

PE19-004

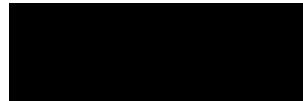
KIA

6/28/2019

DEFECT B

CA FILES

OPTIMA







>PUR-E<
2.4 GDI







Kia Motors America, Inc.
Corporate Headquarters

Irvine, CA

July 10, 2017

Avis Rent-A-Car

Birmingham, AL

Re: 2017 Kia Optima
VIN: 5XXGT4L31HG
Case:

Dear

Thank you for your recent letter regarding the Kia Optima. Kia Motors America, Inc. (KMA) has reviewed the incident and regrets the circumstances that prompted you to call us.

After careful review of all the information that you have submitted and our own investigation, KMA has concluded the fire appears to not be a manufacturing concern. Based on the inspections performed on June 7, 2017 and June 29, 2017 at the Enterprise Rent-A-Car location, the following was viewed:

- The point of origin for this fire appeared to be a loose nut near the alternator.
- Based off of the information available, it appears an alternator repair was performed on 4/25/17 and the incident occurred 4/27/17.

KMA will take no further action in this matter, at this time. Thank you for your courtesy and cooperation.

Sincerely,

Ryan Ristow
National Consumer Affairs
Kia Motors America, Inc.



WWW.MYKIASTORE.COM

Anniston, Alabama



WWW.MYKIASTORE.COM

Rainbow City, AL

RO: [REDACTED]

Cashier: 000204 15:40-1

Date Out: 04/25/2017

Status: REPRINT

CLOSED

IN:1110OUT:0855

Customer: [REDACTED]

AVIS RENT A CAR

ANNISTON AL

VIN:5XXGT4L31HG [REDACTED]

2017 KIA OPTIMA LX

Miles-In: 5300 Out: 5301

Office: [REDACTED]

Other: N/A

Advisor: [REDACTED] SEAN BRANTLEY

Hat: [REDACTED]

Date In: 04/19/2017

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

A SFW [REDACTED]

CUSTOMER STATES NOT CHARGING

TESTED AND FOUND ALTERNATOR NOT CHARGING AND BATTERY FAULTY

REPLACED BATTERY AND ALTERNATOR

CLAIM #:

N/C:

C/C:

LABOR OP: 37300R1A

HOURS: 1.2

LABOR OP: 37300RQ0

HOURS: 0.3

LABOR OP: 37110R00

HOURS: 0.2

Parts: 1

37110 H7A00U

2016 SORENTO AGM/DIN

1

37300 2G061

ALTERNATOR ASSY

[INTERNAL]

B SI [REDACTED]

CUSTOMER STATES CK FOR OPEN CAMPAIGN / SERVICE ACTION

COMPLETED CHECK FOR OPEN RECALL/CAMPAINS

[WARRANTY]

C SFW [REDACTED]

SA278

VOLTAGE REGULATOR PERFORMANCE

COMPLETED

CLAIM #:

N/C:

C/C:

LABOR OP: 170A18R0

HOURS: 0.8

I 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 the unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of the repairs thereto.

ALL REPAIRS SUBJECT TO A MINIMUM OF .5 HOUR DIAGNOSTIC TIME.

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

All parts installed are new, reconditioned or salvaged parts. TERMS: STRICTLY CASH unless arrangements made.

Signature: _____

Thank you for allowing us to serve you!



RECEIVED
AUG 23 2017
CONSUMER AFFAIRS

P.O. Box 4110
Scottsdale, AZ 85261-4110

August 14, 2017

CERTIFIED MAIL

Kia Motors America, Inc.
Attention: Legal Department
[REDACTED]
Irvine, CA [REDACTED]

RE: Our Insured: AVIS Rent A Car ETAL (DBA) Car and Truck Rentals ETAL
Our Claim No.: [REDACTED]
Date of Loss: 4/2/2017
Your Case No.: [REDACTED]
Vehicle Fire: 2017 KIA Optima – VIN 5XXGT4L31HC [REDACTED]

Dear Kia Motors America, Inc.:

National Casualty Company carries a policy of insurance on the above-referenced insured. A claim has been presented under that policy for payment of the fire damages arising from this loss. Our preliminary investigation reveals that Kia Motors America, Inc. *may* be liable for this loss. **As a consequence, you are hereby placed on notice of the loss.**

We understand that Kia Motors America, Inc. performed a fire inspection on the 2017 Kia June 7, 2017 and on June 29, 2017. We spoke with Ryan Ristow, representative in your National Consumer Affairs Department, on August 11, 2017, wherein he advised there was no destructive testing performed at these inspections which would produce spoliation of evidence. Kia Motors America Inc. has reported their investigation reveals the vehicle fire is a result of poor workmanship against Kia Store located in Anniston, Alabama, who performed warranty work on the Kia between April 19, 2017 and April 25, 2017. However, we have been advised that Kia Store disagrees with these findings. We are, therefore, initiating a joint inspection with an engineer appointed by Zurich, Kia Store insurance carrier, and an engineer appointed by National Casualty Company. The date and time is pending with the engineers to coordinate same.

Mr. Ristow also advised in our telephone conversation of August 11, 2017, that Kia Motors America Inc. does not wish to attend and/or be an involved party to this inspection. Since this inspection could result in destructive testing, we are requesting you provide us written confirmation, specifically stating that Kia Motors America Inc. in fact does not wish to participate and or attend this inspection and that **Kia Motors America Inc. provides permission and will hold harmless National Casualty Company for any**

[REDACTED]

Ryan Ristow
August 11, 2017
Page 2

destructive testing performed with regard to spoliation. If you should decide to attend the inspection, we will coordinate a date and time with the engineer appointed by Kia Motors America Inc. **Please provide your respond August 18, 2017.**

If you have any questions and wish to discuss this matter, please call me at [REDACTED] Ext. [REDACTED]

Sincerely,

[REDACTED]
Diana Hansen
Claims Specialist
Nationwide E&S/Specialty Claims
[REDACTED]

[REDACTED]



Scottsdale, AZ

August 12, 2017

Ryan Ristow
National Consumer Affairs
Kia Motors America, Inc.

Irvine, CA

RE: Our Insured:
Our Claim No.:
Date of Loss:
Your Case No.:
Vehicle Fire:

4/2/2017

2017 KIA Optima – VIN 5XXGT4L31HG

Dear Mr. Ristow:

Thank you for speaking with me regarding this case. In our conversation, you advised that you are the point of contact for **notice of our potential claim and notice of our pending inspection.**

National Casualty Company carries a policy of insurance on the above-referenced insured. A claim has been presented under that policy for payment of the fire damages arising from this loss. Our preliminary investigation reveals that Kia Motors America, Inc. *may* be liable for this loss. **As a consequence, you are hereby placed on notice of the loss.**

We understand that Kia Motors America, Inc. performed a fire inspection on the 2017 Kia June 7, 2017 and on June 29, 2017. You also advised there was no destructive testing performed at these inspections which would produce spoliation of evidence. Kia Motors America Inc. has reported their investigation reveals the vehicle fire is a result of poor workmanship against Kia Store located in Anniston, Alabama, who performed warranty work on the warranty work on the Kia between April 19, 2017 and April 25, 2017. However, we have been advised that Kia Store disagrees with these findings. We are, therefore, initiating a joint inspection with an engineer appointed by Zurich, Kia Store insurance carrier, and an engineer appointed by National Casualty Company. The date and time is pending with the engineers to coordinate same.

Ryan Ristow
August 11, 2017
Page 2

As we discussed in our telephone conversation of August 11, 2017, you have advised that Kia Motors America Inc. does not wish to attend and/or be an involved party to this inspection. Since this inspection could result in destructive testing, we are requesting you provide us written confirmation, specifically stating that Kia Motors American Inc. in fact does not wish to participate and or attend this inspection and that **Kia Motors America Inc. provides permission and will hold harmless National Casualty Company for any destructive testing performed with regard to spoliation.** If you should decide to attend the inspection, we will coordinate a date and time with the engineer appointed by Kia Motors America Inc. **Please provide your respond August 18, 2017.**

If you have any questions and wish to discuss this matter, please call me at [REDACTED] Ext [REDACTED]

Sincerely,

[REDACTED]
Diana Hansen
Claims Specialist
Nationwide E&S/Specialty Claims
[REDACTED]

[REDACTED]

Memorandum
Invoice

KIA MOTORS AMERICA

REGION NAME AND ADDRESS
NATIONAL FLEET SALES
IRVINE CA

P.O. Number
AV17BIR775

INVOICE DATE 02/02/2017	INVOICE NO [REDACTED]
PORT OF ENTRY KMMG VPC	

DEALER NAME AND ADDRESS
LUPIENT KIA
BROOKLYN PARK MN

DEALER CODE
[REDACTED]

SHIPPED TO
AVIS RENT A CAR
BIRMINGHAM AL

MODEL/OPT	DESCRIPTION	YEAR	SERIAL NO.	ENGINE NO.	MSRP	DEALER COST
EXT.CODE EB	EXT.COLOR EBONY BLACK	INT.CODE WK	INT.COLOR BLACK	KEY NO. [REDACTED]	\$22,200.00	\$19,974.00
ADDITIONAL INSTALLED EQUIPMENT: (In addition to or in place of standard features)						
BA	Rear Bumper Applique				\$75.00	\$60.00
CF	Carpated Floor Mats				\$130.00	\$100.00
W17	17" Alloy Wheels				\$200.00	\$180.00
LUPIENT KIA  CAR & TRUCK 2/3/2017 Factory Invoice: \$21,209.00 Add Markup: \$75.00 Total Due: \$21,284.00 P.O. # - [REDACTED] WIRE INSTRUCTIONS: BANK: ASSOCIATED BANK COMPANY NAME: JIM LUPIENT COMPANY ACCOUNT: [REDACTED] ROUTING NUMBER: [REDACTED] Please fax vins to Gayle at [REDACTED]						
SUBTOTAL					\$22,605.00	\$20,314.00
OTHER CHARGES						\$0.00
INLAND FREIGHT & HANDLING					\$895.00	\$895.00
TOTAL					\$23,500.00	\$21,209.00

ATTENTION:
DEALER/FINANCING BANK - FOR REFERENCE
PURPOSES, PLEASE REFER TO ACH/OTC

MEMORANDUM INFORMATION ONLY
THIS DOCUMENT DOES NOT TRANSFER TITLE

ORIGINAL



































