax 1-800-391-9053

California Motor Vehicle Lease Agreement

Finance

Lease Date: 02/05/18

Call us toll-free at [redacted]

1. PARTIES AND VEHICLE DESCRIPTIONS

LESSEE

Lessee: [redacted]

Billing Address: [redacted]
Address

CORONA, CA [redacted]
City State Zip

LESSOR (Dealer)

Dealer: CITRUS MOTORS ONTARIO INC

Address: [redacted]
Street Address

Ontario, CA [redacted]
City State Zip

CO-LESSEE

Co-Lessee: SANDRA L FIERROS

Billing Address: ☐ Check box if same as Lessee

[redacted]
Address

FONTANA, CA [redacted]
City State Zip

GARAGING ADDRESS

☐ Check box if same as Lessee's Billing Address

☐ Check box if same as Co-Lessee's Billing Address

N/A
(Street Address – No P.O. Boxes)

N/A
City State Zip

LEASED VEHICLE

☐ New ☐ Used

2018 KIA OPTIMA
Year Make Model

17 5XXGU4L38JG[redacted]
Odometer VIN:

☐ If checked, the Vehicle's primary intended use is for a Business, Commercial or Agricultural purpose.

DESCRIPTION OF TRADE-IN VEHICLE

N/A N/A N/A
Year Make Model

Gross Agreed Upon Trade-in Allowance.....$ N/A

Outstanding Prior Credit or Lease Balance
(To Be Paid by Dealer/Lessor).....$ N/A

Net Trade-in Allowance (if less than 0, then enter 0).....$ 0.00

Lessee and Co-Lessee ("you," "your" and together the "Lessee") each agree to lease the Leased Vehicle described above, including all equipment, parts and accessories (the "Vehicle") from Lessor ("we," "us" and "our") according to the terms and conditions of this Motor Vehicle Lease Agreement ("Lease"). Each of you who executes this Lease will be individually liable to us for all Lease obligations and for the entire amount owing under this Lease. After you sign this Lease, we will assign it to Hyundai Lease Titling Trust ("HLTT") and the terms "Assignee," "we," "us" and "our" will refer to HLTT and its agents or to any subsequent assignee.

FEDERAL CONSUMER LEASING ACT DISCLOSURES

2. AMOUNT DUE AT LEASE SIGNING OR DELIVERY (Itemized below)*

$ 7,220.00

3. MONTHLY PAYMENTS

A. Your first Monthly Payment of $ 354.94 is due on Feb 5 18 followed by 23 payments of $ 354.94 due on the 7 of each month, beginning on Mar 7 18.

B. The Total of your Monthly Payments is $ 8,518.56

4. OTHER CHARGES
(Not part of your Monthly Payment)

A. **Turn-in Fee** (if you do not purchase the Vehicle) ....$ 400.00

B. N/A .....$ N/A

C. Total .....$ 400.00

5. TOTAL OF PAYMENTS
(The amount you will have paid by the end of the Lease)

$ 15,783.62

6. ITEMIZATION OF AMOUNT DUE AT LEASE SIGNING OR DELIVERY

A. Amount Due at Lease Signing or Delivery:

(1)	Capitalized Cost Reduction	$ 5,957.41
(2)	Tax on Capitalized Cost Reduction	$ 461.70
(3)	First Monthly Payment	$ 354.94
(4)	Refundable Security Deposit	$ N/A
(5)	Acquisition Fee	$ N/A
(6)	Initial License, Title and Registration Fees	$ 322.00
(7)	Sales/Use Tax	$ 5.20
(8)	Document Processing Fee (Not a Gov't. Fee)	$ 80.00
(9)	California Tire Fees	$ 8.75
(10)	Electronic Registration Fee (Not a Gov't. Fee)	$ 29.00
(11)	N/A	$ N/A
(12)	N/A	$ N/A
(13)	N/A	$ N/A
		$ 7,220.00

B. How the Amount Due at Lease Signing or Delivery will Be Paid:

(1)	Net Trade-in Allowance	$ N/A
(2)	Rebates and Noncash Credits	$ 5,220.00
(3)	Amount to Be Paid in Cash	$ 2,000.00
(4)	N/A	$ N/A
(5)	**TOTAL**	[redacted] 7,220.00

those or equal quality. Excess wear and use includes, but is not limited to, the estimated cost to repair and/or replace:

(1) mechanical or electrical parts, including but not limited to, power accessories and lighting, that do not work properly;

(2) body damage, such as dents, scratches, chips, cuts, damage from water, sand or freezing, rusted or corroded areas on the body or other body or frame damage;

(3) paint damage including but not limited to mismatched, peeling or faded paint, poor quality or other damage to the paint, poor quality repairs, or lettering or 'wrapping' on the body;

... to ... other components including but not limited to the following: cracks, ... normal wear or that renders the Vehicle ... passing any required inspection.

B. ODOMETER; REQUIRED STATEMENT. You will maintain the odometer of the Vehicle so that it always reflects the Vehicle's actual mileage. If the odometer is at any time inoperative, upon return of the Vehicle, you will provide us with reasonable evidence of the Vehicle's actual mileage. You will provide us with an odometer certification at any time we request one. We may request more than one certification during the term of this Lease.

Notice: Federal law requires you to give us a statement of the Vehicle's mileage in connection with a transfer of Vehicle ownership. You may be fined and/or imprisoned if you do not complete the disclosure or if you make a false statement.

If the odometer was tampered with or otherwise does not work correctly and you cannot prove the mileage shown on the odometer, we may charge you and add the amount you

(11)	N/A	$	N/A
(12)	N/A	$	N/A
(13)	N/A	$	N/A
(14) TOTAL		$	7,220.00

(5) TOTAL $ 7,220.00

7. YOUR MONTHLY PAYMENTS ARE DETERMINED AS SHOWN BELOW

A.	**Gross Capitalized Cost.** The agreed upon value of the Vehicle ($ 23,650.00) and any items you pay over the Lease Term (such as service contracts, insurance, and any outstanding prior credit or lease balance)	$	26,245.00
B.	**Capitalized Cost Reduction.** The amount of any Net Trade-in Allowance, Rebate, Noncash Credit, or Cash you pay that reduces the Gross Capitalized Cost	– $	5,957.41
C.	**Adjusted Capitalized Cost.** The amount used in calculating your Base Monthly Payment	= $	20,287.59
D.	**Residual Value.** The value of the Vehicle at the end of the Lease used in calculating your Base Monthly Payment	– $	14,334.30
E.	**Depreciation and any Amortized Amounts.** The amount charged for the Vehicle's decline in value through normal use and for other items paid over the Lease Term	= $	5,952.29
F.	**Rent Charge.** The amount charged in addition to the Depreciation and any Amortized Amounts	+ $	1,952.55
G.	**Total of Base Monthly Payments.** The Depreciation and any Amortized Amounts plus the Rent Charge	= $	7,905.84
H.	**Lease Payments.** The number of payments in your Lease	÷	24
I.	**Base Monthly Payment**	= $	329.41
J.	**Monthly Sales/Use Tax**	+ $	25.53
K.	***Other (specify):*** N/A	+ $	N/A
L.	**Total Monthly Payment**	= $	354.94

EARLY TERMINATION. You may have to pay a substantial charge if you end this Lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the Lease is terminated. The earlier you end the Lease, the greater this charge is likely to be.

8. EXCESS WEAR AND USE

You may be charged for excess wear based on our standards for normal use and for mileage in excess of 15,000 miles per year (prorated based on the number of months in the Lease Term) at the rate of 20 ¢ per mile. No rebate or credit will be paid to you if the mileage is less than the specified amount.

☐ If this box is checked, you have purchased an additional N/A miles per year (prorated based on the number of months in the Lease Term), at 15¢ per mile, which is included in your Monthly Payment. No rebate or credit will be paid to you if the end of term mileage is less than the specified amount.

9. PURCHASE OPTION AT END OF LEASE TERM

You have an option to purchase the Vehicle from us at the scheduled end of the Lease Term, **AS IS, WHERE IS,** from us or a party we designate (See Section 23), for the Residual Value on line 7D above ("Purchase Price") plus a **Purchase Option Fee of $** 300.00 **. If you purchase the Vehicle through the originating Dealer (named in Section 1 above), instead of the Purchase Option Fee, you will pay a fee to such Dealer in the amount of $** 0.00 **.** You are also responsible for any official fees, such as those for taxes, tags, license and registration. *Please see Section 23 on the back of this Lease for additional terms and conditions.*

10. OTHER IMPORTANT TERMS

See both sides of this Lease for additional information on early termination, purchase options, maintenance responsibilities, warranties, late and default charges, insurance, and any security interest, if applicable.

11. ITEMIZATION OF GROSS CAPITALIZED COST

A.	Agreed Upon Value of Vehicle as equipped at the time of Lease signing	$	23,650.00
B.	Accessories and optional equipment Lessor agrees to add to the Vehicle after Lease signing	$	595.00
	(1) N/A	+ $	N/A
	(2) N/A	+ $	N/A
	(3) N/A	+ $	N/A
	(4) 3M EDGE PROTECTION	+ $	595.00
C.	Total Agreed Upon Value of Vehicle	$	24,245.00
D.	Taxes	$	N/A
E.	Initial Vehicle Title, License and Registration Fees	$	N/A
F.	Document Processing Fee (Not a Gov't. Fee)	$	N/A
G.	Outstanding Prior Credit or Lease Balance on Trade-in Vehicle (if paid by Lessor)	$	N/A
H.	Electronic Registration Fee (Not a Gov't. Fee)	$	N/A
I.	Optional Service Contract	$	N/A
J.	Optional Excess Wear & Use Coverage	$	N/A
K.	California Tire Fees	$	N/A
L.	Acquisition Fee	$	650.00
M.	Other (describe) MAINTENANCE	$	1,350.00
N.	Other (describe) N/A	$	N/A
O.	**Total = Gross Capitalized Cost**	$	26,245.00

12. TERM AND SCHEDULED MATURITY DATE

The Lease Term is 24 months ("Lease Term")

14. ESTIMATED OFFICIAL FEES AND TAXES

The total estimated amount you will pay for official and license fees, registration, title and taxes (including personal property taxes) over the Lease Term, whether included with your Monthly Payment or assessed otherwise, is $ 1,604.37 . The actual total of fees and taxes may be higher or lower than this estimate depending on the tax rates in effect or the value of the Vehicle at the time a fee or tax is assessed.

15. WARRANTIES

If the Vehicle is new, the Vehicle is covered by the manufacturer's standard new car warranty. If the Vehicle is not new, there is no express warranty on the Vehicle unless indicated below:

☐ Used vehicle limited warranty provided by the manufacturer.

☐ Remainder of standard new vehicle limited warranty provided by the manufacturer.

LESSOR LEASES THE VEHICLE TO YOU "AS IS." EXCEPT AS PROVIDED IN THIS LEASE (AND UNLESS PROHIBITED BY LAW), WE MAKE NO EXPRESS OR IMPLIED WARRANTIES OR REPRESENTATIONS AS TO THE VEHICLE'S (OR ANY OF ITS PARTS OR ACCESSORIES) CONDITION, MERCHANTABILITY, SUITABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE AND WE MAKE NO OTHER REPRESENTATIONS OR WARRANTIES WHATSOEVER.

16. INSURANCE VERIFICATION

You must maintain the insurance coverage descri[redacted] 20A of this Lease. You affirm that the following insurance cov[redacted]e as of the Lease Date:

The Lease Term is 24 months (Lease Term).
Scheduled Maturity Date: 02/04/20.

13. OPTIONAL INSURANCE AND OTHER PRODUCTS

You do not have to purchase any optional protection products or services listed below to enter into this Lease, and they are not a factor in our credit decision to lease the Vehicle to you. If you have initialed below, it means you want the described product/service and have reviewed the separate contract for the product/service(s) which describes its terms and conditions. Coverage under any of the product(s)/service(s) you have purchased itemized below may be subject to approval by the provider of such product(s)/service(s). If the price of any products and/or services (whether defined below or otherwise) you purchased at the time of entering into this Lease is not set forth in the Itemization of Gross Capitalized Cost section above, you will pay for them upon Lease signing or delivery. We may receive a portion of the price of any optional products or services you buy.

☐ Optional Service Contract — Price: $ N/A

Provider	Term (in Months or Years)	Lessee Initials	Co-Lessee Initials
N/A	N/A	N/A	N/A

☐ Optional Excess Wear and Use Waiver — Price: $ N/A

Provider	Term (in Months or Years)	Lessee Initials	Co-Lessee Initials
N/A	N/A	N/A	N/A

☐ Other: MAINTENANCE /3M EDGE — Premium/Price: $ 1,350.00 / 595.00

Provider	Term (in Months or Years)	Lessee Initials	Co-Lessee Initials
RESOURCE MAINTENANCE 60/ N/A	[redacted]	[redacted]	[redacted]

☐ Other: N/A — Premium/Price: $ N/A N/A

Provider	Term (in Months or Years)	Lessee Initials	Co-Lessee Initials
N/A	N/A [redacted]	N/A	N/A

Insurance Provider: _____
Policy Number: _____
Effective Date: 02/05/18 Expiration Date: 00/00/00
Agent's Name: _____
Agent's Address: _____
Agent's Phone Number: _____
Initials of Dealer Employee who verified insurance coverage X_____

You must instruct your insurance agent to add as an additional loss payee, and send the Insurance Policy, Endorsement or Certificate to:

Hyundai Lease Titling Trust
[redacted]
Fountain Valley, CA [redacted]

17. LEASE MODIFICATIONS

Any change to this Le[redacted]cept that (a) we may agree to [redacted]anges (if offered by us) by pho[redacted]equires a signed written agree[redacted]odify any term(s) of this Lease[redacted]u of the modified term(s), if th[redacted]u as the existing terms of this [redacted] we send you a modification no[redacted] term(s). No other oral change[redacted]

Lessee Signature X [redacted]

Co-Lessee Signature [redacted]

This box is for trade-in, turn-in and other individualized agreements between Lessor (Dealer) and Lessee. If none, enter "None" or "N/A." Assignee is not obligated for agreements disclosed here.

N/A

18. NOTICES AND SIGNATURES

BY SIGNING BELOW, YOU AGREE THAT KIA MOTORS FINANCE MAY OBTAIN ONE OR MORE CREDIT REPORTS OR OTHER CONSUMER REPORTS ABOUT YOU FOR USE IN CONNECTION WITH ATTEMPTING TO COLLECT AMOUNTS OWED UNDER THIS LEASE, ENFORCING THIS LEASE OR SELECTING YOU TO RECEIVE MARKETING SOLICITATIONS FOR FUTURE RETAIL FINANCING OR LEASE PROGRAMS.

You have the right to return the Vehicle, and receive a refund of any payments made if the credit application is not approved, unless nonapproval results from an incomplete application or from incorrect information provided by you.

(1) Do not sign this Lease before you read it or if it contains any blank spaces to be filled in; (2) You are entitled to a completely filled in copy of this Lease; (3) WARNING – Unless a charge is included in this Lease for public liability or property damage insurance, payment for that coverage is not provided by this Lease.

THERE IS NO COOLING OFF PERIOD

California law does not provide for a "cooling off" or other cancellation period for vehicle leases. Therefore, you cannot later cancel this Lease simply because you change your mind, decided the Ve[redacted] different vehicle. You may cancel this Lease only with the agreement of the Lessor or for legal cause, such as fraud.

By signing below, you[redacted]Lease, (2) you agree to all of the terms of this Lease, and (3) this is a lease and you have no ownership rights in the Vehicle u[redacted]se the Vehicle set forth in this Lease.

By signing below, [redacted]d a completely filled-in copy o[redacted]ease

A. INDIVIDUAL LESSE[redacted]

Lessee Signature: X [redacted] Co-Lessee Signature [redacted]
Name: [redacted] Nam[redacted] SANDRA L. PIERROS

B. BUSINESS LESSEE SIGNATURE

Signature: X N/A Name: N/A Title: N/A

C. LESSOR SIGNATURE AND ASSIGNMENT. The authorized signature of the Lessor below has the effect of: (1) accepting the terms and conditions of this Lease; (2) acknowledging verification of the Lessee's insurance coverage required by this Lease; and (3) assigning to **Hyundai Lease Titling Trust**, P.O. Box 20829, Fountain Valley, CA 92728-0829 or its successors and assigns a[redacted] se, the proceeds of this Lease and the Vehicle, according to the terms and [redacted] Dealer Lease Sale Agreement between Hyur[redacted]

[redacted] FINANCE MANAGER

* = required fields

VIN: 5XXGU4L38JG217876 OR Year: 2018 Make: KIA Model: OPTIMA Options: 4x4 Turbo Diesel

* Starting Mileage: 500

Retrieve Products | Edit Vehicle | New Vehicle

Product Selection

Service | Maintenance | GAP | Road Hazard Tire | Theft / Appearance | Excess Wear and Tear | Courtesy Care | Warranty | Summary

* Product:
- Kia Care Choice - KCCM
- Kia Care Choice - KTCM
- Kia Care Choice - KTTM
- Kia Care Essential - KCEM

Plan: PREMIUM 15K PER YR - 7,500 MILE INTERVAL

Term: 36

Mileage: 999998

Search

Maintenance Offerings

Class 01

Display in Summary	Plan	Term	Mileage	Total Remit	Total Retail
☐	PREMIUM 15K PER YR - 7,500 MILE INTERVAL	36	999,998	$458.00	$658.00

[redacted]

VALLEY KIA
The Power to Surprise™
[redacted]
Fontana, CA
[redacted]
Fax: [redacted]
www.valleykiaoffontana.com

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 2:00 p.m. Saturday

R/O Open Date	R/O Number
2/14/18	[redacted]
R/O Close Date	Status
2/14/18	Reprint
Mileage In	Milcage Out
432	433
Service Advisor / Tag #	
FRANK MORALES,	[redacted]

[redacted]
FONTANA, CA [redacted]

Work Phone	Vehicle Identification Number
	5XXGU4L38JG [redacted]
Home Phone	Delivery Date / In-Service Date
[redacted]	

Year	Make	Model	Body	Color	License Number
2018	KIA	OPTIMA	EX		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - MR MPI: PERFORM KIA 360 INSPECTION. VALUE $29.95 COMPLIMEN Sub Total: Labor: .00 Parts: .00 Total: .00	
#2 - MR 111: CUSTOMER STATES VEHICLE IS HARD START AND ALL LIGHTS ON CLUSTER AR E LIGHTING UP PLEASE ADVISE. Tech: ALFREDO CALDERON(4) Sub Total: Labor: .00 Parts: .00 Total: .00 TECH FOUND BATTERY DEAD, USED GR8 TO TEST BATTERY AND GR8 SHOWED THAT BATTERY NEEDED TO BE CHARGED A ND RETESTED , CHARGED BATTERY AND RETESTED NOW BAT TERY IS TESTING GOOD. OK AT THIS TIME CUSTOMER CONTACTED DEALER AND STATED THAT CITRUS K IA WILL BE PICKING UP VEHICLE .	
#3 - MR Customer Reports: DO NOT ROLL DOWN WINDOWS RECENTLY TINTED.	
**********	
* NO RETURNS ON SPECIAL ORDER ITEMS AFTER 20 DAYS ALL *	
* RETURNS MUST BE IN ORIGINAL PACKING, BOX OR BAG *	
* ACCOMPANIED WITH ORIGINAL RECEIPT. A 20% RESTOCKING FEE *	
* WILL BE APPLIED, NO RETURNS UNDER $10.00 *	
**********	

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]

VALLEY KIA
The Power to Surprise™
Fontana, CA
Fax:
www.valleykiaoffontana.com

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 2:00 p.m. Saturday

R/O Open Date	R/O Number
2/12/18	
R/O Close Date	Status
2/13/18	Reprint
Mileage In	Mileage Out
381	382
Service Advisor / Tag #	
BRIANA GRACIA	

FONTANA, CA

Work Phone	Vehicle Identification Number
	5XXGU4L38JG
Home Phone	Delivery Date / In-Service Date

Year	Make	Model	Body	Color	License Number
2018	KIA	OPTIMA	EX		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - MR MPI: PERFORM KIA 360 INSPECTION. VALUE $29.95 COMPLIMEN Sub Total: Labor: .00 Parts: .00 Total: .00	
#2 - MR Customer Reports: CUSTOMER STATES THAT VEHICLE HAD TO BE JUMPED TO S TART PLEASE INSPECT AND ADVISE Tech: NELSON CASTELLON(22) CAR WONT START NEEDED TO JUMP TO START PERFORMED G R8 TEST BATTERY IN NEED OF RECHARGE. PERFORM GR8 R ECHARGE BATTERY TESTED GOOD.	
**********	
* NO RETURNS ON SPECIAL ORDER ITEMS AFTER 20 DAYS ALL *	
* RETURNS MUST BE IN ORIGINAL PACKING, BOX OR BAG *	
* ACCOMPANIED WITH ORIGINAL RECEIPT. A 20% RESTOCKING FEE *	
* WILL BE APPLIED, NO RETURNS UNDER $10.00 *	
**********	

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

©2012 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group (800) 845-1026

CA Case #: [redacted]

Customer's Name(s): [redacted]

Case Type: CUSTOMER

Prev. GW/VRS: NA

Dealer Code: [redacted]

Dealer Name: Citrus Kia

DPSM: Joe Hegmann

Dist: [redacted]

Model Year: 2018

Model: Optima EX

VIN: 5XXGU4L38JG[redacted]

Warranty Start Date: 2/5/2018

Mos. In Service: 1

State: CA

Sales Type: [redacted]

RPSM: Darryl Trettin

USED VEHICLE INFORMATION:

USED Date of Purchase *(or N/A)* :	NA
USED Mileage at Purchase *(or N/A)* :	NA
CPO *(Yes/No or N/A)* :	NA
Mos. of USED Ownership *(or N/A)* :	N/A

Notes:

Last Modified:

Last Modified By: Segar **3/8/2018**

CA LL Info: 18/18 - 4 attempts, 2 Serious Safety / 30+ days - Written Notice to Mfr, - Title Branding - 6 month statute after war exp, used/lessee = YES

										Totals
Servicing Dealer Code		[redacted]	[redacted]	[redacted]						
RO Number		[redacted]	[redacted]	[redacted]						
RO In Date		2/12/2018	2/14/2018	2/14/2018						
RO Out Date		2/13/2018	2/14/2018	2/26/2018						
Days Out of Svc.		2	1	13						16
Mileage In		381	432	432						
Mileage Out		382	433	433						
Miles Driven		1	1	1						3
Towed In?		N	N	N						
Days Rental Provided		N	N	N						
TL Case Number (or N/A)		N	[redacted]-2/14/18	[redacted]-2/15/18						
FTS Involved?		N	N	N						3
Service Alert Opened?		N	N	[redacted]-2/20/18						3
	Stated Concerns:									
1	Maintenance									
2	SC / SA									
3	1. C/S veh had to be jumped to start 2. C/S veh is hard to start and all lights on cluster are lighting up 3. C/S nav stopped showing, ABS light came on, battery died	Recharged battery	2 Charged battery	3 R/R alternator and battery						3
4										
5										
6										
7										
8										
9										
10										
	Note:									
	Totals	1	1	1						3

[redacted]

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

OPTIMA

ARMS® KIA OF CERRITOS

Rental Company: ENTERPRISE RENT-A-CAR
Invoice: [redacted]
Alternate Invoice Number: 1PRBL1

Bill To [redacted]
KIA OF CERRITOS
ATTN: RANDALL HEYWARD
[redacted]D
CERRITOS, CA[redacted]

RENTER INFORMATION:
Renter: [redacted]

RENTAL INFORMATION:
Rental Branch Location:
ENTERPRISE RENT-A-CAR (3229)
[redacted]
CERRITOS, CA [redacted]
[redacted]

ADDITIONAL CLAIM INFORMATION:
AP# or RO#/PO# :RO[redacted]

Owner's Vehicle: 2017 KIA OPTIM
Additional Driver:

Repair Facility:
KIA OF CERRITOS - [redacted]
CERRITOS, CA [redacted]
[redacted]

RENTAL DETAIL:

Rental Period: 3/17/18 to 3/30/18 (13 days)
Billed Period: 3/17/18 to 3/30/18 (13 days)

Products and Services	Rate	Amount
6 DAYS @	37.00	$222.00
1 WEEKS @	259.00	$259.00
Taxes and Surcharges		
13 VLF REC	1.06	$13.78
1 SALES TAX	9.50%	$45.70
	Total Charges:	$540.48
	Less Amount Received:	$0.00
	Total Amount Due:	**$540.48**

VEHICLES RENTED:

Effective Date and Time	Year	Make	Model	VIN	Starting Mileage	Ending Mileage	Mileage	Rate Charged
3/17/18 1:59 PM	2017	NISN	ALTI	1N4BL3AP0HC[redacted]	31700	31700	0	$37.00

Rental Invoice

Please Return This Portion with Remittance

Make Payment To:
[redacted]

LONG BEACH, CA [redacted]
Federal ID [redacted]

Total Charges: $540.48
Less Amount Received: $0.00
Total Amount Due..... **$540.48**

Please include on your check:
Invoice: [redacted]

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

OPTIMA

RECEIVED
JUN 12 2018
CONSUMER AFFAIRS

PILLEMER & PILLEMER
A Professional Law Corporation
[redacted]
Encino, California [redacted]

David B. Pillemer
E-Mail [redacted]

Phone [redacted]
Fax

June 4, 2018

TO ALL PARTIES
AS PER ATTACHED LIST - By U.

Re: STATE FARM V KIA MOTORS

Our Insured	:	[redacted]
Our Claim No.	:	
Date of Loss	:	12/29/16
Responsible Party	:	Kia Motors America, Inc.
Our File No.	:	[redacted]

Ladies and Gentlemen:

Please be advised that State Farm will conduct further testing of the evidence removed from the vehicle belonging to [redacted]

The testing will take place as follows:

Date: July 26, 2018
Time: 10:00 a.m.
Place: Sidhi Engineering
[redacted]
Fullerton CA [redacted]

Attached hereto is a copy of the testing protocol.

Thank you for your courtesy and cooperation.

Very truly yours,

PILLEMER & PILLEMER

[redacted]

David B. Pillemer

6/4/18 5:20

[redacted]

MAILING LIST

KIA MOTORS AMERICA, INC.
[redacted]
Irvine, CA [redacted]

Daniel Bonelli
ADVANCED ANALYSIS, INC.
[redacted]
Lake Elsinore, CA [redacted]

Long Nguyen
SIDHI CONSULTANTS, LLC
[redacted]
Fullerton, CA [redacted]

Sidhi

February 20, 2018

Mr. David Pillemer,
Pillemer & Pillemer
[redacted]
Sherman Oaks, CA [redacted]

Subject: Proposed Forensic Engineering Examination – Fire Loss

Reference: Insured: [redacted], Moreno Valley, CA
Claim No: [redacted]
DOL: 12/29/2016
Sidhi #: [redacted]

Dear Mr. Pillemer:

Pursuant to your request and authorization, **Sidhi Consultants, LLC (Sidhi)** has prepared a plan for the forensic engineering of the subject sample. This letter presents the proposed plan for the engineering examination.

OBJECTIVE AND PURPOSE

The purpose of the forensic engineering examinations are to document the damage patterns, failure modes, status of system, sub-system and component-parts, the functional/operational status, and damage(s) to facilitate the performance of Forensic Engineering Analysis (FEA) of the collected items. These data will be used with application of the principles of science and engineering methodologies to perform the FEA to determine the causes of the failures and damages.

These examinations and analyses will include disassembly and removal of the subject and exemplar amplifier to gain access for the examination of internal parts. Also, isolation of sub-components and parts for x-ray (Radiography), metallurgical and electrical testing will be performed as needed. Therefore, these examinations and analyses will permanently and irrevocably (irreversibly) alter/modify the evidence.

It is also the objective to provide the others an opportunity to participate in the proposed examination and perform additional

examinations if accepted by the participants. Further the parties are provided an opportunity to provide inputs (in a timely manner) on the proposed plan prior to the examinations. The inputs to the proposed protocol are subjected to the acceptance of the parties.

SUBJECT -EVIDENCE

The subject of the examinations are the remains of an amplifier of the subject 2016 Kia Optima, VIN: 5XXGW4L20G[redacted] The exemplar amplifier should be obtained from Kia dealer (provided) prior for the examination. The cost of exemplar amplifier is $1558.05 plus tax. The collected items consisted of:

1. Remains of an Amplifier
2. Remains of the Fuse Block in Cabin
3. Remains of Fuse Block in Engine Compartment

THE PROPOSED PLAN

1. Examine the remains of the fuse blocks.
   - Photograph and document the evidence.
   - Remove melted plastic around the fuse blocks and isolate the electrical wires.
   - X-ray the fuse blocks.
   - Perform electrical continuity tests of the fuses.
   - Remove the fuse for the amplifier.
   - Select and tag items if needed for other analyses.
2. Examine and compare the subject and exemplar amplifiers.
   - Photograph and document the evidence.

- Disassemble the exemplar amplifier. Remove the cover and examine the internal components.
- X-ray the subject and exemplar amplifier circuit boards.
- Select and tag items if needed for further analyses.

3. Formulate the examinations-analyses for the selected and removed items (if any). These may include but not limited to X-rays/radiography, materials and metallurgical analyses.
   - At this point, no specific items or parts have been selected or identified.
   - The examinations and analyses will be discussed with others for these items. These will be performed at a mutually convenient time and location.

This proposed plan is for the evaluation, examination and documentation of the various evidence items collected from the scene. The scope and steps/tasks of examinations and analyses will be modified and re-arranged as needed depending upon the observations/findings during the examinations and inputs from the participants, if accepted. As indicated elsewhere, the evidence will be irrevocably altered and changed.

Mr. Pillemer, we hope that this proposed test plan provides the information pertinent to the case/investigation. Should you have any questions or need additional information, please contact us.

Sincerely,

[redacted]

Long Nguyen, M.S.E.E., P.E., C.E.I.
Electrical Engineer

File: [redacted]
Cc: Mr. Dan Bonelli

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

OPTIMA

CO. FILE DEPT CLOCK VCHR NO. 020
VMQ [redacted]

[redacted]
BROOKLYN, NY [redacted]

Earnings Statement

Period Beginning: 11/04/2018
Period Ending: 11/10/2018
Pay Date: 11/16/2018

Taxable Marital Status: Single
Exemptions/Allowances:
Federal: 0
NJ: 0,Table B

[redacted]
ELIZABETH NJ [redacted]

Earnings	rate	hours	this period	year to date
Regular	23.3900	32.00	748.48	38,846.53
Ok Pto	23.3900	8.00	187.12	2,683.57
Bonus				2,729.20
Holiday				911.92
Retro Pay				125.49
Gross Pay			**$935.60**	45,296.71

Deductions	Statutory		
	Federal Income Tax	-84.79	4,896.12
	Social Security Tax	-50.11	2,575.14
	Medicare Tax	-11.72	602.25
	NJ State Income Tax	-16.79	860.51
	NJ SUI/SDI Tax		237.58
	Other		
	Aflac	-6.21*	285.66
	Dental	-11.42*	279.52
	Fsa Post Tax	-38.47	1,731.15
	Medical	-109.71*	3,158.48
	Medical Fsa		38.47
	Miscl		131.46
	401K		280.68
	Net Pay	**$606.38**	
	Checking 1	-606.38	
	Net Check	**$0.00**	

Your federal taxable wages this period are $808.26

Other Benefits and Information	this period	total to date
Max Elig/Comp	935.60	42,542.02
Pto Balance		86.39

Important Notes
YOUR COMPANY PHONE # IS [redacted]

* **Excluded from federal taxable wages**

©ADP, LLC

[redacted]
BROOKLYN, NY [redacted]

Advice number: [redacted]
Pay date: 11/16/2018

Deposited to the account of	account number	transit ABA	amount
[redacted]	[redacted]	xxxx xxxx	$606.38

THIS IS NOT A CHECK

NON-NEGOTIABLE

[redacted]

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

OPTIMA

KIA

FACE PAGE
RENTAL AGREEMENT

DEALER INFORMATION

Name: MIAMI LAKES AUTO MALL
Address: [redacted]
City: MIAMI LAKES | State: FL | Zip: [redacted]
[redacted]

CUSTOMER VEHICLE INFORMATION

License No.: FLORIDA | State: FL
VIN: 5XXGU4L39GG[redacted]
Year/Make/Model/Color: 2016 KIA OPTIMA

RENTAL VEHICLE INFORMATION

Date and Time OUT	11 / 19 / 2018 19:34	A.M. (P.M.)
Date and Time IN	11 / 27 / 2018 09:44	(A.M.) P.M.
Date and Time DUE IN	11 / 27 / 2018 19:40	A.M. (P.M.)
Vehicle VIN	5XYPG4A30KG[redacted]	
Vehicle Description	2019 KIA TRAC50// SORENTO ()	
License No.	[redacted]	State
Mileage IN	1,147	
Mileage OUT	139	
Miles Driven	1,008	
Miles Allowed	100/day	
Chargeable Miles		

FUEL	OUT	IN
	(F)	F
	3/4	(3/4)
	1/2	1/2
	1/4	1/4
	E	E

RO#: [redacted] Unit#: [redacted] RA#: [redacted]

CUSTOMER INFORMATION

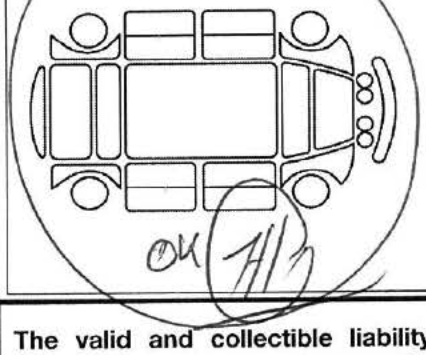
Customer: [redacted]
Home Address: [redacted]
City: MIAMI | State: FL | Zip: [redacted]
Driver's License No.: [redacted] | State: FL | Expires: 03/07/2021
Birth Date: 03/07/1982 | Telephone: [redacted]

Additional Driver's Name	Birth Date	
Driver's License No.	State	Expires
Additional Driver's Name	Birth Date	
Driver's License No.	State	Expires

CUSTOMER INSURANCE INFORMATION

Insurer: FLORIDA AUTOMOBILE | Agent:
[redacted] | Expiration Date: 05/06/2019 | [redacted]

DAMAGE DESCRIPTION



Initials_____

Condition In:
_____
_____
_____

RATES DO NOT INCLUDE FUEL	RENTAL CHARGES
9 DAYS @ $38.00/DAY (Reimbursed)	342.00
$0.20 PER MILE OVER 100/DAY	
KIA WARRANTY	-342.00
TAXABLE SUB-TOTAL	0.00
7.0000% SALES TAX	
5.33 GALLONS @ 3.75/GALLON	19.99
SUB-TOTAL	19.99
Payments	100.00
Refunds	
NET AMOUNT DUE	0.00 -80.01

Method of payment: Visa
CARD #: [redacted]
Expiration / CVV#: [redacted]

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 evidence of abandonment or refusal to redeliver the property, punishable in accordance with section 812.155, Florida Statutes.

Customer's Initials_____

By signing below, you: agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate credit/debit card voucher in your name for all Charges, including Tolls and Violations; authorize us to release your billing/rental information to third parties for billing/processing purposes; and agree that binding consideration exists, as further described in Section 2 of the Terms and Conditions of this Agreement.

_____
Customer

ALL CHARGES SUBJECT TO FINAL AUDIT

[redacted]

White: Dealer Copy *Canary:* Customer Copy *Pink:* RO Copy

[redacted]

Multi-State Rental Agreement Terms and Conditions

1. **Definitions.** "**Agreement**" means all terms and conditions found on the "Face Page" and in these Terms and Conditions. "**You**" or "**your**" means the person identified as the Customer on the reverse side of this Agreement, each person signing this Agreement, every Authorized Driver and each person or organization to whom charges are billed by us at its or the Customer's direction. You are jointly and severally bound by this Agreement. "**We**," "**us**" or "**our**" means the independent automobile dealer or its affiliate named elsewhere in this Agreement. "**Vehicle**" means the automobile or truck identified in this Agreement and each vehicle we substitute for it, and all its tires, tools, accessories, equipment, keys and documents. **The Vehicle may be equipped with global satellite positioning ("GPS") technology or another telematics system and/or an event data recorder, and privacy is not guaranteed.** The Vehicle may be a temporary substitute for a Customer-owned or Customer-leased vehicle that you have given us the opportunity to service or repair. "**Authorized Driver**" means: (a) the Customer and the Customer's spouse; (b) additional drivers listed by us in this Agreement; and, (c) if the Customer is a business entity, Authorized Driver includes Customer employees who are permissible drivers on the business entity's auto insurance policy. Authorized Drivers are the only persons permitted to drive the Vehicle. Each Authorized Driver must be at least age 25 and possess a valid driver's license. "**Loss of Use**" means the loss of our ability to use the Vehicle for any purpose due to damage to it or loss of it during this rental, including uses other than for rental, such as display for rent, display for sale, opportunity to upgrade, opportunity to sell, or transportation of employees. "**Daily Vehicle Rate**" means the daily time and mileage fee that we typically charge for vehicles of the same type as the Vehicle. "**Diminished Value**" means the actual cash value of the Vehicle just prior to damage or loss less the value of the Vehicle after repair or replacement. "**Charges**" means the fees and charges that are incurred under this Agreement. "**Vehicle License Fee**" means our estimate of the average per day per vehicle portion of our total annual vehicle licensing, titling, and registration costs. "**Rental Period**" means the period between the time you take possession of the Vehicle until the Vehicle is either returned to or recovered by us and checked in by us.

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

3. **Inspection; Condition and Return of Vehicle.** You must return the Vehicle to our office on the date and time specified in this Agreement with at least as much fuel as when rented. You also will check and maintain Vehicle fluid levels. If you wish to extend the Rental Period you must return the Vehicle to our office for inspection and written amendment by us before the Date Due In. The Vehicle must be returned in the same condition that you received it except for ordinary wear. If the Vehicle is returned after closing hours, you remain responsible for all damage to or loss of the Vehicle until we inspect it on reopening for business. All Charges may continue to accrue until the return location opens for business. You must obtain our prior approval before servicing the Vehicle or replacing parts or accessories. You grant us, our agents, assigns and each person with a financial interest in the Vehicle the right to inspect the Vehicle during this rental.

4. **Responsibility for Damage or Loss; Reporting to Police.** You are responsible for theft of the Vehicle and damage to it whether or not you are at fault. You are responsible for damage to the Vehicle caused by weather, road conditions and acts of nature. Subject to the law in the jurisdiction where the Vehicle was rented, your responsibility will include: **(a)** all physical damage to the Vehicle measured as follows: (i) if we determine that the Vehicle is a total loss, the fair market value of the Vehicle, less salvage;(ii) if we determine that the Vehicle is repairable: (A) the difference between the value of the Vehicle immediately before the damage and the value immediately after the damage; or (B) the reasonable estimated retail value or actual cost of repair plus Diminished Value; **(b)** Loss of Use, which shall be measured by multiplying the Daily Vehicle Rate either by the actual or estimated number of days from the date the Vehicle is damaged until it is replaced or repaired, which you agree represents a reasonable estimate of Loss of Use damages and not a penalty. The estimated number of days of Loss of Use shall be calculated as follows (assuming that all Loss of Use begins on a Monday and that 1 repair day is equal to 4 labor hours): the total number of labor hours in the repair estimate divided by 4 hours to determine the number of repair days, plus 2 weekend days for every 5 repair days, plus 3 administrative days to obtain a repair estimate, deliver and retrieve the Vehicle for repairs. Loss of Use shall be payable regardless of whether we had other vehicles in our fleet to rent, the Vehicle would have been used but for the damage, or we suffered lost profits as a result of the damage; (c) an administrative fee, calculated based on the damage repair estimate as follows, which you agree is reasonable: $0-$250 damage=$50 fee; $251-$500 damage=$75 fee; $501-$750 damage=$100 fee; $751-$1500 damage=$150 fee; $1501-$2500 damage=$200 fee; $2501+ damage=$250 fee; **(d)** towing, storage, and impound charges and other reasonable incidental and consequential damages; and **(e)** all costs associated with our enforcement of this Agreement or collection of Charges, including attorneys' fees, collection fees, and costs whether or not litigation is commenced. You also are responsible for replacing missing equipment, Vehicle documents and Vehicle keys. You must report all Vehicle accidents or incidents of theft and vandalism to us and the police as soon as you discover them.

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

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

7. **Charges. You permit us to reserve OR set aside against your payment card at the time of rental a reasonable amount in addition to the estimated total charges. We may use the reserve to pay all Charges. We will authorize the release of any excess reserve or set aside upon the completion of your rental, and your payment card issuer's rules will apply to your credit line or your account being credited for the excess and may not be immediately released by your card issuer.** You will pay us all Charges, including: **(a)** $50 or the maximum amount permitted by law, whichever is greater, if you pay us with a check returned unpaid for any reason; **(b)** all expenses we incur recovering the Vehicle if it is not returned to the renting location on the date and time promised; **(c)** all costs, including pre- and post-judgment attorney fees, we incur collecting payment from you or otherwise enforcing our rights under this Agreement; **(d)** a 2% per month late fee on all charges due us that are not paid when due; **(e)** a reasonable fee not to exceed $350 to clean the Vehicle if it is returned substantially less clean than when rented; **(f)** fuel and a refueling fee if you return the Vehicle with less fuel than when rented; **(g)** a mileage charge based on our experience if the odometer is tampered with; and, **(h)** towing, storage charges, Tolls, Violations, forfeitures, court costs, penalties and all other costs we incur resulting from your use of the Vehicle during this rental.

8. **Your Property.** You release us, our agents, and our employees from all claims for loss of or damage to personal property that was left with us or carried in the Vehicle. If you fail to claim property left in the Vehicle for more than 30 days, we may dispose of that property in a manner we choose.

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

10. **Personal Information.** You agree that we may disclose personally identifiable information about you to applicable law enforcement agencies or to our affiliates or third parties in connection with our enforcement of our rights under this Agreement

11. **Miscellaneous.** No term of this Agreement can be waived or modified except by a writing that we have signed or on a form that we provide. This Agreement constitutes the entire agreement between you and us. All prior representations and agreements between you and us regarding the use of the Vehicle are void. A waiver by us of a breach of this Agreement is not a waiver of an additional breach or waiver of the performance of your obligations under this Agreement. You waive all recourse against us for criminal prosecutions we take against you for breach of this Agreement. Our acceptance of payment from you or our failure, refusal or neglect to exercise our rights under this Agreement does not constitute a waiver of another provision of this Agreement. Unless prohibited by law, you release us from all liability for consequential, special or punitive damages in connection with this transaction or the reservation of a vehicle. If a provision of this Agreement is deemed void the remaining provisions are valid and enforceable.

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PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

OPTIMA

California Motor Vehicle Lease Agreement | Finance

Deal [redacted] Stock [redacted]a300942

Lease Date: 02/01/17

Call us toll-free a[redacted]

1. PARTIES AND VEHICLE DESCRIPTIONS

LESSEE:

Lessee: [redacted]

Billing Address: [redacted]
Address

SIMI VALLEY, CA [redacted]
City State Zip

LESSOR:

Dealer: FIRST KIA

Address: [redacted]

SIMI VALLEY, CA [redacted]
City Zip

CO-LESSEE:

Co-Lessee: [redacted]

Billing Address: ☐ Check box if same as Lessee

[redacted]
Address

SIMI VALLEY, CA [redacted]
City Zip

GARAGING ADDRESS:

☑ Check box if same as Lessee's Billing Address

☐ Check box if same as Co-Lessee's Billing Address

N/A
(Street Address – No P.O. Boxes)

N/A
City State Zip

LEASED VEHICLE:

☑ New ☐ Used

2016 KIA OPTIMA SXL
Year Make Model

285 5XXGV4L27GG[redacted]
Odometer VIN:

☐ If checked, the Vehicle's primary intended use is for a Business, Commercial or Agricultural purpose.

DESCRIPTION OF TRADE-IN VEHICLE:

N/A N/A N/A
Year Make Model

Gross Agreed Upon Trade-in Allowance.....$ N/A

Outstanding Prior Credit or Lease Balance
(To Be Paid by Dealer/Lessor).....$ N/A

Net Trade-in Allowance (if less than 0, then enter 0).....$ 0.00

Lessee and Co-Lessee ("you," "your" and together the "Lessee") each agree to lease the Leased Vehicle described above, including all equipment, parts and accessories (the "Vehicle") from Lessor ("we," "us" and "our") according to the terms and conditions of this Motor Vehicle Lease Agreement ("Lease"). Each of you who executes this Lease will be individually liable to us for all Lease obligations and for the entire amount owing under this Lease. After you sign this Lease, we will assign it to Hyundai Lease Titling Trust ("HLTT") and the terms "Assignee," "we," "us" and "our" will refer to HLTT and its agents or to any subsequent assignee.

FEDERAL CONSUMER LEASING ACT DISCLOSURES

2. AMOUNT DUE AT LEASE SIGNING OR DELIVERY (Itemized below)*

$ 7500.00

3. MONTHLY PAYMENTS

A. Your first Monthly Payment of $ 329.98 is due on 02/01/2017 followed by 38 payments of $ 329.98 due on the 1st of each month, beginning on 03/01/2017.

B. The Total of your Monthly Payments is $ 12869.22.

4. OTHER CHARGES (Not part of your Monthly Payment)

A. **Turn-In Fee** (if you do not purchase the Vehicle) ....$ 400.00

B. N/A ....$ N/A

C. Total .....$ 400.00

5. TOTAL OF PAYMENTS

(The amount you will have paid by the end of the Lease)

$ 20439.24

6. ITEMIZATION OF AMOUNT DUE AT LEASE SIGNING OR DELIVERY

A. Amount Due at Lease Signing or Delivery:

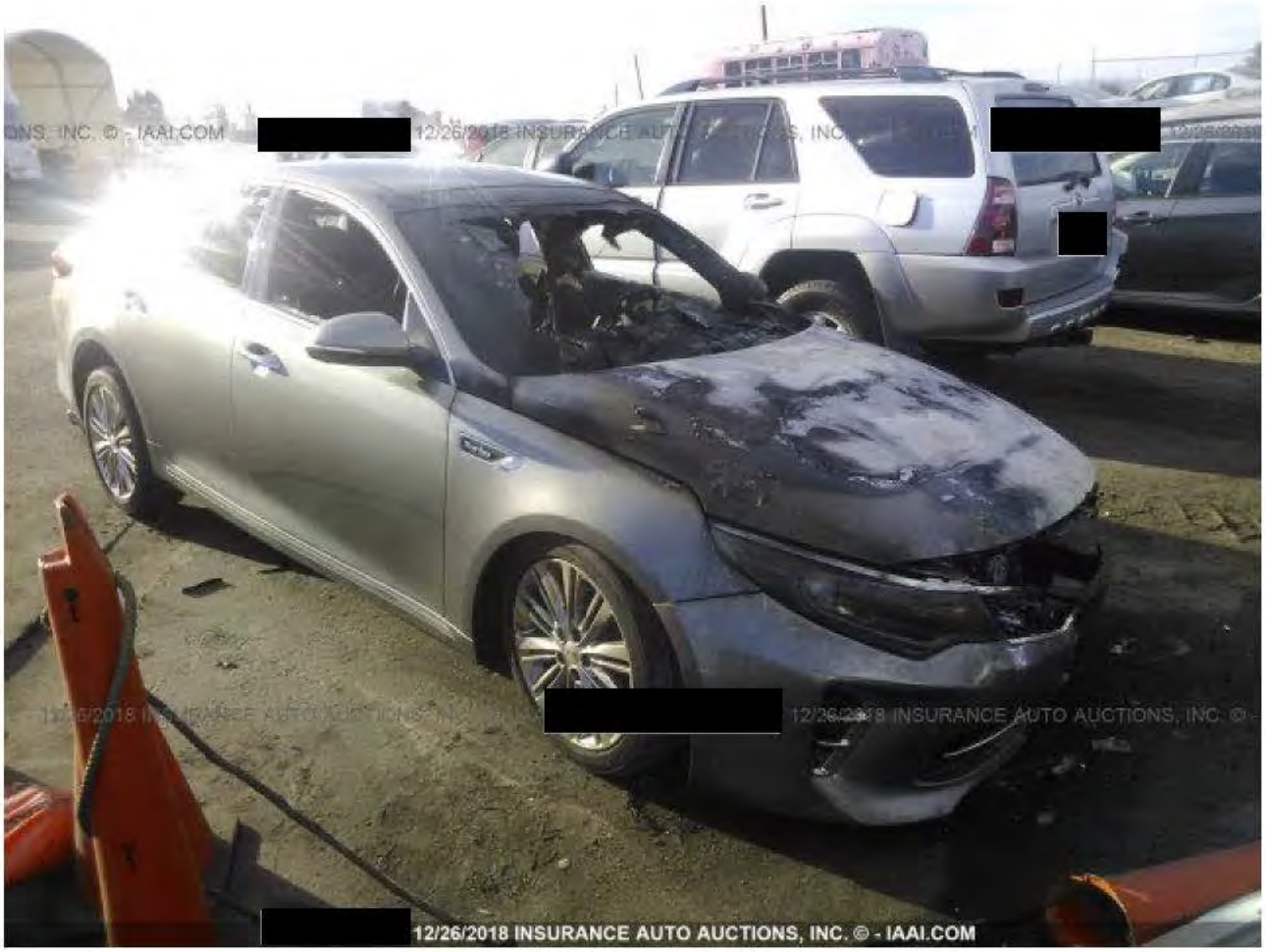
(1)	Capitalized Cost Reduction	$ 6357.83
(2)	Tax on Capitalized Cost Reduction	$ 460.94
(3)	First Monthly Payment	$ 329.98
(4)	Refundable Security Deposit	$ N/A
(5)	Acquisition Fee	$ N/A
(6)	Initial License, Title and Registration Fees	$ 322.00
(7)	Sales/Use Tax	$ N/A
(8)	Document Processing Fee (Not a Gov't. Fee)	$ N/A
(9)	California Tire Fees	$ 8.75
(10)	Electronic Registration Fee (Not a Gov't. Fee)	$ 20.50
(11)	N/A	$ N/A
(12)	N/A	$ N/A
(13)	N/A	$ N/A
(14)	**TOTAL**	$ 7500.00

B. How the Amount Due at Lease Signing or Delivery will Be Paid:

(1)	Net Trade-in Allowance	$ N/A
(2)	Rebates and Noncash Credits	$ 5500.00
(3)	Amount to Be Paid in Cash	$ 2000.00
(4)	N/A	$ N/A
(5)	**TOTAL**	$ 7500.00

7. YOUR MONTHLY PAYMENT IS DETERMINED AS SHOWN BELOW

A.	**Gross Capitalized Cost.** The agreed upon value of the Vehicle ($ 34136.50) and any items you pay over the Lease Term (such as service contracts, insurance, and any outstanding prior credit or lease balance)	$ 34811.50
B.	**Capitalized Cost Reduction.** The amount of any Net Trade-in Allowance, Rebate, Noncash Credit, or Cash you pay that reduces the Gross Capitalized Cost	– $ 6357.83
C.	**Adjusted Capitalized Cost.** The amount used in calculating your Base Monthly Payment	= $ 28453.67
D.	**Residual Value.** The value of the Vehicle at the end of the Lease used in calculating your Base Monthly Payment	– $ 17512.20
E.	**Depreciation and any Amortized Amounts.** The amount charged for the Vehicle's decline in value through normal use and for other items paid over the Lease Term	= $ 10941.47
	charged in addition to the Depreciation and any Amortized Amounts	+ $ 1057.66


12/26/2018 INSURANCE AUTO AUCTIONS, INC. © - IAAI.COM

12/26/2018 INSURANCE AUTO AUCTIONS, INC. © - IAAI.COM

[redacted] 12/26/2018 INSURANCE AUTO AUCTIONS, INC. © - IAAI.COM

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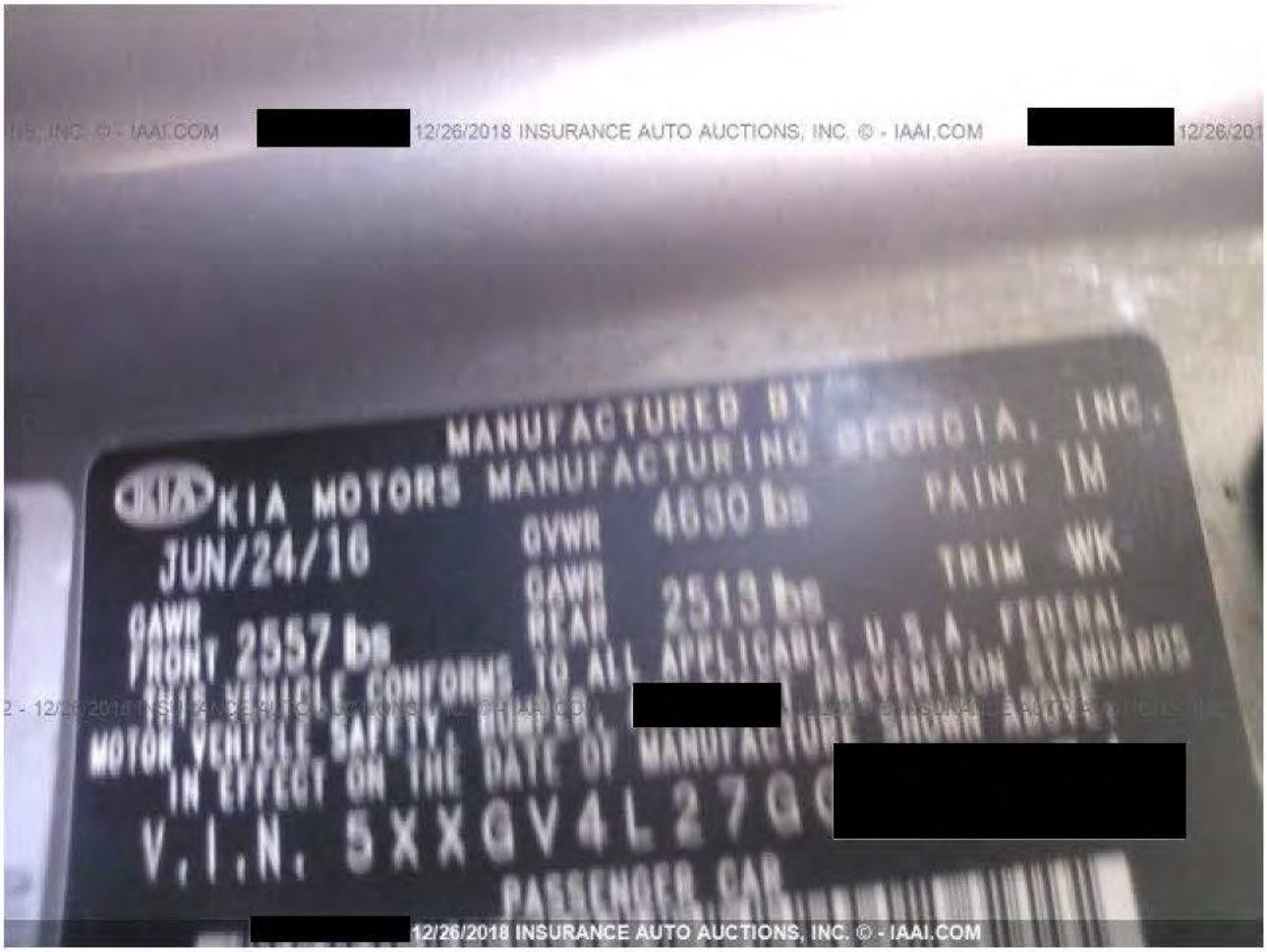
12/26/2018 INSURANCE AUTO AUCTIONS, INC. © - IAAI.COM

[redacted] 12/26/2018 INSURANCE AUTO AUCTIONS, INC. © - IAAI.COM [redacted] 12/26/201
[redacted]
- IAAI.COM [redacted] - 12/26/2018 INSURANCE AUTO AUCTIONS, INC.
[redacted] 12/26/2018 INSURANCE AUTO AUCTIONS, INC. © - IAAI.COM

[redacted] 2/26/2018 INSURANCE AUTO AUCTIONS, INC. © - IAAI.COM
[redacted] 12/26/2018
[redacted] 2/26/2018 INSURANCE AUTO AUCTIONS, INC. © - IAAI.COM


[redacted] 12/26/2018 INSURANCE AUTO AUCTIONS, INC. © - IAAI.COM [redacted] 12/26/201
MANUFACTURED BY
KIA MOTORS MANUFACTURING GEORGIA, INC.
JUN/24/18
GVWR 4630 lbs
PAINT IM
GAWR FRONT 2557 lbs
GAWR REAR 2513 lbs
TRIM WK
THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL MOTOR VEHICLE SAFETY
IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE
V.I.N. 5XXGV4L27G
PASSENGER CAR
[redacted] 12/26/2018 INSURANCE AUTO AUCTIONS, INC. © - IAAI.COM

12/26/2018 INSURANCE AUTO AUCTIONS, INC. © - IAAI.COM

CUSTOMER #: [redacted]
UNIT# [redacted]
[redacted]
SIMI VALLEY, CA [redacted]
HOME [redacted] CONT: [redacted]
BUS: [redacted] CELL: [redacted]

[redacted]
ACCOUNTING

DUPLICATE 1
PAGE 1
** PRE-INVOICE **

FIRST KIA
[redacted] Simi Valley, CA [redacted]
Fax: [redacted]
www.1stkia.com
BAR# ARD [redacted] EPA# CA [redacted]
SERVICE ADVISOR: [redacted] ROBYN HARRIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK*TITA	16	KIA OPTIMA	5XXGV4L27GG[redacted]		21245/21245	TFIRE

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01FEB17 DD			16:00 26DEC18		0.00	CASH	25FEB19

R.O. OPENED	READY
14:52 26DEC18	13:32 25FEB19

OPTIONS: SOLD-STK: [redacted] DLR [redacted] TRN: : - - } 1) NO EXTENDED WARRANTY 2) DUEBILL FRONT CAMERA LENSE CRACKED

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CLIENT STATES ONE TIME GOODWILL RENTAL CAR.											
	RC GOODWILL RENTAL										
		99	INT	0.00	0.00	0	0			0.00	0.00
SUBL GOODWILL RENTAL PER JOHNNY FROM 12-26-18 TO 1-13-19											
	PO# [redacted]										
			INT			66600	66600			666.00	666.00
SUBL KIA TO PAY 1-14-19 TO 2-15-19											
[redacted]			WK			122100	122100			1221.00	1221.00
						PARTS AND SERVICE HOURS:					
						MONDAY THRU FRIDAY 7:00 A.M. UNTIL 6:00 P.M.					
						SATURDAY 7:30 A.M. UNTIL 5:00 P.M.					
						SUNDAY CLOSED					
						THANK YOU FOR CHOOSING 1ST KIA!!					
						B.A.R.# [redacted]					

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-20-19	09:56	09:56	0.00	W	99	A	

ACCOUNT	SALE	COST	CONTROL
[redacted]	0	0	
	122100	122100	
	122100	*******	

ACCOUNT	SALE	COST	CONTROL
[redacted]	66600	66600	66600
	66600	*******	

COST, SALE, & COMP TOTALS 188700 188700 0

www.1stkia.com
Make your service appointment online - its fast and easy

Service and Parts Hours
Monday- Friday
7:00 AM-6:00 PM
Saturday
7:30-5:00 PM
Sunday Closed

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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ACCOUNTING COPY

[redacted]

ENTERPRISE RENT-A-CAR COMPANY OF LOS ANGELES [redacted] **SIMI VALLEY, CA** [redacted]

[redacted]

RENTAL AGREEMENT **REF#**
[redacted] [redacted]

RENTER
[redacted]

ADDITIONAL DRIVER
[redacted]

DATE & TIME OUT
12/26/2018 05:03 PM
DATE & TIME IN
02/15/2019 09:59 AM

BILLING CYCLE
24-HOUR

CAR CLASS CHARGED
CCAR

VEH #1 2017 HYUN ACNT 4DVE
VIN# KMHCT4AE4HU[redacted]
LIC# [redacted]
MILES DRIVEN 1190
CAR CLASS: CCAR

RATE SOURCE ACCOUNT
FIRST KIA-3294

BILL TO ACCOUNT
FIRST KIA-3294**
ATTN: [redacted]
[redacted]
SIMI VALLEY, CA [redacted]

CLAIM INFO
[redacted]
SHOP: FIRST KIA / HONDA / NISSAN**
ATTN: [redacted]

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	To
TIME & DISTANCE	12/26 - 02/15	51	DAY	$33.29 *	$1,697.[redacted]
REFUELING CHARGE	12/26 - 02/15				$0.00
			Subtotal:		$1,697.[redacted]
Taxes & Surcharges					
SALES TAX	12/26 - 02/15			7.25%	$123.[redacted]
VEHICLE LICENSE RECOVERY FEE	12/26 - 02/15	51	DAY	$1.30	$66.30
			Total Charges:		**$1,887.00**
Bill-To / Deposits					
FIRST KIA-[redacted]					
TIME & DISTANCE	12/26 - 02/15	51	DAY		
REFUELING CHARGE	12/26 - 02/15				
SALES TAX	12/26 - 02/15	1	PERCENT	7.25%	
VEHICLE LICENSE RECOVERY FEE	12/26 - 02/15	51	DAY		
			Subtotal:		**($1,887.00)**

Total Estimated Amount Due **$0.00**

PAYMENT INFORMATION
AMOUNT PAID **TYPE** **CREDIT CARD NUMBER**

* The "Rate" has been calculated to exclude taxes and/or surcharges which are included in the rate, resulting in a rounded "Rate". The "Total" is correct, however "Rate" multiplied by "Quantity" may not equal "Total".

ENTERPRISE RENT-A-CAR COMPANY OF LOS ANGELES, [redacted] **SIMI VALLEY, CA** [redacted]
522-4001

RENTAL AGREEMENT **REF#**
[redacted] [redacted]

RENTER
[redacted]

ADDITIONAL DRIVER
[redacted]

DATE & TIME OUT
12/26/2018 05:03 PM
DATE & TIME IN
02/15/2019 09:59 AM

BILLING CYCLE
24-HOUR

CAR CLASS CHARGED
CCAR

VEH #1 2017 HYUN ACNT 4DVE
VIN# KMHCT4AE4HU[redacted]
LIC# [redacted]
MILES DRIVEN 1190
CAR CLASS: CCAR

RATE SOURCE ACCOUNT
FIRST KI[redacted]

BILL TO ACCOUNT
FIRST KIA-3294**
ATTN: [redacted]
[redacted]
SIMI VALLEY, CA[redacted]

CLAIM INFO
RO[redacted]
SHOP: FIRST KIA / HONDA / NISSAN**
ATTN: ROBYN

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	12/26 - 02/15	51	DAY	$33.29 *	$1,697.62
REFUELING CHARGE	12/26 - 02/15				$0.00
			Subtotal:		**$1,697.62**
Taxes & Surcharges					
SALES TAX	12/26 - 02/15			7.25%	$123.08
VEHICLE LICENSE RECOVERY FEE	12/26 - 02/15	51	DAY	$1.30	$66.30
			Total Charges:		**$1,887.00**
Bill-To / Deposits					
FIRST KIA[redacted] *					
TIME & DISTANCE	12/26 - 02/15	51	DAY		
REFUELING CHARGE	12/26 - 02/15				
SALES TAX	12/26 - 02/15	1	PERCENT	7.25%	
VEHICLE LICENSE RECOVERY FEE	12/26 - 02/15	51	DAY		
			Subtotal:		**($1,887.00)**

Total Estimated Amount Due **$0.00**

PAYMENT INFORMATION
AMOUNT PAID **TYPE** **CREDIT CARD NUMBER**

* The "Rate" has been calculated to exclude taxes and/or surcharges which are included in the rate, resulting in a rounded "Rate". The "Total" is correct, however "Rate" multiplied by "Quantity" may not equal "Total".

RECEIVED 02/19/2019 10:57AM
>> [redacted]
http://ecars2.corp.erac.com/rental/closeTicketPrint.jsp?doNotPrintRatesIndicator=false 2/19/2019
2019-02-19 07:51 P 1/1

Incident Detail Report

Data Source: Data Warehouse
Incident Status: Closed
Incident number: [redacted]
Case Numbers:
Incident Date: 12/22/2018 15:57:30
Report Generated: 1/7/2019 09:59:51

Incident Information

Incident Type:	Structure	**Alarm Level:**	1
Priority:	CODE-F3	**Problem:**	STRUCTURE FIRE
Determinant:		**Agency:**	Ventura County Fire Department
Base Response#:	0296	**Jurisdiction:**	VNC East
Confirmation#:		**Division:**	Simi Valley Brush
Taken By:	O'Shaughnessy, Trevor	**Battalion:**	Simi Valley Brush
Response Area:	005A	**Response Plan:**	STR 2018u
Disposition:	CLEAR	**Command Ch:**	8 COMMAND 8
Cancel Reason:		**Primary TAC:**	9 TAC 9
Incident Status:	Closed	**Secondary TAC:**	10 VFIRE 26
Certification:		**Delay Reason (if any):**	
Longitude:	118725730	**Latitude:**	34246237

Incident Location

Location Name:		**County:**	Ventura
Address:	[redacted]	**Location Type:**	
Apartment:		**Cross Street:**	[redacted]
Building:		**Map Reference:**	
City, State, Zip:	Simi Valley CA		

Call Receipt

Caller Name:	[redacted]		
Method Received:		**Call Back Phone:**	[redacted]
Caller Type:		**Caller Location:**	[redacted]

Time Stamps

Description	Date	Time	User
Phone Pickup	12/22/2018	15:57:30	
1st Key Stroke	12/22/2018	15:57:31	
In Waiting Queue	12/22/2018	15:57:44	
Call Taking Complete	12/22/2018	15:58:09	O'Shaughnessy, Trevor
1st Unit Assigned	12/22/2018	15:57:53	
1st Unit Enroute	12/22/2018	15:58:02	
1st Unit Arrived	12/22/2018	16:05:43	
Closed	12/22/2018	17:24:10	White, Amy

Elapsed Times

Description	Time
Received to In Queue	00:00:14
Call Taking	00:00:39
In Queue to 1st Assign	00:00:09
Call Received to 1st Assign	00:00:23
Assigned to 1st Enroute	00:00:09.3
Enroute to 1st Arrived	00:07:41.5
Incident Duration	01:26:40

Resources Assigned

Unit	Primary Flag	Assigned	Disposition	Enroute	Staged	Arrived	Delay Avail	At Patient	Complete	Odm. Enroute	Odm. Arrived	Cancel Reason
T41	Y	15:57:53	CLEAR	15:58:19		16:05:43			16:58:45			
B17	N	15 57:53	CLEAR	15:58:02		16:14:42			16:41:44			
B29	N	15 57:53	CLEAR	15:59:14					16:11:59			
Q144	N	15:57:53	CLEAR	15:58:32		16:11:21			16:16:20			
ME47	N	15 57:53	CLEAR	15:59:27		16:07:44			16:18:40			
E46	N	15 57:53	CLEAR	15:58:40		16:06:54			16:53:39			
ME43	N	15:57:53	CLEAR	15:59:55		16:07:56			16:20:24			
E45	N	15 57:53	CLEAR	16:03:02		16:09:19			16:18:57			
ME34	N	16:07:00	CLEAR	16:09:03					16:11:58			
ME40	N	16 07:00	CLEAR	16:08:45					16:11:57			
LA37	N	16 07:00							16:11:30			
EMS42	N	16:07:00	CLEAR	16:09:13					16:12:28			
MED444	N	16 07:00	CLEAR	16:08:14					16:12:53			
IV12	N	16:07:00		16:13:04					16:32:47			
SAFETY	N	16 07:00							16:08:47			
IO12	N	16 07:00							16:27:13			
TR3	N	16 08:41		16:09:13					16:12:54			
IO11	N	16:27:06		16:27:10					17:24:10			

Personnel Assigned

Unit	Name
T41	Gisel, Joshua [redacted]) - Fire Fighter; Hershman, Logan [redacted] Fire Fighter; Taguiam, Michael [redacted] - Fire Captain; Villasenor, Mark [redacted] - Fire Engineer
B17	Chovanec, Dave [redacted]) - Fire Battalion Chief
B29	Anderson, Darin [redacted] Fire Battalion Chief
Q144	Arledge, Kyle [redacted] - Fire Engineer; Cooper, Randal [redacted] - Fire Fighter; Jesseman, Jonathan [redacted] Fire Captain; Liddell, Jamie [redacted] - Fire Fighter
ME47	Glauser, Thomas [redacted] - Fire Captain; Hansen, Mike [redacted]) - Fire Fighter; Robbs, Ryan [redacted]) - Fire Engineer
E46	May, Jason [redacted]) - Fire Fighter; Miner, Robert [redacted]) - Fire Captain; Stevens, Dave [redacted] - Fire Engineer
ME43	Bates, Ken [redacted]) - Fire Captain; Chambers, Bret [redacted]) - Fire Engineer; Mercer, Christopher [redacted] - Fire Fighter
E45	Menjivar, Aldo [redacted]) - Fire Fighter; Santino, Bill [redacted]) - Fire Engineer; Sullivan, Brian [redacted]) - Fire Captain
ME34	Di Iove, Jerremy [redacted] - Fire Engineer; Hill, Brendon [redacted]) - Fire Fighter; Nosco, Jack [redacted]) - Fire Captain
ME40	Ellison, Richard [redacted]) - Fire Engineer; Hansen, Jason [redacted]) - Fire Captain; White, Noah [redacted]) - Fire Fighter

LA37	TriTech Software Systems (TSSADMIN) - Administrator
EMS42	Carmona, Jonathan [redacted]) - EMT
MED444	Ahlman, Kris [redacted] - EMT; Heppner, Darren (P20062) - EMT

Pre-Scheduled Information
No Pre-Scheduled Information

Transports
No Transports Information

Transport Legs
No Transports Information

Comments

Date	Time	User	Type	Conf.	Comments
12/22/2018	15:57:48	TTO	Response		[1] VEH ON FIRE NEXT TO HOUSE
12/22/2018	15:57 58	ZetronM25	Response		[2] 41 Alerted at 12/22/2018 15:57:58 for T41,B17
12/22/2018	15:58 02	ZetronM25	Response		[3] 41 Alerted at 12/22/2018 15:58:02 for T41,B17
12/22/2018	15:58 05	ZetronM25	Response		[4] 41 Alerted at 12/22/2018 15:58:05 for T41,B17
12/22/2018	15:58 08	ZetronM25	Response		[5] 30 Alerted at 12/22/2018 15:58:08 for B29
12/22/2018	15:58:12	ZetronM25	Response		[6] 30 Alerted at 12/22/2018 15:58:12 for B29
12/22/2018	15:58:15	ZetronM25	Response		[7] 44 Alerted at 12/22/2018 15:58:15 for Q144
12/22/2018	15:58:18	ZetronM25	Response		[8] 47 Alerted at 12/22/2018 15:58:18 for ME47
12/22/2018	15:58:21	ZetronM25	Response		[9] 46 Alerted at 12/22/2018 15:58:21 for E46
12/22/2018	15:58:24	ZetronM25	Response		[10] 43 Alerted at 12/22/2018 15:58:24 for ME43
12/22/2018	15:58:27	ZetronM25	Response		[11] 45 Alerted at 12/22/2018 15:58:27 for E45
12/22/2018	15:58:37	CHC	Response		[12] Duplicate call appended to incident at 15:58:37
12/22/2018	15:59:49	TTO	Response		[13] Duplicate call appended to incident at 15:59:49
12/22/2018	16:00 59	TTO	Response		[14] Duplicate call appended to incident at 16:00:59
12/22/2018	16:03 05	TTO	Response		[15] Duplicate call appended to incident at 16:03:05
12/22/2018	16:06:17	BLF	Response		[16] T41 OS SNGL STRY SNGL FAM TILE ROOF 1 FULLY INVOLVED VEH AGAINST HOUSE//UPGRADE TO WORKING
12/22/2018	16:06:21	BLF	Response		[17] [Notification] [16] T41 OS SNGL STRY SNGL FAM TILE ROOF 1 FULLY INVOLVED VEH AGAINST HOUSE//UPGRADE TO WORKING
12/22/2018	16:06:26	BLF	Response		[18] WHITE INC
12/22/2018	16:07 03	PAGINGSERVICE	Response		[19] Paging Groups Notified:B.C.
12/22/2018	16:07 03	PAGINGSERVICE	Response		[20] Paging Groups Notified:Duty Group
12/22/2018	16:07 03	PAGINGSERVICE	Response		[21] Paging Groups Notified:Training/Safety
12/22/2018	16:07 05	ZetronM25	Response		[22] 34 Alerted at 12/22/2018 16:07:05 for ME34
12/22/2018	16:07 08	ZetronM25	Response		[23] 40 Alerted at 12/22/2018 16:07:08 for ME40
12/22/2018	16:07:11	ZetronM25	Response		[24] 37 Alerted at 12/22/2018 16:07:11 for LA37
12/22/2018	16:07:15	ZetronM25	Response		[25] MPK Alerted at 12/22/2018 16:07:15 for EMS42,MED444
12/22/2018	16:07:19	ZetronM25	Response		[26] MPK Alerted at 12/22/2018 16:07:19 for EMS42,MED444
12/22/2018	16:07:22	ZetronM25	Response		[28] RTC Alerted at 12/22/2018 16:07:22 for SAFETY
12/22/2018	16:07:23	BLF	Response		[27] [Page]Paging Group Notified: Duty Group, Sent From: FPDVEN01DIS102, Comment: WHITE INC: WORKING STR 41'S AREA//FULLY INVOLVED VEH AGAINST HOUSE//UPGRADED TO WORKING
12/22/2018	16:07:26	ZetronM25	Response		[29] VNCHQ Alerted at 12/22/2018 16:07:26 for IV12,IO12
12/22/2018	16:08 52	BLF	Response		[30] T41 360 COMPLETE//ALL OUT//NO HAZARDS
12/22/2018	16:09 00	ALW	Response		[31] TR3 RESPONDING AS SAFETY
12/22/2018	16:12:16	BLF	Response		[32] T41 KEEP WORKING//CAN HNDL WITH UNITS OS//CXL UNITS STILL ENRT
12/22/2018	16:12:22	BLF	Response		[33] T41 CONT IV12
12/22/2018	16:13 09	BLF	Response		[34] T41 UNITS COMMITTED 1 HOUR FOR OVERHAUL
12/22/2018	16:13:13	BLF	Response		[35] [Notification] [34] T41 UNITS COMMITTED 1 HOUR FOR OVERHAUL
12/22/2018	16:27:48	ALW	Response		[36] IO11 HANDLING INC IPO IO12// IO11 NOT RESP; WILL MONITOR
12/22/2018	16:33 09	CHC	Response		[37] IV12 CLR AND AVAIL
12/22/2018	16:41:20	BLF	Response		[38] T41 FIRE OUT//UNITS OUT 30 MINS

Address Changes
No Address Changes

Priority Changes
No Priority Changes

Alarm Level Changes

Date	Time	User	Change to Alarm
12/22/2018	15:57:53	PF	1
12/22/2018	16:07:00	PF	2

Activity Log

Date	Time	Radio	Activity	Location	Log Entry	User
12/22/2018	15:57:44		Incident in Waiting Queue			
12/22/2018	15:57:44		ANI/ALI Statistics		INT Insert:Dec 22 2018 15:57:30 / INT SendNP:Dec 22 2018 15:57:30 / WS RecvNP:Dec 22 2018 15:57:30 / WS Process:Dec 22 2018 15 57:44	TTO
12/22/2018	15:57:44		SOP Updated		Updated SOP information is available	TTO
12/22/2018	15:57:44		Waiting Pending Incident Time Warning		Waiting Pending Incident Time Warning timer expired	
12/22/2018	15:57:49		UserAction		User clicked Initial Assign	PLF
12/22/2018	15:57:49		Remove Waiting Pending Incident Warning		Removing Waiting Pending Incident Time Warning timer expired	
12/22/2018	15:57:49		Incident in Waiting Queue Timer Clear			
12/22/2018	15:57:50		Initial Assignment		The following unit(s) is (are) recommended for assignment: T41 (00:04:25),B17 (00:15:42),B29 (00:23:34),Q144 (00:10:14),ME47 (00:06:29),E46 (00:06:38),ME43 (00:07:00),E45 (00:07:41)	PLF

12/22/2018	15:57:53	T41	DISP	Response Number (0296)	PLF
12/22/2018	15:57:53	B17	DISP	Response Number (0297)	PLF
12/22/2018	15:57:53	B29	DISP	Response Number (0298)	PLF
12/22/2018	15:57:53	Q144	DISP	Response Number (0299)	PLF
12/22/2018	15:57:53	ME47	DISP	Response Number (0300)	PLF
12/22/2018	15:57:53	E46	DISP	Response Number (0301)	PLF
12/22/2018	15:57:53	ME43	DISP	Response Number (0302)	PLF
12/22/2018	15:57:53	E45	DISP	Response Number (0303)	PLF
12/22/2018	15:58:02	B17	ENR	Responding From = [redacted]	6025
12/22/2018	15:58:07	E45	ENR	Responding From = [redacted]	6629
12/22/2018	15:58:09		UserAction	User clicked Exit/Save	TTO
12/22/2018	15:58:19	T41	ENR	Responding From = [redacted]	
12/22/2018	15:58:32	Q144	ENR	Responding From = [redacted]	
12/22/2018	15:58:37		Duplicate Call Warning	Duplicate Call Warning - New call appended to incident	CHC
12/22/2018	15:58:40	E46	ENR	Responding From [redacted]	
12/22/2018	15:58:49		UserAction	User clicked Exit/Save	CHC
12/22/2018	15:58:50		UserAction	User clicked Exit/Save	TTO
12/22/2018	15:58:52		UserAction	User clicked Exit/Save	BLF
12/22/2018	15:58:52		UserAction	User clicked Exit/Save	PLF
12/22/2018	15:59:14	B29	ENR	Responding From = [redacted]	
12/22/2018	15:59:18		UserAction	User clicked Exit/Save	TTO
12/22/2018	15:59:27	ME47	ENR	Responding From = [redacted]	
12/22/2018	15:59:49		Duplicate Call Warning	Duplicate Call Warning - New call appended to incident	TTO
12/22/2018	15:59:53		Incident Late	Active incident marked as late	
12/22/2018	15:59:54		UserAction	User clicked Exit/Save	TTO
12/22/2018	15:59:55	ME43	ENR	Responding From = [redacted]	
12/22/2018	16:00:24		UserAction	User clicked Exit/Save	ALW
12/22/2018	16:00:59		Duplicate Call Warning	Duplicate Call Warning - New call appended to incident	TTO
12/22/2018	16:01:15		UserAction	User clicked Exit/Save	TTO
12/22/2018	16:02:31		UserAction	User clicked Exit/Save	ALW
12/22/2018	16:03:02	E45	ENR	Responding From = [redacted]	
12/22/2018	16:03:05		Duplicate Call Warning	Duplicate Call Warning - New call appended to incident	TTO
12/22/2018	16:03:12		UserAction	User clicked Exit/Save	TTO
12/22/2018	16:05:43	T41	OS		6612
12/22/2018	16:06:21		Notify Comment	(Response Viewer)	
12/22/2018	16:06:31		UserAction	User clicked Exit/Save	TTO
12/22/2018	16:06:34		UserAction	User clicked Greater Alarm	PLF
12/22/2018	16:06:35		Greater Alarm	The following unit(s) is (are) recommended for assignment: ME34 (00:14:46),ME40 (00:14 54),LA37 (00:17:42),EMS42 (00 06:29),MED444 (00:13:41),IV12 (00:29:56),SAFETY (00:29:54),IO12 (00:29:56)	PLF
12/22/2018	16:06:54	E46	OS		6604
12/22/2018	16:07:00	ME34	DISP	Response Number (0307)	PLF
12/22/2018	16:07:00	ME40	DISP	Response Number (0308)	PLF
12/22/2018	16:07:00	LA37	DISP	Response Number (0309)	PLF
12/22/2018	16:07:00	EMS42	DISP	Response Number (0310)	PLF
12/22/2018	16:07:00	MED444	DISP	Response Number (0311)	PLF
12/22/2018	16:07:00	IV12	DISP	Response Number (0312)	PLF
12/22/2018	16:07:00	SAFETY	DISP	Response Number (0313)	PLF
12/22/2018	16:07:00	IO12	DISP	Response Number (0314)	PLF
12/22/2018	16:07:26		UserAction	User clicked Exit/Save	BLF
12/22/2018	16:07:35		UserAction	User clicked Exit/Save	TTO
12/22/2018	16:07:44	ME47	OS		6617ME
12/22/2018	16:07:47		UserAction	User clicked Exit/Save	BLF
12/22/2018	16:07:56	ME43	OS		6616ME
12/22/2018	16:08:01		UserAction	User clicked Exit/Save	PLF
12/22/2018	16:08:14	MED444	ENR	Responding From = [redacted]	
12/22/2018	16:08:41	TR3	DISP	Response Number: 0315;	ALW
12/22/2018	16:08:41	TR3	Update Sector	From Sector VNC to OPU	ALW
12/22/2018	16:08:45	ME40	ENR	Responding From = [redacted]	
12/22/2018	16:08:47	SAFETY	AVAIL	Unit Cleared From Incident [redacted]	ALW
12/22/2018	16:09:00		Incident Late	Active incident marked as late	
12/22/2018	16:09:02		UserAction	User clicked Exit/Save	ALW
12/22/2018	16:09:03	ME34	ENR	Responding From = CALLE [redacted]	
12/22/2018	16:09:03		Incident Late	Active incident marked as late	
12/22/2018	16:09:13	TR3	ENR	Responding From = TRAINING.	ALW
12/22/2018	16:09:13	EMS42	ENR	Responding From = [redacted]	
12/22/2018	16:09:14		Incident Late	Active incident marked as late	
12/22/2018	16:09:19	E45	OS		6629
12/22/2018	16:09:20		Incident Late	Active incident marked as late	
12/22/2018	16:11:21	Q144	OS		6767
12/22/2018	16:11:22		Incident Late	Active incident marked as late	
12/22/2018	16:11:30	LA37	AVAIL	Unit Cleared From Incident [redacted]	TAP
12/22/2018	16:11:48	IV12	Reset System Timer	[Timer] Reset System Timer [Reset Reason] Default [Next Late Check Time] 12/22/2018 16:26:49	TAP
12/22/2018	16:11:51	IO12	Reset System Timer	[Timer] Reset System Timer [Reset Reason] Default	TAP

					[Next Late Check Time] 12/22/2018 16:26:51	
12/22/2018	16:11:57	ME40	AVAIL	[redacted]	Unit Cleared From Incident [redacted]	6615ME
12/22/2018	16:11:58		UserAction		User clicked Exit/Save	PLF
12/22/2018	16:11:58	ME34	AVAIL	[redacted]	Unit Cleared From Incident [redacted]	6626ME
12/22/2018	16:11:59	B29	AVAIL	[redacted]	Unit Cleared From Inciden [redacted]	6007
12/22/2018	16:12:05	EMS42	Route Deviation	[redacted]	Unit EMS42 deviated from original driving directions route	EMS42
12/22/2018	16:12:28	EMS42	AVAIL	[redacted]	Unit Cleared From Incident [redacted]	EMS42
12/22/2018	16:12:53	MED444	AVAIL	[redacted]	Unit Cleared From Incident [redacted]	MED444
12/22/2018	16:12:54	TR3	AVAIL	[redacted]	Unit Cleared From Incident [redacted]	BLF
12/22/2018	16:13:04	IV12	ENR	[redacted]	Responding From = VNCHQ.	ALW
12/22/2018	16:13:13		Notify Comment		(Response Viewer)	
12/22/2018	16:13:15		UserAction		User clicked Exit/Save	BLF
12/22/2018	16:14:42	B17	OS	[redacted]		6025
12/22/2018	16:16:20	Q144	AVAIL	[redacted]	Unit Cleared From Inciden [redacted]	6767
12/22/2018	16:18:40	ME47	AVAIL	[redacted]	Unit Cleared From Incident [redacted]	6617ME
12/22/2018	16:18:57	E45	AVAIL	[redacted]	Unit Cleared From Incident [redacted]	6629
12/22/2018	16:20:24	ME43	AVAIL	[redacted]	Unit Cleared From Incident [redacted]	6616ME
12/22/2018	16:24:16		UserAction		User clicked Exit/Save	TTO
12/22/2018	16:26:51		Incident Late		Active incident marked as late	
12/22/2018	16:27:06	IO11	DISP	[redacted]	Response Number: 0333;	ALW
12/22/2018	16:27:06	IO11	Update Sector		From Sector VNC to OPU	ALW
12/22/2018	16:27:07		Incident Late		Active incident marked as late	
12/22/2018	16:27:10	IO11	ENR	[redacted]	Responding From = VNCHQ.	ALW
12/22/2018	16:27:11		Incident Late		Active incident marked as late	
12/22/2018	16:27:13	IO12	Reset System Timer		[Timer] Reset System Timer [Reset Reason] Default [Next Late Check Time] 12/22/2018 16:42:13	TAP
12/22/2018	16:27:13	IO12	AVAIL	[redacted]	Unit Cleared From Incident 18-0106793	ALW
12/22/2018	16:27:50		UserAction		User clicked Exit/Save	ALW
12/22/2018	16:32:47	IV12	AVAIL	[redacted]	Unit Cleared From Inciden [redacted]	CHC
12/22/2018	16:33:11		UserAction		User clicked Exit/Save	CHC
12/22/2018	16:41:44	B17	AVAIL	[redacted]	Unit Cleared From Inciden [redacted]	6025
12/22/2018	16:53:39	E46	AVAIL	[redacted]	Unit Cleared From Incident [redacted]	6604
12/22/2018	16:58:45	T41	AVAIL	[redacted]	Unit Cleared From Incident [redacted]	6612
12/22/2018	16:59:48		UserAction		User clicked Exit/Save	DLO
12/22/2018	17:24:10	IO11	AVAIL	[redacted]	Unit Cleared From Incident [redacted]	ALW
12/22/2018	17:24:10	IO11	Response Closed	[redacted]	Response Disposi ion:	ALW

Edit Log

Date	Time	Field	Changed From	Changed To	Reason	Table	Workstation	User
12/22/2018	15:57:30	Call_Back_Phone		[redacted]	(Response Viewer)	Response_Master_Incident	FPDVEN01DIS103	TTO
12/22/2018	15:57:30	Address	(Blank)	[redacted]	New Entry	Response_Master_Incident	FPDVEN01DIS103	TTO
12/22/2018	15:57:31	Jurisdiction		VNC East	(Response Viewer)	Response_Master_Incident	FPDVEN01DIS103	TTO
12/22/2018	15:57:31	Division		Simi Valley Brush	(Response Viewer)	Response_Master_Incident	FPDVEN01DIS103	TTO
12/22/2018	15:57:31	Battalion		Simi Valley Brush	(Response Viewer)	Response_Master_Incident	FPDVEN01DIS103	TTO
12/22/2018	15:57:31	Response_Area		005A	(Response Viewer)	Response_Master_Incident	FPDVEN01DIS103	TTO
12/22/2018	15:57:31	Command_Channel		8 COMMAND 8	(Response Viewer)	Response_Master_Incident	FPDVEN01DIS103	TTO
12/22/2018	15:57:31	ResponsePlanType	0	0	(Response Viewer)	Response_Master_Incident	FPDVEN01DIS103	TTO
12/22/2018	15:57:31	Primary_TAC_Channel		9 TAC 9	(Response Viewer)	Response_Master_Incident	FPDVEN01DIS103	TTO
12/22/2018	15:57:31	Alternate_TAC_Channel		10 VFIRE 26	(Response Viewer)	Response_Master_Incident	FPDVEN01DIS103	TTO
12/22/2018	15:57:31	Address	[redacted]	[redacted]	Entry Selected/Returned from GeoLocator	Response_Master_Incident	FPDVEN01DIS103	TTO
12/22/2018	15:57:31	City		Simi Valley	Updated City	Response_Master_Incident	FPDVEN01DIS103	TTO
12/22/2018	15:57:31	Latitude	0	[redacted]	Entry Selected/Returned from GeoLocator	Response_Master_Incident	FPDVEN01DIS103	TTO
12/22/2018	15:57:31	Longitude	0	[redacted]	Entry Selected/Returned from GeoLocator	Response_Master_Incident	FPDVEN01DIS103	TTO
12/22/2018	15:57:44	Problem		STRUCTURE FIRE	(Response Viewer)	Response_Master_Incident	FPDVEN01DIS103	TTO
12/22/2018	15:57:44	Pickup_Map_Info		[redacted]		Response_Transports	FPDVEN01DIS103	TTO
12/22/2018	15:57:44	Map_Info		[redacted]		Response_Master_Incident	FPDVEN01DIS103	TTO
12/22/2018	15:57:45	Caller_Name		[redacted]	(Response Viewer)	Response_Master_Incident	FPDVEN01DIS103	TTO
12/22/2018	16:06:29	Field_Data		WHITE	Incident Name	Response_User_Data_Fields	FPDVEN01DIS102	BLF

Custom Time Stamps

No Custom Time Stamps

Custom Data Fields

Description	Data	User

Incident Name	WHITE	BLF

Attachments
No Attachment

Incident Report

Entries in this report are intended for the sole use of the Ventura County Fire Protection District. Estimations and evaluations made hereon represent "most likely" and "most probable" cause and effect determinations by fire district personnel. Any representation as to the validity or accuracy of reported conditions outside the Ventura County Fire Protection District is neither intended nor implied. Due to the variability in estimating property and content value and loss, the Ventura County Fire Protection District takes no position of such damages and, as a consequence, this report may be referenced by a $0 loss estimate in the fire district's database. Without an approved release, any and all confidential information protected by law was redacted or removed.

The Custodian of Records for Ventura County Fire Protection District has generated the enclosed incident information from its computer database. This is a certified copy of the information contained in District records as of the date this report was printed.The contents of this report are current as of that date and may not contain all information relevant to the incident. As warranted, after further review of the matter, additional information may be added to the report by appropriate fire district personnel.

Incident Number: [redacted]

Date Issued: 01/07/2019 10:04:22

Issued by Custodian of Records Office

VENTURA COUNTY
FIRE PROTECTION DISTRICT
INCIDENT REPORT [redacted]

1. BASIC

Incident Date 12/22/2018
Incident Number [redacted]
Exposure 000
Station 41 - Simi Valley
Location Type 1 Street address

Address [redacted]
Apt/Suite/Rm
City, State & Zip Simi Valley, CA [redacted]

Cross Street [None selected]
Incident Type 131 Passenger vehicle fire

Aid Type N None
Mutual Aid Department
Their Incident Number

Alarm Time 12/22/2018 15:57:30
Arrival Time 12/22/2018 16:05:44
Control Date/Time
Last Unit Cleared Time 12/22/2018 17:24:11

Action Taken 10 Fire Control or Extinguishment, Other

Detector (confined fires) U Undetermined
Property Use 419 1 or 2 family dwelling

Fire Related Casualties
Fire Service Deaths 0
Civilian Deaths 0
Fire Service Injuries 0
Civilian Injuries 0

Jurisdiction Simi Valley
Responsibility Area [None Selected]

Remarks

T41 responded to a structure fire [redacted]. Upon arrival, T41 witnessed a vehicle fire in the driveway of the aforementioned address. It appeared that the main body of fire was in the engine compartment and extending to the passenger compartment. T41 personnel extended the aerial ladder to the roof of the structure and began to suppress the fire and protect the exposure.

Shortly after T41 was on scene, E46 arrived and was given Fire Attack supervisor. Assigned to Fire Attack was ME43 and ME47. Fire Attack suppressed the main body of fire, protected the exposure, and investigated the interior of the structure for extension. There was no extension into the structure and minimal damage to the exterior of the structure.

T41 and E46 remained on scene for overhaul of the vehicle for approximately one hour. Upon completion of overhaul the scene was handed over to the property owner.

T41 spoke to the vehicle owner and had stated the vehicle had service done shortly before the fire had started. Owner stated that in was in for general service and recall items.

2. APPARATUS/PERSONNEL

Apparatus ID	Apparatus Type	Use	Number of People
E45	11 Engine	Other	3
E46	11 Engine	Suppression	3
T41	12 Truck or aerial	Suppression	4
LA37	62 Light and air unit	Other	1
ME34	76 ALS unit	Other	3
IV12	92 Chief officer car	Other	1
ME47	76 ALS unit	Suppression	3
Q144	13 Quint	Other	4
B29	92 Chief officer car	Other	1
B17	92 Chief officer car	Other	1
ME43	76 ALS unit	Suppression	3
ME40	76 ALS unit	Other	3
TR3	00 Other apparatus/resource	Other	1

VENTURA COUNTY
FIRE PROTECTION DISTRICT
INCIDENT REPORT 180106793

Employee Number

[redacted]

3. FIRE

Residential Units
1

On-Site Materials

Material Storage Use
N None

Fire Origin
83 Engine area, running gear, wheel area

☐ **Confined to Origin**

Heat Source
UU Undetermined

Material Type First Ignited
99 Multiple types of material

Item First Ignited
UU Undetermined

Ignition Cause
2 Unintentional

Ignition Factor
UU Undetermined

Human Factors

- [X] None
- [ ] Asleep
- [ ] Poss bly Impaired (Alcohol/Drugs)
- [ ] Unattended Person
- [ ] Poss bly Mentally Disabled
- [ ] Physically Disabled
- [ ] Mulitple Persons Involved
- [ ] Age was a Factor

Acres Burned
0

☐ **Less than 1 Acre**

Age	Gender	Mobile Property Involved
0	Unknown	3 Involved in ignition and burned

Mobile Property Type
11 Passenger car.

Mobile Property Make
KI Kia

HousetoHome
CONSTRUCTION

Estimate

Lic # [redacted]

[redacted] Simi Valley CA [redacted]
Phone [redacted]

DATE: FEBRUARY 17, 2019

TO [redacted]
Simi Valley, Ca

SALESPERSON	JOB	PAYMENT TERMS	DUE DATE
Scott Abrams			

QTY	DESCRIPTION	UNIT PRICE	LINE TOTAL
	• Demo existing driveway 20 x 20 due to fire damage. • Prep/pour new concrete driveway. $4800 • Pressure house due to smoke damage $1200 • Replace dead plants/landscaping due to foam from fire dept. $525 • Provide and install new garage door due to fire damage. $2100		
		SUBTOTAL	
		TOTAL	$8625.00

THANK YOU FOR YOUR BUSINESS!

E-47
HANSEN

KIA

KIA

43
T41
MERCED

46

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

OPTIMA

Copart

5XXGT4L36JG[redacted] Search

Need Help?

Register | Sign In

Photos for Lot #[redacted]

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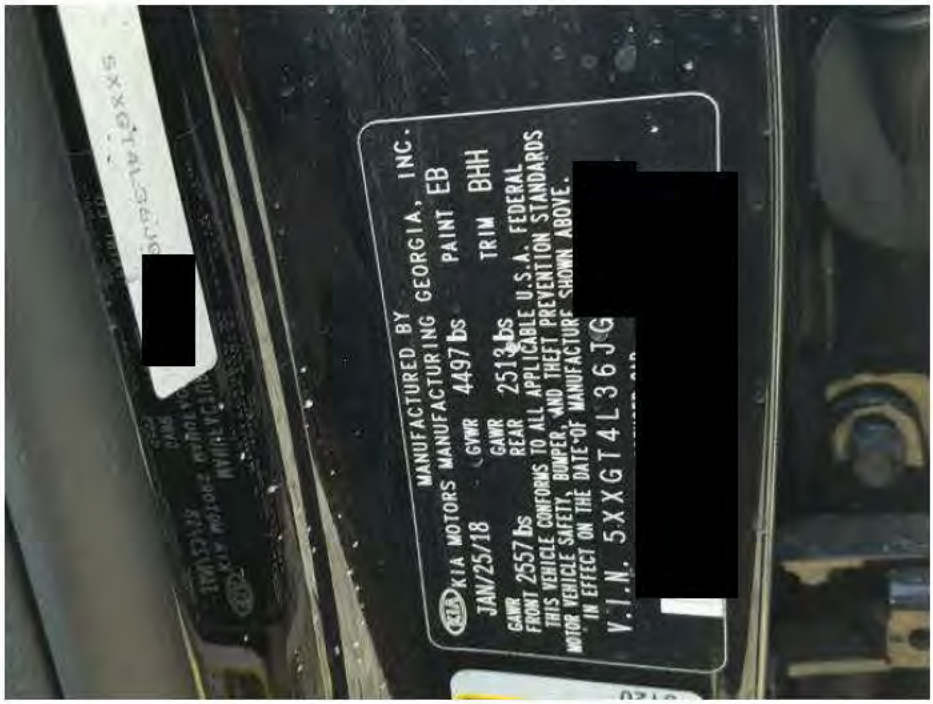

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2018 KIA OPTIMA LX ★ Watch

Lot # [redacted]	Glossary ›
Doc Type:	
Odometer:	
Highlights:	
Seller:	USAA
Primary Damage:	BURN
Secondary Damage:	

Bid Information	
Bid Status:	
Sale Status:	Pure Sale
Current Bid:	$0 USD
Starting Bid:	$

Incremental Bid Guidelines
([redacted] Bid Increment)

Est. Retail Value:	$22,939 USD
VIN:	5XXGT4L36JG******

Features

Body Style:	
Color:	BLACK
Engine Type:	2.4L 4
Cylinders:	4
Transmission:	AUTOMATIC
Drive:	Front-wheel Drive
Fuel:	GAS
Keys:	YES
Notes:	

Maximum Bid: $

Bid Now

This vehicle is being sold as "as is - where is". All bids are binding and all sales are final.

What This Means

Sale Information

Location:	FL - MIAMI CENTRAL Inspection Services
Lane/Item/Grid/Row:	-/-/E020
Sale Name:	FL - MIAMI CENTRAL
Sale Date:	Not Applicable
Last Updated:	01/10/2019 9:42 am

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PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

OPTIMA

THE HERTZ CORPORATION
Phone: [redacted]
Web: www.hertz.com

Hertz

Rental Agreement No: [redacted]
Date: 01/15/2019
Document: [redacted]

Direct All Inquiries To:
THE HERTZ CORPORATION
[redacted]
OKLAHOMA CITY, OK [redacted]

CHARGE DETAIL

Renter: [redacted]
Account No.:
CDP No.:
CDP Name: AAA NORTHEAST

[redacted]
BOHEMIA, NY [redacted]

RENTAL REFERENCE

Rental Agreement No: [redacted]
Reservation ID:
Special Bill Info: GEICO

RENTAL DETAILS

Rate Plan: IN: ICGEN OUT: ICGEN
Rented On: 01/10/2019 15:47 LOC# [redacted]
ISLIP, NY
Returned On: 01/15/2019 04:33 LOC# [redacted]
ORLANDO, FL
Car Description: JOURNEY 3.6 GWJU78
Veh. No.: [redacted]
CAR CLASS Charged: F MILEAGE In: 44,487
Rented: B4 Out: 43,212
Reserved: F Driven: 1,275

MISCELLANEOUS INFORMATION

CC AUTH: [redacted] DATE: 2019/01/10 AMT: 699.00
CC AUTH: [redacted] DATE: 2019/01/10 AMT: 499.00

RENTAL CHARGES

DAYS	5 @	80.99	404.95
SUBTOTAL			404.95
DISCOUNT		10.00%	-40.50
SUBTOTAL			364.45
CONCESSION FEE RECOVERY			40.49
CUSTOMER FACILITY CHARGE			12.50
TAX		19.625%	81.92
TOTAL CHARGES			499.36 USD

Gold Plus Rewards Points

Earned this rental: 364

E-RETURN RECEIPT

THANK YOU FOR RENTING FROM HERTZ

ALL CHARGES HAVE BEEN BILLED TO YOUR ACCOUNT.

Rental Agreement No: [redacted]
Date: 01/15/2019
Document: [redacted]

Direct All Inquiries To:
THE HERTZ CORPORATION
[redacted]
OKLAHOMA CITY, OK [redacted]
UNITED STATES

Renter: [redacted]
Account No.:

Phone: [redacted]
Web: www.hertz.com

TOTAL CHARGES 499.36 USD

[redacted]

GCMIAA 0090 GC

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

OPTIMA

RETAIL INSTALLMENT SALE CONTRACT - SIMPLE FINANCE CHARGE
(WITH ARBITRATION PROVISION)

Dealer Number D0362 Contract Number

Buyer Name and Address (Including County and Zip Code)	Co-Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address)
[redacted] EUREKA, MO [redacted] SAINT LOUIS	N/A	SUNTRUP KIA [redacted] Saint Louis, MO [redacted]

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Seller - Creditor (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge in U.S. funds according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-In-Lending Disclosures below are part of this contract.

New/Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2018	KIA OPTIMA	27	5XXGT4L32J6[redacted]	Personal, family, or household unless otherwise indicated below ☐ business ☐ agricultural N/A

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 375.00 is
11.840 %	$ 11,965.89	$ 28,027.86	$ 39,993.75	$ 40,368.75

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
75	533.25	Monthly beginning 06/23/18
N/A	N/A	N/A

Or As Follows:
N/A

Late Charge. If a payment is not received in full within 15 days after it is due, you will pay a late charge of 5% of the part of the payment that is late. If the payment due is $25 or less, the maximum late charge will be $5. Otherwise, the maximum charge will be $25 and the minimum charge will be $10.
Prepayment. If you pay early, you will not have to pay a penalty.
Security Interest. You are giving a security interest in the vehicle being purchased.
Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date and security interest.

ITEMIZATION OF AMOUNT FINANCED

1 Cash Sale Price		
Vehicle Cash Price (including $ 1,645.86 sales tax)		$ 27,004.86
Administrative Fee		$ 199.00
AN ADMINISTRATIVE FEE IS NOT AN OFFICIAL FEE AND IS NOT REQUIRED BY LAW BUT MAY BE CHARGED BY A DEALER. THIS ADMINISTRATIVE FEE MAY RESULT IN A PROFIT TO DEALER. NO PORTION OF THIS ADMINISTRATIVE FEE IS FOR THE DRAFTING, PREPARATION, OR COMPLETION OF DOCUMENTS OR THE PROVIDING OF LEGAL ADVICE. THIS NOTICE IS REQUIRED BY LAW.		
Other N/A		$ N/A
Other N/A		$ N/A
Other N/A		$ N/A
Total Cash Sale Price		$ 27,203.86 (1)
2 Total Downpayment =		
Trade-in 2013 (Year) KIA (Make) OPTIMA (Model)		
Gross Trade-In Allowance		$ 3,000.00
Less Pay Off Made By Seller		$ 5,875.00
Equals Net Trade In		$ 2,875.00-
+ Cash		$ N/A
+ Other REBATE		$ 3,250.00
(If total downpayment is negative, enter "0" and see 4H below)		$ 375.00 (2)
3 Unpaid Balance of Cash Price (1 minus 2)		$ 26,828.86 (3)
4 Other Charges Including Amounts Paid to Others on Your Behalf		
(Seller may keep part of these amounts):		
A Cost of Optional Credit Insurance		
Paid to Insurance Company or Companies.		
Life	$ N/A	
Disability	$ N/A	$ N/A
B *Other Optional Insurance Paid to Insurance Company or Companies*		$ N/A
C Official Fees Paid to Government Agencies		
to N/A for N/A		$ N/A
to N/A for N/A		$ N/A
to N/A for N/A		$ N/A
D Optional Gap Contract		$ 800.00
E Government Taxes Not Included in Cash Price		$ N/A
F Government License and/or Registration Fees		
N/A		$ N/A
G Government Certificate of Title Fees		$ N/A
H Other Charges (Seller must identify who is paid and describe purpose.)		
to N/A for Prior Credit or Lease Balance		$ N/A
to N/A for N/A		$ N/A
to PPC for PPC MAINT3		$ 399.00
to N/A for N/A		$ N/A

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:

Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
☐ Credit Disability: ☐ Buyer ☐ Co-Buyer ☐ Both

Premium:
Credit Life $ N/A
Credit Disability $ N/A
Insurance Company Name N/A
Home Office Address N/A N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Optional Insurance

☐ N/A (Type of Insurance) N/A (Term)
Premium $ N/A
Insurance Company Name N/A N/A
Home Office Address N/A N/A

☐ N/A (Type of Insurance) N/A (Term)
Premium $ N/A
Insurance Company Name N/A N/A
Home Office Address N/A N/A

Other optional insurance is not required to obtain credit. Your decision to buy or not buy other optional insurance will not be a factor in the credit approval process. It will not be provided unless you sign and agree to pay the extra cost.

I want the insurance checked above.

X N/A (Buyer Signature) N/A (Date)

X N/A (Co-Buyer Signature) N/A (Date)

You have a right to cancel credit insurance within 15 days of buying it and receive a full refund or credit for the credit insurance premium.

THIS INSURANCE DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE CAUSED TO OTHERS.

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) and charge(s) shown below.

Company N/A $ N/A
Term N/A Mos. or N/A Miles
Company PPC $ 399.00
Term 36 Mos. or [redacted] es

+ Cash
+ Other REBATE $ 3,250.00
(If total downpayment is negative, enter "0" and see 4H below) $ -375.00 (2)
3 Unpaid Balance of Cash Price (1 minus 2) $ 26,828.86 (3)
4 Other Charges Including Amounts Paid to Others on Your Behalf
(Seller may keep part of these amounts):
A Cost of Optional Credit Insurance
Paid to Insurance Company or Companies.
Life $ N/A
Disability $ N/A $ N/A
B Other Optional Insurance Paid to Insurance Company or Companies $ N/A
C Official Fees Paid to Government Agencies
to N/A for N/A $ N/A
to N/A for N/A $ N/A
to N/A for N/A $ N/A
D Optional Gap Contract $ 800.00
E Government Taxes Not Included in Cash Price $ N/A
F Government License and/or Registration Fees
N/A $ N/A
G Government Certificate of Title Fees $ N/A
H Other Charges (Seller must identify who is paid and describe purpose.)
to N/A for Prior Credit or Lease Balance $ N/A
to N/A for N/A $ N/A
to PPC for PPC MAINT3 $ 399.00
to N/A for N/A $ N/A
to N/A for N/A $ N/A
to N/A for N/A $ N/A
to N/A for N/A $ N/A
to N/A for N/A $ N/A
to N/A for N/A $ N/A
Total Other Charges and Amounts Paid to Others on Your Behalf $ 1,199.00 (4)
5 Amount Financed (3 + 4) $ 28,027.86 (5)

Your decision to buy or not buy other optional insurance will not be a factor in the credit approval process. It will not be provided unless you sign and agree to pay the extra cost.

I want the insurance checked above.

X N/A N/A
Buyer Signature Date

X N/A N/A
Co-Buyer Signature Date

You have a right to cancel credit insurance within 15 days of buying it and receive a full refund or credit for the credit insurance premium.

THIS INSURANCE DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE CAUSED TO OTHERS.

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) and charge(s) shown below.

Company N/A $ N/A
Term N/A Mos. or N/A Miles
Company PPC $ 399.00
Term 36 Mos. or 36000 Miles
Company NN/A $ N/A
Term N/A Mos. or N/A Miles
Company N/A $ N/A
Term N/A Mos. or N/A Miles
Company N/A $ N/A
Term N/A Mos. or N/A Miles

Returned Check Charge: You agree to pay a charge of $ 25 if any check you give us is dishonored or any electronic payment is unpaid.

OPTIONAL GAP CONTRACT. A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in Item 4D of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term 75 Mos. PDS Name of Gap Contract

I want to buy a gap cont [redacted]

Buyer Signs X

You have a right to cancel a gap contract within 15 days of buying it and receive a full refund or credit for the charge of the gap contract.

OPTION: ☐ You pay no finance charge if the Amount Financed, item 5, is paid in full on or before N/A, Year N/A. SELLER'S INITIALS N/A

Agreement to Arbitrate: *By signing below, you agree that, pursuant to the Arbitration Provision on the reverse side of this contract, you or we may elect to resolve any dispute by neutral, binding arbitration [redacted] See the Arbitration Provision for additional information concerning the agreement to arbitrate.*

Buyer Signs X [redacted] Co-Buyer Signs X N/A

NO COOLING OFF PERIOD

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire a[redacted] to this contract. Any change to this contract must be in writing and we must sign it. No oral changes are binding. Buyer Signs X [redacted] Co-Buyer Signs X N/A
If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.
See back for other important agreements.

Notice to the Buyer.

Do not sign this contract before you read it or if it contains any blank spaces. You are entitled to an exact copy of the contract you sign. Under the law you have the right to pay off in advance the full amount due and to obtain a partial refund of the finance charge.*

*If the "Amount Financed" exceeds $55,800 or if the vehicle is primarily for other than personal, family or household use, the finance charge is also the time price differential.

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You acknowledge that you have read both sides of this contract, including the arbitration provision on the reverse side, before signing below. You confirm that you received a completely filled-in copy when you signed it.

Buyer Signs X [redacted] Date 05/09/18 Co-Buyer Signs X N/A Date N/A

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here X N/A Address N/A
Seller signs SUNTRUP KIA Date 05/09/18 By X [redacted] Title [redacted]

Seller assigns its interest in this contract to ALLY FINANCIAL (Assignee) under the terms of Seller's agreement(s) with Assignee.

☐ Assigned with recourse ☒ Assigned without recourse ☐ Assigned with limited recourse

Seller SUNTRUP KIA By [redacted] Title [redacted]

©2018 The Reynolds and Reynolds Company TO ORDER: www.rrvsource.com 1-800-344-0800 fax 1-800-581-2065

[redacted]

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

OPTIMA

Kia Motors America, Inc.
Corporate Headquarters
[redacted]
Irvine, CA [redacted]
[redacted]

[redacted]

April 17, 2019

[redacted]
Anderson, SC [redacted]

Re: 2019 KIA Optima
VIN: 5XXGU4L15KG[redacted]
Case: [redacted]

Dear [redacted]

Thank you for contacting the Kia Motors America Consumer Assistance Center. Our records indicate that you contacted us on April 2, 2019 requesting assistance regarding your Kia vehicle referenced above.

To evaluate your request, we need specific information regarding your purchase/lease of the vehicle and its service history. To assist us in this regard, please be so kind as to fax, mail, or e-mail legible copies of the following documents to our attention within *14 business days* from the date of this letter:

1. Copies of all service records from any Kia dealership
2. Copies of your maintenance records for the vehicle
3. Copies of any repair or service records from independent service facilities
4. Copy of your Sales/Lease Contract
5. Copy of your current Vehicle Registration
6. Completed Kia Consumer Affairs Information Request Form (enclosed)

Upon receipt of the documents above, you will be contacted directly by a Kia Motors representative to discuss your request.

We at Kia Motors America, Inc. value your input as a consumer and wish to thank you in advance for your courtesy and cooperation and for allowing us the opportunity to be of assistance.

Sincerely,

[redacted]

Kia Consumer Assistance Center
Kia Motors America, Inc.
[redacted]
Irvine, CA [redacted]
Phone: [redacted]
Fax: [redacted]
Email: [redacted]

Kia Consumer Affairs Information Request Form

Customer Information:

Vehicle Owner: _____

Vehicle Co-Owner (if applicable): _____

Mailing Address: _____
Street Address

_____
City, State Zip

Telephone: (_____) _____ - _____ Telephone (Alt.): (_____) _____ - _____

Fax: (_____) _____ - _____ Email: _____

Vehicle Information:

Model Year: _____ Model: _____ Current Mileage: _____

Selling Dealership, City, State: _____

Servicing Kia Dealership(s):

Dealer 1: _____

Dealer 2: _____

Dealer 3: _____

☐ I/We serviced our Kia vehicle at more than 3 separate dealerships

Vehicle Purchased as ☐ New ☐ Used ☐ Demo ☐ Leased ☐ Kia Certified Pre-Owned

Purchase/Lease Date: _____ Mileage at Purchase (if used): _____

First Repair Attempt Date: _____ First Repair Attempt Mileage: _____

The Vehicle has been in an accident/has had body damage: ☐ Yes ☐ No

Date of accident/damage: _____

Description of Damage: _____

[redacted]

Vehicle Concerns (Please list primary concerns first):

Description of Concern	Servicing Dealership(s)	Number of service visit(s) for this concern	Date(s) of service visit(s)	Mileage at service visit(s)	Number of days out of service
(1)					
(2)					
(3)					
(4)					
(5)					
(6)					
(7)					
(8)					
(9)					
(10)					
(11)					
(12)					
(13)					
(14)					
(15)					

[redacted]

PE19-004

KIA

6/28/2019

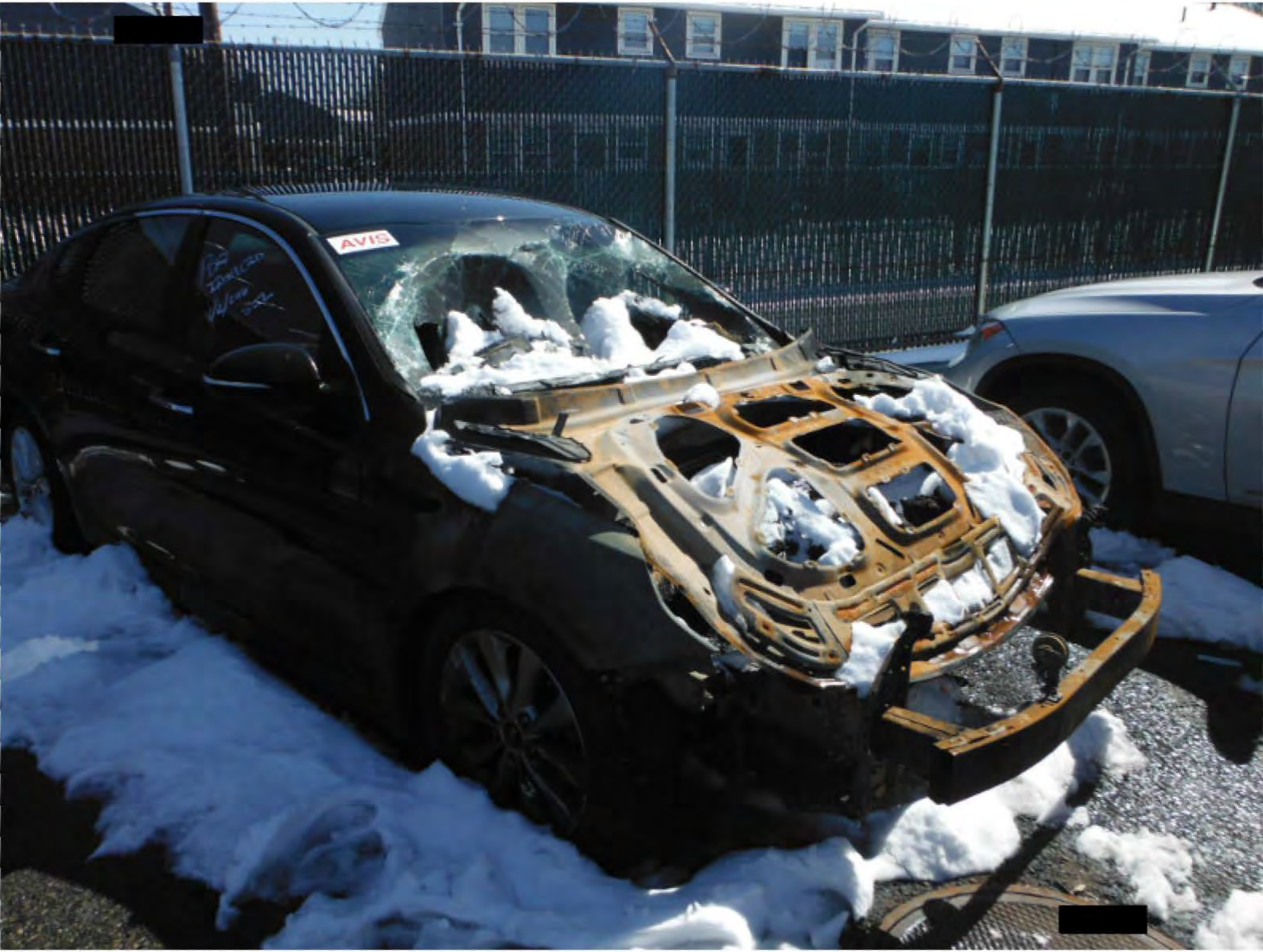
DEFECT B

CA FILES

OPTIMA

[redacted]

[redacted]


AVIS

[redacted]

[redacted]

CERTIFICATE OF TITLE

MASSACHUSETTS DEPARTMENT OF TRANSPORTATION

TITLE NUMBER	VEHICLE IDENTIFICATION NUMBER	DATE OF ISSUE
[redacted]	5XXGT4L3XGG[redacted] 5XXGT4L3XGG[redacted]	06/22/2016

MFRS. MODEL YEAR	MAKE	MODEL NAME	MODEL NO.	BODY STYLE/TYPE	NEW/USED
2016	KIA	OPTIMA	LX	SEDAN	USED

CYL. PASS. DRS	PURCHASE DATE	ODOMETER READING	PREV. TITLE NO.	PREV. TITLE STATE
04 05 4	03/30/2016	220 [redacted] 220 ACTUAL MILEAGE	[redacted] IF PREVIOUS STATE WAS TITLE EXEMPT, REGISTRATION NUMBER IS DISPLAYED.	MA

MAILING ADDRESS ONLY:

[redacted]

VIRGINIA BEACH, VA [redacted]

OWNER(S) NAME AND ADDRESS:

[redacted]

VIRGINIA BEACH, VA [redacted]

TITLE TYPE AND BRANDS

TITLE TYPE: SALVAGE VEHICLE

SALVAGE VEHICLE

BRAND: PARTS ONLY

BRAND

BRAND

BRAND

TITLE MESSAGE(S):

THIS VEHICLE CAN NOT BE REBUILT OR REGISTERED FOR OPERATION. IT CAN ONLY BE USED FOR PARTS, JUNKING OR SCRAPPING.

SALVAGE

FIRST LIENHOLDER:

SECOND LIENHOLDER:

RELEASE OF FIRST LIEN:
THE FIRST LIENHOLDER'S INTEREST IN THE VEHICLE DESCRIBED IN THIS CERTIFICATE IS HEREBY RELEASED
NAME:
AUTHORIZED SIGNATURE: X
DATE RELEASED:

RE[illegible]ND LIEN:
[illegible]ENHOLDER'S INTEREST IN THE VEHICLE [illegible]RIBED IN THIS CERTIFICATE IS HEREBY RELEASED
NAME:
A[illegible]RIZED SIGNATU[illegible] X
DA[illegible]

THE REGISTRAR OF MOTOR VEHICLES HEREBY CERTIFIES THAT AN APPLI[illegible]ON FOR [illegible]ERTI[illegible]E OF TITLE FOR THE MOTOR VEHICLE DESCRIBED HEREIN HAS BEEN DULY FILED, PURSUANT TO THE PR[illegible]SIONS O[illegible]HE LA[illegible]OF THE COMMONWEALTH OF MASSACHUSETTS. BASED ON THE STATEMENTS OF THE APPLICANT AND THE R[illegible]ORDS O[illegible]E WIT[illegible]IS AGENCY, THE APPLICANT NAMED IS THE OWNER OF SAID VEHICLE.

THE REGISTRAR OF MOTOR VEHICLES FURTHER CERTIFIES THAT THE VEHICLE IS SUBJECT TO ANY SECURITY INTERESTS SHOWN HEREIN.

[redacted]

Erin C. Deveney
Registrar

CONTROL NO. G[redacted]
NOT THE TITLE NUMBER

1530110

ALTERATION OR ERASURE VOIDS THIS TITLE. **KEEP IN SAFE PLACE**

REGISTRY OF MOTOR VEHICLES

[redacted]

VERIFY PRESENCE OF WATERMARK HOLD TO LIGHT TO VIEW

VERIFY PRESENCE OF WATERMARK HOLD TO LIGHT TO VIEW

[redacted]

REPURCHASE / REPLACEMENT CHECKLIST

Customer: [redacted]	VRS / Clarify: [redacted]

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

Type of case – check one	
☐ Voluntary settlement	☐ Legal settlement by region
☐ Legal settlement per KMA Legal Dept	☐ Settlement ordered by BBB or state
☒ Other (explain) PQ request	

Check and include all documents that apply in order listed below			
√	*Repurchase Analysis Form (RAF)*		
	Included in package		*RAF is not yet complete. Will e-mail to NCA when ready*
✓	Checklist		
✓	Score Card		
✓	Customer Offer Letter / LNCS / ADL / Settlement Letter		
	BBB or State Arbitration Decision *(if applicable)*		
	BBB Customer Acceptance *(if applicable)*		
	BBB Technical Expert Report *(if applicable)*		
	BBB or Other Arbitration Claim / Filing Form *(if applicable)*		
	Sales Documents – Original Vehicle – Sales / Lease Contract & Invoice (or copy of Screen 1 from the Vehicle Master). Deal Recap or Lease Worksheet optional		
	Customer Rebate Claim Form or Printout from KIAS – Original Vehicle		
	Loan Payoff Document		
	Vehicle Tradeout Authorization *(if applicable)*		
	Replacement Vehicle Invoice *(if applicable)*		
	Substitution of Collateral Form *(if applicable)*		
	Refinance Worksheet *(if applicable)*		
	Repair Order Recap		
	Tech Line Reports Included in Package *(if applicable)*		
	FTR Inspection Report *(if applicable)*		
	Campaign (Recall) List Showing Completed and Open Recalls		
	Repair Orders		
✓	Copy of VRS Screens and Clarify Screens		
	OTHER (please specify):		

[redacted]

6/03/16 [redacted] Kia Motors America MOJICAJ
8:12: [redacted] **Vehicle Repurchase Information I** [redacted]
Case: [redacted] Clrfy: [redacted] 5XXGT4L3XG[redacted]
Resp DLR: [redacted] Dist: 98 Region: NA Model: 2016 OPTIMA LX Mile: 50
ROADSIDE TOW CLAIMS Warranty Start Date: 2/23/16

Repurchase Type?: **NT** Requested by NCA/PQ Dept
Date Decision Made: 5/17/16 Dlr Cost(Inv) $ 21,209.00
Date Regn C/A Rcvd Pkg: / /00 Book Value $
CE:(Y/N) N New VIN?: Gr Repr Exp $ 19,559.00
Credit $
RCA Representative: MOJICAJ ACV Recovry Amt $
Current KMA Expense $ 19,559.00

Initial Dlr to Buy/Other DLR to by veh: N KMC Recovry Amt $
Sold by Auct:(Y/N) Y KMA Nt Repr Exp $ 19,559.00
Date sent to NAT: / /00
Date NAT Request Rcvd: / /00
KMA Chk Issue Date: / /00 Check #: [redacted] Last Mod By MOJICAJ
Date KMA Check Mailed to Region: / /00 Last Mod date 06/03/16
Date Region Rcvd KMA Chk: / /00
Date ACV Recovery Chk/Crd Sent to NAT: / /00
Date ACV Recovery Chk/Crd Rcvd: / /00 Vendor Claim:
Date Closed Region: Date Closed National:

[redacted]

6/03/[redacted] Kia Motors America MOJICAJ
8:12:[redacted] **Vehicle Repurchase Information II** [redacted]
Case: [redacted] Clrfy: K3167478 5XXGT4L3XG[redacted]
Resp DLR: [redacted] Dist: 98 Region: NA Model: 2016 OPTIMA LX Mile: 50
ROADSIDE TOW CLAIMS Warranty Start Date: 2/23/16

Is delivering dealer buying trade: N
USED CAR GUIDE (Mon/Yr): / 00 Book Value (WBV) $
Date Avail for Sale: /00/00 Floor Amount (Auct) $
Floor Amt to Book Value: % Actual Sold Date: /00/00
Gross Sales Price: $ Grss Sls Prc to Bk Value: %
Owner State?: MA
Title Branding Required:(Y/N) N Date Title Received: / /00
Date Disclosure Received: / /00
Date Release Received: / /00
State Provisions for Subsequent Buyer:(Y/N) N
Current Location?: Arrived: 00 / 00 / 00 Sts?: Updt: 00 / 00 / 00
Auction Location: Arrived: 00 / 00 / 00 Sts?: Updt: 00 / 00 / 00
Salvage Yard: Arrived: 00 / 00 / 00 Sts?: Updt: 00 / 00 / 00
Disposition Comments:

[redacted]

6/03/16 Kia Motors America MOJICAJ
8:12 **Vehicle Repurchase Question/Answer I**
Case: Clrfy: K3167478 5XXGT4L3XGG
Resp DLR: Dist: 98 Region: NA Model: 2016 OPTIMA LX Mile: 50
ROADSIDE TOW CLAIMS Warranty Start Date: 2/23/16

YEAR: 2016
2. USED CAR GUIDE Book Name: Dlr Cost(Inv) $ 21,209.00
Month/Year: /00 Page: Book Value(Base Book) $

DESCRIPTION		DESCRIPTION	
ADD	$		$
	$		$
	$		$
	$		$ Add $
DED	$		$
	$		$ Ded $
			Book Value (WBV) $

6/03/16 Kia Motors America MOJICAJ
8:12: [redacted]
Vehicle Repurchase Question/Answer II [redacted]
Case: [redacted] Clrfy: [redacted] 5XXGT4L3XG[redacted]
Resp DLR: [redacted] Dist: 98 Region: NA Model: 2016 OPTIMA LX Mile: 50
ROADSIDE TOW CLAIMS Warranty Start Date: 2/23/16

(7A) CASH PRICE ORIGINAL VEHICLE Sales Price $ 21,209.00
Sales Tax $
License/State Fees $
Dlr Document Fees $
Other Interest Paid to Date $

DESCRIPTION	ADD	DESCRIPTION	ADD
	$		$
	$		$
	$		$

Sub Tot $
DLR or Cust Owe KIA $
Gross Repurchase Value = $ 21,209.0

(7B) DEDUCTIONS Mileage $
Other Dealer Contribution $

DESCRIPTION	DEDUCT	DESCRIPTION	DEDUCT
NON RETURN ALLW	$ 1500.00		$
INCENTIVE	$ 150.00		$
DEALER REBATE:	$		

Sub Tot $ 1,650.00
(7A MINUS 7B = 7C) Total Deductions = $ 1,650.00
(7C) Net Repurchase Value $ 19,559.0

[redacted]

6/03/16 [redacted] Kia Motors America MOJICAJ
8:12:2[redacted]
Vehicle Repurchase Book Information [redacted]
Case: [redacted] Clrfy: [redacted] 5XXGT4L3XGG[redacted]
Resp DLR: [redacted] Dist: 98 Region: NA Model: 2016 OPTIMA LX Mile: 50
ROADSIDE TOW CLAIMS Warranty Start Date: 2/23/16

ITEMIZED DISBURSEMENT AMOUNTS (must be completed)

Amount being paid by dealer to purchase buyback		$
Amount of Check Payable Dealer	Dealer Code?:	$
Check Payable Lienholder		$
Check Payable Customer		$ 19,559.00
Check Payable to Other		$
= Gross Repurchase Expense		$ 19,559.00
- Credit Amount		$
- LESS ACV Recovery Amount		$
= Current KMA Expense		$ 19,559.00
- LESS KMC Recovery Amount	KMA Sbm Date: / / 00	$
= KMA Net Repurchase Expense		$ 19,559.00

The Gross Repurchase Expense is the "Net Repurchase Value" from the Repurchase Calculation Section (Scr 7) or the "Net New Vehicle Value" from the Exchange of Collateral Section (Scr 8).
Nt Repr Value $ 19,559.00 Nt New Veh Value $

[redacted]

6/03/[redacted] Kia Motors America MOJICAJ
8:12 **Manual Check/Wire Request** [redacted]
Case: [redacted] Clrfy: [redacted] 5XXGT4L3XGG[redacted]
Resp DLR: [redacted] Dist: 98 Region: NA Model: 2016 OPTIMA LX Mile: 50
ROADSIDE TOW CLAIMS Warranty Start Date: 2/23/16

==========

Repurchase Type?: **NT** Requested by NCA/PQ Dept
Reason for Repur: **EN** ENGINE (MISC) Part#:
# of Complaints for above reason: **01** times
Total Days Down: **001** DTC(if any):
Main Issue of Repur: **PQ** - PRODUCT QUALITY ISSUE

==========

REPURCHASE COMMENTS(KCR) **(Include All Payee's Name and Address)**

6/2/16 JM: AVIS CONTACTED KMA DUE TO THERMAL EVENT. VEHICLE WAS INSPECTED B Y KMA ENGINEER. KMA ENGINEER DETERMINED THAT THERMAL EVENT WAS DUE TO ENGIN E MECHANICAL MALFUNCTION. AVIS STATED THEY DO NOT HAVE MILEAGE FROM TIME OF INCIDENT, HOWEVER IT WAS THE FIRST TIME THE VEHICLE WAS RENTED AS IT WAS N EW. KMMG REQUESTING TO RETRIEVE ENGINE. VEH TO BE REPURCHASED AND TRANSPORT ED TO KMMG FOR THEIR INSPECTION.

****

CHECKS PAYABLE AS FOLLOWS:

[redacted] $19,559.00

PARSIPANNY, NY [redacted]

==========

[redacted] Date Date

MOJICAJ 6/3/16

BRAD HOLT _____ MICHELE CAMERON _____

TONY JANG _____ JOHN CROWE _____

[redacted]

[redacted]

Agency [redacted] Dom. by [redacted] FAX 9788977534 p.1

ACCIDENT / INCIDENT REPORT (TO BE COMPLETED BY CUSTOMER)

ACCIDENT CLAIM NO.

FULL NAME [redacted]

ADDRESS [redacted]

CITY Framingham STATE ma [redacted]

AREA CODE / TELEPHONE NO. ( ) ANT. NO.

EMAIL ADDRESS WAYNE Small770 gmail.com

DATE OF REPORT 3/15/16 TIME OF REPORT

DATE OF INCIDENT 3/15/16 TIME OF INCIDENT 4:00 AM PM

LOCATION OF [redacted]

CITY Framingham STATE ma [redacted]

POLICE DEPT. REPORTED TO? CITY TYPE

VEHICLE MAKE

LICENSE PLATE NO. STATE

VEHICLE YR. MAKE / MODEL

COLOR OF VEHICLE

[redacted]

DATE OF BIRTH 9-23-77 AREA CODE / TELEPHONE NO. ( )

ADDRESS [redacted] CITY / STATE / ZIP CODE

OPERATOR'S LICENSE NO. Same

EMPLOYER (COMPANY NAME) AREA CODE / TELEPHONE NO. ( )

ADDRESS OF EMPLOYER CITY / STATE / ZIP CODE

VEHICLE USE: PERSONAL BUSINESS

CREDIT CARD DAMAGE COVERAGE? YES NO

IF YES, RENTER MUST REPORT TO CREDIT CARD COMPANY

OPERATOR'S INSURANCE COMPANY NAME ADDRESS

"X" IN AREA OF VEHICLE DAMAGE

CIRCLE

0 - No Damage
1 - Light
2 - Moderate
3 - Heavy
4 - Rolled
5 - Waived

Fire

DESCRIPTION & ESTIMATE OF DAMAGE

VEHICLE TOWED / BY WHOM?

TOW CO. PHONE NO.

POLICY / CLAIM NUMBER

NAME OF OWNER ADDRESS CITY / STATE / ZIP CODE AREA CODE / TELEPHONE NO. ( )

OPERATOR'S NAME (IF DIFFERENT FROM ABOVE) ADDRESS CITY / STATE / ZIP CODE AREA CODE / TELEPHONE NO. ( )

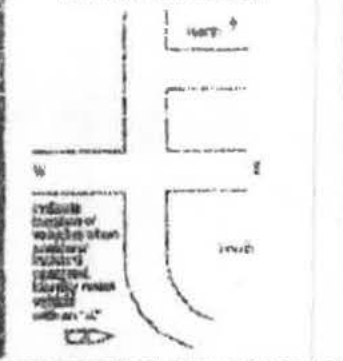
OPERATOR'S LICENSE NO. INSURANCE CO. NAME / ADDRESS POLICY NO.

YEAR / MAKE / MODEL	DESCRIPTION OF PROPERTY DAMAGE	WAS CAR DRIVABLE?	LICENSE PLATE NO.	STATE
		YES NO		

NAME	ADDRESS STREET, CITY, STATE, ZIP CODE	PHONE	NATURE OF INJURY	AGE
[redacted]	[redacted]			13
				16
	[redacted]			35

NAME	FAX ADDRESS STREET, CITY, STATE, ZIP CODE	FAX NO. & TELEPHONE NO.

PLEASE DESCRIBE OR ATTACH A DIAGRAM



DESCRIBE HOW THE ACCIDENT HAPPENED INCLUDING SPEED, TYPE OF TRAVEL AND TRAFFIC CONTROLS

Please find attached note

WAS TICKET ISSUED? NO REASON

OTHER OPERATOR

POLICE OPERATOR

[redacted]

ATTACH ADDITIONAL DRIVER FORM IF APPLICABLE

SIGNATURE OF EMPLOYEE REVIEWING REPORT

[redacted]

NOTE: IF ADDITIONAL SPACE IS REQUIRED TO COMPLETE THIS REPORT USE SEPARATE SHEET OF PAPER AND ATTACH.

F-5 (REV. 2/10)

INSURANCE COPY - [illegible]

[redacted]

[redacted]

Incident report for Wayne Small
Rental agreement [redacted]
Date of loss03-15-16
Left my chiropractor at [redacted] Framingham heading towards chick fillA at [redacted] Framingham on my journey a large rattling noise started coming from the engine compartment immediately I contacted The budget office in Framingham Who asked me some questions regarding the car.
Is there any engine lights visible on the instrument panel etc. I advise him that there was not.The Budget employee stated he did not have the same size car available to replace at that moment but to call in to the location in the morning and he could do a exchange. So after taking the budget employees advice That car was ok to drive I continued home approximately two mile. Approximately 1 to 2 hours later Me and my wife needed to drive are kids to get haircuts. Less than two minutes in our Journey I noticed the car starting to miss fire and that noise getting louder.Engine lights appeared on instrument panel. I called budget office Framingham immediately Who explained to me that I needed to call the roadside assistance.
After some minutes into our conversation with roadside I noticed smoke coming from the engine bay which start to get worse my wife exit the car and went to the front were she noticed fire coming from under the engine compartment at the moment I got my son to contact the fire department as I was still on the phone with roadside assistance. Upon me and my two kids exiting the car it exploded! Roadside assistance notified me that they could not help me that I needed to get a accident report.never did they asks once was me and the kids OK. Fire department arrived and extinguish the fire.framingham Police Department had car towed.

[redacted]

[redacted]

A FDID * [redacted] | State * MA | Incident Date * MM 03 DD 15 YYYY 2016 | Station 5 | Incident Number * [redacted] | Exposure * [redacted] | ☐ Delete ☐ Change ☐ No Activity | NFIRS -1 Basic

B Location*

☐ Check this box to indicate that the address for this incident is provided on the Wildland Fire module. In section B "Alternative Location Specification". Use only for wildland fires.

Census Tract [ ] - [ ]

☒ Street address
☐ Intersection
☐ In front of
☐ Near of
☐ Adjacent to
☐ Directions

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

Apt./Suite/Room | City FRAMINGHAM | State MA | Zip Code 01701 - [ ]

Cross street or directions, as applicable

C Incident Type *

131 | Passenger vehicle fire

Incident Type

D Aid Given or Received*

1 ☐ Mutual aid received
2 ☐ Automatic aid recv.
3 ☐ Mutual aid given
4 ☐ Automatic aid given
5 ☐ Other aid given
N ☒ None

Their FDID | Their State

Their Incident Number

E1 Date & Times Midnight is 0000

Check boxes if dates are the same as Alarm Date.

	Month	Day	Year	Hr Min Sec
Alarm * (ALARM always required)	03	15	2016	16:11:53
☐ Arrival * (ARRIVAL required, unless canceled or did not arrive)	03	15	2016	16:20:41
☐ Controlled (CONTROLLED Optional. Except for wildland fires)				
☐ Last Unit Cleared (LAST UNIT CLEARED, required except for wildland fires)	03	15	2016	16:58:56

E2 Shift & Alarms

Local Option

Shift or Platoon: 4 | Alarms | District

E3 Special Studies

Local Option

Special Study ID | Special Study Value

F Actions Taken *

11 | Extinguishment by fire

Primary Action Taken (1)

Additional Action Taken (2)

Additional Action Taken (3)

G1 Resources *

☒ Check this box and skip this section if an Apparatus or Personnel form is used.

	Apparatus	Personnel
Suppression	0001	0004
EMS		
Other		

☐ Check box if resource counts include aid received resources.

G2 Estimated Dollar Losses & Values

LOSSES: Required for all fires if known. Optional for non fires. None

Property $ [ ] , 025 , 000 ☐
Contents $ [ ] , 000 , 500 ☐

PRE-INCIDENT VALUE: Optional

Property $ [ ] , 000 , 000 ☐
Contents $ [ ] , 000 , 000 ☐

Completed Modules

☒ Fire-2
☐ Structure-3
☐ Civil Fire Cas.-4
☐ Fire Serv. Cas.-5
☐ EMS-6
☐ HazMat-7
☐ Wildland Fire-8
☒ Apparatus-9
☒ Personnel-10
☒ Arson-11

H1 Casualties ☐ None

	Deaths	Injuries
Fire Service		
Civilian		

H2 Detector

required for Confined Fires.

1 ☐ Detector alerted occupants
2 ☐ Detector did not alert them
U ☐ Unknown

H3 Hazardous Materials Release

N ☒ None
1 ☐ Natural Gas: slow leak, no evacuation or HazMat actions
2 ☐ Propane gas: <11 lb. tank (as in home BBQ grill)
3 ☐ Gasoline: vehicle fuel tank or portable container
4 ☐ Kerosene: fuel burning equipment or portable storage
5 ☐ Diesel fuel/fuel oil: (vehicle fuel tank or portable)
6 ☐ Household solvents: home/office spill, cleanup only
7 ☐ Motor oil: from engine or portable container
8 ☐ Paint: from paint cans totalling < 55 gallons
0 ☐ Other: Special HazMat actions required or spill > 10gal.; Please complete the HazMat form

I Mixed Use Property

NN ☐ Not Mixed
10 ☐ Assembly use
20 ☐ Education use
33 ☐ Medical use
40 ☐ Residential use
51 ☐ Row of stores
53 ☐ Enclosed mall
58 ☐ Mus. & Residential
59 ☐ Office use
60 ☐ Industrial use
63 ☐ Military use
65 ☐ Farm use
00 ☐ Other mixed use

J Property Use* Structures

131 ☐ Church, place of worship
161 ☐ Restaurant or cafeteria
162 ☐ Bar/Tavern or nightclub
213 ☐ Elementary school or kindergarten
215 ☐ High school or junior high
241 ☐ College, adult education
311 ☐ Care facility for the aged
331 ☐ Hospital
341 ☐ Clinic, clinic type infirmary
342 ☐ Doctor/dentist office
361 ☐ Prison or jail, not juvenile
419 ☐ 1-or 2-family dwelling
429 ☐ Multi-family dwelling
439 ☐ Rooming/boarding house
449 ☐ Commercial hotel or motel
459 ☐ Residential, board and care
464 ☐ Dormitory/barracks
519 ☐ Food and beverage sales
539 ☐ Household goods, sales, repairs
579 ☐ Motor vehicle/boat sales/repair
571 ☐ Gas or service station
599 ☐ Business office
615 ☐ Electric generating plant
629 ☐ Laboratory/science lab
700 ☐ Manufacturing plant
819 ☐ Livestock/poultry storage (barn)
882 ☐ Non-residential parking garage
891 ☐ Warehouse

Outside

124 ☐ Playground or park
655 ☐ Crops or orchard
669 ☐ Forest (timberland)
807 ☐ Outdoor storage area
919 ☐ Dump or sanitary landfill
931 ☐ Open land or field
936 ☐ Vacant lot
938 ☐ Graded/care for plot of land
946 ☐ Lake, river, stream
951 ☐ Railroad right of way
960 ☐ Other street
961 ☐ Highway/divided highway
962 ☐ Residential street/driveway
981 ☐ Construction site
984 ☐ Industrial plant yard

Lookup and enter a Property Use code only if you have NOT checked a Property Use box:

Property Use 963

Street or road in commercial

NFIRS-1 Revision 03/11/99

Tech Servicee

[redacted]

[redacted]

[redacted]

FDID *	State *	Incident Date * (MM / DD / YYYY)	Station	Incident Number *	Exposure *	Complete Narrative
[redacted]	MA	3 / 15 / 2016	[redacted]	[redacted]	[redacted]	

Narrative:

On arrival fully involved engine compartment of a Kia Optima. E5 crew extinguished using 100' of 1-3/4" preconnected junkline. Vehicle was total loss. Driver, Wayne Small stated vehicle was leased, started sputtering while driving, then stalled and smoke started coming out of engine compartment. Possibly started by electrical malfunction.

2016 Kia Optima
MA# [redacted]
VIN# 5XXGT4L3XGG[redacted]
Budget Rental
Insurance- Travelers Ind. Co.

Driver/operator
[redacted]
Framingham Ma [redacted]
DOB 9/23/77
Class A license
MA# [redacted]

03/15/2016 20:57:54 Jose Lopez

[redacted]

Tech Services

[redacted]

[redacted]

K1 Person/Entity Involved

Local Option

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

☐ Check This Box if same address as incident location. Then skip the three duplicate address lines.

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

☐ More people involved? Check this box and attach Supplemental Forms (NFIRS-1S) as necessary

K2 Owner

☐ Same as person involved? Then check this box and skip the rest of this section.

Local Option

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

☐ Check this box if same address as incident location. Then skip the three duplicate address lines.

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

L Remarks

Local Option

On arrival fully involved engine compartment of a Kia Optima. E5 crew extinguished using 100' of 1-3/4" preconnected junkline. Vehicle was total loss. Driver, [redacted] stated vehicle was leased, started sputtering while driving, then stalled and smoke started coming out of engine compartment. Possibly started by electrical malfunction.

2016 Kia Optima
MA# [redacted]
VIN# 5XXGT4L3XGG[redacted]
Budget Rental
Insurance- Travelers Ind. Co.

Driver/operator
[redacted]
Framingham Ma [redacted]
DOB [redacted]
Class A license
MA# [redacted]

03/15/2016 20:57:54 Jose Lopez

L Authorization

[redacted] | [redacted] | LT5 | | 03 | 15 | 2016

Officer in charge ID | Signature | Position or rank | Assignment | Month | Day | Year

Check Box if [X] same as Officer in charge. [redacted] | [redacted] | LT5 | | 03 | 15 | 2016

Member making report ID | Signature | Position or rank | Assignment | Month | Day | Year

Tech Services

[redacted]

[redacted]

[redacted]

A [redacted] FDID ★ | MA State ★ | MM 03 DD 15 YYYY 2016 Incident Date ★ | [redacted] Station | [redacted] Incident Number ★ | [redacted] Exposure ★ | ☐ Delete ☐ Change ☐ No Activity | NFIRS -2 Fire

B Property Details

B1 [ ] ☒ Not Residential
Estimated Number of residential living units in building of origin whether or not all units became involved

B2 [ ] ☒ Buildings not involved
Number of buildings involved

B3 [ ] ☐ None
Acres burned (outside fires) ☐ Less than one acre

C On-Site Materials or Products ☐ None

Complete if there were any significant amounts of commercial, industrial, energy or agricultural products or materials on the Property, whether or not they became involved

Enter up to three codes. Check one or more boxes for each code entered.

On-site material (1) [ ] [ ]
1 ☐ Bulk storage or warehousing
2 ☐ Processing or manufacturing
3 ☐ Packaged goods for sale
4 ☐ Repair or service

On-site material (2) [ ] [ ]
1 ☐ Bulk storage or warehousing
2 ☐ Processing or manufacturing
3 ☐ Packaged goods for sale
4 ☐ Repair or service

On-site material (3) [ ] [ ]
1 ☐ Bulk storage or warehousing
2 ☐ Processing or manufacturing
3 ☐ Packaged goods for sale
4 ☐ Repair or service

D Ignition

D1 63 Engine area, running
Area of fire origin ★

D2 10 Heat from powered
Heat source ★

D3 UU Undetermined
Item first ignited ★ 1 ☐ Check box if fire spread was confined to object of origin

D4 [ ] [ ]
Type of material first ignited — Required only if item first ignited code is 00 or <70

E1 Cause of Ignition

☐ Check box if this is an exposure report. Skip to section G

1 ☐ Intentional
2 ☐ Unintentional
3 ☒ Failure of equipment or heat source
4 ☐ Act of nature
5 ☐ Cause under investigation
U ☐ Cause undetermined after investigation

E2 Factors Contributing To Ignition ☐ None

20 Mechanical
Factor Contributing To Ignition (1)

[ ] [ ]
Factor Contributing To Ignition (2)

E3 Human Factors Contributing To Ignition

Check all applicable boxes

1 ☐ Asleep ☒ None
2 ☐ Possibly impaired by alcohol or drugs
3 ☐ Unattended person
4 ☐ Possibly mental disabled
5 ☐ Physically Disabled
6 ☐ Multiple persons involved
7 ☐ Age was a factor

Estimated age of person involved [ ]

1 ☐ Male 2 ☐ Female

F1 Equipment Involved In Ignition

☐ None If Equipment was not involved, Skip to Section G

[ ] [ ]
Equipment Involved

Brand [ ]
Model [ ]
Serial # [ ]
Year [ ]

F2 Equipment Power

[ ] [ ]
Equipment Power Source

F3 Equipment Portability

1 ☐ Portable
2 ☐ Stationary

Portable equipment normally can be moved by one person, is designed to be use in multiple locations, and requires no tools to install.

G Fire Suppression Factors

Enter up to three codes. ☐ None

Fire suppression factor (1) [ ] [ ]
Fire suppression factor (2) [ ] [ ]
Fire suppression factor (3) [ ] [ ]

H1 Mobile Property Involved

☐ None

1 ☐ Not involved in ignition, but burned
2 ☐ Involved in ignition, but did not burn
3 ☒ Involved in ignition and burned

H2 Mobile Property Type & Make

11 Automobile, passenger
Mobile property type

KI Kia
Mobile property make

OPTIMA
Mobile property model

2016
Year

[redacted]
License Plate Number

MA
State

5XXGT4L3XGG[redacted]
VIN Number

Local Use

☐ Pre-Fire Plan Available

Some of the information presented in this report may be based upon reports from other Agencies

☐ Arson report attached
☐ Police report attached
☐ Coroner report attached
☐ Other reports attached

NFIRS-2 Revision 01/19/99

Tech Services

[redacted]

[redacted]

[redacted]

A | [redacted] FDID ★ | MA State ★ | MM 3 DD 15 YYYY 2016 Incident Date ★ | [redacted] Station | [redacted] Incident Number ★ | [redacted] Exposure ★ | ☐ Delete ☐ Change | NFIRS - 9 Apparatus or Resources

B Apparatus or ★ Resource	Date and Times (Check if same as alarm date)	Month	Day	Year	Hour	Min	Sent [X]	Number of ★ People	Use (Check ONE box for each apparatus to indicate its main use at the incident.)	Actions Taken
1 ID E5 Type 11	Dispatch ☐	3	15	2016	16	12	[X]	4	[X] Suppression ☐ EMS ☐ Other	11
	Arrival ☐	3	15	2016	16	20				
	Clear ☐	3	15	2016	16	58				
2 ID Type	Dispatch ☐						☐		☐ Suppression ☐ EMS ☐ Other	
	Arrival ☐									
	Clear ☐									
3 ID Type	Dispatch ☐						☐		☐ Suppression ☐ EMS ☐ Other	
	Arrival ☐									
	Clear ☐									
4 ID Type	Dispatch ☐						☐		☐ Suppression ☐ EMS ☐ Other	
	Arrival ☐									
	Clear ☐									
5 ID Type	Dispatch ☐						☐		☐ Suppression ☐ EMS ☐ Other	
	Arrival ☐									
	Clear ☐									
6 ID Type	Dispatch ☐						☐		☐ Suppression ☐ EMS ☐ Other	
	Arrival ☐									
	Clear ☐									
7 ID Type	Dispatch ☐						☐		☐ Suppression ☐ EMS ☐ Other	
	Arrival ☐									
	Clear ☐									
8 ID Type	Dispatch ☐						☐		☐ Suppression ☐ EMS ☐ Other	
	Arrival ☐									
	Clear ☐									
9 ID Type	Dispatch ☐						☐		☐ Suppression ☐ EMS ☐ Other	
	Arrival ☐									
	Clear ☐									

Type of Apparatus or Resources

Ground Fire Suppression
- 11 Engine
- 12 Truck or aerial
- 13 Quint
- 14 Tanker & pumper combination
- 16 Brush truck
- 17 ARF (Aircraft Rescue and Firefighting)
- 10 Ground fire suppression, other

Heavy Ground Equipment
- 21 Dozer or plow
- 22 Tractor
- 24 Tanker or tender
- 20 Heavy equipment, other

Aircraft
- 41 Aircraft: fixed wing tanker
- 42 Helitanker
- 43 Helicopter
- 40 Aircraft, other

Marine Equipment
- 51 Fire boat with pump
- 52 Boat, no pump
- 50 Marine apparatus, other

Support Equipment
- 61 Breathing apparatus support
- 62 Light and air unit
- 60 Support apparatus, other

Medical & Rescue
- 71 Rescue unit
- 72 Urban Search & rescue unit
- 73 High angle rescue unit
- 75 BLS unit
- 76 ALS unit
- 70 Medical and rescue unit, other

More Apparatus? Use Additional Sheets

Other
- 91 Mobile command post
- 92 Chief officer car
- 93 HazMat unit
- 94 Type 1 hand crew
- 95 Type 2 hand crew
- 99 Privately owned vehicle
- 00 Other apparatus/resource

- NN None
- UU Undetermined

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Tech Services

[redacted]

[redacted]

[redacted]

A [redacted] FDID * | MA State * | MM 3 DD 15 YYYY 2016 Incident Date * | [redacted] Station | [redacted] Incident Number * | [redacted] Exposure * | ☐ Delete ☐ Change | NFIRS - 10 Personnel

B Apparatus or Resource * (Use codes listed below)	Date and Times (Check if same as alarm date)	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 (List up to 4 actions for each apparatus and each personnel.)
1 ID M5 Type 11	Dispatch ☐	3	15	2016	16:12	Sent [X]	4	[X] Suppression ☐ EMS ☐ Other	11
	Arrival ☐	3	15	2016	16:20				
	Clear ☐	3	15	2016	16:58				

Personnel ID	Name	Rank or Grade	Attend [X]	Action Taken	Action Taken	Action Taken	Action Taken
[redacted]	WHALEN, MATTHEW	FF4	X				
	DOBSON, BRENDON	FF3	X				
	LOPEZ deVICTORIA, JOSE	LT5	X				
	BECKWITH, JEFFREY	FF5	X				

2 ID Type						Sent ☐		☐ Suppression ☐ EMS ☐ Other	
	Dispatch ☐								
	Arrival ☐								
	Clear ☐								

Personnel ID	Name	Rank or Grade	Attend [X]	Action Taken	Action Taken	Action Taken	Action Taken
			☐				
			☐				
			☐				
			☐				
			☐				
			☐				

3 ID Type						Sent ☐		☐ Suppression ☐ EMS ☐ Other	
	Dispatch ☐								
	Arrival ☐								
	Clear ☐								

Personnel ID	Name	Rank or Grade	Attend [X]	Action Taken	Action Taken	Action Taken	Action Taken
			☐				
			☐				
			☐				
			☐				
			☐				
			☐				

[redacted]

A [redacted] FDID ★ | MA State ★ | MM 3 DD 15 YYYY 2016 Incident Date ★ | [redacted] Station | [redacted] Incident Number ★ | [redacted] Exposure ★ | ☐ Delete ☐ Change | NFIRS - 11 Arson

B Agency Referred To ☐ None

Street Address | Their Case Number

Agency Name | City | Their ORI

Agency Phone Number | State | Zip Code | Their Federal Identifier (FID) | Their FDID

C Case Status

1 ☐ Investigation open
2 ☒ Investigation closed
3 ☐ Investigation inactive
4 ☐ Closed with arrest
5 ☐ Closed with exceptional clearance

D Availability of Material First Ignited

1 ☐ Transport to scene
2 ☒ Available at scene
U ☐ Unknown

E Suspected Motivation Factors Check up to three factors

11 ☐ Extortion
12 ☐ Labor unrest
13 ☐ Insurance fraud
14 ☐ Intimidation
15 ☐ Void contract/lease
21 ☐ Personal
22 ☐ Hate crime
23 ☐ Institutional
24 ☐ Societal
31 ☐ Protest
32 ☐ Civil unrest
41 ☐ Fireplay/curiosity
42 ☐ Vanity/recognition
43 ☐ Thrills
44 ☐ Attention/sympathy
45 ☐ Sexual excitement
51 ☐ Homicide
52 ☐ Suicide
53 ☐ Domestic violence
54 ☐ Burglary
61 ☐ Homicide concealment
62 ☐ Burglary concealment
63 ☐ Auto theft concealment
64 ☐ Destroy records/evidence
00 ☐ Other motivation
UU ☐ Unknown motivation

F Apparent Group Involvement Check up to three factors

1 ☐ Terrorist group
2 ☐ Gang
3 ☐ Anti-government group
4 ☐ Outlaw motorcycle organization
5 ☐ Organized crime
6 ☐ Racial/ethnic hate group
7 ☐ Religious hate group
8 ☐ Sexual preference hate group
0 ☐ Other group
N ☒ No Group involvement, acted alone
U ☐ Unknown

H Incendiary Devices Select one from each category

CONTAINER — NN ☐ None

11 ☐ Bottle (Glass)
12 ☐ Bottle (Plastic)
13 ☐ Jug
14 ☐ Pressurized Container
15 ☐ Can
16 ☐ Gasoline or fuel can
17 ☐ Box
00 ☐ Other Container
UU ☐ Unknown

IGNITION/DELAY DEVICE — NN ☒ None

11 ☐ Wick or Fuse
12 ☐ Candle
13 ☐ Cigarette & Matchbook
14 ☐ Electronic Component
15 ☐ Mechanical Device
16 ☐ Remote Control
17 ☐ Road flare/fuse
18 ☐ Chemical Component
19 ☐ Trailer/Streamer
20 ☐ Open flame source
00 ☐ Other delay device
UU ☐ Unknown

FUEL — NN ☒ None

11 ☐ Ordinary Combustibles
12 ☐ Flammable gas
14 ☐ Ignitable liquid
15 ☐ Ignitable solid
16 ☐ Pyrotechnic material
17 ☐ Explosive material
00 ☐ Other material
UU ☐ Unknown

G_1 Entry Method

00 | Other entry method
Entry Method

G_2 Extent of Fire Involvement on Arrival

5 | Fully involved
Extent of Fire Involvement

I Other Investigative Information Check all that apply

1 ☐ Code violations
2 ☐ Structure for sale
3 ☐ Structure vacant
4 ☐ Other crimes involved
5 ☐ Illicit drug activity
6 ☐ Change in insurance
7 ☐ Financial problem
8 ☐ Criminal/Civil actions pending

J Property Ownership

1 ☒ Private
2 ☐ City, town, village, local
3 ☐ County or parish
4 ☐ State or province
5 ☐ Federal
6 ☐ Foreign
7 ☐ Military
0 ☐ Other

K Initial Observations Check all that apply

1 ☐ Windows ajar
2 ☐ Doors ajar
3 ☐ Doors locked
4 ☐ Doors unlocked
5 ☐ Fire department forced entry
6 ☐ Forced entry prior to FD arrival
7 ☐ Security system activated
8 ☐ Security present, (didn't activate)

L Laboratory Used Check all that apply

1 ☐ Local
2 ☐ State
3 ☐ ATF
4 ☐ FBI
5 ☐ Other Federal
6 ☐ Private
N ☐ None

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Tech Services

[redacted]

[redacted]

[redacted]

FDID *	State *	MM Incident	DD Date *	YYYY	Station	Incident Number *	Exposure *	Responding Personnel
[redacted]	MA	3	15	2016	[redacted]	[redacted]	[redacted]	

Staff ID\Staff Name	Unit	Activity	Position	Rank	PayScl	Hrs	HrsPd	Pts
[redacted] WHALEN, MATTHEW J	E5	INC Incident		FF4		0.78	0.00	0.00
[redacted] DOBSON, BRENDON J	E5	INC Incident		FF3		0.78	0.00	0.00
[redacted] LOPEZ deVICTORIA,	E5	INC Incident		LT5		0.78	0.00	0.00
[redacted] BECKWITH, JEFFREY	E5	INC Incident		FF5		0.78	0.00	0.00

Total Participants: 4

Total Personnel Hours: 3.12

An 'X' next to the unit denotes driver.

[redacted]

Tech Services

[redacted]

[redacted]

[redacted]	MA	MM: 3	DD: 15	YYYY: 2016	[redacted]	[redacted]	[redacted]	Arson Narrative
FD# *	State *	Incident Date *			Station	Incident Number *	Exposure *	

Arson Narrative:

Motor vehicle fire, according to Lt Lopez vehicle was fully involved upon arrival. Heavy fire coming from engine compartment. Driver stated that vehicle was just rented and started to sputter while driving he pulled over and smoke starting to come from engine compartment. Fire did not involve passenger area. Upon investigation no evidence of any suspicious activity. Engine company stated heaviest fire was at location of battery. Cause of fire is undetermined but possible due to electrical malfunction in wiring system. Photos are attached to confirm findings

03/16/2016 08:57:56 Joseph Mazzola

[redacted]

[redacted]

[redacted]

Consumer Assistance Center Case Report

Printed By: JMojica | Case Number - [redacted] | 06/03/2016 07:14:29 AM

Case Details

Title: Fleet vehicle states had engine fire and is total loss

VIN: 5XXGT4L3XGG[redacted] **Mileage:** 0 **Status:** Working

Year:2016 **Model:OPTIMA**

Priority: Standard **Severity:** Low **Call Source:** Email

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: Rockledge **State:** FL **Zip:** [redacted] **Email:**

Dealer Details

Code [redacted]

Name: na

Case History

*** CASE DISPATCHED 04/19/2016 08:15:54 AM (Local Time) CLoftus
from WIP Default to Queue National CA.

*** PHONE LOG 04/19/2016 08:16:02 AM (Local Time) CLoftus Action Type:
NCA was forwarded email below:

From: [redacted]
Sent: Monday, April 18, 2016 7:25 AM
To: [redacted]
Cc: McPherson, Lauren; Creeden, Joseph
Subject: Thermal Event - VIN 5XXGT4L3XGG[redacted]
Importance: High

[redacted]

Good morning, I'd like to open a product allegation case for VIN# 5XXGT4L3XGC[redacted] this vehicle had an engine fire and is a total loss. If you need any more information please let me know.
Regards,
[redacted]

Please note - vehicle location - [redacted] East Boston, point of contact at location - Lauren McPherson.

Lauren McPherson
Supply Chain Manager
Boston Headquarters
[redacted]
East Boston, MA [redacted]
[redacted]

Mark Warchal |Senior Warranty Analyst, Warranty & Vehicle Maintenance Admin
Avis Budget Group, Inc.
[redacted]

[redacted]

[redacted]

Case History

[redacted] Parsippany, NJ | [redacted]

Attaching photos and reports to case and dispatching to NCA.

*** CASE ACCEPTED 04/20/2016 06:32:25 AM (Local Time) JeffStroup
from Queue National CA to WIP Inbox/Need To Call.

*** PHONE LOG 04/20/2016 09:02:17 AM (Local Time) JMojica Action Type: Outgoing call
Wtr left VM for [redacted]
1. Confirmed receipt of email.
2. Wtr will be handling case.
3. Requested c/b or email.
4. Provided contact info.

*** PHONE LOG 04/21/2016 12:38:24 PM (Local Time) JMojica Action Type: Outgoing call
Wtr attempted to contact [redacted]
1. No answer.
2. Wtr did not leave VM.

*** PHONE LOG 04/21/2016 12:39:03 PM (Local Time) JMojica Action Type: Outgoing call
Wtr attempted to contact Lauren McPherson:
1. No answer.
2. Wtr did not leave Vm.

*** PHONE LOG 04/21/2016 12:42:44 PM (Local Time) JMojica Action Type: Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Thursday, April 21, 2016 1:42 PM
To: [redacted]
Cc: [redacted]
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted]E-mail 2 of 2

[redacted]

My engineer would like to inspect this vehicle on 5/12. He will be there around 10:30. Can you please confirm that is ok? He will need a floor jack and 2 jack stands.

Thank you,

*** PHONE LOG 04/21/2016 12:44:40 PM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
From: [redacted]
Sent: Thursday, April 21, 2016 1:43 PM
To: Mojica, Jeannie [KMA]
Subject: Automatic reply: Thermal Event - VIN 5XXGT4L3XGG[redacted]E-mail 2 of 2

I will be out of the office from April 20, 2016 to April 25, 2016 with limited access to e-mail. I will reply to all e-mails when I return. For any urgent matters please contact Joe Creeden via e-mail at [redacted] via phone at [redacted]

*** PHONE LOG 04/21/2016 12:44:49 PM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
From: Mojica, Jeannie [KMA]
Sent: Thursday, April 21, 2016 1:44 PM
To: [redacted]
Cc: [redacted]
Subject: RE: Thermal Event - VIN 5XXGT4L3XG[redacted] E-mail 2 of 2

Joseph,

I received [redacted] out of office auto reply. Please see my email below:

*** PHONE LOG 04/26/2016 03:19:28 PM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
From: McPherson, Lauren [redacted]
Sent: Thursday, April 21, 2016 1:50 PM
To: [redacted] Mojica, Jeannie [KMA]
Cc: Creeden, Joseph
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted]E-mail 2 of 2

5/12 is fine for us, thank you!

*** PHONE LOG 04/26/2016 03:20:20 PM (Local Time) JMojica Action Type: Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Tuesday, April 26, 2016 4:20 PM

[redacted]

[redacted]

Case History
To: 'McPherson, Lauren'; [redacted]
Cc: Creeden, Joseph
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted]E-mail 2 of 2

Lauren,

Perfect. My engineer will see you then. Please note he will need a floor jack and 2 jack stands.

Thank you,

*** PHONE LOG 05/17/2016 02:15:34 PM (Local Time) JMojica Action Type: Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Tuesday, May 17, 2016 3:15 PM
To: 'McPherson, Lauren' [redacted]
Cc: Creeden, Joseph
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted]E-mail 2 of 2

All,

I will be reviewing the details of the inspection with my engineer and getting back to you accordingly.

Thank you,

*** PHONE LOG 05/20/2016 03:24:42 PM (Local Time) JMojica Action Type: Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Friday, May 20, 2016 4:23 PM
To: 'McPherson, Lauren' [redacted]
Cc: Creeden, Joseph
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted]E-mail 2 of 2

[redacted]

Are you able to send me the documents you mentioned to my engineer? I believe it was the documentation on the rental of the vehicle.

Thank you,

*** PHONE LOG 05/25/2016 03:35:09 PM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
From: [redacted]
Sent: Monday, May 23, 2016 4:01 AM
To: Mojica, Jeannie [KMA]; McPherson, Lauren
Cc: Creeden, Joseph
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted]E-mail 2 of 2

Jeannie,
Good morning, we will not be able to send the rental agreements. The only documentation I can supply to you is the incident report.
[redacted]

*** PHONE LOG 05/25/2016 03:36:17 PM (Local Time) JMojica Action Type: Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Wednesday, May 25, 2016 4:36 PM
To: [redacted]; McPherson, Lauren
Cc: Creeden, Joseph
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted]E-mail 2 of 2

[redacted]

Ok, please send me the incident report.

Thank you,

*** PHONE LOG 05/26/2016 01:53:54 PM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
From: [redacted]
Sent: Thursday, May 26, 2016 4:16 AM
To: Mojica, Jeannie [KMA]; McPherson, Lauren
Cc: Creeden, Joseph
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted]E-mail 2 of 2

Jeannie,
Good morning, incident / fire reports are attached.
Regards,

[redacted]

[redacted]

Case History

[redacted]

*** PHONE LOG 05/26/2016 01:54:06 PM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
From: [redacted]
Sent: Thursday, May 26, 2016 4:31 AM
To: Mojica, Jeannie [KMA]; McPherson, Lauren
Cc: Creeden, Joseph
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted]E-mail 2 of 2

Jeannie,
Just as a side note here, these same reports were originally sent on 4/18/2016. Original e-mail is below. I don't know If this is holding up the inspection / progress on this case but if the photos are needed I can resend. Please let me know.
Thank you,
[redacted]

*** PHONE LOG 05/27/2016 01:13:11 PM (Local Time) JMojica Action Type: Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Thursday, May 26, 2016 4:15 PM
To: [redacted] McPherson, Lauren
Cc: Creeden, Joseph; Stroup, Jeff [KMA]
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted]E-mail 2 of 2

[redacted]

We are preparing an offer for [redacted] and I will send you the docs asap. In the meantime, I was informed my engineers from Kia Motors Manufacturing would like to look at the vehicle at its current location (approx. 3 engineers). Please confirm if we have authorization to move forward with their visit.

*** PHONE LOG 05/27/2016 01:15:04 PM (Local Time) JMojica Action Type: Outgoing call
Wtr left VM for [redacted]
1. Following up on email sent yesterday.
2. Please c/b or reply.

*** PHONE LOG 05/27/2016 01:43:25 PM (Local Time) JMojica Action Type: Outgoing call
Wtr left VM for [redacted]
1. Following up on email sent yesterday.
2. Please c/b or reply.

*** PHONE LOG 05/31/2016 10:54:28 AM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
From: [redacted]
Sent: Tuesday, May 31, 2016 4:23 AM
To: Mojica, Jeannie [KMA]; McPherson, Lauren
Cc: Creeden, Joseph; Stroup, Jeff [KMA]
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted]E-mail 2 of 2

Jeanie,
Good morning, Kia can inspect the vehicle, please set up the inspection with Lauren McPherson (cc'd on this e-mail).
[redacted]

*** PHONE LOG 05/31/2016 11:23:26 AM (Local Time) JMojica Action Type: Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Tuesday, May 31, 2016 12:23 PM
To [redacted] McPherson, Lauren
Cc: Creeden, Joseph; Stroup, Jeff [KMA]
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted]E-mail 2 of 2

[redacted]

Thank you. I will reach out to Lauren to set up the inspection.

Please see the attached release that needs to be signed and returned to me.

Thank you again,

*** PHONE LOG 05/31/2016 11:27:51 AM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
From: [redacted]
Sent: Tuesday, May 31, 2016 12:27 PM
To: Mojica, Jeannie [KMA]; McPherson, Lauren
Cc: Creeden, Joseph; Stroup, Jeff [KMA]
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted]E-mail 2 of 2

Jeannie,

[redacted]

Case History

Good afternoon, I will ask that our VP sign this. I will return this tomorrow.
[redacted]

*** PHONE LOG 05/31/2016 11:30:10 AM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
From: [redacted]
Sent: Tuesday, May 31, 2016 12:29 PM
To: Mojica, Jeannie [KMA]; McPherson, Lauren
Cc: Creeden, Joseph; Stroup, Jeff [KMA]
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted] E-mail 2 of 2

Jeannie,
One more thing, I'm also going to run this dollar amount through our fleet folks to make sure its ok as well.
[redacted]

*** PHONE LOG 05/31/2016 11:30:50 AM (Local Time) JMojica Action Type: Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Tuesday, May 31, 2016 12:31 PM
To: [redacted] McPherson, Lauren
Cc: Creeden, Joseph; Stroup, Jeff [KMA]
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted] E-mail 2 of 2

[redacted]

Not a problem. Let me know if you have any questions.

Thank you,

*** PHONE LOG 06/01/2016 01:08:29 PM (Local Time) JMojica Action Type: Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Wednesday, June 01, 2016 2:08 PM
To: [redacted] McPherson, Lauren
Cc: Creeden, Joseph; Stroup, Jeff [KMA]
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted] E-mail 2 of 2

[redacted]

Any updates on the release?

Thank you,

*** PHONE LOG 06/02/2016 11:49:34 AM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
From: [redacted]
Sent: Thursday, June 02, 2016 6:14 AM
To: Mojica, Jeannie [KMA]; McPherson, Lauren
Cc: Creeden, Joseph; Stroup, Jeff [KMA]
Subject: RE: Thermal Event - VIN 5XXGT4L3XGG[redacted] E-mail 2 of 2
Importance: High

Jeannie,
Good afternoon, I just heard back from our fleet folks, this offer is accepted, attached is a scanned signed copy of the release. Where would we send the title and how would this payment be sent to [redacted]? If anything else is needed please let me know.
Thank you,
[redacted]

*** PHONE LOG 06/02/2016 11:49:50 AM (Local Time) JMojica Action Type: Ltr/email/fax rec'd

Attachments to Case:

File Name	Location
[redacted]1 4.19.16.jpg	\\copubs\ClarifyObj\CA_Attachments\avis 1 4.19.16.jpg
[redacted]2 4.19.16.jpg	\\copubs\ClarifyObj\CA_Attachments\avis 2 4.19.16.jpg
[redacted]3 4.19.16.jpg	\\copubs\ClarifyObj\CA_Attachments\avis 3 4.19.16.jpg
[redacted]4 4.19.16.jpg	\\copubs\ClarifyObj\CA_Attachments\avis 4 4.19.16.jpg
[redacted]5 4.19.16.jpg	\\copubs\ClarifyObj\CA_Attachments\avis 5 4.19.16.jpg
[redacted]Customer Incident Rpt 4.19.pdf	\\copubs\ClarifyObj\CA_Attachments\Avis Customer Incident Rpt 4.19.pdf
[redacted]Report 4.19.16.pdf	\\copubs\ClarifyObj\CA_Attachments\Avis Fire Report 4.19.16.pdf
[redacted]Pictures.pdf	\\copubs\ClarifyObj\CA_Attachments\[redacted]Pictures.pdf
[redacted]Release.pdf	\\copubs\ClarifyObj\CA_Attachments\[redacted]Release.pdf
[redacted]Signed Release.pdf	\\copubs\ClarifyObj\CA_Attachments\[redacted]Signed Release.pdf

[redacted]

[redacted]

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

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

ACCIDENT/INCIDENT REPORT (TO BE COMPLETED BY CUSTOMER)

ACCIDENT CLAIM NO.

FULL NAME [redacted]

ADDRESS [redacted]

CITY Framingham STATE ma [redacted]

AREA CODE/TELEPHONE NO. ( ) AND BOD

EMAIL ADDRESS [redacted]

DATE OF REPORT 3/15/16 WITNESS INFORMATION

DATE OF INCIDENT 3/15/16 TIME OF INCIDENT 4:00 A.M. P.M.

LOCATION OF [redacted]

CITY Framingham STATE ma [redacted]

POLICE PRECINCT REPORTED TO/ACC # CITY STATE

VEHICLE NUMBER LICENSE PLATE NO. STATE

VEHICLE YR., MAKE & MODEL ODOMETER READING AT TIME OF ACCIDENT

[redacted]

DATE OF BIRTH 9-23-77 AREA CODE-TELEPHONE NO. ( )

ADDRESS CITY / STATE / ZIP CODE

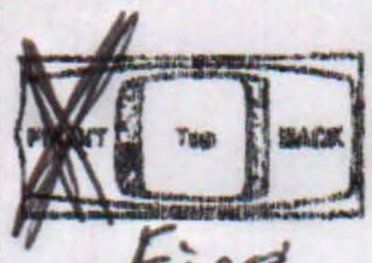
OPERATOR'S LICENSE NO. Same

EMPLOYER (COMPANY NAME) AREA CODE-TELEPHONE NO. ( )

ADDRESS OF EMPLOYER CITY / STATE / ZIP CODE

"X" IN AREA OF VEHICLE DAMAGE

CIRCLE



0 - No Damage
1 - Light
2 - Moderate
3 - Heavy
4 - Rolled
5 - Burned

Fire

DESCRIPTION & ESTIMATE OF DAMAGE

VEHICLE TOWED / BY WHOM?

TOW CO. PHONE NO.

POLICY / CLAIM NUMBER

VEHICLE USE ☐ PERSONAL ☐ BUSINESS

CREDIT CARD DAMAGE COVERAGE? ☐ YES ☐ NO
IF YES, RENTER MUST REPORT TO CREDIT CARD COMPANY

OPERATOR'S INSURANCE COMPANY: NAME ADDRESS

NAME OF OWNER ADDRESS CITY / STATE / ZIP CODE AREA CODE-TELEPHONE NO. ( )

OPERATOR'S NAME (if different from above) ADDRESS CITY / STATE / ZIP CODE AREA CODE-TELEPHONE NO. ( )

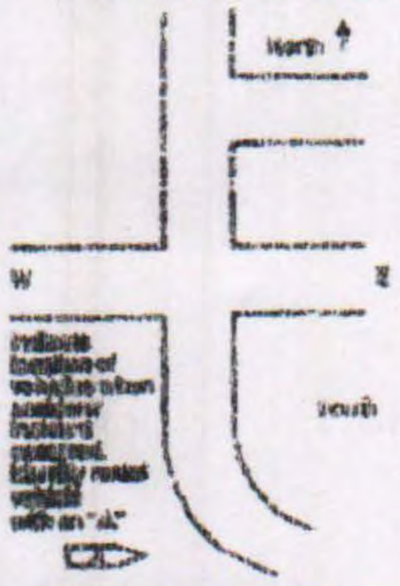
OPERATOR'S LICENSE NO. INSURANCE CO. NAME / ADDRESS POLICY NO.

YEAR / MAKE / MODEL DESCRIPTION OF PROPERTY DAMAGE WAS CAR DRIVABLE? ☐ YES ☒ NO LICENSE PLATE NO. STATE

NAME	ADDRESS STREET, CITY, STATE, ZIP CODE	PHONE	NATURE OF INJURY	AGE
[redacted]	[redacted]			13
				16
	[redacted]			35

NAME	FAX ADDRESS STREET, CITY, STATE, ZIP CODE	AREA CODE & TELEPHONE NO.

PLEASE COMPLETE OR ATTACH SKETCH DIAGRAM



DESCRIBE HOW THE ACCIDENT HAPPENED INCLUDING DIRECTION OF TRAVEL AND TRAFFIC CONTROLS

Please find attached note

WAS TICKET ISSUED? NO REASON

☐ OTHER OPERATOR

☐ RENTER OPERATOR

[redacted]

[redacted] ATTACH ADDITIONAL DRIVER FORM IF APPLICABLE

SIGNATURE OF EMPLOYEE REVIEWING REPORT

NOTE: IF ADDITIONAL SPACE IS REQUIRED TO COMPLETE THIS REPORT USE SEPARATE SHEET OF PAPER AND ATTACH.

F-5 (REV. 3/10) INSURANCE COPY - [illegible]

[redacted]

Incident report for [redacted]
Rental agreement [redacted]
Date of loss03-15-16
Left my chiropractor at [redacted] Framingham heading towards chick-fillA at [redacted] Framingham on my journey a large rattling noise started coming from the engine compartment immediately I contacted The budget office in Framingham Who asked me some questions regarding the car.
Is there any engine lights visible on the instrument panel etc. I advise him that there was not.The Budget employee stated he did not have the same size car available to replace at that moment but to call in to the location in the morning and he could do a exchange. So after taking the budget employees advice That car was ok to drive I continued home approximately two mile. Approximately 1 to 2 hours later Me and my wife needed to drive are kids to get haircuts. Less than two minutes in our Journey I noticed the car starting to miss fire and that noise getting louder.Engine lights appeared on instrument panel. I called budget office Framingham immediately Who explained to me that I needed to call the roadside assistance.
After some minutes into our conversation with roadside I noticed smoke coming from the engine bay which start to get worse my wife exit the car and went to the front were she noticed fire coming from under the engine compartment at the moment I got my son to contact the fire department as I was still on the phone with roadside assistance. Upon me and my two kids exiting the car it exploded! Roadside assistance notified me that they could not help me that I needed to get a accident report.never did they asks once was me and the kids OK. Fire department arrived and extinguish the fire.framingham Police Department had car towed.

[redacted]

[redacted]

A FDID ★ [redacted] | State ★ MA | Incident Date ★ MM 03 DD 15 YYYY 2016 | Station [redacted] | Incident Number ★ [redacted] | Exposure ★ [redacted] | ☐ Delete ☐ Change ☐ No Activity | NFIRS -1 Basic

B Location★

☐ Check this box to indicate that the address for this incident is provided on the Wildland Fire module in section B "Alternative Location Specification". Use only for Wildland fires.

Census Tract [ ] - [ ]

☒ Street address
☐ Intersection
☐ In front of
☐ Rear of
☐ Adjacent to
☐ Directions

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

Apt./Suite/Room | City: FRAMINGHAM | State: MA | Zip Code [redacted]

Cross street or directions, as applicable

C Incident Type ★

131 | Passenger vehicle fire

Incident Type

D Aid Given or Received★

1 ☐ Mutual aid received
2 ☐ Automatic aid recv.
3 ☐ Mutual aid given
4 ☐ Automatic aid given
5 ☐ Other aid given
N ☒ None

Their FDID | Their State

Their Incident Number

E1 Date & Times

Midnight is 0000

Check boxes if dates are the same as Alarm Date.

	Month	Day	Year	Hr Min Sec
ALARM always required				
Alarm ★	03	15	2016	16:11:53
ARRIVAL required, unless canceled or did not arrive				
☐ Arrival ★	03	15	2016	16:20:41
CONTROLLED Optional. Except for wildland fires				
☐ Controlled				
LAST UNIT CLEARED, required except for wildland fires				
☐ Last Unit Cleared	03	15	2016	16:58:56

E2 Shift & Alarms

Local Option

Shift or Platoon: 4 | Alarms | District

E3 Special Studies

Local Option

Special Study ID# | Special Study Value

F Actions Taken ★

11 | Extinguishment by fire

Primary Action Taken (1)

Additional Action Taken (2)

Additional Action Taken (3)

G1 Resources ★

☒ Check this box and skip this section if an Apparatus or Personnel form is used.

	Apparatus	Personnel
Suppression	0001	0004
EMS		
Other		

☐ Check box if resource counts include aid received resources.

G2 Estimated Dollar Losses & Values

LOSSES: Required for all fires if known. Optional for non fires. None

Property $ [ ] , 025 , 000 ☐
Contents $ [ ] , 000 , 500 ☐

PRE-INCIDENT VALUE: Optional

Property $ [ ] , 000 , 000 ☐
Contents $ [ ] , 000 , 000 ☐

Completed Modules

☒ Fire-2
☐ Structure-3
☐ Civil Fire Cas.-4
☐ Fire Serv. Cas.-5
☐ EMS-6
☐ HazMat-7
☐ Wildland Fire-8
☒ Apparatus-9
☒ Personnel-10
☒ Arson-11

H1★ Casualties ☐ None

	Deaths	Injuries
Fire Service		
Civilian		

H2 Detector

Required for Confined Fires.

1 ☐ Detector alerted occupants
2 ☐ Detector did not alert them
U ☐ Unknown

H3 Hazardous Materials Release

N ☒ None
1 ☐ Natural Gas: slow leak, no evacuation or HazMat actions
2 ☐ Propane gas: <21 lb. tank (as in home BBQ grill)
3 ☐ Gasoline: vehicle fuel tank or portable container
4 ☐ Kerosene: fuel burning equipment or portable storage
5 ☐ Diesel fuel/fuel oil: vehicle fuel tank or portable
6 ☐ Household solvents: home/office spill, cleanup only
7 ☐ Motor oil: from engine or portable container
8 ☐ Paint: from paint cans totaling < 55 gallons
0 ☐ Other: Special HazMat actions required on spill > 10gal., please complete the HazMat form

I Mixed Use Property

NN ☐ Not Mixed
10 ☐ Assembly use
20 ☐ Education use
33 ☐ Medical use
40 ☐ Residential use
51 ☐ Row of stores
53 ☐ Enclosed mall
58 ☐ Bus. & Residential
59 ☐ Office use
60 ☐ Industrial use
63 ☐ Military use
65 ☐ Farm use
00 ☐ Other mixed use

J Property Use★

Structures

131 ☐ Church, place of worship
161 ☐ Restaurant or cafeteria
162 ☐ Bar/Tavern or nightclub
213 ☐ Elementary school or kindergarten
215 ☐ High school or junior high
241 ☐ College, adult education
311 ☐ Care facility for the aged
331 ☐ Hospital
341 ☐ Clinic, clinic type infirmary
342 ☐ Doctor/dentist office
361 ☐ Prison or jail, not juvenile
419 ☐ 1-or 2-family dwelling
429 ☐ Multi-family dwelling
439 ☐ Rooming/boarding house
449 ☐ Commercial hotel or motel
459 ☐ Residential, board and care
464 ☐ Dormitory/barracks
519 ☐ Food and beverage sales
539 ☐ Household goods, sales, repairs
579 ☐ Motor vehicle/boat sales/repair
571 ☐ Gas or service station
599 ☐ Business office
615 ☐ Electric generating plant
629 ☐ Laboratory/science lab
700 ☐ Manufacturing plant
819 ☐ Livestock/poultry storage (barn)
882 ☐ Non-residential parking garage
891 ☐ Warehouse

Outside

124 ☐ Playground or park
655 ☐ Crops or orchard
669 ☐ Forest (timberland)
807 ☐ Outdoor storage area
919 ☐ Dump or sanitary landfill
931 ☐ Open land or field
936 ☐ Vacant lot
938 ☐ Graded/care for plot of land
946 ☐ Lake, river, stream
951 ☐ Railroad right of way
960 ☐ Other street
961 ☐ Highway/divided highway
962 ☐ Residential street/driveway
981 ☐ Construction site
984 ☐ Industrial plant yard

Lookup and enter a Property Use code only if you have NOT checked a Property Use box.

Property Use 963

Street or road in commercial

NFIRS-1 Revision 03/11/99

Tech Services

[redacted]

[redacted]

FDID *	State *	MM Incident Date *	DD Incident Date *	YYYY Incident Date *	Station	Incident Number *	Exposure *	
17100	MA	3	15	2016	5	16-0002293	000	Complete Narrative

Narrative:
On arrival fully involved engine compartment of a Kia Optima. E5 crew extinguished using 100' of 1-3/4" preconnected junkline. Vehicle was total loss. Driver, Wayne Small stated vehicle was leased, started sputtering while driving, then stalled and smoke started coming out of engine compartment. Possibly started by electrical malfunction.

2016 Kia Optima
MA# [redacted]
VIN# 5XXGT4L3XGG[redacted]
Budget Rental
Insurance- Travelers Ind. Co.

Driver/operator
[redacted]
Framingham Ma [redacted]
DOB 9/23/77
Class A license
MA# [redacted]

03/15/2016 20:57:54 Jose Lopez

[redacted]

[redacted]

K1 Person/Entity Involved
Local Option

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

☐ Check This Box if same address as incident location. Then skip the three duplicate address lines.

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

☐ More people involved? Check this box and attach Supplemental Forms (NFIRS-1S) as necessary

K2 Owner ☐ Same as person involved? Then check this box and skip the rest of this section.
Local Option

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

☐ Check this box if same address as incident location. Then skip the three duplicate address lines.

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

L Remarks
Local Option

On arrival fully involved engine compartment of a Kia Optima. E5 crew extinguished using 100' of 1-3/4" preconnected junkline. Vehicle was total loss. Driver, [redacted] stated vehicle was leased, started sputtering while driving, then stalled and smoke started coming out of engine compartment. Possibly started by electrical malfunction.

2016 Kia Optima
MA[redacted]
VIN# 5XXGT4L3XG[redacted]
Budget Rental
Insurance- Travelers Ind. Co.

Driver/operator
[redacted]
Framingham Ma [redacted]
DOB [redacted]
Class A license
MA# [redacted]

03/15/2016 20:57:54 Jose Lopez

L Authorization

[redacted]	LOPEZ deVICTORIA, JOSE	LT5		03	15	2016
Officer in Charge ID	Signature	Position or rank	Assignment	Month	Day	Year
Check Box if same as Officer Member making report ID in charge. [X] [redacted]	LOPEZ deVICTORIA, JOSE	LT5		03	15	2016
	Signature	Position or rank	Assignment	Month	Day	Year

[redacted]

A [redacted] FDID * | MA State * | MM 03 DD 15 YYYY 2016 Incident Date * | [redacted] Station | [redacted] Incident Number * | [redacted] Exposure * | ☐ Delete ☐ Change ☐ No Activity | NFIRS -2 Fire

B Property Details

B1 [ ] ☒ Not Residential
Estimated Number of residential living units in building of origin whether or not all units became involved

B2 [ ] ☒ Buildings not involved
Number of buildings involved

B3 [ ] Acres burned (outside fires) ☐ None ☐ Less than one acre

C On-Site Materials ☐ None or Products

Complete if there were any significant amounts of commercial, industrial, energy or agricultural products or materials on the property, whether or not they became involved

Enter up to three codes. Check one or more boxes for each code entered.

On-site material (1) [ ] [ ]
1 ☐ Bulk storage or warehousing
2 ☐ Processing or manufacturing
3 ☐ Packaged goods for sale
4 ☐ Repair or service

On-site material (2) [ ] [ ]
1 ☐ Bulk storage or warehousing
2 ☐ Processing or manufacturing
3 ☐ Packaged goods for sale
4 ☐ Repair or service

On-site material (3) [ ] [ ]
1 ☐ Bulk storage or warehousing
2 ☐ Processing or manufacturing
3 ☐ Packaged goods for sale
4 ☐ Repair or service

D Ignition

D1 [83] [Engine area, running]
Area of fire origin *

D2 [10] [Heat from powered]
Heat source *

D3 [UU] [Undetermined]
Item first ignited * 1 ☐ Check Box if fire spread was confined to object of origin

D4 [ ] [ ]
Type of material first ignited | Required only if item first ignited code is 00 or >70

E1 Cause of Ignition

☐ Check box if this is an exposure report. Skip to section G

1 ☐ Intentional
2 ☐ Unintentional
3 ☒ Failure of equipment or heat source
4 ☐ Act of nature
5 ☐ Cause under investigation
U ☐ Cause undetermined after investigation

E2 Factors Contributing To Ignition

☐ None

[20] [Mechanical]
Factor Contributing To Ignition (1)

[ ] [ ]
Factor Contributing To Ignition (2)

E3 Human Factors Contributing To Ignition

Check all applicable boxes

1 ☐ Asleep ☒ None
2 ☐ Possibly impaired by alcohol or drugs
3 ☐ Unattended person
4 ☐ Possibly mental disabled
5 ☐ Physically Disabled
6 ☐ Multiple persons involved
7 ☐ Age was a factor

Estimated age of person involved [ ]

1 ☐ Male 2 ☐ Female

F1 Equipment Involved In Ignition

☐ None If Equipment was not involved, Skip to Section G

[ ] [ ]
Equipment Involved

Brand [ ]
Model [ ]
Serial # [ ]
Year [ ]

F2 Equipment Power

[ ] [ ]
Equipment Power Source

F3 Equipment Portability

1 ☐ Portable
2 ☐ Stationary

Portable equipment normally can be moved by one person, is designed to be use in multiple locations, and requires no tools to install.

G Fire Suppression Factors

Enter up to three codes. ☐ None

Fire suppression factor (1) [ ] [ ]
Fire suppression factor (2) [ ] [ ]
Fire suppression factor (3) [ ] [ ]

H1 Mobile Property Involved

☐ None

1 ☐ Not involved in ignition, but burned
2 ☐ Involved in ignition, but did not burn
3 ☒ Involved in ignition and burned

H2 Mobile Property Type & Make

[11] [Automobile, passenger]
Mobile property type

[KI] [Kia]
Mobile property make

[OPTIMA]
Mobile property model

[2016]
Year

[redacted]
License Plate Number

[MA] State

[5XXGT4L3XG[redacted]]
VIN Number

Local Use

☐ Pre-Fire Plan Available
Some of the information presented in this report may be based upon reports from other Agencies

☐ Arson report attached
☐ Police report attached
☐ Coroner report attached
☐ Other reports attached

NFIRS-2 Revision 01/19/99

Tech Services

[redacted]

A [redacted] FDID * | MA State * | MM 3 DD 15 YYYY 2016 Incident Date * | [redacted] Station | [redacted] Incident Number * | [redacted] Exposure * | ☐ Delete ☐ Change

NFIRS - 9 Apparatus or Resources

B Apparatus or * Resource	Date and Times (Check if same as alarm date)					Sent [X]	Number of * People	Use (Check ONE box for each apparatus to indicate its main use at the incident.)	Actions Taken
		Month	Day	Year	Hour Min				
1 ID E5 Type 11	Dispatch ☐	3	15	2016	16:12	[X]	4	[X] Suppression ☐ EMS ☐ Other	11
	Arrival ☐	3	15	2016	16:20				
	Clear ☐	3	15	2016	16:58				
2 ID Type	Dispatch ☐ Arrival ☐ Clear ☐					☐		☐ Suppression ☐ EMS ☐ Other	
3 ID Type	Dispatch ☐ Arrival ☐ Clear ☐					☐		☐ Suppression ☐ EMS ☐ Other	
4 ID Type	Dispatch ☐ Arrival ☐ Clear ☐					☐		☐ Suppression ☐ EMS ☐ Other	
5 ID Type	Dispatch ☐ Arrival ☐ Clear ☐					☐		☐ Suppression ☐ EMS ☐ Other	
6 ID Type	Dispatch ☐ Arrival ☐ Clear ☐					☐		☐ Suppression ☐ EMS ☐ Other	
7 ID Type	Dispatch ☐ Arrival ☐ Clear ☐					☐		☐ Suppression ☐ EMS ☐ Other	
8 ID Type	Dispatch ☐ Arrival ☐ Clear ☐					☐		☐ Suppression ☐ EMS ☐ Other	
9 ID Type	Dispatch ☐ Arrival ☐ Clear ☐					☐		☐ Suppression ☐ EMS ☐ Other	

Type of Apparatus or Resources

Ground Fire Suppression
- 11 Engine
- 12 Truck or aerial
- 13 Quint
- 14 Tanker & pumper combination
- 16 Brush truck
- 17 ARF (Aircraft Rescue and Firefighting)
- 10 Ground fire suppression, other

Heavy Ground Equipment
- 21 Dozer or plow
- 22 Tractor
- 24 Tanker or tender
- 20 Heavy equipment, other

Aircraft
- 41 Aircraft: fixed wing tanker
- 42 Helitanker
- 43 Helicopter
- 40 Aircraft, other

Marine Equipment
- 51 Fire boat with pump
- 52 Boat, no pump
- 50 Marine apparatus, other

Support Equipment
- 61 Breathing apparatus support
- 62 Light and air unit
- 60 Support apparatus, other

Medical & Rescue
- 71 Rescue unit
- 72 Urban Search & rescue unit
- 73 High angle rescue unit
- 75 BLS unit
- 76 ALS unit
- 70 Medical and rescue unit, other

More Apparatus? Use Additional Sheets

Other
- 91 Mobile command post
- 92 Chief officer car
- 93 HazMat unit
- 94 Type 1 hand crew
- 95 Type 2 hand crew
- 99 Privately owned vehicle
- 00 Other apparatus/resource

- NN None
- UU Undetermined

NFIRS-9 Revision 11/17/98

Tech Services

[redacted]

[redacted]

A [redacted] | MA (State *) | MM 3 / DD 15 / YYYY 2016 (Incident Date *) | [redacted] (Station) | [redacted] (Incident Number *) | [redacted] (Exposure *) | ☐ Delete ☐ Change | NFIRS - 10 Personnel

B Apparatus or Resource * (Use codes listed below)	Date and Times (Check if same as alarm date)	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 (List up to 4 actions for each apparatus and each personnel.)
1 ID E5 Type 11	Dispatch ☐	3	15	2016	16:12	X	4	[X] Suppression ☐ EMS ☐ Other	11
	Arrival ☐	3	15	2016	16:20				
	Clear ☐	3	15	2016	16:58				

Personnel ID	Name	Rank or Grade	Attend [X]	Action Taken	Action Taken	Action Taken	Action Taken
1355	WHALEN, MATTHEW	FF4	X				
1500	DOBSON, BRENDON	FF3	X				
175009	LOPEZ deVICTORIA, JOSE	LT5	X				
369	BECKWITH, JEFFREY	FF5	X				

2 ID / Type		Month	Day	Year	Hours/mins	Sent		Use	Actions Taken
	Dispatch ☐					☐		☐ Suppression ☐ EMS ☐ Other	
	Arrival ☐								
	Clear ☐								

Personnel ID	Name	Rank or Grade	Attend [X]	Action Taken	Action Taken	Action Taken	Action Taken
			☐				
			☐				
			☐				
			☐				
			☐				
			☐				

3 ID / Type		Month	Day	Year	Hours/mins	Sent		Use	Actions Taken
	Dispatch ☐					☐		☐ Suppression ☐ EMS ☐ Other	
	Arrival ☐								
	Clear ☐								

Personnel ID	Name	Rank or Grade	Attend [X]	Action Taken	Action Taken	Action Taken	Action Taken
			☐				
			☐				
			☐				
			☐				
			☐				
			☐				

A [redacted] FDID * | MA State * | MM 3 DD 15 YYYY 2016 Incident Date * | [redacted] Station | [redacted] Incident Number * | [redacted] Exposure * | ☐ Delete ☐ Change | NFIRS - 11 Arson

B Agency Referred To ☐ None

Street Address | Their Case Number

Agency Name | City | Their ORI

Agency Phone Number | State | Zip Code | Their Federal Identifier (FID) | Their FDID

C Case Status

1 ☐ Investigation open
2 ☒ Investigation closed
3 ☐ Investigation inactive
4 ☐ Closed with arrest
5 ☐ Closed with exceptional clearance

D Availability of Material First Ignited

1 ☐ Transport to scene
2 ☒ Available at scene
U ☐ Unknown

E Suspected Motivation Factors Check up to three factors

11 ☐ Extortion
12 ☐ Labor unrest
13 ☐ Insurance fraud
14 ☐ Intimidation
15 ☐ Void contract/lease
21 ☐ Personal
22 ☐ Hate crime
23 ☐ Institutional
24 ☐ Societal
31 ☐ Protest
32 ☐ Civil unrest
41 ☐ Fireplay/curiosity
42 ☐ Vanity/recognition
43 ☐ Thrills
44 ☐ Attention/sympathy
45 ☐ Sexual excitement
51 ☐ Homicide
52 ☐ Suicide
53 ☐ Domestic violence
54 ☐ Burglary
61 ☐ Homicide concealment
62 ☐ Burglary concealment
63 ☐ Auto theft concealment
64 ☐ Destroy records/evidence
00 ☐ Other motivation
UU ☐ Unknown motivation

F Apparent Group Involvement Check up to three factors

1 ☐ Terrorist group
2 ☐ Gang
3 ☐ Anti-government group
4 ☐ Outlaw motorcycle organization
5 ☐ Organized crime
6 ☐ Racial/ethnic hate group
7 ☐ Religious hate group
8 ☐ Sexual preference hate group
0 ☐ Other group
N ☒ No Group involvement, acted alone
U ☐ Unknown

G1 Entry Method

00 | Other entry method
Entry Method

G2 Extent of Fire Involvement on Arrival

5 | Fully involved
Extent of Fire Involvement

H Incendiary Devices Select one from each category

CONTAINER — NN ☐ None

11 ☐ Bottle (Glass)
12 ☐ Bottle (Plastic)
13 ☐ Jug
14 ☐ Pressurized Container
15 ☐ Can
16 ☐ Gasoline or fuel can
17 ☐ Box
00 ☐ Other Container
UU ☐ Unknown

IGNITION/DELAY DEVICE — NN ☒ None

11 ☐ Wick or Fuse
12 ☐ Candle
13 ☐ Cigarette & Matchbook
14 ☐ Electronic Component
15 ☐ Mechanical Device
16 ☐ Remote Control
17 ☐ Road flare/fuse
18 ☐ Chemical Component
19 ☐ Trailer/Streamer
20 ☐ Open flame source
00 ☐ Other delay device
UU ☐ Unknown

FUEL — NN ☒ None

11 ☐ Ordinary Combustibles
12 ☐ Flammable gas
14 ☐ Ignitable liquid
15 ☐ Ignitable solid
16 ☐ Pyrotechnic material
17 ☐ Explosive material
00 ☐ Other material
UU ☐ Unknown

I Other Investigative Information Check all that apply

1 ☐ Code violations
2 ☐ Structure for sale
3 ☐ Structure vacant
4 ☐ Other crimes involved
5 ☐ Illicit drug activity
6 ☐ Change in insurance
7 ☐ Financial problem
8 ☐ Criminal/Civil actions pending

J Property Ownership

1 ☒ Private
2 ☐ City, town, village, local
3 ☐ County or parish
4 ☐ State or province
5 ☐ Federal
6 ☐ Foreign
7 ☐ Military
0 ☐ Other

K Initial Observations Check all that apply

1 ☐ Windows ajar
2 ☐ Doors ajar
3 ☐ Doors locked
4 ☐ Doors unlocked
5 ☐ Fire department forced entry
6 ☐ Forced entry prior to FD arrival
7 ☐ Security system activated
8 ☐ Security present, (didn't activate)

L Laboratory Used Check all that apply

1 ☐ Local
2 ☐ State
3 ☐ ATF
4 ☐ FBI
5 ☐ Other Federal
6 ☐ Private
N ☐ None

NFIRS-11 Revision 11/17/98

Tech Services

[redacted]

[redacted]	MA	MM 3	DD 15	YYYY 2016	[redacted]	[redacted]	[redacted]	Responding Personnel
FDID *	State *	Incident Date *			Station	Incident Number *	Exposure *	

Staff ID\Staff Name	Unit	Activity	Position	Rank	PayScl	Hrs	HrsPd	Pts
[redacted] WHALEN, MATTHEW J	E5	INC Incident		FF4		0.78	0.00	0.00
[redacted] DOBSON, BRENDON J	E5	INC Incident		FF3		0.78	0.00	0.00
[redacted] LOPEZ deVICTORIA,	E5	INC Incident		LT5		0.78	0.00	0.00
[redacted] BECKWITH, JEFFREY	E5	INC Incident		FF5		0.78	0.00	0.00

Total Participants: 4

Total Personnel Hours: 3.12

An 'X' next to the unit denotes driver.

[redacted]

[redacted]

FDID *	State *	Incident Date * (MM)	(DD)	(YYYY)	Station	Incident Number *	Exposure *	Arson Narrative
[redacted]	MA	3	15	2016	[redacted]	[redacted]	[redacted]	

Arson Narrative:
Motor vehicle fire, according to Lt Lopez vehicle was fully involved upon arrival. Heavy fire coming from engine compartment. Driver stated that vehicle was just rented and started to sputter while driving he pulled over and smoke starting to come from engine compartment. Fire did not involve passenger area. Upon investigation no evidence of any suspicious activity. Engine company stated heaviest fire was at location of battery. Cause of fire is undetermined but possible due to electrical malfunction in wiring system. Photos are attached to confirm findings

03/16/2016 08:57:56 Joseph Mazzola

[redacted]

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

OPTIMA

LexisNexis®

For Customer Support refer to the appropriate platform below:

OrderPoint
[redacted]

Accurint for Insurance
[redacted]

Lexis.com
Law Firm accounts
[redacted]

PAGE COUNT: 18

CLIENT : [redacted]
DIVISION :
ADJUSTER :
CLAIM :

TRANSACTION # : [redacted]
DATE : 10/05/2016

DATE OF LOSS : 08/29/2016 TIME OF LOSS : 02:00 PM
STREET : [redacted]
CITY :
COUNTY : LOS ANGELES
STATE : CA

INVESTIGATING AGENCY : LOS ANGELES CO SO
REPORT NUMBER :
REPORT TYPE : Fire Car
PARTY 1 : [redacted]
PARTY 2 :
PARTY 3 :

CAR : OPTIMA MAKE : KIA YEAR : 2016
TAG : [redacted]

DRIVER LICENSE :
ADDITIONAL INFO :

POLICY #:
POLICY STATE:
LOSS KIND:

NOTE :

COUNTY OF LOS ANGELES — SHERIFF'S DEPARTMENT

FIRE REPORT

FIRE ☒ EXPLOSION ☐ ARSON ☐ ATTEMPT ☐ DATE 08-29-16 / TAG-47

ACTION	INDEX. INFO.	No. of Adult Arrests	No. of Subject Detentions	URN (File No.)
Active (X) Inactive ( )	yes ( ) no (X)	0	0	[redacted] / FIRE INCIDENT [redacted]

Classification: Fire (Vehicles), Undeterminable - 455

Classification:

Date, Time, Day of Occurrence	Print Deputy Requested	Via Secty.	Time
08-29-16, 1300 HOURS	No (X) Yes ( ) Loc ( ) Sta ( ) Veh ( )		

Location of Occurrence: [redacted] Type of Location: Parking Lot Tract:

CODE: V—victim, Witness, I—intormant (If business involved use Company name as victim #1)

Code	No. of	Last Name	First	Middle	Sex	Race	DOB	Check Day Phone Below
V	1 OF 3	Mouwen	Catherine	Ann	[redacted]	[redacted]	[redacted]	
Residence Address: [redacted]		City: Los Angeles	Zip: [redacted]	Res. Phone (Area Code): [redacted]				X
Business Address: [redacted]		City: Marina Del Rey	Zip: [redacted]	Bus. Phone (Area Code): [redacted]				
Code	No. of	Last Name	First	Middle	Sex	Race	DOB	Check Day Phone Below
V	2 OF 3	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	
Residence Address: [redacted]		City: Glendale	Zip: [redacted]	Res. Phone (Area Code): [redacted]				X
Business Address: Retired		City:	Zip:	Bus. Phone (Area Code): N/A				
Code	No. of	Last Name	First	Middle	Sex	Race	DOB	Check Day Phone Below
V	3 of 3	[redacted]	[redacted]					
Residence Address: [redacted]		City: Los Angeles	Zip: [redacted]	Res. Phone (Area Code):				
Business Address:		City:	Zip:	Bus. Phone (Area Code):				

CODE: S—suspect, SJ—Subject, P patient, S/V—suspect/victim, SJ/V—subject/victim Circle code if supp. pages used for: V W S SJ P S/V SJ/V

Code	No. of	Last Name	First	Middle	Driver's License (State & No.)
		N/A			
Residence Address:		City:	Zip:		Res. Phone (Area Code):
Business Address:		City:	Zip:		Bus. Phone (Area Code):

Sex	Race	Hair	Eyes	Height	Weight	DOB	Age

Observable Physical Oddities: AKA/Nickname: Where Detained or Cite No.:

Clothing Worn: Booking No.:

Charge: Main:

Weapon Used:

CONSENT TO INVESTIGATE ORIGIN AND CAUSE OF FIRE

I HEREBY GRANT PERMISSION TO INVESTIGATORS FROM THE FIRE AND/OR SHERIFF'S DEPARTMENT TO ENTER AND EXAMINE THE PREMISES OR VEHICLE AT _____ TO DETERMINE THE CAUSE AND ORIGIN OF THE FIRE.

I UNDERSTAND THE INVESTIGATION FOR THIS PURPOSE MAY CONTINUE FOR A PERIOD OF 30 DAYS FROM THIS DATE.

DATE 08-29-16 SIGNATURE X [redacted]

ALL FIRE REPORTS REQUIRE TELEPHONIC NOTIFICATION TO THE ARSON/EXPLOSIVES DETAIL

Person notified at Arson/Explosives Detail: Sergeant Tobin [redacted] Time: 2132hrs

Investigation Requested ☐ Immediate ☒ Routine

Requested by: (Name & Rank) DEPUTY _____ #

Veh, Boat, Airplane Involved (X) Yes ( ) No ( ) Unknown ( ) Stored ( ) Impounded (X) burned	Yr.	Make	Body Type	Color
	2016	Kia	2DR	Blk

By: Deputy: Baum, J [redacted]

License (State & No.): (CA) [redacted] V.I.N./Frame No.: 5XXGU4L39GG [redacted] Deputy: Baum, J Empl. No. [redacted]

Registered Ow[redacted] Station: MDR Unit/Car #: [redacted] Shift: PM

Identifying Characteristics: None [redacted] Time: 2000

C.H.P. 180 Submitted: Yes ( ) No (X) Garage name & Phone

Assignment: ARSON/EXPLOSIVES DETAIL

Victim Desirous of Prosecution	Victim Insured for Loss	E.A.P. No.	Special Request Distribution
Yes ( ) No ( )	Yes (X) No ( )		

Suspect/Subject Released Approved by	Time	Arrest Review Submitted	TT	B/C	BY	Date	me	Secty.
		Yes ( ) No ( )				LARCIS DATE 8-31-16	[redacted]	

COMPLETE REVERSE SIDE
FOR ADDITIONAL WITNESSES & SUSPECTS USE SHR-49A

76F460/SH-R84 (Rev. 09/05) AR

COUNTY OF LOS ANGELES SHERIFF'S DEPARTMENT
INCIDENT REPORT CONTINUATION

URN# [redacted] TAG# [redacted]

CLASSIFICATION # / LEVEL / STAT CODE
CLASSIFICATION # / LEVEL / STAT CODE
CLASSIFICATION # / LEVEL / STAT CODE

VEHICLE	LICENSE (STATE & NUMBER)	YEAR	MAKE	MODEL	BODY TYPE	COLOR
VEHICLE FOR VICTIM # 2	[redacted]	2000	Honda	CRV	SUV	Blk
VEHICLE FOR SUSPECT #	[redacted]	IDENTIFYING FEATURES: None				

STATUS: ☐ STOLEN ☑ DAMAGED ☐ EMBEZZLED ☐ STORED ☐ IMPOUNDED ☐ OUTSTANDING | CHP 180 SUBMITTED? ☐ YES ☑ NO | GARAGE NAME & PHONE: N/A

DESCRIPTION OF DAMAGE: Front end driver's side fire damage

CODE: V - VICTIM • W - WITNESS • I - INFORMANT • R - REPORTING PARTY • P - PARTY

CODE	# of	LAST NAME	FIRST NAME	MIDDLE NAME	SEX	RACE	DOB	AGE	DRIVER'S LICENSE / STATE ID
RESIDENCE ADDRESS			CITY		STATE	ZIP			RESIDENCE PHONE (Area Code)
BUSINESS / SCHOOL (GRADE) ADDRESS			CITY		STATE	ZIP			BUSINESS PHONE (Area Code)
ETHNIC ORIGIN	EMAIL ADDRESS			SOCIAL NETWORKING ACCOUNT					CELL PHONE (Area Code)
VICTIM OF OFFENSE(S) (CLASSIFICATION) #:		VICTIM DESIROUS OF PROSECUTION? ☐ YES ☐ NO		VICTIM OF SEX CRIME DESIROUS OF CONFIDENTIALITY? ☐ YES ☐ NO					ENGLISH SPEAKING? ☐ YES ☐ NO LANGUAGE
# # # # #									

CODE	# of	LAST NAME	FIRST NAME	MIDDLE NAME	SEX	RACE	DOB	AGE	DRIVER'S LICENSE / STATE ID
RESIDENCE ADDRESS			CITY		STATE	ZIP			RESIDENCE PHONE (Area Code)
BUSINESS / SCHOOL (GRADE) ADDRESS			CITY		STATE	ZIP			BUSINESS PHONE (Area Code)
ETHNIC ORIGIN	EMAIL ADDRESS			SOCIAL NETWORKING ACCOUNT					CELL PHONE (Area Code)
VICTIM OF OFFENSE(S) (CLASSIFICATION) #:		VICTIM DESIROUS OF PROSECUTION? ☐ YES ☐ NO		VICTIM OF SEX CRIME DESIROUS OF CONFIDENTIALITY? ☐ YES ☐ NO					ENGLISH SPEAKING? ☐ YES ☐ NO LANGUAGE
# # # # #									

CODE	# of	LAST NAME	FIRST NAME	MIDDLE NAME	SEX	RACE	DOB	AGE	DRIVER'S LICENSE / STATE ID
RESIDENCE ADDRESS			CITY		STATE	ZIP			RESIDENCE PHONE (Area Code)
BUSINESS / SCHOOL (GRADE) ADDRESS			CITY		STATE	ZIP			BUSINESS PHONE (Area Code)
ETHNIC ORIGIN	EMAIL ADDRESS			SOCIAL NETWORKING ACCOUNT					CELL PHONE (Area Code)
VICTIM OF OFFENSE(S) (CLASSIFICATION) #:		VICTIM DESIROUS OF PROSECUTION? ☐ YES ☐ NO		VICTIM OF SEX CRIME DESIROUS OF CONFIDENTIALITY? ☐ YES ☐ NO					ENGLISH SPEAKING? ☐ YES ☐ NO LANGUAGE
# # # # #									

CODE: S - SUSPECT • SJ - SUBJECT • M - PATIENT • S/V - SUSPECT / VICTIM • SJ / V - SUBJECT / VICTIM

CODE	# of	LAST NAME	FIRST NAME	MIDDLE NAME	DOB	AGE	DRIVER'S LICENSE / STATE ID
SEX	RACE	ETHNIC ORIGIN	HAIR	EYES	HEIGHT	WEIGHT	CELL PHONE (Area Code)
RESIDENCE ADDRESS			CITY		STATE	ZIP	RESIDENCE PHONE (Area Code)
BUSINESS / SCHOOL (GRADE) ADDRESS			CITY		STATE	ZIP	BUSINESS PHONE (Area Code)
AKA		EMAIL ADDRESS		SOCIAL NETWORKING ACCOUNT			ENGLISH SPEAKING? ☐ YES ☐ NO LANGUAGE
MONIKER		CHARGE		BOOKING NUMBER			WHERE DETAINED OR CITE NUMBER

CODE	# of	LAST NAME	FIRST NAME	MIDDLE NAME	DOB	AGE	DRIVER'S LICENSE / STATE ID
SEX	RACE	ETHNIC ORIGIN	HAIR	EYES	HEIGHT	WEIGHT	CELL PHONE (Area Code)
RESIDENCE ADDRESS			CITY		STATE	ZIP	RESIDENCE PHONE (Area Code)
BUSINESS / SCHOOL (GRADE) ADDRESS			CITY		STATE	ZIP	BUSINESS PHONE (Area Code)
AKA		EMAIL ADDRESS		SOCIAL NETWORKING ACCOUNT			ENGLISH SPEAKING? ☐ YES ☐ NO LANGUAGE
MONIKER		CHARGE		BOOKING NUMBER			WHERE DETAINED OR CITE NUMBER

[redacted]

COUNTY OF LOS ANGELES SHERIFF'S DEPARTMENT
INCIDENT REPORT CONTINUATION

URN# [redacted] TAG# [redacted]

CLASSIFICATION # / LEVEL / STAT CODE
CLASSIFICATION # / LEVEL / STAT CODE
CLASSIFICATION # / LEVEL / STAT CODE

VEHICLE	LICENSE (STATE & NUMBER)	YEAR	MAKE	MODEL	BODY TYPE	COLOR
VEHICLE FOR VICTIM # 3	[redacted]	2014	Merc Benz	[redacted]	Station Wag	Blu
VEHICLE FOR SUSPECT #	REGISTERED OWNER [redacted]	IDENTIFYING FEATURES None				
STATUS ☐ STOLEN ☑ DAMAGED ☐ EMBEZZLED ☐ STORED ☐ IMPOUNDED ☐ OUTSTANDING	CHP 180 SUBMITTED? ☐ YES ☑ NO	GARAGE NAME & PHONE N/A				
DESCRIPTION OF DAMAGE Paint damage due to foam spray						

CODE: V - VICTIM • W - WITNESS • I - INFORMANT • R - REPORTING PARTY • P - PARTY

CODE	# of	LAST NAME	FIRST NAME	MIDDLE NAME	SEX	RACE	DOB	AGE	DRIVER'S LICENSE / STATE ID
RESIDENCE ADDRESS			CITY		STATE	ZIP			RESIDENCE PHONE (Area Code)
BUSINESS / SCHOOL (GRADE) ADDRESS			CITY		STATE	ZIP			BUSINESS PHONE (Area Code)
ETHNIC ORIGIN	EMAIL ADDRESS			SOCIAL NETWORKING ACCOUNT					CELL PHONE (Area Code)
VICTIM OF OFFENSE(S) (CLASSIFICATION) #: # # # # #	VICTIM DESIROUS OF PROSECUTION? ☐ YES ☐ NO			VICTIM OF SEX CRIME DESIROUS OF CONFIDENTIALITY? ☐ YES ☐ NO					ENGLISH SPEAKING? ☐ YES ☐ NO LANGUAGE

CODE	# of	LAST NAME	FIRST NAME	MIDDLE NAME	SEX	RACE	DOB	AGE	DRIVER'S LICENSE / STATE ID
RESIDENCE ADDRESS			CITY		STATE	ZIP			RESIDENCE PHONE (Area Code)
BUSINESS / SCHOOL (GRADE) ADDRESS			CITY		STATE	ZIP			BUSINESS PHONE (Area Code)
ETHNIC ORIGIN	EMAIL ADDRESS			SOCIAL NETWORKING ACCOUNT					CELL PHONE (Area Code)
VICTIM OF OFFENSE(S) (CLASSIFICATION) #: # # # # #	VICTIM DESIROUS OF PROSECUTION? ☐ YES ☐ NO			VICTIM OF SEX CRIME DESIROUS OF CONFIDENTIALITY? ☐ YES ☐ NO					ENGLISH SPEAKING? ☐ YES ☐ NO LANGUAGE

CODE	# of	LAST NAME	FIRST NAME	MIDDLE NAME	SEX	RACE	DOB	AGE	DRIVER'S LICENSE / STATE ID
RESIDENCE ADDRESS			CITY		STATE	ZIP			RESIDENCE PHONE (Area Code)
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VICTIM OF OFFENSE(S) (CLASSIFICATION) #: # # # # #	VICTIM DESIROUS OF PROSECUTION? ☐ YES ☐ NO			VICTIM OF SEX CRIME DESIROUS OF CONFIDENTIALITY? ☐ YES ☐ NO					ENGLISH SPEAKING? ☐ YES ☐ NO LANGUAGE

CODE: S - SUSPECT • SJ - SUBJECT • M - PATIENT • S/V - SUSPECT / VICTIM • SJ / V - SUBJECT / VICTIM

CODE	# of	LAST NAME	FIRST NAME	MIDDLE NAME	DOB	AGE	DRIVER'S LICENSE / STATE ID
SEX	RACE	ETHNIC ORIGIN	HAIR	EYES	HEIGHT	WEIGHT	CELL PHONE (Area Code)
RESIDENCE ADDRESS			CITY		STATE	ZIP	RESIDENCE PHONE (Area Code)
BUSINESS / SCHOOL (GRADE) ADDRESS			CITY		STATE	ZIP	BUSINESS PHONE (Area Code)
AKA	EMAIL ADDRESS			SOCIAL NETWORKING ACCOUNT			ENGLISH SPEAKING? ☐ YES ☐ NO LANGUAGE
MONIKER	CHARGE			BOOKING NUMBER			WHERE DETAINED OR CITE NUMBER

CODE	# of	LAST NAME	FIRST NAME	MIDDLE NAME	DOB	AGE	DRIVER'S LICENSE / STATE ID
SEX	RACE	ETHNIC ORIGIN	HAIR	EYES	HEIGHT	WEIGHT	CELL PHONE (Area Code)
RESIDENCE ADDRESS			CITY		STATE	ZIP	RESIDENCE PHONE (Area Code)
BUSINESS / SCHOOL (GRADE) ADDRESS			CITY		STATE	ZIP	BUSINESS PHONE (Area Code)
AKA	EMAIL ADDRESS			SOCIAL NETWORKING ACCOUNT			ENGLISH SPEAKING? ☐ YES ☐ NO LANGUAGE
MONIKER	CHARGE			BOOKING NUMBER			WHERE DETAINED OR CITE NUMBER

[redacted]

Date 08-29-16 | URN # [redacted] / FIRE INCIDENT [redacted]

MATERIAL BURNING:
1 Story / 2 Story
☐ Brick ☐ Stucco ☐ Wood ☐ Metal
☐ House ☒ Garage ☐ Restaurant ☐ Market ☐ Business ☐ Mfg.
☐ Shed ☐ Lumber ☐ Tree ☐ Grass ☐ Brush ☒ Auto ☐ Other

Sheriff's Time of Call - Det. Obs. 1259_HRS | F.D. Eng. Co. [redacted] | Fire Capt. Doyle | F.D. Alarm Time 1300 HRS (BELL TIME)

F.D. Point of Entry *D/1 Hood of vehicle

Forced Yes (X) No ( )

Exact Location of Damage: *Engine Compartment

Total Estimated Loss: $31,000.00 U.S. Curency

INPUT/CHECKED NCIC, CII, ETC. YES ( ) NO (X) EVIDENCE (CODE - EV) HELD YES ( ) NO (X) MARKED, TAGGED, SEALED & PLACED IN STATION EVIDENCE LOCKER INSIDE ( ) OUTSIDE ( ) SAFE ( ) REFRIG ( ) BY: LEDGER PAGE NO

IF BURGLARY: Force Used Yes ( ) No ( ) Point of Entry. Door ( ) Window ( ) Roof ( ) Other ...

PROPERTY: (Total Value) Recovered $ ____ Stolen $ ____ Damaged $ $ 31,000.00

PROPERTY CODE: S. Stolen R. Recovered L. Lost F. Found E. Embezzled D. Damage
(Use All Applicable Codes; For Example, If Property is Both Stolen & Recovered, Code is S/R **(DO NOT USE FOR FIRE DAMAGE ONLY)**

Property Released To

Code	Item No.	Quan.	Description	Include Kind of Article, Trade Name, Identifying Material, Color, Condition, Age & Present Market Value	Serial #	Value
						$

I responded to the location regarding a vehicle fire (Tag-[redacted] Upon arriving at the location, I saw one vehicle (D/1) (2016 Kia Optmia Black Lic#[redacted] fully engulfed in flames. The vehicle D/1 was parked next to (D/2) (2000 Honda CRV Black Lic#[redacted]. D/2 received fire damage due to its close proximity to D/1.

County Fire Squad (Engine # 58), under the command of Fire Captain Doyle arrived at the location and extinguished the fire.

Fire Captain Doyle inspected the vehicles (D/1 thru D/3) and could not determined the cause of the fire.

Fire Captain Doyle further stated that the fire originated in the engine compartment area of vehicle D/1.

A third vehicle (D/3) (Mercedes Benz E63 AMG Blue Lic#[redacted] that was parked next to vehicle D/2 received damage. Captain Doyle stated vehicle D/3 received damage to its paint due to the foam that was sprayed to extinguish the fire.

Fire Captain Doyle stated he estimated damage to vehicle D/1 was approximately $25,000.00 dollars U.S. currency, damage to vehicle D/2 was approximately $5,000.00 dollars U.S. currency and vehicle D/3 was approximately $1,000.00 dollars U.S. currency.

PART I STATISTICAL INFORMATION

PROPERTY

TYPE OF PROPERTY	STOLEN	RECOVERED
CLOTHING/FURS	$	$
CONSUMABLE GOODS	$	$
CURRENCY/ NOTES	$	$
FIREARMS	$	$
HOUSEHOLD GOODS	$	$

ADDITIONAL CRIMES 1) ____ 2) ____ NUMBER OF VICTIMS ____

TYPE OF PROPERTY	STOLEN	RECOVERED
JEWELRY	$	$
LIVESTOCK	$	$
LOCAL STOLEN VEHICLE	$	$
MISCELLANEOUS	$	$
OFFICE EQUIPMENT	$	$
TV/RADIO STEREO	$	$

WEAPONS CODE

( ) ARTICLES THROWN
( ) CAUSTIC CHEMICALS
( ) CLUB/BLUNT INSTRUMENT
( ) DRUGS/NOXIOUS GAS
( ) FIRE/EXPLOSIVES
( ) HANDS/FEET/FIST/ETC.
( ) KNIFE/CUTTING INSTRUMENT
( ) POISON
( ) REVOLVER/PISTOL
( ) RIFLE
( ) SHOTGUN
( ) STRANGULATION
( ) VEHICLE
( ) UNKNOWN/OTHER

[redacted]

While at the location, V/1 [redacted] who is the Registered Owner of vehicle D/1 and V/2 [redacted] who is the R/O of D/2 arrived at the location. The R/O information was confirmed via a check of DMV/CLETS on my Mobile Digital Computer (MDC). Both parties exchanged information and notified their insurance companies. Both parties arranged to have their vehicles towed away from the location. Both parties removed personal items from their vehicles.

Vehicle D/3 R/O information was obtained via a check of DMV/CLETS on my MDC. I placed a Report Memo on D/3's windshield.

V/1 [redacted] and V/2 [redacted] were concerned about the cause of the fire. Based on their concerns, I contacted a MW/Adult at [redacted] who's residence is just West of the incident location. His residence had a video camera facing the parking lot. Upon contacting the resident, he informed me that the camera only captured the entry way to his residence.

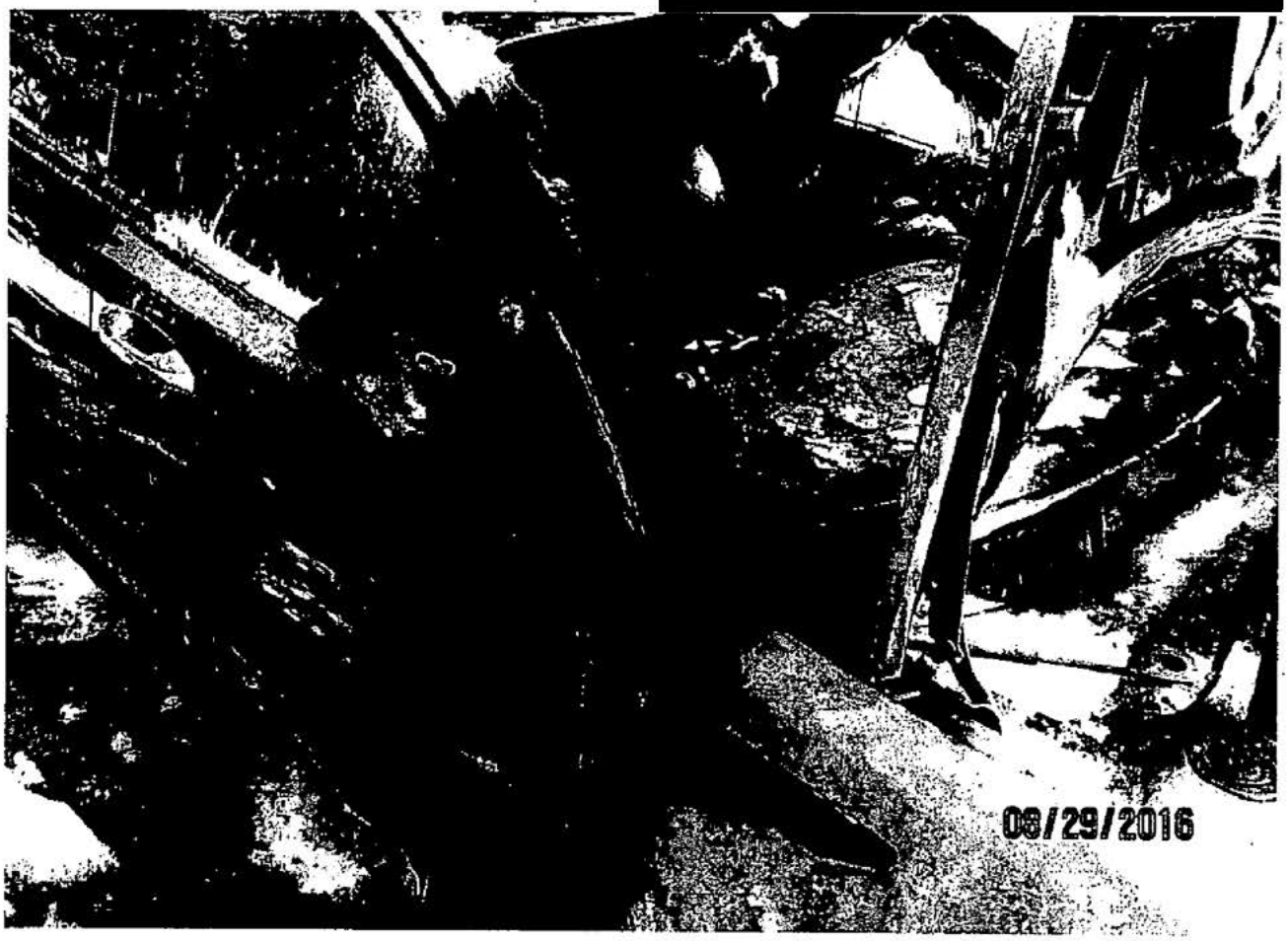
I issued V/1 [redacted] and V/2 [redacted] Report Memos.

I notified Arson and Explosives Sergeant Tobin [redacted] of this incident.

[redacted]

KIA
OPTIMA
09/29/2016

09/29/2016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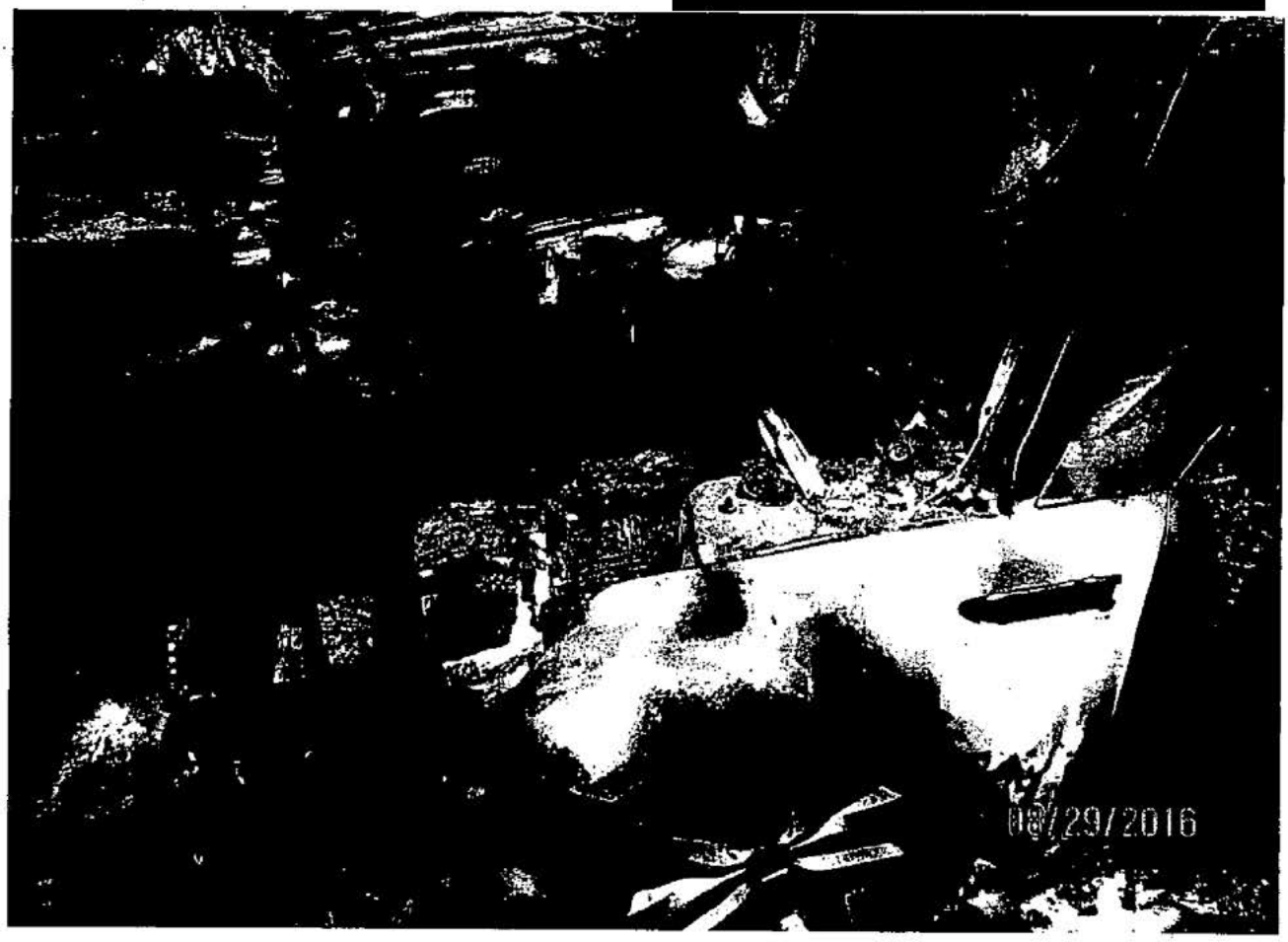
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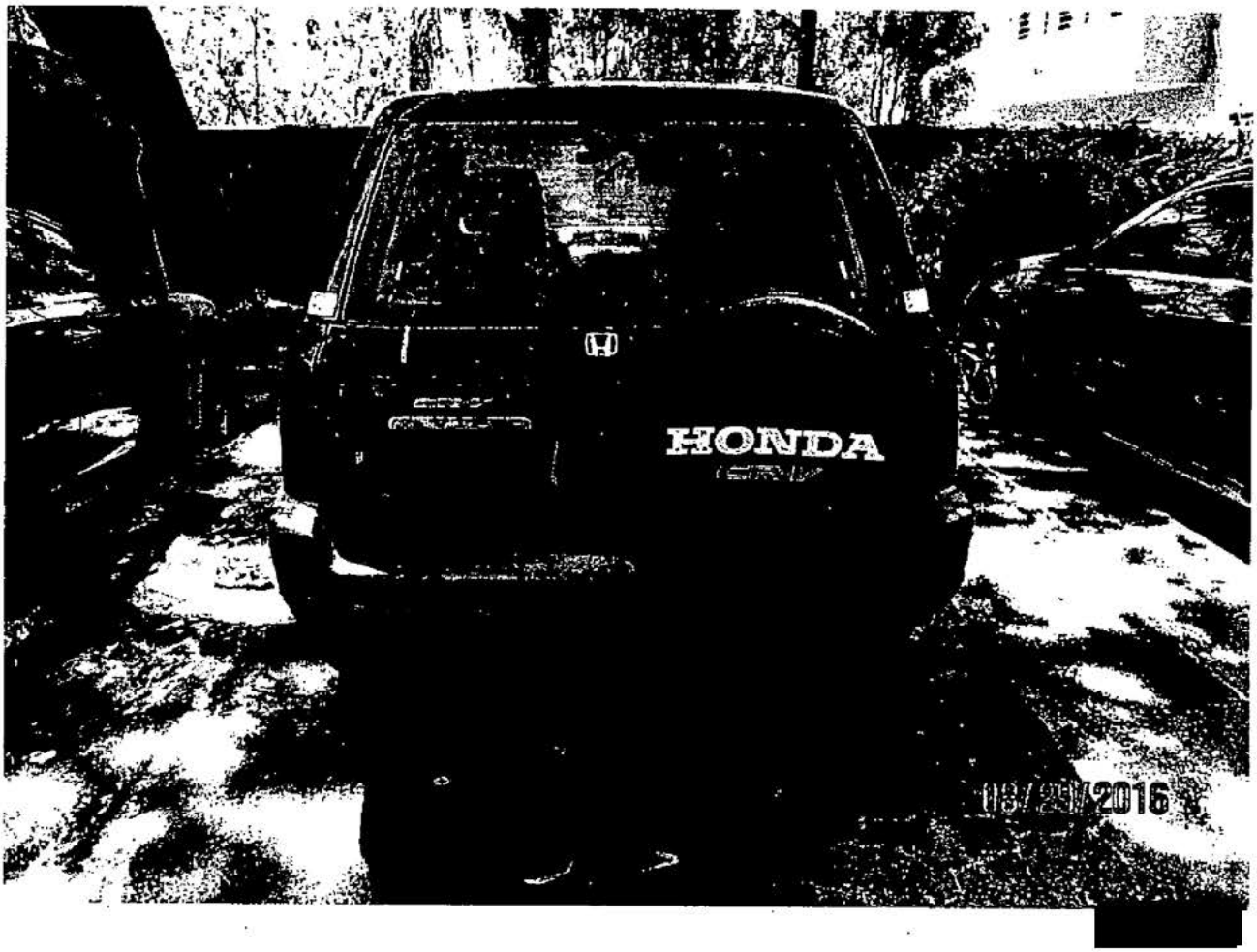
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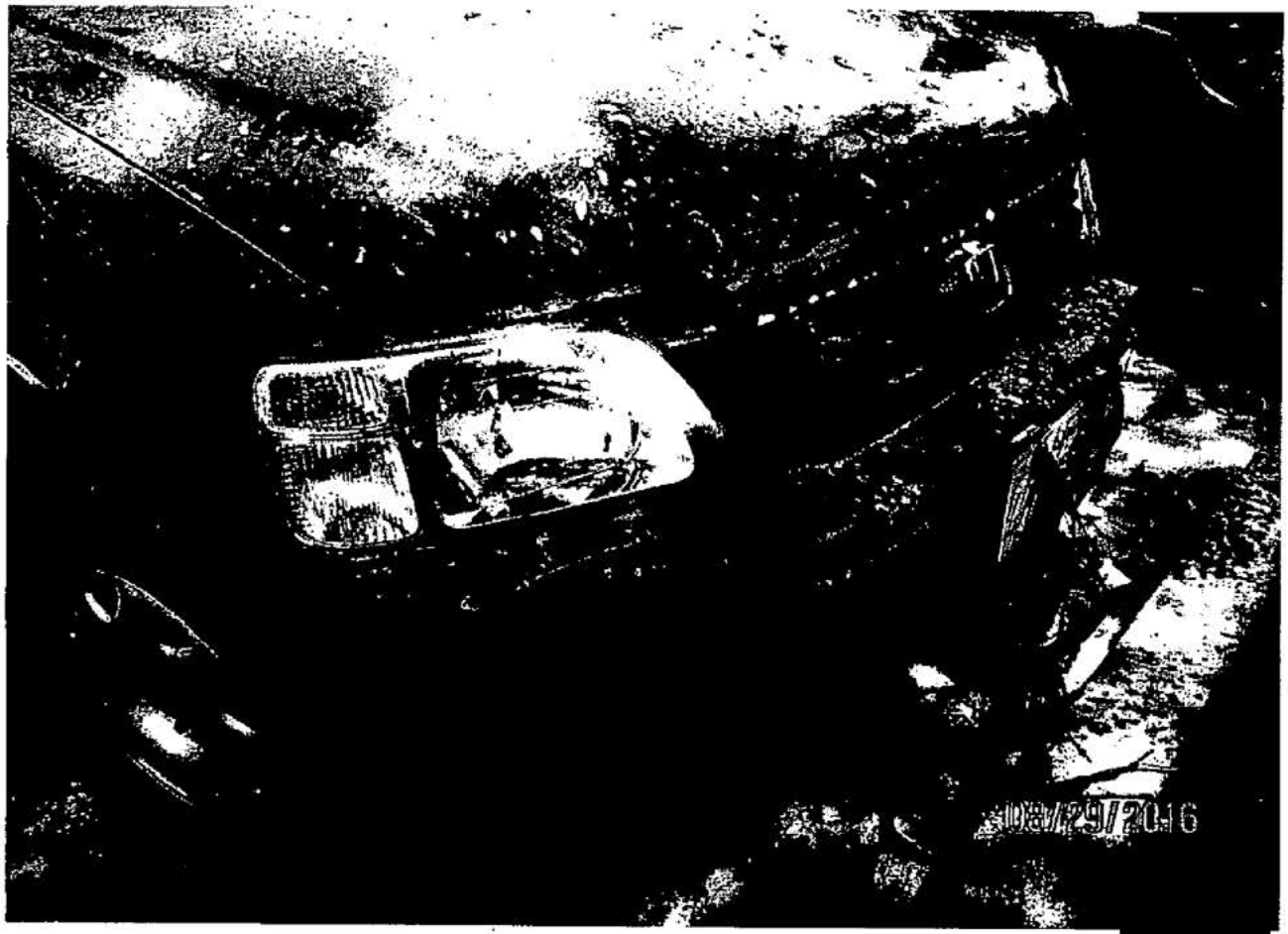
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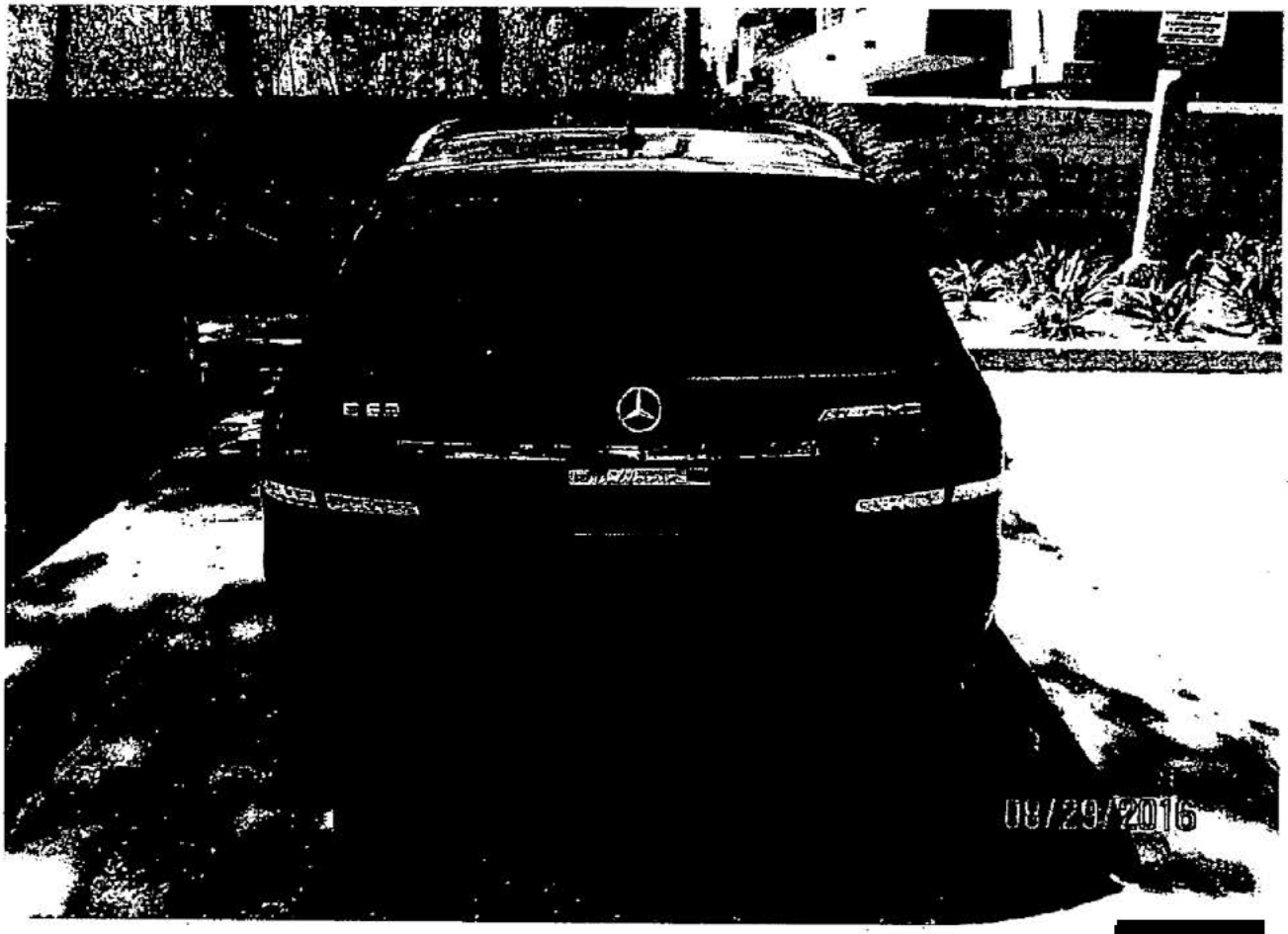
[redacted]

[redacted]

[redacted]



[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

09/01/2016

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

OPTIMA

RENTAL RECORD

E-Z RENT-A-CAR

EZ-HOU
HOUSTON HOBBY @ SUPER PARK
[redacted]
HOUSTON, TX [redacted]
Phone: [redacted]

Rental Record No. [redacted]

TO BE PAID BY

[redacted]

HOME/BUSINESS ADDRESS [redacted] HOME/BUSINESS PHONE NO. [redacted]

CITY/STATE/COUNTRY ARLINGTON, IL United States ZIP CODE [redacted]

EMAIL ADDRESS [redacted]

DRIVER'S LICENSE NO.	STATE/COUNTRY	EXPIRES	D.O.B.
**********	IL	02/28/2017	**********

Additional Driver	Dr. Lic. #	State	Exp. Date	Date of Birth
NONE				

Address City State Zip

DATE TIME IN		MILEAGE IN	
DATE TIME OUT	08/29/2016 08:55 AM	MILEAGE OUT	22807
		MILEAGE DRIVEN	

VEHICLE NO.	STALL NO.	FUEL OUT	AGENT OUT
[redacted]	6	F	MICHELLE
VEHICLE LIC. NO. [redacted]	TX	FUEL IN	AGENT N

VEH. MAKE BODY STYLE	VEH.CLS.	
KIA OPTIMA	FCAR	5XXGT4L34GG[redacted]

VEHICLE TO BE RETURNED TO (CITY/STATE) LOC. NO. — DUE DATE AND TIME
HOUSTON TX HOUEZ 09/12/2016 11:00 AM

VEHICLE RETURNED AT (CITY/STATE) — AREA & LOCATION NO.
HOUSTON TX

You are responsible for payment of all tolls. This Vehicle is equipped with the ability to pay tolls electronically, and we offer EZTOL, a fee service hat permits you to use automated express lanes within the state of Texas without paying a toll at the time you drive through the express lane.

We are not responsible for NSF,overdraft, over the limit, or similar fees which may be assessed by your card issuer. All charges are subject to a final audit. Debit/check cards are charged the estimated amount of the rental plus up to $350 on the "Date Out" of this Agreement. Refunds will be issued to the card on file upon return.

This is a non smoking vehicle. If the vehicle is returned smelling of smoke from any source, you will pay us a cleaning fee according to paragraph 8 of the Terms and Conditions.

OPTIONAL PRODUCTS

COLLISION DAMAGE WAIVER (CDW)
___ By initialing here you agree to purchase CDW. CDW does not cover all instances of damage to the Vehicle. There are exclusions. Subject to the terms of Paragraph 5 of the Terms and Conditions, we waive our right to hold you responsible for Physical Damage to the Vehicle caused by collision or upset. $27.49 per day.

SUPPLEMENTAL LIABILITY INSURANCE (SLI)
___By initialing here, you decline to purchase SLI and you agree to be primarily responsible for all damage or injury you cause to others or their property.

PERSONAL ACCIDENT INSURANCE/PERSONAL EFFECTS COVERAGE (PAI/PEC)
___By initialing here, you decline to purchase PAI/PEC.

GPS Devices: The use of GPS Devices rented from us may be limited in some areas due to topographical or satellite conditions, and some new roads may not be in he GPS data base.

FUEL PURCHASE OPTIONS (FPO)
___By initialing here, you agree to purchase FPO from us at the beginning of the rental. No refueling fees will apply if you return the Vehicle with less fuel than when rented. You will not receive a refund or credit for unused fuel. $1.99 per gallon.

ROADSIDE SERVICE PLAN (RSP)
___By initialing here, You decline to purchase RSP. If you have need of use of a road side service, it will be provided to you at your cost. For access Road side service please call 1-800-654-1111.

RENTER LIABILITY PROTECTION (RLP)
___By initialing here, you agree to purchase RLP, which provides primary liability coverage up to the minimum financial responsibility limits of the State of Texas. The terms of RLP are summarized in a separate brochure that you acknowledge receiving $15.99 per day.

TOLLS
___ By initialing here, You decline the E-Z Toll program, and you agree not to drive through automated express toll lanes. Any manned or unmanned toll that you violate during the rental period will result in a $25 admin fee per toll violation (maximum admin fee per day of $25) plus the the toll(s). If you receive a moving violation, citation or parking ticket, you understand that you will be charged a $25 admin fee plus the cost of the ticket. Copies of tolls, violations, citations or parking tickets can be requested at 1-800-277-5171.

total open auth: 1444.75

All daily charges based on 24-hour rental day

RATES:

0	MILES	0.00	**0.00**
3	HOURS	3.91	**11.73**
0	DAYS	19.53	**0.00**
0	EXTRA DAYS	0.00	**0.00**
2	WEEKS	136.68	**273.36**
0	MONTHS	0.00	**0.00**
Discount:		%	
EST. TIME AND MILEAGE:			**285.09**

OTHER CHARGES:

COLLISION DAMAGE WAIVER	27.49	Daily	**412.35**
RENTERS LIABILITY PRTCTN	15.99	Daily	**239.85**
FPO			**36.98**
CONCESSION FEE	11.11	%	**64.85**
STATE TAX	10.00	%	**102.79**
VEHICLE LICENSE FEE	1.45	/Day	**21.75**
CITY TAX	5.00	%	**51.39**
TANGIBLE TAX	2.50	%	**25.70**
	0.00	/Day	**0.00**
	0.00	/Day	**0.00**

TOTAL ESTIMATED CHARGES: 1,244.75

RENTER DEPOSIT: 0.00

GPS #: [redacted]

MILES FREE: UNLTD and _____ per mile for each additional mile.

Use of the Vehicle in Mexico is not permitted under any circumstances.

Higher time and mileage rate or fee will apply if returned early/late or to a different location than specified.

NOTICE: Your rental agreement offers, for an additional charge, an optional waiver to cover all or a part of your responsibility for damage to or loss of the vehicle. Before deciding whether to purchase the waiver, you may wish to determine whether your own automobile insurance or credit card agreement provides you coverage for rental vehicle damage or loss and determine the amount of the deductible under your own insurance coverage. The purchase of the waiver is not mandatory. The waiver is not insurance.

Refunds may take up to 21 days to process depending upon your financial institution.
By signing below, you certify that you (1) have had the opportunity to read, and that you agree to, the Rental Record and the Terms & Conditions (the "Agreement"), (2) authorize us to process a separate payment card transaction in your name for all Charges, (3) authorize us to release your billing and rental information to a Processor for billing and processing purposes; (4) authorize us or a Processor to charge your payment card account after the rental concludes for unpaid Tolls or Violations assessed against you, us or the Vehicle during this rental plus administrative fees, service charges and related fees, (5) accept or decline Optional Products as shown on the Rental Record; (6) understand that all Charges are subect to our final audit; and (7) authorize us to adjust your payn[redacted] amounts due or overpaid as a result of our audit.

[redacted] _____
Renter

_____
Additional Driver

ARR-TX/032714.NET

[redacted]

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

1. **Definitions**. "**Agreement**" means all terms and conditions found in these Terms and Conditions, the rental record ("**Rental Record**"), any addenda, and any additional documents you sign or we provide at the time of rental. "**You**" or "**your**" means the person identified as the renter in this Agreement, each person signing this Agreement, each Authorized Driver, and every person or organization to whom charges are billed by us at its or the renter's direction. All persons referred to as "you" or "your" are jointly and severally bound by this Agreement. "**We**," "**our**" or "**us**" means E-Z Rent-A-Car. "**Authorized Driver**" means (a) the renter and the renter's spouse; (b) any additional driver listed by us on this Agreement; and (c) any other person defined as an "authorized driver" under Tex. Bus. & Com. Code § 91.001. Each Authorized Driver must have a valid operator's license and be at least age 18 (unless otherwise specified in Tex. Bus. & Com. Code § 91.001). "**Vehicle**" means the automobile or truck identified in this Agreement and any vehicle we substitute for it, and all its tires, tools, accessories, equipment, keys and Vehicle documents. **The Vehicle may be equipped with global positioning satellite ("GPS") technology or other telematics system and/or an event data recorder, and privacy is not guaranteed.** "**CDW**" means Collision Damage Waiver. "**Physical Damage**" means damage to, or loss of, the Vehicle caused by collision or upset. Physical Damage does not include comprehensive damage, such as damage to, or loss of, the Vehicle due to vandalism, act of nature, riot or civil disturbance, hail, flood, fire or other loss not caused by collision or upset. "**Loss of Use**" means the loss of our ability to use the Vehicle for our purposes because of Vehicle damage or loss during this rental, including, without limitation, use for rent, display for rent and/or sale, opportunity to upgrade or sell, or transportation of employees. "**Diminished Value**" means the difference between the fair market value of the Vehicle before damage or loss and its value after repairs as calculated by a third-party estimate obtained by us or on our behalf. "**Charges**" means the fees and charges that are incurred under this Agreement. "**Vehicle License Fee**," "**Vehicle Licensing**," "**Vehicle License Prop Tax**," "**Vehicle License Cost Recovery Fee**," or "**Motor Vehicle Tax**" means a vehicle license cost recovery fee based on our estimated average per day per vehicle portion of our total annual vehicle licensing, titling, and registration costs or as otherwise defined under applicable law.

2. **Rental; Indemnity; Personal Property; Warranties**. This is a contract for rental of the Vehicle. Only Authorized Drivers may use the Vehicle. We may repossess the Vehicle at your expense without notice to you if the Vehicle is abandoned or used in violation of law or this Agreement. We also have the right to monitor the Vehicle through telematic devices to the extent permitted by applicable law. You agree to indemnify us, defend us and hold us harmless from all judgments, claims, liability, costs and attorney fees we incur resulting from, or arising out of, this rental and your use of the Vehicle or Optional Equipment. You release us, our agents and employees from all claims for loss of or damage to your personal property or that of another person that we received, handled or stored, or that was left or carried in or on the Vehicle or in any service vehicle or in our offices, whether or not the loss or damage was caused by our negligence or was otherwise our responsibility. **We make no warranties, express, implied or apparent, regarding the Vehicle, no warranty of merchantability and no warranty that the Vehicle is fit for a particular purpose.**

3. **Condition and Return of Vehicle**. You must return the Vehicle to our rental office or other location we specify, on the date and time noted in this Agreement and in the same condition that you received it except for ordinary wear. Our determination of the condition of the Vehicle is subject to a final inspection for damage(s) which may occur in our facilities after drop off. To extend the rental you must contact our rental office before the due-in date. If the Vehicle is returned after closing hours, you will be responsible for all loss or damage to the Vehicle discovered upon inspection when the location opens for business the following day, regardless of when such loss or damage occurred. All Charges may continue to accrue until the return location opens for business. Service to the Vehicle or replacement of parts or accessories during the rental must have our prior approval. You must check and maintain all fluid levels, and return the Vehicle with at least the same amount of fuel as when rented, unless you purchase the prepaid fuel option.

4. **Responsibility for Damage or Loss**. Regardless of fault, you are responsible for all damage to or loss or theft of the Vehicle during your rental period resulting from any cause, including, without limitation, damage caused by collisions, weather, vandalism, road conditions and acts of nature. Subject to the law in the jurisdiction where the Vehicle was rented, your responsibility will include: (**a**) all Physical Damage to the Vehicle measured as follows: (i) if we determine that the Vehicle is a total loss, the fair market value of the Vehicle, less salvage; (ii) if we determine that the Vehicle is repairable: (A) the difference between the value of the Vehicle immediately before the damage and the value immediately after the damage; or (B) the reasonable estimated retail value or actual cost of repair plus Diminished Value; (**b**) Loss of Use, which shall be measured by multiplying your daily rental rate either by the actual or estimated number of days from the date the Vehicle is damaged until it is replaced or repaired, which you agree represents a reasonable estimate of Loss of Use damages and not a penalty. The estimated number of days of Loss of Use shall be calculated as follows (assuming that all Loss of Use begins on a Monday and that 1 repair day is equal to 4 labor hours): the total number of labor hours in the repair estimate divided by 4 hours to determine the number of repair days, plus 2 weekend days for every 5 repair days, plus 3 administrative days to obtain a repair estimate, deliver and retrieve the Vehicle for repairs. Loss of Use shall be payable **regardless of fleet utilization**, whether we had other vehicles in our fleet to rent, the Vehicle would have been used but for the damage, regardless of whether we suffered lost profits as a result of the damage; (**c**) an administrative fee, calculated based on the damage repair estimate as follows, which you agree is reasonable: $0-$250 damage=$50 fee; $251-$500 damage=$75 fee; $501-$750 damage=$100 fee; $751-$1500 damage=$150 fee; $1501-$2500 damage=$200 fee; $2501+ damage=$250 fee; (**d**) towing, storage, and impound charges and other reasonable incidental and consequential damages; and (**e**) all costs associated with our enforcement of this Agreement or collection of Charges, including attorneys' fees, collection fees, and costs whether or not litigation is commenced.

5. **Prohibited Uses; CDW**. The following uses of the Vehicle are prohibited and constitute material breaches of this Agreement. The Vehicle shall not be used: **(a) by anyone who is not an Authorized Driver, or by anyone whose driving license is suspended in any jurisdiction; (b) by anyone under the influence of drugs or alcohol; (c) by anyone who obtained the Vehicle or extended the rental by giving us false, fraudulent or misleading information; (d) in furtherance of any illegal purpose or under any circumstance that would constitute a felony or other violation of law (other than a minor traffic violation); (e) to carry persons or property for hire; (f) to push or tow anything; (g) in any race, speed test or contest; (h) to teach anyone to drive; (i) to carry dangerous or hazardous items or illegal materiel; (j) outside the United States or Canada; (k) on unpaved roads; (l) to transport more persons than the Vehicle has seat belts, or to carry persons outside the passenger compartment; (m) to transport children without approved child safety seats as required by law; (n) when the odometer has been tampered with or disconnected; (o) when it is reasonable for you to know that further operation would damage the Vehicle; (p) with inadequately secured cargo; (q) where applicable, by anyone who lacks experience operating a manual transmission; (r) in connection with a willful, wanton or reckless act; or (s) by anyone who is sending or reading an electronic message, including text (SMS) messages or emails, while operating the Vehicle. Smoking in the Vehicle is also prohibited. PROHIBITED USE OF THE VEHICLE VIOLATES THIS AGREEMENT AND VOIDS ALL LIABILITY AND OTHER INSURANCE COVERAGE (WHERE PERMITTED BY LAW).**

If you purchase CDW, subject to the terms of this Agreement, we will waive our right to hold you financially responsible for all or a portion of Physical Damage to the Vehicle as noted on the Rental Record. **CDW is not insurance, is optional, and may duplicate coverage under your own insurance policy or credit card. CDW does not apply to Optional Equipment. Your CDW will be invalidated, and we will not waive our right to hold you financially responsible for Physical Damage to the Vehicle if you provided fraudulent information to us and we agreed to rent the Vehicle to you based on that information, or if damage to or loss of the Vehicle: (a) occurs as a result of an Authorized Driver's willful and wanton misconduct, or is intentionally caused by an Authorized Driver; (b) results from use of the Vehicle by a person who: (i) is not an Authorized Driver; (ii) who is under the influence of intoxicant that impairs driving ability, including alcohol, an illegal drug, or a controlled substance; (iii) while engaged in the commission of a crime other than a traffic violation; or (c) arises out of the use of the Vehicle: (i) to carry persons or property for hire, (ii) to push or tow anything, (iii) for driver's training; (iv) to engage in a speed contest, or (v) outside the continental United States, unless that use is specifically authorized in this Agreement. Notwithstanding the purchase or other availability of CDW, or any other coverage that you may have, you agree to cooperate with us or our assignees in the investigation of any damage incident or claim of any size. Failure to do so is prohibited and constitutes a material breach of this Agreement.**

6. **Optional Equipment**. We offer certain Optional Equipment, including mobile technology devices (such as navigational systems and tablets) and child safety seats, upon request and subject to availability for your use during the rental at an additional charge. **All Optional Equipment is rented AS IS and must be returned to us at the end of the rental in the same condition as when rented**. If you rent a child safety seat, you must inspect and install the child seat into the Vehicle yourself. If you rent a GPS device, you should review the operational instructions before leaving the rental location.

7. **Responsibility to Others; Handling Accidents/Incidents**. You are responsible for all damage or loss you cause to yourself and others. You agree that it is your responsibility to know and understand what insurance coverage you have or elect to purchase for this rental. You agree to maintain automobile insurance during the term of this rental agreement which provides to the owner, to us, and to you, the following primary coverage: (**a**) Bodily injury ("BI") and property damage ("PD") liability coverage; (**b**) Personal injury protection ("PIP"), no-fault, or similar coverage where required; (**c**) Uninsured/underinsured ("UM"/"UIM") coverage where required, and (**d**) Comprehensive and collision damage coverage extending to the Vehicle. Your insurance coverage will provide at least the minimum limits of coverage required by the financial responsibility laws of the state where the loss occurs. **Where permitted by law, by signing this Agreement, you reject UM, UIM, and supplemental no-fault or PIP coverages**. To the extent such protection is imposed by operation of law, that protection will be for the minimum limits required by applicable law. Because you are providing auto insurance, we are not. Unless required by law, we will not provide you any third-party BI or PD liability coverage for this rental. Where we are required by law to provide BI or PD liability coverage, we will provide protection under a certificate of self-insurance, an insurance policy, and/or an indemnification if we choose (collectively, the "**Protection**"). The Protection extends only to the minimum financial limits prescribed by the laws of the state whose law applies to the loss and is subject to our right of subrogation. The Protection does not cover injury to you. You must: (a) report all damage to us and all accidents to us and the police as soon as you discover them and complete our incident report form; and (b) provide us with a legible copy of any service of process, pleading, or notice of any kind related to an accident or other incident involving the Vehicle. Any failure by you to report all damage to us by completing an incident report, or to report all accidents (of any size) to us and to the police as soon as they occur, will be a material breach of this Agreement, and may invalidate optional protection that you purchase, including CDW. Our Protection applies only in the United States or Canada, and the Vehicle may not be taken into Mexico under any circumstances. Our Protection is void if you give the Vehicle to an unauthorized driver or otherwise materially breach this Agreement; or if you fail to cooperate in a loss investigation or to file a timely and accurate incident report.

8. **Payment; Charges**. **You permit us to reserve or set aside against your payment card at the time of rental a reasonable amount in addition to the estimated total charges. We may use the reserve to pay all Charges. We will authorize the release of any excess reserve or set aside upon the completion of your rental, and your payment card issuer's rules will apply to your credit line or your account being credited for the excess and may not be immediately released by your card issuer. We do not accept cash deposits.** You will pay us at or before the conclusion of this rental or upon demand of all Charges, including without limitation: (a) time charge as shown on the Rental Record; (b) mileage charges, including charges for extra miles, based on the per-mile rate specified on the Rental Record; (c) mileage charge based on our experience if the odometer is altered; (d) optional product and service fees; (e) fuel and a refueling fee if you return the Vehicle with less fuel than when rented - unless you purchase pre-paid fuel; (f) applicable taxes, surcharges, airport facility fees, and airport concession recovery fees; (g) expenses we incur locating and recovering the Vehicle if you fail to return it or if we repossess it under the terms of this Agreement; (h) costs including pre- and post-judgment attorney fees we incur collecting payment from you or otherwise enforcing or defending our rights under this Agreement; (i) 2% per month late payment fee, or the maximum amount allowed by law, on all amounts past due; (j) a reasonable cleaning fee if the Vehicle is returned substantially less clean than when rented or with evidence of smoking in the Vehicle; (k) towing, storage charges, forfeitures, court costs, penalties, and all other costs we incur resulting from your use of the Vehicle; (l) a fee of up to $500 if you lose the keys or toll transponder to the Vehicle; (m) a surcharge if you return the Vehicle to a location other than the location where you rented the Vehicle or if you do not return it on the date and time due, and you may be charged the standard rates for each day (or partial day) **after the due-in date**, which may be substantially higher than the rates for the initially agreed rental period if a special or promotional rate applied to the initially agreed rental period; (n) replacement cost of lost or damaged parts and supplies used in Optional Equipment; (o) a fee up to $500 if a mobile technology device, such as a navigational system or tablet, that you rented is lost, stolen or otherwise rendered unusable during the rental; and (p) if applicable, a redemption fee if you present a reward certificate, coupon or voucher associated with a loyalty program. **All Charges are subject to a final audit. If errors are found, you authorize us to correct the Charges with your payment card issuer.**

9. **Responsibility for Tolls, Traffic Violations, and Other Charges**. You are responsible for paying the charging authorities directly all tolls ("Tolls") and parking citations, photo enforcement fees, fines for toll evasion, and other fines, fees, and penalties (each a "Violation") assessed against you, us or the Vehicle during this rental. The Vehicle may be equipped with the ability to pay Tolls electronically, and we may offer an optional toll service for an additional fee that will permit you to use electronic Toll lanes in exchange for the fees and based on the conditions stated on the Rental Record. If we are notified by charging authorities that we may be responsible for payment of a Violation, you will pay us or a Processor an administrative fee of up to $50 for each such notification. You authorize us to release your rental and payment card information to charging authorities and Processors for processing and billing purposes. If we or a Processor pay a Toll or Violation, you authorize us or the Processor to charge all such payments and administrative fees to the payment card you used to pay for this rental.

10. **Personal Information; Communications**. You agree that we may disclose personally identifiable information about you to applicable law enforcement agencies or to other third parties in connection with our enforcement of our rights under this Agreement. Questions regarding privacy should be directed to the location where you rented the Vehicle. You agree, in order for us to service or otherwise administer our account or to recover any amounts you may owe, that we or any assignee or collection agency of our choosing, may contact you by telephone at any telephone number associated with your account, including wireless telephone numbers, which could result in additional charges to you. We, our assignee, or any collection agency of our choosing, may also contact you by sending text messages or e-mails, using any e-mail address you provide to use. Methods of contact may include using pre-recorded/artificial voice messages and/or use of an automatic dialing device, as applicable.

11. **Miscellaneous**. No term of this Agreement can be waived or modified except by a writing that we have signed. This Agreement constitutes the entire agreement between you and us. All prior representations and agreements between you and us regarding this rental are void. A waiver by us of any breach of this Agreement is not a waiver of any additional breach or waiver of the performance of your obligations under this Agreement. Our acceptance of payment from you or our failure, refusal or neglect to exercise any of our rights under this Agreement does not constitute a waiver of any other provision of this Agreement. You waive all recourse against us for any criminal reports or prosecutions that we take against you that arise out of your breach of this Agreement. Unless prohibited by law, you release us from all liability for consequential, special or punitive damages in connection with this rental or the reservation of a vehicle. This Agreement will be governed by the substantive law of the jurisdiction where the rental commences, without giving effect to the choice of law rules thereof, and you irrevocably and unconditionally consent and submit to the nonexclusive jurisdiction of the courts located in that jurisdiction. If any provision of this Agreement is deemed void or unenforceable, the remaining provisions are valid and enforceable. .YOU AND WE EACH IRREVOCABLY WAIVES ALL RIGHT TO TRIAL BY JURY IN A LEGAL PROCEEDING ARISING OUT OF OR RELATING TO THIS AGREEMENT OR THE TRANSACTIONS CONTEMPLATED UNDER THIS AGREEMENT.

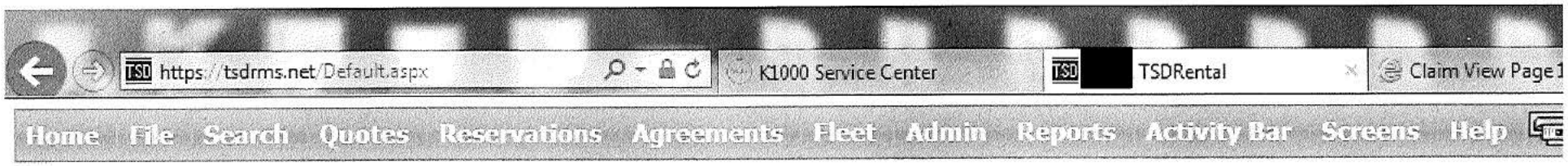
[redacted]

Mojica, Jeannie [KMA]

From: Ron Luce [redacted]
Sent: Tuesday, October 04, 2016 3:16 PM
To: Jim Fair
Subject: RE: Kia Case #: K3288614-5XXGT4L34GG[redacted]

2 damage (one big) in Dallas and 2 oil changes !!

[redacted]



View/Input Repair Orders

Unit Number	[redacted]	R.O. Number	[redacted]
Unit	2016 KIA OPTIMA	R.O. Date	02/19/2016 Miles 9025
Vin	5XXGT4L34G[redacted]	Repair Location	DFW
Status	At Auction	Total Cost	0.00
		Entered By	JUSTIN MGRADV-JORGENSEN
		Note	

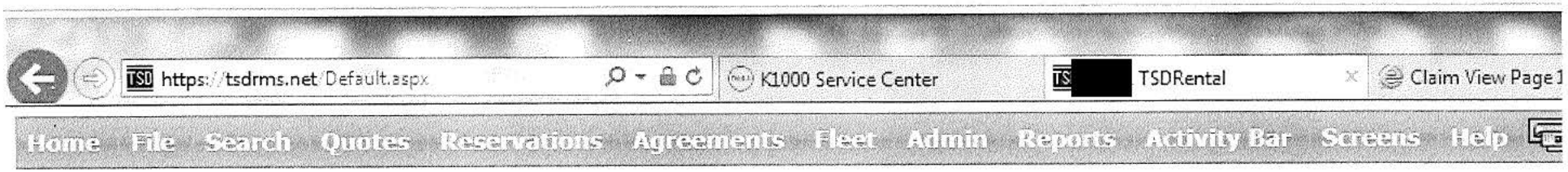
Services

	Service	Parts	Labor	Other	Tax	Total	Last Modified By
	PM	0.00	0.00	0.00	0.00	0.00	JUSTIN MGRADV-JORGENSEN

1

Page 1 of 1, items 1 to 1 of 1.

New RO | Edit RO | Add Service | Print RO History | Unit Table | Fleet Hub



View/Input Repair Orders

Unit Number	[redacted]	R.O. Number	[redacted]
Unit	2016 KIA OPTIMA	R.O. Date	06/08/2016 Miles 17525
Vin	5XXGT4L34GG[redacted]	Repair Location	TRI LEE BODY SHOP
Status	At Auction	Total Cost	870.40
		Entered By	JUSTIN MGRADV-JORGENSEN
		Note	

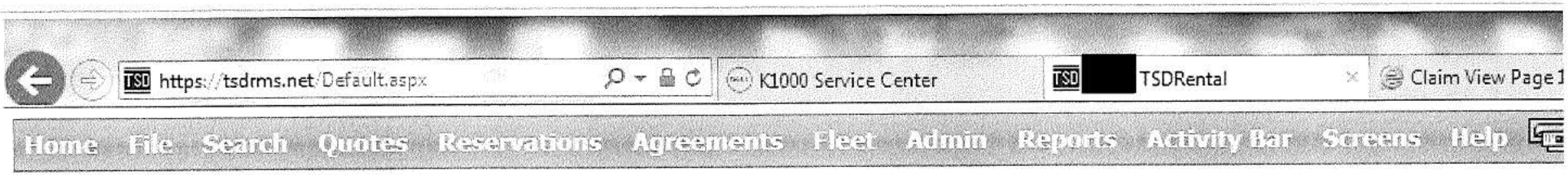
Services

Service	Parts	Labor	Other	Tax	Total	Last Modified By
BODY DAMAGE REPAIR	0.00	0.00	870.40	0.00	870.40	JUSTIN MGRADV-JORGENSEN

1

Page 1 of 1, items 1 to 1 of 1.

New RO | Edit RO | Add Service | Print RO History | Unit Table | Fleet Hub



View/Input Repair Orders

Unit Number	[redacted]	R.O. Number	[redacted]
Unit	2016 KIA OPTIMA	R.O. Date	04/12/2016 Miles 14096
Vin	5XXGT4L34GG[redacted]	Repair Location	4M BODY WORKS
Status	At Auction	Total Cost	3872.86
		Entered By	JUSTIN MGRADV-JORGENSEN
		Note	

Services

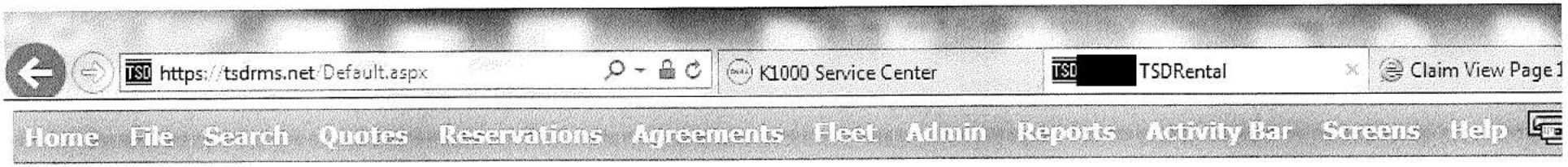
	Service	Parts	Labor	Other	Tax	Total	Last Modified By
	BODY DAMAGE REPAIR	0.00	0.00	3872.86	0.00	3872.86	JUSTIN MGRADV-JORGENSEN

1

Page 1 of 1, items 1 to 1 of 1.

New RO | Edit RO | Add Service | Print RO History | Unit Table | Fleet Hub

[redacted]



View/Input Repair Orders

Unit Number	[redacted]	R.O. Number	[redacted]
Unit	2016 KIA OPTIMA	R.O. Date	06/24/2016 Miles 18753
Vin	5XXGT4L34GG[redacted]	Repair Location	ADVANTAGE AUSTIN
Status	At Auction	Total Cost	0.00
		Entered By	KEN MGRADV-RHODES
		Note	IN HOUSE

Services

	Service	Parts	Labor	Other	Tax	Total	Last Modified By
	PM	0.00	0.00	0.00	0.00	0.00	KEN MGRADV-RHODES

1

Page **1** of **1**, items **1** to **1** of **1**.

New RO | Edit RO | Add Service | Print RO History | Unit Table | Fleet Hub

From: Jim Fair
Sent: Tuesday, October 04, 2016 5:05 PM
To: Ron Luce
Subject: RE: Kia Case # [redacted]-5XXGT4L34GG[redacted]

Lol send them to me Ron first please...

Jim Fair Director of Fleet Maintenance

ADVANTAGE RENT A CAR® E-Z RENT-A-CAR

[redacted] Orlando, FL [redacted]

Office [redacted] E[redacted] Mobile [redacted]

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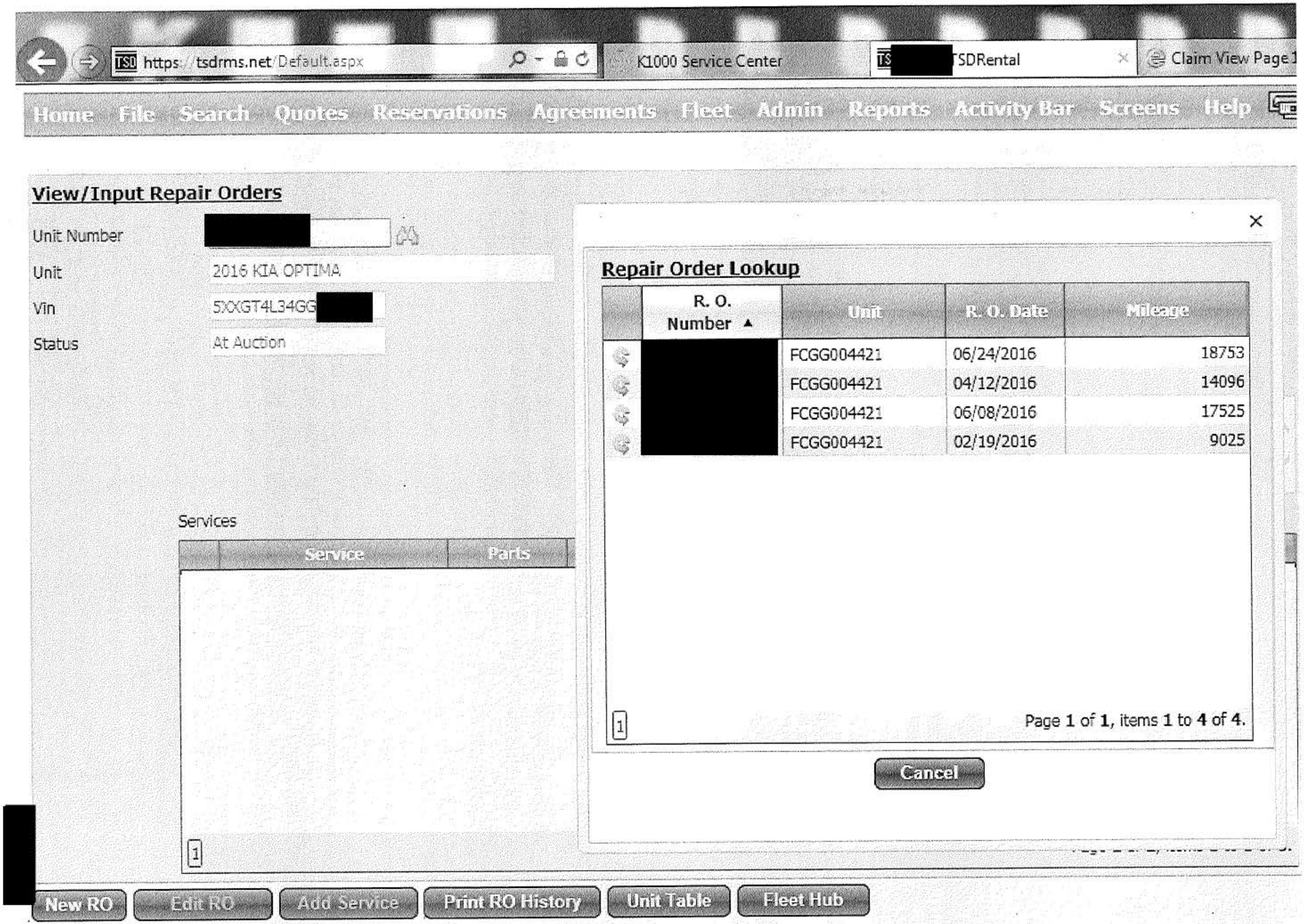
From: Ron Luce
Sent: Tuesday, October 04, 2016 6:04 PM
To: Jim Fair
Subject: FW: Kia Case # [redacted]-5XXGT4L34GG[redacted]

Jim, maybe one too many oil changes on this one. Please advise before I send.
Thanks
Ron

[redacted]


https://tsdrms.net/Default.aspx
K1000 Service Center
[redacted]TSDRental
Claim View Page1
Home File Search Quotes Reservations Agreements Fleet Admin Reports Activity Bar Screens Help
View/Input Repair Orders
Unit Number [redacted]
Unit 2016 KIA OPTIMA
Vin 5XXGT4L34GG[redacted]
Status At Auction
Repair Order Lookup
R. O. Number
Unit
R. O. Date
Mileage
[redacted] FCGG004421 06/24/2016 18753
FCGG004421 04/12/2016 14096
FCGG004421 06/08/2016 17525
FCGG004421 02/19/2016 9025
Page 1 of 1, items 1 to 4 of 4.
Cancel
Services
Service
Parts
New RO
Edit RO
Add Service
Print RO History
Unit Table
Fleet Hub

From: Mojica, Jeannie [KMA] [redacted]
Sent: Tuesday, October 04, 2016 4:24 PM
To: Ron Luce; Jim Fair
Cc: [redacted] Vania Regalado
Subject: RE: Kia Case # [redacted] 5XXGT4L34GG [redacted]

Ron,

Thank you for the docs. Can you please provide me with the maintenance records for this vehicle? Also, we need a description of the incident. Is the description on the accident report all you have?

Thank you,

Jeannie Mojica | National Consumer Affairs
Kia Motors America, Inc.
[redacted] Irvine, CA [redacted]

CUSTOMER CHALLENGE COLLABORATION PEOPLE GLOBALITY

From: Ron Luce [redacted]
Sent: Friday, September 30, 2016 6:05 AM
To: Jim Fair; Mojica, Jeannie [KMA]
Cc: [redacted] Vania Regalado
Subject: RE: Kia Case # [redacted] 5XXGT4L34GG [redacted]

From: Jim Fair
Sent: Friday, September 30, 2016 4:21 AM
To: Mojica, Jeannie [KMA]
Cc: [redacted] Vania Regalado; Ron Luce
Subject: RE: Kia Case # [redacted] 5XXGT4L34GG [redacted]

Ron,
Please send Ms. Mojica the RA and AR from this rental along with all other related documents ie tow or impound, cc all.

Jim Fair Director of Fleet Maintenance

ADVANTAGE RENT A CAR E-Z RENT-A-CAR

[redacted] Orlando, FL [redacted]

Office [redacted] Ext [redacted] Mobile [redacted]

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From: Mojica, Jeannie [KMA] [redacted]
Sent: Thursday, September 29, 2016 1:13 PM
To: Jim Fair
C [redacted] Vania Regalado; Ron Luce
Subject: Kia Case # [redacted] 5XXGT4L34GG [redacted]

All,

This case is being handled by National Consumer Affairs. I have received the pictures and will be reviewing the case with my engineer to be able to provide you with more information.

Do you have any context/description of details for when the incident occurred?

Thank you,

KIA Jeannie Mojica | National Consumer Affairs
Kia Motors America, Inc.
[redacted] Irvine, CA [redacted]
[redacted]

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-----Original Message-----
From: [redacted]
Sent: Monday, September 26, 2016 07:30 PM Pacific Standard Time
To: Carp, David [KMA]
Subject: Fwd: 5XXGT4L34GG[redacted]

Sent from my HTC

----- Forwarded message -----
From: "Jim Fair" [redacted]
To: "Mark Hamilton" [redacted]
Cc: "Vania Regalado" [redacted] "Ron Luce" [redacted]
Subject: 5XXGT4L34GG[redacted]
Date: Tue, Sep 27, 2016 11:08 AM

[redacted]
Whom would be the best person to reach out about getting this inspected by Kia?

[cid:image001.png@01D0B3DC.FDDF20E0]
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[redacted]
rom: Vania Regalado
ent: Monday, September 26, 2016 10:08 AM
o: Jim Fair
ubject: RE: 5XXGT4L34GG[redacted]

yes, vehicle is ta IAA- Houston

Stock No: [redacted]

* [redacted]
* Houston, TX [redacted]
* (P) [redacted]
* (F) [redacted]

Vania Regalado
Risk Manager
[redacted]
Orlando FL [redacted]
[redacted]

From: Jim Fair
Sent: Friday, September 23, 2016 4:06 PM
To: Vania Regalado
Cc: Mark Hamilton [redacted]; Ron Luce
Subject: 5XXGT4L34GG [redacted]

Vania ,
Is this new? If it is I will need Kia to send someone to look at it.

[cid:image001.png@01D0B3DC.FDDF20E0]
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From: [redacted]
Sent: Friday, September 23, 2016 2:16 PM
[redacted]: Jim Fair
Subject: Claim / Job Information - E-Z Rent-A-Car [redacted] from Vania Regalado

Please find all claim information concerning Claim Number [redacted]

Contract Information
Contract Number - [redacted]
Pickup & Return Date - 8/29/2016 8:55:00 AM, 9/12/2016 11:00:00 AM
Miles Driven - 0
Daily Rate - $19.53
Weekly Rate - $136.68
Accetped CDW* - 0
Accetped LDW* - 1
Accepted SLI* - 0
Accepted LPC* - 0
*1 = Yes, 0 = No

Vehicle Information
Unit Number - [redacted]
Tag Number - [redacted]
VIN - 5XXGT4L34GG[redacted]
Vehicle - 2016 OPTIMA KIA - WHITE
Mileage - 22807
Current Status -
Current Location - HOUEZ
Purchase Type - Program

Claim Notebook

* IAA picked up this unit. Dash inoperable, Primary Damage: Burn 9/23/2016

Vehicle Damage
fire in engine compartment

[redacted]

ACCIDENT/INCIDENT REPORT (TO BE COMPLPETED BY CUSTOMER)

ACCIDENT CLAIM NO./ RA NO.

PLEASE CHECK HERE IF CAR IS A GOVERNMENT RENTAL ☐

CUSTOMER

FULL NAME [redacted]

ADDRESS [redacted]

CITY Arlington STATE IL

E-MAIL [redacted]

DATE OF REPORT 9/18/16 WEATHER CONDITION Clear

DATE OF INCIDENT 9/17/16 TIME OF INCIDENT 2130 ☐ A.M. ☐ P.M.

LOCATION OF INCIDENT [redacted]

Beaumont TX

CITY STATE ZIP CODE

N/A

POLICE PRCT./DEPT. REPORTED TO/ ACC# CITY STATE

RENTAL VEHICLE

VEHICLE YEAR, MAKE/MODEL KIA OPTIMA

[redacted] STATE TX

ODOMETER READING AT TIME OF ACCIDENT 22807

[redacted] DATE OF BIRTH [redacted]

CITY/STATE/ZIP CODE Arlington IL [redacted]

EMPLOYER NAME Illinois Valley Agri Systems, LLC

INSURANCE COMPANY [redacted]

POLICY NO. CLAIM NO. AGENT NAME

E-MAIL

CREDIT CARD COVERAGE ☐ YES ☐ NO

IF YES, RENTER MUST REPORT TO CREDIT CARD COMPANY WITHIN 5 DAYS

X IN AREA OF VEHICLE DAMAGE

CIRCLE

0 NO DAMAGE
1 LIGHT
2 MODERATE
3 HEAVY
4 ROLLED
5 BURNED

DESCRIPTION & ESTIMATE OF DAMAGE Fire Damaged

VEHICLE TOWED? / BY WHOM? Herrera's Towing

TOW CO [redacted]

POLICY/CLAIM NO.

OTHER VEH OR PROPERTY DAMAGE

NAME OF OWNER ADDRESS CITY/STATE/ZIP CODE AREA CODE-TELEPHONE NO. ( )

OPERATOR'S NAME (if different from above) ADDRESS CITY/STATE/ZIP CODE AREA CODE-TELEPHONE NO. ( )

N/A

OPERATOR'S LICENCE NO. INSURANCE CO. NAME / PHONE POLICY NO.

YEAR/ MAKE/ MODEL DESCRIPTION OF PROPERTY DAMAGE WAS CAR DRIVABLE? ☐ YES ☐ NO LICENCE PLATE NO. STATE

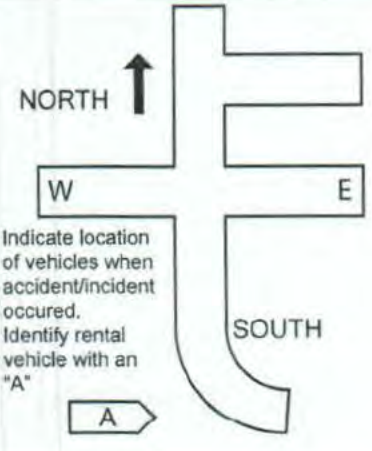
INJURED PERSONS

NAME	ADDRESS, STREET, CITY, STATE, ZIP CODE	PHONE	NATURE OF INJURY	AGE	Check box if injured was: veh. occupant renter / other	pedestrian
N/A						

WITNESSES

NAME	ADDRESS, STREET, CITY, STATE, ZIP CODE	AREA CODE AND TELEPHONE NO.
[redacted]	Peru Illinois	[redacted]
	Ladville Illinois	

DESCRIPTION OF ACCIDENT OR INCIDENT



Indicate location of vehicles when accident/incident occured. Identify rental vehicle with an "A"

DESCRIBE HOW THE ACCIDENT HAPPENED INCLUDING DIRECTION OF TRAVEL AND TRAFFIC CONTROLS. IF YOU NEED MORE SPACE, PLEASE CONTINUE ON THE BACK OR ATTACH A PIECE OF PAPER T

Traveling on [redacted] in [redacted] car behind me started flashing lights- I pulled over and car I was driving had flames coming out from under the car

SIGNATURE OF OPERATOR/WITNESS [redacted]

WAS TICKET ISSUED? REASON

☐ OTHER

☐ RENTER

FOR INTERNAL USE ONLY

DATE FAXED TO RISK 9-19-16

ATTACH COPIES OF:
RA OPEN/CLOSE, CHECK-IN/OUT, LICENCE, INS.CARD

SIGNATURE OF EMPLOYEE REVIEWING REPORT [redacted]

IMPOUNDS

CLAIM [redacted]

TODAY DATE: 9-19-16

CONTRACT # [redacted]

UNIT NUMBER [redacted]

NAME ON CONTRACT [redacted]

PHONE NUMBER FOR CUSTOMER [redacted]

CASE NUMBER IF ANY _____

OFFICER NAME IF ANY _____

POLICE DEPARTMENT PHONE NUMBER AND ADDRESS TO PICK UP A RELEASE:

ORANGE CTY FIRE DEPARTMENT [redacted]

TOWING COMPANY HERRERA'S TOWING + RECOVERY (MICHEAL)

TOWING COMPANY PHONE NUMBER [redacted]

TOWING COMPANY ADDRESS [redacted] I 10

VIDOR, TEXAS [redacted]

IS THE CAR DRIVEABLE? YES OR (NO) WHERE IS IT DAMAGED? FIRE / ENGINE

DOES THE TOWING COMPANY HAVE THE KEYS? (YES) OR NO

WHAT TIME DOES THE TOWING COMPANY OPEN AND CLOSE? 8-5

WHAT IS NEEDED TO PICK UP THE VEHICLE: CHECK ALL THAT APPLIES:

POLICE RELEASE _____ IF SO WHAT COUNTY? _____ VSF

PROOF OF OWNERSHIP ✓ AUTHO. LETTER _____ REGISTRATION _____

COST AS OF TODAY? 634.95 COST PER DAY AFTER? 21.65

CREDIT CARD OR CASH _____

ANY ADDITIONAL NOTES: _____

WHO IS PICKING UP CAR: _____

DATE PICKED UP AND CLOSED OUT: _____

[redacted]

Ron Luce

From: Greg Campbell [redacted]
Sent: Monday, September 19, 2016 8:13 AM
To: Ron Luce; [redacted]
Cc: Rockell Henry; Tomeka Sherman; [redacted]
Subject: RE: [redacted].. Dana Lusietto ... Car Fire ... Claim [redacted]
Attachments: CCF09192016_00001.pdf

Importance: High

Ron,

Good morning. Please find the attached document that you sent to me on Behalf of my employee Dana Lusietto.

Again my name is Greg Campbell, manager for Illinois Valley Agri Systems, LLC. Dana is working and managing a time sensitive project in the Port Of Beaumont so I am supporting him in any way possible to ensure the project moves forward and you have what you need to resolve this issue with the car starting on fire and burning.

Again as discussed no police report or tickets issued I assume due to the nature of the incident. The police that did show up left Dana no information other than if he needed support to contact Vidor PD. (no number given)

Fire department number is [redacted](Orange County [redacted]

Towing Company info is; Herrera's Towing & Recovery [redacted]

Dana Lusietto [redacted](he is copied on this message for his email)

[redacted]hop or [redacted]ell (IVAS manager)

I look forward to your feedback and direction before we get thinking about a replacement vehicle.

Regards
[redacted]

From: Ron Luce [redacted]
Sent: Sunday, September 18, 2016 7:51 AM
To: [redacted]
Cc: [redacted] Rockell Henry; Tomeka Sherman
Subject: [redacted]... Dana Lusietto ... Car Fire ... Claim [redacted]

Dana, glad to hear everyone is ok on your end.
Spoke to [redacted]this morning and told him I would send you this Vehicle Incident Report for completion. There will be many blanks that you will not know how to complete...that is ok. It should be easy to pick out name, address, accident location, incident description, signature line etc.
If this cannot be completed online, just print and complete. Email or fax back to me.
Please send as much information that you know, i.e. police report/number, fire report/number, location or who towed vehicle/number.
Feel free to contact me if you have questions.
Thanks
Ron Luce, Area Manager

[redacted]

Houston Advantage/EZ RAC
[redacted] cell
fax

[redacted]

Print | Close

Enlarged Vehicle Images for Stock No: [redacted]

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[redacted]

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MANUFACTURED BY
KIA MOTORS MANUFACTURING GEORGIA, INC.
OCT/07/15
GVWR 4497 lbs
PAINT SWP
GAWR FRONT 2557 lbs
GAWR REAR 2513 lbs
TRIM WK
THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL MOTOR VEHICLE SAFETY, BUMPER, AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE
V.I.N. 5XXGT4L34GG
5200
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[redacted]