

PE19-004

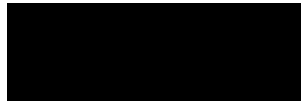
KIA

6/28/2019

DEFECT B

CA FILES

OPTIMA



WELTMAN, WEINBERG & REIS Co., LPA

ATTORNEYS AT LAW

Over 80 Years of Service.

LAW OFFICES OF
WELTMAN, WEINBERG & REIS CO., L.P.A.

Cleveland, OH

MON-THURS 8AM-845PM, FRI 8AM-445PM EST

RECEIVED

JUN 19 2017

CONSUMER AFFAIRS

June 13, 2017

KIA MOTORS AMERICA INC

IRVINE CA

RE: STATE FARM MUTUAL AUTO INS

Claim No.

WWR File No.

Balance Due as of June 13, 2017: \$19,127.38

Dear KIA MOTORS AMERICA INC:

Please be advised that this law firm has been retained to represent the above-referenced client with regard to its claim against you for damages. As of the date of this letter you owe the amount listed above.

It is requested that you forward a check or money order to our office to cover the damages sustained. You may also be able to pay your account online via our web-pay website at www.wwrepay.com. If you are unable to pay the entire amount, it is important that you contact this office to discuss a repayment program.

Your failure to either remit the balance or enter into satisfactory payment arrangements may result in continued collection efforts against you. If your driving privileges have been suspended as a result of this claim, my client is in the position to remove that suspension only after this matter is resolved to their satisfaction.

This is an attempt to recover a balance by a debt collector for our client and any information obtained will be used for that purpose. Unless you dispute the validity of this debt, or any portion thereof, within thirty (30) days of receipt of this letter, we will assume that the debt is valid. If you notify us in writing within the thirty (30) day period that the debt, or any portion thereof, is disputed, we will obtain verification of the debt and mail you a copy. If you request in writing within the thirty (30) day period, we will provide you the name and address of the original creditor if different from the current creditor.

Sincerely,

Weltman, Weinberg & Reis Co., L.P.A.

*****PLEASE SEE REVERSE SIDE FOR IMPORTANT INFORMATION ABOUT YOUR RIGHTS*****

CONWELT01332CACO

To receive proper credit on your account, please detach the bottom portion and return with your payment in the enclosed envelope

WWR File No.:

Balance Due: \$19,127.38

Cleveland, OH

ADDRESS SERVICE REQUESTED

June 13, 2017

WELTMAN, WEINBERG & REIS CO., L.P.A.

Cleveland, OH

KIA MOTORS AMERICA INC

Irvine CA

March 30, 2017

Kia Motors America, Inc
Corporate Headquarters
[REDACTED]
Irvine CA [REDACTED]

Sub Auto Litigation Office
[REDACTED]
Atlanta GA [REDACTED]

RECEIVED

APR 03 2017

CONSUMER AFFAIRS

Certified Mail-Return Receipt Requested

RE: Claim Number: [REDACTED]
Date of Loss: January 20, 2017
Our Insured: [REDACTED]
Loss Location: Hillsdale, MI
Vehicle: Kia Optima
VIN: KNAGT4L39G5 [REDACTED]
Mileage: 2,800
Your File Number: [REDACTED]
Insured's Deductible: \$50.00

Ryan:

This notice is to advise of a loss that occurred to our insured's vehicle. The damage was caused by a defect in the fuel line connection.

Our investigation indicates that Kia Motors America is responsible for this loss. By virtue of our payment, we are entitled to recover from the responsible party. Please consider this letter as our demand to Kia Motors America for reimbursement of \$19,127.38.

Any settlement with State Farm's policyholder with respect to this loss must not prejudice our rights, as subrogor, and shall not be released by execution of a general release with such policyholder.

Your cooperation is appreciated. If you should have any questions, or would like to set up and appointment to inspect the evidence/salvage, please feel free to contact me at [REDACTED]
Ext. [REDACTED]

In order to assist you in evaluating and processing the claim we are asserting, we may provide nonpublic personal information about our customer. We are sharing this information to effect, administer, or enforce a transaction authorized by the consumer. However, you are neither authorized nor permitted to: (1) use the customer information we provide for any purpose other than to evaluate and process the subrogation claim, or (2) disclose or share the customer information we provide for any purpose other than to evaluate and process the subrogation claim.

If you have any questions or need additional information, please call me at the number listed below. If I am not available, any other member of my team may assist you.

[REDACTED]



State Farm Mutual Automobile Insurance Company
Auto Payments by Participant/COL

Route To: Megg Beverage

BASIC CLAIM INFORMATION

Claim Number: [REDACTED]

Date of Loss: 01-20-2017

Policy Number: [REDACTED]

Named Insured: [REDACTED]

Named Insured(s) / 311 - COMP

C denotes consolidated payment

E denotes EFT payment

P previously converted payment from CAT/CMR

<u>Payment Number</u>	<u>Issued Date</u>	<u>Payee</u>	<u>Payable COL</u>	<u>Pay Cd</u>	<u>Status</u>	<u>Amount</u>	<u>Auth Id</u>	<u>Rsn Cd</u>
[REDACTED]	02-09-2017	HERNDON AND HERNDON INVESTIGATIONS	[REDACTED]	[REDACTED]	Paid	\$2,039.10	JZ1S	
[REDACTED]	02-13-2017	REGIONAL ACCEPTANCE CORP	[REDACTED]	[REDACTED]	Paid	\$19,077.38	L4AV	TL
Total:						\$21,116.48		

[REDACTED]

STATE FARM INSURANCE
ARNOLD COOPER
[REDACTED]
PHOENIX AZ

CLAIM [REDACTED]

[REDACTED]



Investigators/Consultants

Livonia, Michigan

FAX:

LaSalle, Ontario

Boyle City, Michigan
Phone/Fax 231.282-5813

Colonia, Michigan
Phone/Fax

Licensed in Michigan, Ohio,
Illinois, Indiana, Arizona,
Florida and Ontario, Canada

February 1, 2017

IN RE: State Farm Insurance Claim No. [REDACTED]
H&A File No. [REDACTED]
Date Received: January 24, 2017
[REDACTED]

PREDICATION:

This case is predicated upon the request of Mr. Arnold Cooper, Claims Representative, to conduct an investigation into the fire loss of a 2016 Kia Optima.

SECRETARY OF STATE:

A review of the title information indicates the 2016 Kia Optima, bearing Vehicle Identification Number KNAGT4L39G5 [REDACTED] was transferred from Ohio to [REDACTED] of [REDACTED] Hillsdale, MI [REDACTED] on January 9, 2017 with 14 actual miles. Regional Acceptance Corp. is the secured interest. There is no Michigan license plate listed on the registration. (See enclosed document)

INSPECTION:

On January 26, 2016 at 12:00 PM, this Investigator arrived at Copart, Lansing, Michigan to conduct an investigation into the fire loss of a 2016 Kia Optima.

Once at the scene, a close inspection provided the following information:

SEE ENCLOSED INVESTIGATION REPORT

Prior to leaving the inspection location, several digital photographs were taken, are stored on a server off site, and are enclosed for your review.

IN RE: State Farm Insurance Claim No. [REDACTED]
H&A File No. [REDACTED]

February 1, 2017
Page 2

ORIGIN AND CAUSE INVESTIGATION:

On January 26, 2017 at 12:00 PM, this Investigator arrived at Copart to conduct an origin and cause investigation into the fire loss of a 2016 Kia Optima. Upon arrival, the vehicle, gray in color, is located in the secured lot and is identified by the Vehicle Identification Number on the federal manufacturers label secured to the driver B pillar. There is a temporary Ohio license plate in the rear window with an expiration date of January 31, 2017 and a date of issue December 17, 2016. Further, there is a Taylor Kia advertisement license plate on the trunk lid. Initial observations reveal evidence of a fire to have originated within the engine compartment causing charring and blistering to the painted surfaces of the hood and fenders as well as heat damage and cracking to the windshield. Both headlight assemblies are partially consumed, the remains of the grille and front bumper cover are not present. Both front tires are still inflated. The remaining exterior painted surfaces of the vehicle are intact, the rear tires are intact and inflated and all remaining window glass is intact in the up/closed position.

The examination is focused to the fuel tank, fill tube and fuel cap where all are found to be intact. cursory inspection of the undercarriage reveals it is intact.

The examination is focused to the vehicle's interior where it is found to be intact and undamaged by fire. It should be noted the remains of assemblies and the washer solvent reservoir as well as the outer portion of the steel hood have been placed in the rear passenger compartment after the fire. Contents in the vehicle include pop cans, candy and candy wrappers, blood glucose test strips, miscellaneous papers and CDs. Subsequently, the odometer is digital and does not illuminate however there is a Taylor Kia of Toledo oil change sticker on the windshield indicating the first service due October 26, 2016 or 5,000 miles.

At this time, entry is gained into the trunk using the key in the ignition where the trunk is found to be intact. Within the trunk is a gas can nozzle cap, papers and a children's toy. Further, the spare tire, tire changing equipment and tire mobility kit are intact under the cover.

The investigation is focused to the engine compartment where a subsequent check of the fluid levels reveal the brake fluid and coolant have drained during the course of the fire, transmission fluid drained during the fire, power steering is electric and the oil is registering overfull and may be attributed to water having entered the engine during fire suppression.

The inspection is focused to the electrical system on the left or driver side where exposure fire damage is noted to the fuse box, powertrain computer and battery. Plastic casing remains surrounding the fuse box and wiring traveling to same reveals color coded wiring insulation still intact. Wiring traveling to the power train computer inboard the fuse box reveals charred wrapping, charred wiring insulation and wires with color coded insulation still present and no

IN RE: State Farm Insurance Claim No. [REDACTED]
H&A File No. [REDACTED]

February 1, 2017
Page 3

evidence of any fire origin. Inspection of the battery and the left front reveals exposure fire damage with plastic casing and a heat protector on the sides of the battery. The negative battery post on the outboard side is broken off and the cable is void of insulation. Combustibles surround the positive cable connection on the inboard side. Upon examining the battery cable wiring, the positive cable which travels to the starter at the front of the engine and alternator cable in the right front of the engine have made contact with a hose bracket in the area of the engine and transmission connection with electrical activity and fusing noted and the metal bracket melted in two. Further, branch wiring traveling over the top of the engine within this area reveals electrical activity present.

The examination is focused to the front of the engine compartment where melting is present to center of the aluminum air conditioning condenser and radiator. The lower radiator hose is still connected to the radiator on the passenger side and much of the upper radiator hose is still present on the left side of the engine. The examination continues and the cooling fan motor is not located at this time, wiring on the left or driver side reveals it is void of insulation but no evidence of any electrical activity is found. The examination further reveals the oil filter secured at the front of the engine with the hoses traveling to the oil cooler partially consumed with the hose clamps still in place.

The investigation is focused to the right or passenger side where there is serpentine belt remains on the pulleys. Further, there are the remains of a coolant reservoir and no evidence of any fire origin.

The inspection continues and is focused to the rear of the engine compartment where in the left rear factory wiring harnesses reveal wrapping charred and color coded wiring insulation still remaining. Factory rubber grommet to the left of the brake booster is also still basically intact. The examination of the right or passenger side reveals exposure fire damage to the ABS module and associated wiring. The wiring harness traveling along the rear of the engine compartment in the center is void of insulation. Further, the silencer pad material at the bulkhead in the center has been consumed. Consumption of air conditioning hoses, combustible brake hoses from the fittings within this area is noted. The examination reveals the heater hose connections with the remains of the hoses and clamps in place and the hoses partially consumed.

The investigation is now focused to the top of the engine where there is the remains of fiberglass material covering the valve cover on the passenger side where the oil fill cap is still in place. The examination reveals the fire damage to the engine is most pronounced on the left or driver side as indicated by the lack of fiberglass material covering areas of the driver side of the valve cover and top of the engine and melting to the aluminum heat shielding for the exhaust manifold and catalytic converter at the rear of the engine. The examination is focused to the fuel system where the combustible fuel line at the bulkhead to the left of the exhaust has melted off and been

IN RE: State Farm Insurance Claim No. [REDACTED]
H&A File No. [REDACTED]

February 1, 2017
Page 4

consumed where it would travel and connect to the engine. The examination of the engine reveals the fuel rail below the combustible intake at the front of the engine. A metal fuel line is connected to the driver side of the fuel rail which travels along the left side of the engine to the high pressure fuel pump in the upper left corner. At the front of the high pressure fuel pump is a metal line and partially consumed combustible fuel line which would travel and connect to the supply at the bulkhead as previously stated.

Further examination reveals foam padding with the Hyundai cover assy. imprint noted which is at this time lying in the area of the exhaust manifold and rear of the engine compartment. The inspection of same reveals an odor familiar to this Investigator as gasoline on the remains of the padding.

At this time, the vehicle is placed on an inspection rack where the examination reveals the rear and mid undercarriage are intact to include the underbody protector. The examination reveals the bottom of the engine is intact to include the drain plug and the oil filter is tight. The examination continues and the positive battery cable which is arced in two in the area of the bracket at the front of the engine is noted traveling back to the battery. The inspection of the fuel line reveal it is consumed within the engine compartment and is not visible from the channel along the undercarriage to the fuel tank where the underbody shielding is still intact.

At this time, having completed the above inspection and examination, it is the opinion of this Investigator that the fire originated within the rear of the engine compartment in the area of the fuel lines and at this time, the investigation continues.

FIRE SCENE INVESTIGATION:

On January 27, 2017 vehicle parts were retrieved from the fire scene: [REDACTED] MI. Located at the scene were: a light bulb assembly, the cooling fan motor and wiring and the throttle body. Inspection of these items reveal exposure fire damage and no evidence of fire origin. Further, the items were placed in the vehicle at Copart on January 31, 2017. (See enclosed photographs)

IN RE: State Farm Insurance Claim No. [REDACTED]
H&A File No. [REDACTED]

February 1, 2017
Page 5

EXEMPLAR VEHICLE:

On January 27, 2017, exemplar 2016 Kia Optima engine compartment was photographed at Feldman Kia in Novi, Michigan. (See enclosed photographs).

VINLINK:

Vinlink decoded the Vehicle Identification Number as a 2016 Kia Optima equipped with a 2.4 liter, L4 engine and was assembled in Korea. (See enclosed document)

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION:

A search of the National Highway Traffic Safety Administration for 2016 Kia Optima vehicles produced two recalls. Upon review, they were found to have nothing whatsoever to do with the fire in question. (See enclosed documents)

ALLDATA SYSTEM:

A search of the Alldata system for 2016 Kia Optima vehicles produced one general campaign, three safety campaigns and three safety recalls as well as a number of technical service bulletins. Upon review, none were found to pertain to the fire in question. (See enclosed documents)

RECALL/CAMPAIGN QUERY:

A search by VIN through the Kia.com website indicates there are no open safety recalls for this vehicle.

CARFAX:

This office obtained a Carfax vehicle history report for the vehicle which indicates no accident damage reported to Carfax, one owner, vehicle last owned in Michigan, one detailed record available, last reported odometer reading 14 miles. (See enclosed document)

IN RE: State Farm Insurance Claim No. [REDACTED]
H&A File No. [REDACTED]

February 1, 2017
Page 6

HILLSDALE FIRE DEPARTMENT:

This Investigator was advised by the Claims Investigator State Farm has requested a copy of the fire report.

INTERVIEW -- [REDACTED]

Investigator Karl Belanger of this office conducted a telephone interview with [REDACTED] the title holder and named insured and [REDACTED] the operator of the vehicle and eyewitness to the fire. (See enclosed interview)

CONCLUSION:

Having completed an examination of the vehicle, examined the vehicle components left at the fire scene, reviewed an interview with the insured and the operator of the vehicle who was an eyewitness to the fire, conducted research pertaining to the vehicle, and based upon all of the information known at the time of the preparation of this report, it is the opinion of this Investigator that the fire originated within the rear of the engine compartment in the center to left or driver side in the ignition of fuel vapors escaping from the fuel system to include the fuel line/fittings/connections and upon ignition of the fuel vapors, the fire extended upward and outward from this location causing the damage present. The fire is classified as an accidental fire.

At this time, all requests for services have been completed, we are closing our file and forwarding our report and photographs for your review.

Conclusions and opinions expressed in the report were developed utilizing the Investigator's training, education, experience and standard investigative techniques.

[REDACTED]
Devin C. Jordan, IAAI - CFI

The electronic signature appearing on this document was authorized by the Investigator(s) and the original copy of this report is maintained by Hernon & Associates and is a true and accurate copy of the final report which is available upon request.

DCJ/pas



HERNDON & ASSOCIATES
Investigators/Consultants

36135 Schoolcraft
Livonia, Michigan 48150
1-800-961-2909
Fax 734-591-0140

1855 Normandy St., Unit 603
LaSalle, Ontario N9H 2R4

P.O. Box 27
Bozette City, Michigan 48712
231-282-5813

P.O. Box 520
Coloma, Michigan 49038
269-468-3416

Licensed in Michigan, Ohio,
Illinois, Indiana, Arizona,
Florida & Ontario, Canada
www.herdon-associates.com

VEHICLE FIRE INVESTIGATION

Fire Dept. _____ Incident No. _____
Date/Time Of Investigation 1-26-04 12:00 PM
Vehicle Examined At Copart Lansing, MI
Location At Time Of Fire _____
Alley ☐ Building ☐ Driveway/Garage ☐ Field ☐ Freeway ☐ Park ☐ Pk Lot ☐ Street ☐
Date Of Fire _____ Day _____ Time of Call _____ Arrived _____ Clear _____

Description Of Vehicle

Title Holder: _____
Owner: _____
Address: _____
Year 2010 Make Kia Model Optima
Color: (Top) Gray (Bottom) Gray
License Plate: State MI Number _____ Expiration Date _____
Vehicle Identification Number: KNA67463965
Lien Holder: Regional Acc Corp
Insurance Company State Farm

Passenger Compartment (Interior)

1	Dashboard	Intact ☒	Missing ☐	Partially Consumed ☐	Consumed ☐
2	Radio	Intact ☒	Missing ☐	Aftermarket ☐	
3	HVAC	Intact ☒	Missing ☐	Partially Consumed ☐	Consumed ☐
4	Speakers	Intact ☒	Missing ☐	Aftermarket ☐	
5	Bulkhead	Intact ☒	Breached By Fire ☐		
6	Ignition/fob housing or push button start	Intact ☒	Missing ☐	On Position ☐	Off Position ☒
			Thumb Assist/Beauty Ring Off ☐	Locked ☐	
		Tampered With/Locked ☐ Tampered With/Unlocked ☐ Destroyed By Fire ☐ In Debris ☐			
7	Steering Column	Intact/Locked ☒	Intact/Unlocked ☐	Unlocked By Factory ☐	
		Tampered With/Locked ☐	Tampered With/Unlocked ☐	Missing ☐	
		Destroyed By Fire ☐			
8	Gear Shift Selector	(Column ☐ Floor ☒)	Locked ☐	Unlocked ☒	Manual ☐
			Missing ☐	Destroyed By Fire ☐	
9	Trans Linkage	Intact ☐	Compromised ☐	Destroyed By Fire ☐	N/A ☐
10	Anti-Theft System	Factory ☐ Type: _____ Aftermarket ☐ Type: _____ Unknown ☐	Alarm System	Factory ☐ Type: _____ Aftermarket ☐ Type: _____ Unknown ☐	
11	Ignition Key/fob	None Found ☐ In Ignition ☒ At Scene ☐	Tested immobilizer system Yes ☐ No ☒	Provided By: Claim Rep ☐ Owner ☐	
12	Front Seat	Intact ☒	Missing ☐	Partially Consumed ☐	Consumed ☐
13	Rear Seat	Intact ☒	Missing ☐	Partially Consumed ☐	Consumed ☐
14	Third Seat	Intact ☐	Missing ☐	Partially Consumed ☐	Consumed ☐
15	Glove Box	Intact ☒		Partially Consumed ☐	Consumed ☐
		Owner's Manual ☒	Miscellaneous Papers ☐	Sundries ☐	
16	Center Console	Intact ☒		Partially Consumed ☐	Consumed ☐
		CD Changer Yes ☐ No ☒			
		Owner's Manual ☐	Miscellaneous Papers ☐	Sundries ☒	

VEHICLE FIRE INVESTIGATION 2

Passenger Compartment (Interior) Cont.

17	Overhead Console	Intact ☒	Partially Consumed ☐	Consumed ☐	N/A ☐
	DVD Player/Monitor(s)	Intact ☐	Partially Consumed ☐	Consumed ☐	N/A ☐
18	Air Bags:				
	Steering Wheel:	Intact ☒	Missing ☐	Deployed ☐	Fire Damaged ☐ N/A ☐
	Passenger Side Dash:	Intact ☒	Missing ☐	Deployed ☐	Fire Damaged ☐ N/A ☐
	Right Rear:	Intact ☐	Missing ☐	Deployed ☐	Fire Damaged ☐ N/A ☐
	Left Rear:	Intact ☐	Missing ☐	Deployed ☐	Fire Damaged ☐ N/A ☐
	Side Air Bags (Driver):	Intact ☒	Missing ☐	Deployed ☐	Fire Damaged ☐ N/A ☐
	Side Air Bags (Pass):	Intact ☒	Missing ☐	Deployed ☐	Fire Damaged ☐ N/A ☐
	Headliner/Curtain:	Intact ☒	Missing ☐	Deployed ☐	Fire Damaged ☐ N/A ☐
19	Odometer Reading: _____ Removed ☐				
	Analog ☐ Digital ☒	Destroyed By Fire ☐ Vandalized ☐		Tussockia - Toledo	
	Oil Change Sticker ☒	Date: 10-26-16	Mileage: 5000 mi		
20	Title Information: (Date Of Transfer To Current Owner/Mileage) 1-9-17 114 actual miles				
21	Ashtray	Smoking Materials Present ☐	Yes ☒ No ☐ Unk ☐	Cigar Lighter Used ☐	Yes ☐ No ☒ Unk ☐
22	Personal Effects In Passenger Compartment candy, pop, blood glucose test, papers				

Engine Compartment

23	Engine Accessibility	Limited (Hood Jammed) ☐	Open ☒	Forced Or Unbolted By Investigator ☐	
	Consumed ☐				
24	Engine	Intact ☐	Missing ☐	Partially Stripped ☐ Fire Damaged ☒	
25	Battery	Intact ☐	Missing ☐	Fire Damaged ☒ After-Mkt wiring/conn ☐	
26	Aux Battery	Intact ☐	Missing ☐	Fire Damaged ☐ N/A ☐	
27	Fuse/ Relay Center	Intact ☐	Missing ☐	Fire Damaged ☒	
28	ECM/PCM	Intact ☐	Missing ☐	Fire Damaged ☒	
29	Radiator	Intact ☐	Missing ☐	Fire Damaged ☒	
30	AC Condenser	Intact ☐	Missing ☐	Fire Damaged ☒ N/A ☐	
	Fluid Levels - NOTE: D.B.F. = DRAINED BY FIRE				
31	Oil	Transmission	Coolant	Brake	Power Steering
	D.B.F. ☐ Overfill ☐ 1/4 full	D.B.F. ☒ Dealers Access ☐	D.B.F. ☒	D.B.F. ☒	D.B.F. ☐ Electric ☒
32	Belts:	Intact ☐	Partially Consumed ☒	Consumed ☐	
33	Upper Hose:	Intact ☐	Partially Consumed ☒	Consumed ☐	
34	Lower Hose:	Intact ☐	Partially Consumed ☒	Consumed ☐	
35	Engine Parts Missing: cooling fan motor				
36	Additional Information:				

Exterior Examination

37	Tires (Brand)	OEM or Aftermarket Wheels/Wheel Covers	32nd of Tread Remaining	No. Of Lugs	Missing	Switched
LF						
LR	None	4	none	All		
RR						
RF						

VEHICLE FIRE INVESTIGATION **3**

Door Handle/Cylinder

38	Driver Door	Intact ☒	Fire Damaged ☐	Forced Entry ☐
39	Left Rear (sliding/cargo) Door(s)	Intact ☒	Fire Damaged ☐	Forced Entry ☐
40	Rear Cargo Door (s)	Intact ☐	Fire Damaged ☐	Forced Entry ☐
41	Right Rear (sliding/cargo) Door(s)	Intact ☒	Fire Damaged ☐	Forced Entry ☐
42	Passenger Door	Intact ☒	Fire Damaged ☐	Forced Entry ☐

Trunk/Cargo/Bed Compartment Examination

43	Pickup ☐	Van ☐	Utility Vehicle ☐	Other ☐		
44	Trunk Lock	Intact ☐	Locked ☐	Forced Open ☐	Fire Damaged ☐	
45	Trunk Release	Yes ☐	No ☐	Electric ☐	Manual ☐	Unknown ☐
46	Entry To Trunk	Yes ☐	No ☐	Through Deck ☐	Rear Seat ☐	

Trunk/Cargo/Bed Contents

47	Spare Tire	Intact ☒	Missing ☐	On Vehicle ☐	Fire Damaged ☐	
48	Tire Change Equipment	Intact ☒	Missing ☐			
49	CD Changer in Cargo Area or Trunk	Yes ☐	No ☒	Hybrid Batteries ☐		
	Other Contents/Personal Effects In Trunk Compartment/Cargo Area: gas can, milk cups, paper, toy					
50	Aftermarket Wiring for Audio/Video System i.e. Power Cable, Speaker Wiring, RCA Connectors	Yes ☐	No ☒	Unknown ☐		
51	Trailer Hitch	Yes ☐	No ☒	Factory ☐	Non-Factory ☐	Unknown ☐
	Trailer Wiring	Yes ☐	No ☒	Factory ☐	Non-Factory ☐	Unknown ☐

Glass Condition

52	Windshield:	Intact ☐	Missing ☐	Melted/Cracked By Heat ☒	Broken ☐	In ☐	Out ☐		
53	Electric Windows:	Yes ☒	No ☐						
54	Driver's Window: Position:	Intact ☒	Up ☒	Down ☐	Missing ☐	Cracked ☐	Broken ☐	Melted/Cracked By Heat ☐	
		In ☐	Out ☐						
55	Left Rear Window: Position:	Intact ☒	Up/Closed ☒	Down/Open ☐	Missing ☐	Stationary ☐	Moveable ☐		
		Cracked ☐	Broken ☐	Melted/Cracked By Heat ☐					
		In ☐	Out ☐						
56	Vent/Triangle Position:	Intact ☒	Missing ☐	Stationary ☒	Moveable ☐	Cracked ☐	Broken ☐		
		Melted/Cracked By Heat ☐	In ☐	Out ☐					
57	Left Rear 3 rd Window: Position:	Intact ☐	Missing ☐	Stationary ☐	Moveable ☐	Cracked ☐	Broken ☐		
		Melted/Cracked By Heat ☐							
		In ☐	Out ☐	Open ☐	Closed ☐				
58	Rear Window: Position:	Intact ☒	Open ☐	Closed ☐	Missing ☐	Stationary ☒	Moveable ☐	Cracked ☐	Broken ☐
		Melted/Cracked By Heat ☐	In ☐	Out ☐					
59	Right Rear 3 rd Window: Position:	Intact ☐	Missing ☐	Stationary ☐	Moveable ☐	Cracked ☐	Broken ☐		
		Melted/Cracked By Heat ☐							
		In ☐	Out ☐	Open ☐	Closed ☐				
60	Vent/Triangle Position:	Intact ☒	Missing ☐	Stationary ☒	Moveable ☐	Cracked ☐	Broken ☐		
		Melted/Cracked By Heat ☐	In ☐	Out ☐					
61	Right Rear Window: Position:	Intact ☒	Up/Closed ☒	Down/Open ☐	Missing ☐	Stationary ☐	Moveable ☐		
		Cracked ☐	Broken ☐	Melted/Cracked By Heat ☐	In ☐	Out ☐			

VEHICLE FIRE INVESTIGATION **4**

62	Passenger Window:	Intact ☒	Up ☒	Down ☐	Missing ☐	Stationary ☐	Moveable ☐	Cracked ☐	Broken ☐
	Position:	In ☐	Out ☐						
63	Sun Roof:	Open ☐	Closed ☐	Missing ☐	Fire Damaged ☐				
64	Convertible	Up ☐	Down ☐	Missing ☐	Fire Damaged ☐				
65	T-Top	On ☐	Missing ☐	Fire Damaged ☐					
66	Hard/Soft Top	On ☐	Missing ☐	Fire Damaged ☐					
67	Tonneau Cover/Fiberglass Cap	On ☐	Missing ☐	Fire Damaged ☐					

Under Vehicle

68	Gasoline ☒	Diesel ☐	Natural Gas ☐	Electric ☐	Hybrid ☐
69	1. Fuel Tank	Intact ☒	Missing ☐	Fire Damaged ☐	
70	1. Fill Pipe	Intact ☒	Missing ☐	Fire Damaged ☐	
71	1. Fuel Cap	Intact ☒	Missing ☐	Fire Damaged ☐	
72	2. Fuel Tank	Intact ☐	Missing ☐	Fire Damaged ☐	
73	2. Fill Pipe	Intact ☐	Missing ☐	Fire Damaged ☐	
74	2. Fuel Cap	Intact ☐	Missing ☐	Fire Damaged ☐	
75	Transmission Pan	Intact ☐	Missing ☐	Leakage Noted ☐	Yes ☐ No ☐
76	Oil Pan	Intact ☐	Missing ☐	Leakage Noted ☐	Yes ☐ No ☐

NOTE: For Damage/Rust * L = Light M = Medium H = Heavy

Areas	Open	Closed	Missing	Rust*	Damage *	Vandalized	Consumed
77 Front Bumper							
78 Hood		X					
79 Grille							
80 Head Lights							
81 Left Fender							
82 Driver's Door		X					
83 Left Rear(sliding/cargo)Door(s)		X					
84 Left Quarter Panel							
85 Trunk Lid/Tail Gate		X					
86 Rear Cargo Door(s)							
87 Tail Lights							
88 Rear Bumper							
89 Roof							
90 Right Quarter Panel							
91 Right Rear(sliding/cargo)Door(s)		X					
92 Passenger Door		X					
93 Right Fender							
94 Running Boards/Step Bars							
95 Exterior Mirrors							
96 Body Condition:	Excellent ☐	Good ☐	Fair ☐	Poor ☐			
97 Plate on vehicle Yes ☒ No ☐	Plate Number	[REDACTED] /- 51-17					
98 Evidence Confiscated: Yes ☐ No ☒							

ebStation - Print Screen

A SOS 2 01/24/2017 13:15:12 CCF/JAVAP1999/74_126_26_146/1.
59:1:ENAGT4L39G
TITLE INFORMATION:
2016 KIA KNAGT4L39G 22 FOUR DOOR M FOREIGN-OR
01/09/2017 OPTIMA 14 A

HILLSDALE

FULL RIGHTS TO SURVIVOR

REGIONAL ACCEPTANCE CORR

SACRAMENTO CA

MI SOS

VIN number: KNAGT4L39G5

DECODED: Kia - Optima (2016)

Model Year	2016
Make	Kia
Model	Optima
Trim Level	LX
Body Type	4 Door Sedan
Manufacturer	Hyundai-Kia America Technical Center Inc.
Production Seq. Number	
Engine Type	L4, 2.4L; DOHC 16V; GDI
Fuel Type	Gasoline
Engine Code	3
Drive Line Type	FWD
Vehicle Type	Passenger Car
Vehicle Class	Mid-size Car
Restraint System	Dual Air Bag; Side Air Bag
Country	KOREA
Assy. Plant	Hwasung
Check Digit	9
AAIA	
AAIA ENGINE	
AAIA TRANSMISSION	

BETA

Unique History, Unique Value

This Car's History

- No Accidents Reported
- 1-Owner Vehicle

This Car's Retail Value

\$18,660

[View Details](#)

SHOW ME THE CARFAX®

CARFAX REPORT EXACT

CARFAX® Vehicle History Report™
No independent company established in 1986

Vehicle Information:

2016 KIA OPTIMA LX
VIN: RNQ74L3K6
2500044 OR
2500044
GASOLINE
FRONT WHEEL DRIVE
Standard Equipment | Safety Options

Checkmarks:

- ☒ No accident / damage reported to CARFAX
- ☒ CARFAX 1-Owner vehicle
- ☒ Last owned in Michigan
- ☒ 1 Detailed record available
- ☒ 14 Last reported odometer reading

The CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 12:24 PM EST. Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

CARFAX® Ownership History	
The number of owners is highlighted.	
Year purchased	2017
Type of owner	CARFAX® OWNER
Estimated length of ownership	15 days
Owned in the following state(s)/provinces	Michigan
Estimated miles driven per year	—
Last reported odometer reading	14

CARFAX® Title History	
CARFAX® guarantees the information it provides.	
Salvage Junk Recall Fire Flood Mail Lemon	Guaranteed No Problems
Not Actual Mileage Incorrect Mechanical Limits	Guaranteed No Problems

GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will pay you back, Register | View Terms

CARFA™ Additional History

CARFAT Additional History

End-of-Line	No issues reported to CARFAX	No Issues Reported	✓
Structural Damage	No structural damage reported to CARFAX	No Issues Reported	✓
Mileage Discrepancy	No mileage discrepancy reported to CARFAX	No Issues Reported	✓
Odometer Check	No indication of an odometer rollback	No Issues Indicated	✓
Accidents / Damage	No accidents or damage reported to CARFAX	No Issues Reported	✓
Manufacturer Recall	No open recalls reported to CARFAX	No Recalls Reported	✓

C A R F A Detailed History

Owner 1	SSN	Date	Mileage	Source	Comments
2000	11-11-2000	01/08/2017	14	Michigan Motor Vehicle Dept Hillsdale, MI	Title issued or updated First owner reported
2000	11-11-2000				

Have Questions? Consumers, please visit our Help Center at www.cdnfx.com. Dealers or Subscribers, please visit our Help Center at www.cdnfx.com.

CARFAC Glossary

First Owner When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership, **Ownership History** CARFAX delivers as never as an individual or business that purchases and uses a vehicle, but all title transactions represent a change in history. To provide additional owner history, CARFAX proprietary technology analyzes all the events in a vehicle's history. Estimated production is available for vehicles manufactured after 1981 and sold in the US including Puerto Rico. Dates corresponding to title transfers are available for vehicles sold in the following states: Maine, Massachusetts, New Hampshire, New Jersey, New York, North Carolina, Pennsylvania and South Carolina. Please consider this as the vehicle's verified ownership history.

Title Issued
A title issuer issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and fee of sale are used as proof of ownership.

Follow Us: [Facebook.com/CARFAX](#) [@carfaxreports](#) [CARFAX on Google+](#)

CARFAX DEPENDS ON ITS SOURCES FOR THE ACCURACY AND RELIABILITY OF ITS INFORMATION. THEREFORE, NO RESPONSIBILITY IS ASSUMED BY CARFAX OR ITS AGENTS FOR ERRORS OR OMISSIONS IN THIS REPORT. CARFAX DISCLAIMS ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CARFAX

© 2016 CARFAX, INC. ALL RIGHTS RESERVED.
Printed by United States Data Center, Inc. 17-0383, 77764941 | 595-5172 | 800-822-9557/8, 808-544, 1, 595-5318
MFL 15244 PM (EST)

Owner/ Driver Interview (Motorized Vehicles)



Interviewer: Karl Belanger

Insurance company: State Farm

Claim number:

Herndon & Associates File No:

Person interviewed (owner):

Date: January 25, 2017
Time: 5:20 p.m.

Person interviewed (driver*):

Date: January 25, 2017
Time: 7:00 p.m.

1. Occupation of person
Interviewed:
Refused to answer

2. Name of Titleholder:

3. Name of Insured:

4. Owner's relationship to
driver: Common-law

5. Name of any passenger(s) None

6. Who is the primary driver?

7. Does anyone else operate the
vehicle? Yes ☒ No ☐

8. Indicate who and
relationship: common-law)

9. Do any of the drivers have
any recent complaints or
problems with the vehicle?
Describe: Yes ☐ No ☒

Owner/ Driver Interview (Motorized Vehicles)



10. * Date and Time of fire: January 20, 2017 6:45-7:00 p.m.
11. * Weather Conditions: Rainy ☒ Windy ☐ Cloudy ☐ Snow ☐ Sleet ☐
Clear ☐ UNK ☐ Other ☐ misty ☐
Temperature: ° C ☐ F ☐
12. *What direction of wind (i.e. front to rear)? UNK ☒
13. *Address of fire (include City, State/Province) [REDACTED] Hillsdale, MI
Street ☐ Driveway ☐ Parking Lot ☐
Inside Building ☐ Freeway ☐ Alley ☐
Other:
14. *What Fire and/or Police Department(s) responded? Hillsdale Fire & Police
Not Called ☐
15. *Who called the Fire and/or Police Department? Michael
UNK ☐
16. Do you have a copy of the fire report? Yes ☐ No ☒
If Yes, have record forwarded to our office: FAX ☐ MAIL ☐ EMAIL ☐
17. Do you have a copy of the police report? Yes ☐ No ☒
If yes, have record forwarded to our office: FAX ☐ MAIL ☐ EMAIL ☐
18. *How long to respond? under 5 min ☐ 5-10 min ☒ 10-15 min ☐
15-20 min ☐ 20-25 min ☐ 25-30 min ☐
above 30 min ☐ unk ☐
19. Type of motor vehicle (Yr./Make/Model/Color): 2016 Kia Optima, gray
20. Engine: Gasoline ☒ Diesel ☐ Hybrid ☐ Electric ☐
Natural Gas ☐ Propane ☐ Hydrogen ☐
21. Purchased: New ☒ Demo ☐ Used ☐ Lease ☐ Auction ☐
Family Member ☐ **
- **Identify family member:

Owner/ Driver Interview (Motorized Vehicles)



22. Approximate date of purchase: December 17, 2016
23. Name of dealer (City, State/Province): Taylor Kia dealership, Toledo, OH
Private Individual ☐
24. Any recall notices, campaigns or correspondence from the manufacturer? What did it pertain to? Yes ☐ No ☒
If yes, was it satisfied? Yes ☐ No ☐
By whom? Selling Dealer ☐ Other Dealer ☐ Unknown ☐
If not satisfied, why?
25. Any warranty on the vehicle at the time you acquired it? Yes ☒ No ☐
(Years/Miles): 10 years
26. Did you purchase an extended warranty? Yes ☐ No ☒
(If yes, have copy forwarded to our office): Fax ☐ Mail ☐ Email ☐
(Years/Miles):
27. Have you had any warranty work done to the vehicle since the purchase? Yes ☐ No ☒
(If yes, have copy forwarded to our office): Fax ☐ Mail ☐ Email ☐
Records: In Vehicle ☐ Sent to Adjuster ☐
Do Not Have Records ☐
28. Type of warranty service:
29. Who performed warranty service? (Name of dealer or repair facility, indicate City, State/Province)
30. Any service work performed? (excluding oil changes) Yes ☐ No ☒
Type of service work:

31. Date of service and facility
(City, State/Province):
(Have records forwarded to
our office):

Fax ☐ Mail ☐ Email ☐

Sent to adjuster ☐ Do not have records ☐

32. *How much fuel was in the
tank?

1/4 ☒ 1/2 ☐ 3/4 ☐ FULL ☐ UNK ☐
But it ran out of gas; it was showing 20 miles left in gas
tank

When did you last fill up?

Couple days before

33. *Who checks the fluid levels,
such as the oil, transmission
fluid, etc?

Oil Change Facilities ☐ Dealer ☐ Insured ☐
Other ☐ too new

34. *How often do you obtain an
oil change?

Computer Indicates ☐ Oil Change Sticker ☐
Interval

35. *When was the last oil
change?

Only owned it for a month – not changed yet
UNK ☐

36. *Do you (between oil
changes) ever have to add
any fluids?
(If yes, indicate amount):

Yes ☐ No ☒

Oil:
Transmission:
Power Steering:
Brake:
Coolant:
Hydraulic Oil:

37. When and who was the last
person to enter the engine
compartment and for what
reason?

Taylor Kia at purchase

38. *Any recent unresolved
mechanical problems with
the vehicle?
Explain:

Yes ☐ No ☒

39. If yes, have you had the
problem resolved? Name of
dealer or repair facility (City,
State/Province):

Owner/ Driver Interview (Motorized Vehicles)



40. *Any recent unresolved electrical problems with the vehicle prior to the fire?
Explain: Yes ☐ No ☒

41. If yes, have you had the problem resolved? Name of dealer or repair facility (City, State/Province)

42. Mileage at the time of purchase? New ☒ UNK ☐

43. *Mileage at the time of loss: 3,000 UNK ☐

44. Have you ever had any problems with animals? (i.e. building nests in engine, chewing wires, etc.)
Explain: Yes ☐ No ☒

45. *Are you a smoker? Yes ☐ No ☒

46. *Was anyone smoking prior to exiting the vehicle? Yes ☐ No ☒

47. *If yes, how are the smoking materials extinguished? In ash tray ☐ Out the window ☐

48. Have any electrical accessories been added to the vehicle since the purchase? Yes ☐ No ☒

If yes, what?

Alarm System/ Remote Start
Amplifier
Television
Radar Detector
Radio
DVD

☐
☐
☐
☐
☐
☐

Owner/ Driver Interview (Motorized Vehicles)



VCR
Xenon Lights (Blue Color)
Speakers
Equalizer
Navigation System
Other

☐
☐
☐
☐
☐
☐

49. Who installed the item?
(Name, City, State/Province,
telephone number of installer
- obtain receipt if possible):

50. Did you have anything
plugged into the cigarette
lighter adapter or 12 volt
auxiliary power port?

Yes ☒ No ☐

Cell Phone Cord ☒ GPS Power Cord ☐
Other ☐

51. Does the power cord and/or
accessory remain on after key
removed from ignition?

Yes ☐ No ☒ UNK ☐

52. Is there any non-factory
wiring on the vehicle to your
knowledge?
Explain:

Yes ☐ No ☒ UNK ☐

53. Does your vehicle have an
alarm system?
Does your vehicle have a
keyless entry system?

Yes ☒ No ☐
Factory ☒ Aftermarket ☐

Yes ☒ No ☐
Factory ☒ Aftermarket ☐

54. Has the vehicle ever been
involved in an accident?
IF NO, SKIP TO QUESTION #61

Yes ☐ No ☒ UNK ☐

55. Date(s) of the accident:

56. What insurance company
serviced the claim?

Owner/ Driver Interview (Motorized Vehicles)



57. If yes, what parts to the vehicle were damaged?

58. What facility repaired the vehicle (City, State/Province)?

59. Were any parts replaced on the engine? Yes ☐ No ☐

60. Identify parts replaced:

61. *At the time of the fire, was the vehicle being:

Driven 5 _____ MIN ☒
Just parked it HRS ☐
Idling _____ MIN ☐
HRS ☐
Parked _____ MIN ☐
HRS ☐

62. *If parked, how long was the vehicle engine running before parking the vehicle?

_____ MIN ☐
_____ HRS ☐

63. If vehicle was stopped/parked, were you in view of the vehicle?
If yes, how long?

Yes ☐ No ☐

_____ MIN ☐
_____ HRS ☐

64. *What accessories were being operated prior to the fire?

Daytime Running Lamps ☐
Radio ☐
HVAC ☐
Lights ☐
Windshield Wipers ☐
Cruise ☐
Rear Wipers ☐
None ☒
Other ☐

65. Does the vehicle have heated seats?

Yes ☐ No ☒

Were any on at the time of the fire?

None ☐ Driver ☐ Passenger ☐

Owner/ Driver Interview (Motorized Vehicles)



- Where is the switch located? Seat ☐ Center Console ☐ Door ☐
66. Did all accessories work? Yes ☒ No ☐
67. If the answers is No, how long had the accessory/accessories not worked?
68. Is the vehicle wired for a trailer? Yes ☐ No ☐ UNK ☒
Factory ☐ Aftermarket ☐
69. If yes, who did the wiring? Was on the vehicle at the time of purchase ☐
70. *Were you pulling a trailer? Yes ☐ No ☒
If so, describe (Year, Make, Length, Approximate Weight): (HAVE THEM SEND PAPERWORK WHICH LISTS ALL OF THE ABOVE)
71. *Any fluid leakage problems with the vehicle? Yes ☐ No ☒
If yes, type or color of fluid leaking:
72. *Any fluid leakage discovered just prior to the fire or during the fire? Yes ☐ No ☒
If yes, type or color of fluid leaking:
73. *Did you experience any operability problems just prior to the fire? Yes ☒ No ☐
If yes, explain problem: Sputtering a little – felt like it didn't have normal power
74. *Any warning lights illuminated/changes in gauges just prior to the fire? Yes ☐ No ☒
Identify warning lights or gauges:

Owner/ Driver Interview (Motorized Vehicles)



75. *Did anyone detect any odors just prior to the discovery of the fire? (i.e. gasoline, wires burning, oil, rubber, sulfur, etc.)? Yes ☒ No ☐

Identify odor: gasoline

76. *Did any occupants of the vehicle hear any noises prior to the discovery of the fire? Explain: Yes ☐ No ☒

77. *Where was smoke first observed? (specific area i.e. dash, driver's side, engine, etc): UNK ☐ under the hood, passenger side

78. *What color was the smoke? Gray ☐ White ☒ Black ☐ UNK ☐

79. *Where was the fire first observed? (specific area) Opened hood - big puff of flames shot straight up UNK ☐

80. *What color was the flame? Orange ☐ Yellow ☐ Blue ☐ Deep Orange ☒ UNK ☐

81. *Was the vehicle running or turned off? Running ☐ Off ☒

82. *Was the hood open or closed at the time of the fire? Open ☒ Closed ☐

83. Was it opened by anyone prior to arrival of fire department? Yes ☒ No ☐
If so, by who and why:

84. Were any doors left open? Yes ☐ No ☒

Which doors? Driver ☐
Passenger ☐
Left Rear Door ☐
Right Rear Door ☐
Sliding Door ☐

Owner/Driver Interview (Motorized Vehicles)



Rear Cargo ☐

85. If the vehicle was parked, were the doors locked? Yes ☐ No ☒ UNK ☐

86. Was the alarm set at the time of the fire? Yes ☐ No ☒ UNK ☐

87. Were any windows open? Yes ☐ No ☒
 Driver ☐
 Passenger ☐
 Left Rear Door ☐
 Right Rear Door ☐
 Sliding Door ☐
 Rear Cargo ☐

88. *Provide a short scenario leading up to fire: [redacted] had driven the car to the bank and noticed it was low on gas, the gauge showed 20 miles. It ran out of gas and wouldn't start. [redacted] came and picked [redacted] up and they got 1.5 gallons of gas put in the tank. Now the gauge read 40 miles until next fill-up, which [redacted] thought was odd. He drove the car home, pulled in the driveway, and en route the car was sputtering. He turns the car off and smoke comes from the driver's side engine compartment. [redacted] opens the hood and a big puff of flame shoot out and [redacted] jumps back. The fire service was called and put out the fire.

89. *Did anyone photograph/video record the fire scene? Yes ☒ No ☐ UNK ☐ sent to Devin
 If yes, have media forwarded to our office: Fax ☐ Mail ☐ Email ☐

90. *Did the Firefighter(s) ☒ and/or Police Officer(s) ☒ Tell you what they believed to be the probable cause of the fire? Fire Captain Steve McCloud - faulty fuel line

91. *Do you have any idea what caused the fire? Yes ☒ No ☐
 Explain: Fuel line

Owner/ Driver Interview (Motorized Vehicles)



92. *Were any other vehicles or property damaged as a result of the fire? Yes ☐ No ☒

If yes, identify damage and who is the Insurance Company:

93. *Have any other Fire Investigators (public or private) contacted you? Yes ☒ No ☐

If yes, identify Investigator:

Fire Captain

94. *Has anyone removed any items from the area where the fire was first observed? Yes ☒ No ☐

Fire Investigator

Firefighter

Insurance Personnel

Owner

Other

☐☒☐☐☐

wallet and personal items

If so, identify item(s) removed:

95. What contents, if any, did you have in the vehicle? (i.e. magazines, papers, car care products, personal items)?

Removed by the Insured/Driver ☒
Jacket, school paper

96. *Did you have any flammable or ignitable liquids anywhere in the passenger or trunk compartment? Yes ☒ No ☐

If yes, what type and where?

Can of gasoline that was used to fill up the Kia; it was empty

OPEN RECALL CHECK

97. Dealer contacted:

1/31/17: website: kia.com

98. Open recall

Yes ☐ No ☒ 2016 OPTIMA LX 4CYL AUTO
There are no open safety recalls for this vehicle as of
1/31/2017

99. Recall number:

100. Description of recall:

KPB/lcz

Recalls & Safety Issues.

This is a record of safety issues for vehicles of this year, make, model and trim. If you are a vehicle owner, search for recalls by your Vehicle Identification Number (VIN). The vehicle identification number tells you if your car is affected.

[Learn about our recall process](#) (recalls)

Have a safety problem?

Report a problem with your vehicle, tires, car seats or other equipment. We review every problem as we work to keep our roads safe.

[Report a safety problem](#) (<https://www-nhtsa.dot.gov/VehicleComplaint/>)

Find recalls by VIN.

Every vehicle has a unique VIN. Enter a VIN to learn if a specific vehicle needs to be repaired as part of a recall.

SEARCH BY VIN (RECALLS#VIN)

Recall information from the VIN lookup tool is provided by the manufacturer conducting the recall. NHTSA does not record VIN information or results provided through this tool.

[RECALLS](#) [INVESTIGATIONS](#) [COMPLAINTS](#) [MANUFACTURER COMMUNICATIONS](#)

2 Recalls for 2016 KIA OPTIMA 4 DR

[FILTER RECALLS BY AFFECTED COMPONENTS](#)

[AIR BAGS \(1\)](#) [POWER TRAIN \(1\)](#)

April 21, 2016

NHTSA CAMPAIGN NUMBER: [REDACTED]

Air Bag Second Stage may not inflate Properly

If the second stage air bag does not deploy it increases the risk of injury or death.

October 3, 2016

NHTSA CAMPAIGN NUMBER: [REDACTED]

Right Front Axle Driveshaft may Fail

If the driveshaft cracks and separates from the vehicle, it will not be able to move forward. Additionally, if the parking brake is not applied upon exiting the vehicle, the vehicle may roll. Either scenario can increase the risk of a crash.

1/24/2017

ALLDATA Repair - 2016 Kia Optima L4-2.4L - Generals

2016 Kia Optima L4-2.4L

Vehicle » Technical Service Bulletins » Recalls » Generals

Sort by Number	Sort by Date ▼	Sort by Title
[REDACTED]	02/18/2016	Campaign SA211 - Audio Head Unit Replacement

1/24/2017

ALLDATA Repair - 2016 Kia Optima L4-2.4L - Safety

2016 Kia Optima L4-2.4L

Vehicle » Technical Service Bulletins » Recalls » Safety

Sort by Number	Sort by Date	Sort by Title ▾
	11/01/2015	Campaign - Fuel Gauge Reading is Inaccurate
	03/01/2016	Campaign - Rear Seat Latch Cable Insp. And/Or Repl.
	12/01/2015	Campaign SA 213 - Tire Pressure Monitor System Replacement
	04/21/2016	Recall - Air Bag Second Stage May Not Inflate Properly
	04/01/2016	Recall - Driver's Frontal Airbag Module Replacement
	07/01/2016	VCM Logic Improvement - DTC P200A00 (SA 240)

SAFETY RECALLS

Updated as of 1/23/2017

The recall information below includes safety recalls as far back as 8/1/1994.

To help keep your Kia operating at optimum performance levels, schedule a service appointment if your vehicle has one or more service campaigns or recalls outstanding as listed below. Your preferred Kia dealer will complete the repairs, free of charge. The time required to complete the work can vary depending on your dealer's work schedule, so scheduling a service appointment can help minimize any inconvenience.

If you have any questions about these recalls or service campaigns, please contact your preferred Kia dealer, the Owner's Section of Kia.com web site, or contact Kia Consumer Assistance Center at [REDACTED] Monday through Friday, 5 AM to 6 PM PST.

KNAGT4L39G5 [REDACTED]

SEARCH

2016 OPTIMA LX 4CYL AUTO

There are no open safety recalls for this vehicle as of 1/24/2017

12/4/2017

2016 KIA OPTIMA 4 DR FWD | NHTSA
United States Department of Transportation (<http://www.transportation.gov/>)

(1)

Year, Make, Model or VIN
Vehicle
Comparison Tool

2016
KIA OPTIMA
4 DR FWD



ISSUES

2 INVESTIGATIONS
0 COMPLAINTS
0
4



OVERALL SAFETY RATING

Safety Ratings.

NHTSA's 5-Star Safety Ratings help consumers compare vehicle safety when shopping for a car. More stars mean safer cars. Learn about crash test ratings ([more](#))



<https://www.safercar.gov/vehicles/2016/KIA/OPTIMA/4D552006/FWD/recalls>

State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



1. View of the Federal Manufacturers Label secured to the driver B-pillar.

2. View of the front of the vehicle.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



3. View of the left front and driver's side.

4. View of the right front and passenger's side.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



5. View of the left rear and driver's side.

6. View of the right rear and passenger's side.

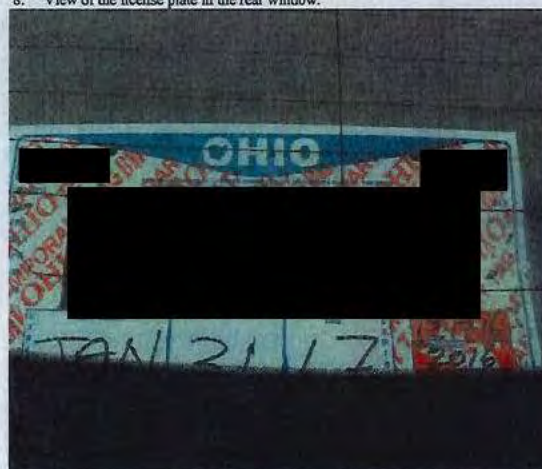


State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



7. View of the rear of the vehicle.

8. View of the license plate in the rear window.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



9. View of the oil change sticker.

10. View of the dashboard from the driver's side.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



11. View of the front passenger compartment from the driver's side.

12. View of the rear passenger compartment from the driver's side.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



13. View of the rear passenger compartment from the passenger's side with the hood removed.

14. View of the front passenger compartment from the passenger's side.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



15. View of the dashboard from the passenger's side.

16. View of the trunk compartment.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



17. View of a gas nozzle lid in the trunk.

18. View of the outside of the hood.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



19. View of the underside of the hood.

20. View of the engine compartment from the front.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



21. View of the driver's side engine compartment from the front.

22. View of the passenger's side engine compartment from the front.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



23. View of the engine compartment from the passenger's side.

24. View of the engine compartment from the driver's side.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



25. View of the front engine compartment.

26. View of the rear engine compartment.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



27. View of the engine compartment fuse box and wiring, driver's side.

28. View of the powertrain computer to the right of the fuse box.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



29. View of the battery with the negative cable on the outboard side.

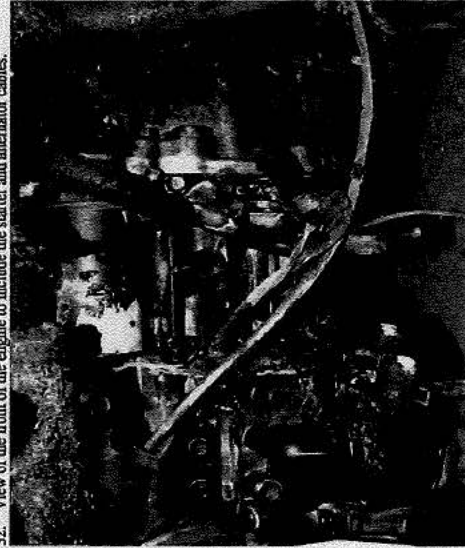
30. View of the positive side of the battery on the inboard side.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



31. View of the transmission.



32. View of the front of the engine to include the starter and alternator cables.

State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



33. View of electrical activity and melting to the bracket.

34. View of fusing of the starter and alternator cables onto the bracket.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



35. View of the starter cable connection.

36. View of the starter at the front of the engine.

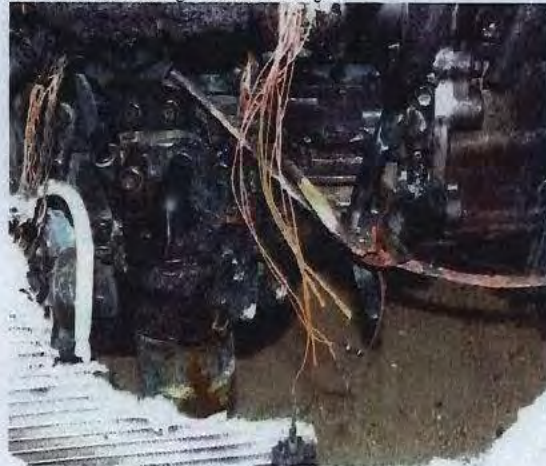


State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



37. View of the alternator and cable in the right front.

38. View of branch wiring at the front of the engine.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



39. View of electrical activity to said branch wiring.

40. View of the same wiring harness, top front of the engine.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



41. View of the alternator, right front.

42. View of the combustible reservoir, right side of the engine compartment.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



43. View of the lower radiator hose connection, right side of the radiator.

44. View of the wiring, inner left frame rail near the bumper.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



45. View of the ends of the same wiring.

46. View of the upper radiator hose, driver's side.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



47. View of the ABS module and wiring, right rear.

48. View of the brake lines and master cylinder.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



49. View of the heater hoses connections at the bulkhead.

50. View of the wiring harness, left rear of the engine compartment.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



51. View of the rear of the engine to include the exhaust and foam padding.

52. View of said foam padding with an odor of gasoline present.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



53. View of the center of the bulkhead.

54. View of the wiring harness center of the bulkhead.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



55. View of the oil filter, front of engine.

56. View of the top of the engine.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



57. View of the oil fill cap, right front top of the engine.

58. View of the engine from the driver's side.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



59. View of the fuel rail at the front of the engine underneath the intake seen from the right side.

60. View of the fuel rail and fuel line connection on the driver's side at the front of the engine.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



61. View of the routing of the metal fuel line along the left cylinder head toward the high pressure fuel pump.

62. View of the same line and connection to the high pressure fuel pump.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



63. View of the fuel lines traveling to the high pressure fuel pump.

64. Another view of the fuel lines traveling to the high pressure fuel pump.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



65. View of the fuel lines traveling with the brake line to the bulkhead.

66. View of the oil registering over full.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



67. View of the fuel line connection.

68. Close up view.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



69. View of the remains of the fuel line.

70. View of the combustible fuel line with the brake line at the bulkhead.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



71. View of the engine oil registering over full.

72. View of the fuel cap intact.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



73. View of the undercarriage seen from the rear.

74. View of the front undercarriage.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



75. View of the bottom of the engine and transmission.

76. View of the adjoining end of the positive cable.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



77. View of the adjoining end of the melted positive battery cable.

78. View of the oil filter seen from undercarriage.



State Farm Claims M
H&A File No.



79. View of the oil pan and drain plug.

80. View of the plastic channel for the fuel lines at the bulkhead and undercarriage.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



81. View of the exhaust protector.

82. View of the bottom of the exhaust at the bulkhead.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]

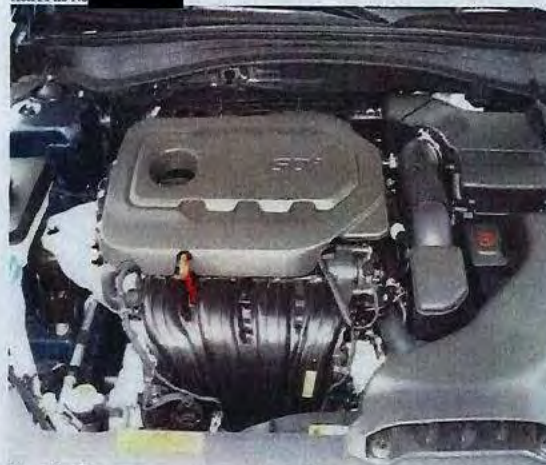


83. View of the bottom of the exhaust pipe at the bulkhead and undercarriage.

84. View of the Federal Manufacturers Label identifying the exemplar vehicle.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



85. View of the engine compartment from the front.

86. View of the driver's side engine compartment from the front.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



87. View of the passenger's side engine compartment from the front.



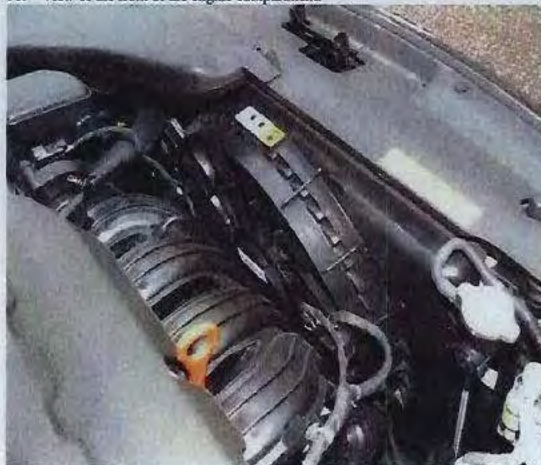
88. View of the engine compartment from the driver's side.

State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



89. View of the engine compartment from the passenger's side.

90. View of the front of the engine compartment.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



91. View of the rear of the engine compartment.

92. View of the fuel line at the bulkhead.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



93. Another view of the routing of the fuel line at the bulkhead.

94. View of the fuel line routing toward the engine on the driver's side.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



95. View of the top of the engine with the engine cover off.

96. View of the fuel line, driver's side of the engine.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



97. Another view of the supply fuel line traveling to the high pressure fuel pump.

98. View of the fuel line connection to the high pressure fuel pump.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



99. View of the fuel line which travels from the pump to the fuel rail.

100. Partial view of the fuel line traveling from the pump to the fuel rail.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED]



101. View of the routing of the positive battery cable from the battery tray.

102. View of the routing of the battery cable to the starter.



State Fair Claim No. [REDACTED]
H&A File No. [REDACTED]



103. View of the starter cable, tie down and bracket.

104. View of the starter and cable.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED] Scene Photographs



1. View of the scene.

2. View of the fire scene debris.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED] Scene Photographs



3. View of the cooling fan motor.

4. View of a bulb.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED] Scene Photographs



5. View of the throttle body.

6. View of the cooling fan motor and wiring.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED] Scene Photographs



7. View of the cooling fan motor wiring connector.

8. View of the fog light assembly.



State Farm Claim No. [REDACTED]
H&A File No. [REDACTED] Scene Photographs



9. Another view of the connections at the throttle body.

10. Another view of the connections.



A ☐ Delete ☐ Change ☐ No Activity		NFIRS -1 Basic	
FDID ☐ MI ☐ State ☐ Incident Date ☐ Station ☐ Incident Number ☐ Exposure ☐		MM DD YYYY 01 20 2017 1 000	
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.			
☒ Street address ☐ Intersection ☐ In front of ☐ Rear of ☐ Adjacent to ☐ Directions			
Number/Milepost Prefix Street or Highway Street Type Suffix Apt./Suite/Room City Hillsdale MI Zip Code Cross street or directions, as applicable			
C Incident Type *		E1 Date & Times Midnight is 0000	
131 Passenger vehicle fire		Check boxes if dates are the same as Alarm Date. ALARM always required	
D Aid Given or Received*		Alarm ☒ 01 20 2017 18:57:00 ARRIVAL required, unless canceled or did not arrive ☒ Arrival ☒ 01 20 2017 19:02:00 CONTROLLED Optional, except for wildland fires ☒ Controlled ☒ 01 20 2017 19:35:00 LAST UNIT CLEARED, required except for wildland fires ☒ Last Unit ☒ 01 20 2017 19:39:00 ☒ Cleared	
1 ☐ Mutual aid received 2 ☐ Automatic aid received 3 ☐ Mutual aid given 4 ☐ Automatic aid given 5 ☐ Other aid given N ☒ None		E2 Shift & Alarms Local Option 2 01 Shift or Platoon Alarms District E3 Special Studies Local Option Special Study ID# Special Study Value	
F Actions Taken *		G1 Resources *	
11 Extinguishment by fire		☐ Check this box and skip this section if an Apparatus or Personnel form is used. Apparatus Personnel Suppression 0001 0010 EMS Other ☐ Check box if resource counts include aid received resources.	
Primary Action Taken (1) Additional Action Taken (2) Additional Action Taken (3)		G2 Estimated Dollar Losses & Values LOSSES: Required for all fires if known. Optional for non fires. None Property \$ 028,000 Contents \$ 000,000 ☒ PRE-INCIDENT VALUE: Optional Property \$ 000,000 Contents \$ 000,000	
Completed Modules		H3 Hazardous Materials Release	
☒ 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		N ☐ None 1 ☐ Natural Gas: slow leak, no evaluation 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 or spill > 55gal. Please complete the HazMat form	
H1* Casualties None		I Mixed Use Property	
Deaths Injuries Fire Service Civilian H2 Detector Required for Confined Fires. 1 ☐ Detector alerted occupants 2 ☐ Detector did not alert them U ☐ Unknown		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		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/boarded 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 419 1 or 2 family dwelling	

NFIRS-1 Revision 03/11/99

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

☐ More Remarks? Check this box and attach Supplement Forms (NFIRS-1S) as Necessary

L Authorization

officer in charge ID

Signature

CP
Position or rank

Assignment

01 20 2017
Month Day Year

Check Box if same as Officer Member making report ID in charge.

☒

Signature

CP
Position or rank

Assignment

01 20 2017
Month Day Year

NFIRS-2 Revision 01/19/99

A	FDID	MI	MM	DD	YYYY	Station	Incident Number	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 ☒	Number of * People	Use Check ONE box for each apparatus to indicate its main use at the incident.	Actions Taken	
1	ID Type	Dispatch ☒					☒	☒ Suppression ☐ EMS ☐ Other		
		Arrival ☒								
		Clear ☒								
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
---	---	--

NFIRS-9 Revision 11/17/98

A FDID [REDACTED] State MI Incident Date MM DD YYYY 1 20 2017 Station 1 Incident Number [REDACTED] Exposure 000 ☐ 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 ☒	Number of People [REDACTED]	Use Check ONE box for each apparatus to indicate its main use at the incident. ☒ Suppression ☐ EMS ☐ Other	Actions Taken List up to 4 actions for each apparatus and each personnel.
1 ID [REDACTED] Type 11		Dispatch ☒ 1 20 2017 18:57 Arrival ☒ 1 20 2017 19:02 Clear ☒ 1 20 2017 19:39		Sent ☒	1	☒ Suppression ☐ EMS ☐ Other	
Personnel ID	Name	Rank or Grade	Attend ☒	Action Taken	Action Taken	Action Taken	Action Taken
[REDACTED]	McDowell, Steve	CP	X				
2 ID [REDACTED] Type [REDACTED]		Dispatch ☐ [REDACTED] [REDACTED] [REDACTED] Arrival ☐ [REDACTED] [REDACTED] [REDACTED] Clear ☐ [REDACTED] [REDACTED] [REDACTED]		Sent ☐	[REDACTED]	☐ Suppression ☐ EMS ☐ Other	
Personnel ID	Name	Rank or Grade	Attend ☒	Action Taken	Action Taken	Action Taken	Action Taken
			☐				
			☐				
			☐				
			☐				
			☐				
			☐				
3 ID [REDACTED] Type [REDACTED]		Dispatch ☐ [REDACTED] [REDACTED] [REDACTED] Arrival ☐ [REDACTED] [REDACTED] [REDACTED] Clear ☐ [REDACTED] [REDACTED] [REDACTED]		Sent ☐	[REDACTED]	☐ Suppression ☐ EMS ☐ Other	
Personnel ID	Name	Rank or Grade	Attend ☒	Action Taken	Action Taken	Action Taken	Action Taken
			☐				
			☐				
			☐				
			☐				
			☐				
			☐				

FDID	MI State	1 Incident Date	20 Incident Date	2017 Incident Date	1 Station	 Incident Number	000 Exposure	Responding Units/Personnel
-----------------	------------------------	-------------------------------	--------------------------------	----------------------------------	-------------------------	--------------------------------	----------------------------	---

Unit	Notify Time	Enroute Time	Arrival Time	Cleared Time
3 333	18:57:00	18:57:00	19:02:00	19:39:00

Staff ID\Staff Name	Activity	Rank	Position	Role
McDowell, Steve E	Motor Vehicle Fi	Captain	Captain	Duty Officer

FDID *	MI *	MM 1	DD 20	YYYY 2017	Station 1	Incident Number *	Exposure *	000	Responding Personnel
Staff ID\Staff Name	Unit	Activity	Position	Rank	PayScl	Hrs	HrsPd	Pts	
McDowell, Steve E	3	MVF Motor Vehicle	CA	CP		0.70	0.70	0.00	
Miller, Brandon	PV	MVF Motor Vehicle	FF	FF		0.70	0.70	0.00	
Picek, Russell	PV	MVF Motor Vehicle	LT	LT		0.70	0.70	0.00	
Flynn, Pat L	PV	MVF Motor Vehicle	SG	SG		0.70	0.70	0.00	
Bildner, Douglas	PV	MVF Motor Vehicle	SG	SG		0.70	0.70	0.00	
Scripter, Paul E	PV	MVF Motor Vehicle	FM	FF		0.70	0.70	0.00	
Bennett, Brian C	PV	MVF Motor Vehicle	FM	FF		0.70	0.70	0.00	
Dow, Corey	PV	MVF Motor Vehicle	FF			0.70	0.70	0.00	
Grumhaus, David	PV	MVF Motor Vehicle	FE			0.70	0.70	0.00	
Woodruff, Rick	PV	MVF Motor Vehicle	FF			0.70	0.70	0.00	

Total Participants: 10

Total Personnel Hours: 7.00

An 'X' next to the unit denotes driver.

Vehicle Inspection Report

Administrative Data

Ron [REDACTED]
State Farm Insurance
STATE FARM GREAT LAKES 9 Branch

Tempe AZ [REDACTED]

Claimant
Insured [REDACTED]
Claim [REDACTED]
Loss Date 01/20/2017
Loss Type Comp
Policy
Other

Vehicle Description

VIN: KNAGT4L39G5 [REDACTED]

2016 Kia Optima LX 4D Sedan

10,000 Miles Not Actual

4cyl Gasoline 2.4

6-Speed Automatic



Interior	Air Conditioning Bucket Seats Lighted Entry System Pwr Accessory Outlet(s) Split Folding Rear Seat Trip Computer Tilt & Telescopic Steer	Cruise Control Intermittent Wipers Floor Mats Power Door Locks Velour/Cloth Seats Tire Pressure Monitor	Center Console Illuminated Visor Mirror Overhead Console Power Windows Tachometer Touch Screen Display
Exterior	Rear Window Defroster Power Mirrors Tinted Glass	Chrome Grille Perimeter Alarm System Ext Mirror Turn Signals	Keyless Entry System Rem Trunk-L/Gate Release Aluminum/Alloy Wheels
Mechanical	Electric Steering	Power Brakes	Stability Cntrl Suspensn
Safety	Auto Headlamp Control Driver Knee Airbag Halogen Headlights Side Airbags	Dual Airbags Fog Lights 2nd Row Head Airbags Traction Control System	Anti-Lock Brakes Head Airbags Rear View Camera
Entertainment	Auxiliary Audio Input AM/FM CD Player USB Audio Input(s)	1st Row LCD Monitor(s) SiriusXM Satellite Radio Wireless Phone Connect	MP3 Decoder Strg Wheel Radio Control Wireless Audio Streaming

Trim Levels

*LX, EX

* Indicates your trim level

A detailed description of your vehicle was provided to Autosource by a trained appraiser. Through a partnership with Kia, AudaExplore AudaVIN retrieves the individual vehicle specifications to identify the vehicle specifications including equipment, packages, engine and transmission. Contact State Farm Insurance if revisions are necessary. The bold/italic font indicates options reported by the manufacturer.

Vehicle Condition

Seats	Below Average. Slight Stains.
Carpets	Below Average. Slight Stains.
Int Trim	Below Average. Slight Scuffs Or Scratches.
Glass	Average
Headliner	Average. No Damage. Very Negligible Wear Visible On Close Inspection.
Body	Average. 1-3 Small Dings Possible On Close Inspection.
Paint	Average. 1-3 Very Small Chips.
Ext Trim	Average. No Dents. No Impact Damage.
Engine	Average
Transmission	Average
Front Tires	Average
Rear Tires	Average

Report Generated by AudaExplore, a Solera Company
 © 2017 AudaExplore North America, Inc. All Rights Reserved.



State Farm Insurance is dedicated to delivering exceptional service to you in reference to your claim [REDACTED] from loss date 01/20/2017 on a 2016 Kia Optima LX 4D Sedan. State Farm Insurance has selected AudaExplore, an independent vehicle valuation company, to prepare a comprehensive vehicle valuation for your vehicle. This valuation report was prepared specifically for your vehicle and represents a fair and accurate value driven by the retail used vehicle market.

In these pages, you will find:

- => [Vehicle Inspection](#)
- => [Market Overview](#)
- => [Valuation Detail](#)

Market Value

\$18,023



The Valuation Process

The breadth and depth of the AudaExplore used vehicle database makes Autosource the most comprehensive market-driven valuation process available. AudaExplore has been determining locally sensitive, fair, and accurate market values for vehicles since 1985, with more than 30 million vehicles valued. The Autosource Market Value includes vehicles for sale at dealerships and private party sellers, starting right in the local market.

Valuation Detail

1. 2016 Kia Optima LX 4D Sedan

	Comparable 1	Your Vehicle	Adjustments
Price	Kenton, Oh		\$17,100
Odometer	6,697 Mi(Actual)	2,800 Mi(Actual)	290
Equipment		Floor Mats	100
Comparable 1 Adjusted Price			\$17,490

2. 2016 Kia Optima LX 4D Sedan

	Comparable 2	Your Vehicle	Adjustments
Price	Kenton, Oh		\$17,100
Odometer	21,570 Mi(Actual)	2,800 Mi(Actual)	1,410
		Floor Mats	100
Comparable 2 Adjusted Price			\$18,610

3. 2016 Kia Optima LX 4D Sedan

	Comparable 3	Your Vehicle	Adjustments
Price	Kenton, Oh		\$17,575
Odometer	14,669 Mi(Actual)	2,800 Mi(Actual)	890
		Floor Mats	100

Comparable 3 Adjusted Price	\$18,565
-----------------------------	----------

4. 2016 Kia Optima LX 4D Sedan

	Comparable 4	Your Vehicle	Adjustments
Price	Kenton, Oh		\$17,955
Odometer	9,576 Mi(Actual)	2,800 Mi(Actual)	510
		Floor Mats	100

Comparable 4 Adjusted Price	\$18,565
-----------------------------	----------

Final Market Value Calculation

1.2016 Kia Optima LX 4D Sedan	\$17,490
2.2016 Kia Optima LX 4D Sedan	\$18,610
3.2016 Kia Optima LX 4D Sedan	\$18,565
4.2016 Kia Optima LX 4D Sedan	\$18,565

Average Price	\$18,308
---------------	----------

Condition

Category	Typical Condition	Loss Vehicle Condition	
Seats Condition	Good	Minor Wear	-175
Carpets Condition	Good	Minor Wear	-45
Int Trim Condition	Good	Minor Damage	-65

Total Condition Adjusted Market Value	\$18,023
--	-----------------

Sales Tax 6.000%	1,081.38
Deductible	-50.00
Net Adjusted Value	\$19,054.38

Vehicle Description**VIN: KNAGT4L39G5****2016 Kia Optima LX 4D Sedan**

2,800 Miles Actual

4cyl Gasoline 2.4**6-Speed Automatic**

Interior

Air Conditioning**Cruise Control****Center Console****Bucket Seats****Intermittent Wipers****Illuminated Visor Mirror****Lighted Entry System****Floor Mats****Overhead Console****Pwr Accessory Outlet(s)****Power Door Locks****Power Windows****Split Folding Rear Seat****Velour/Cloth Seats****Tachometer**

	<i>Trip Computer</i>	<i>Tire Pressure Monitor</i>	<i>Touch Screen Display</i>
	<i>Tilt & Telescopic Steer</i>		
Exterior	<i>Rear Window Defroster</i>	<i>Chrome Grille</i>	<i>Keyless Entry System</i>
	<i>Power Mirrors</i>	<i>Perimeter Alarm System</i>	<i>Rem Trunk-L/Gate Release</i>
	<i>Tinted Glass</i>	<i>Ext Mirror Turn Signals</i>	<i>Aluminum/Alloy Wheels</i>
Mechanical	<i>Electric Steering</i>	<i>Power Brakes</i>	<i>Stability Cntrl Suspensn</i>
Safety	<i>Auto Headlamp Control</i>	<i>Dual Airbags</i>	<i>Anti-Lock Brakes</i>
	<i>Driver Knee Airbag</i>	<i>Fog Lights</i>	<i>Head Airbags</i>
	<i>Halogen Headlights</i>	<i>2nd Row Head Airbags</i>	<i>Rear View Camera</i>
	<i>Side Airbags</i>	<i>Traction Control System</i>	
Entertainment	<i>Auxiliary Audio Input</i>	<i>1st Row LCD Monitor(s)</i>	<i>MP3 Decoder</i>
	<i>AM/FM CD Player</i>	<i>SiriusXM Satellite Radio</i>	<i>Strg Wheel Radio Control</i>
	<i>USB Audio Input(s)</i>	<i>Wireless Phone Connect</i>	<i>Wireless Audio Streaming</i>

Trim Levels

*LX, EX

* Indicates your trim level

A detailed description of your vehicle was provided to Autosource by a trained appraiser. Through a partnership with Kia, AudaExplore AudaVIN retrieves the individual vehicle specifications to identify the vehicle specifications including equipment, packages, engine and transmission. Contact State Farm Insurance if revisions are necessary. The bold/italic font indicates options reported by the manufacturer.

Vehicle Condition

Seats	Minor Wear. Slight Stains.
Carpets	Minor Wear. Slight Stains.
Int Trim	Minor Damage. Slight Scuffs Or Scratches.
Glass	Good
Headliner	Good. No Damage. Very Negligible Wear Visible On Close Inspection.
Body	Good. 1-3 Small Dings Possible On Close Inspection.
Paint	Good. 1-3 Very Small Chips.
Ext Trim	Good. No Dents. No Impact Damage.
Engine	Well Maintained
Transmission	Well Maintained
Front Tires	Good
Rear Tires	Good

Market Overview



What is my Vehicle Market Value based on?

Hillsdale Michigan--Research for your vehicle was based on market analysis originating from your zip code.

Fair and accurate market valuations must balance geographic location with comparability of one vehicle to others. Having the largest and most current database of vehicles for sale provides a comprehensive view of your vehicle's market. In addition to the vehicle inventories received directly from dealerships, Autosource finds comparable vehicle information for vehicles in the same places most buyers look for them--local and national internet websites, vehicle guides, publications and partnerships representing more than 10,000 independent vehicle sources.

How did Autosource make adjustments for my vehicle?

The main factors that affect the retail selling price and marketability of a vehicle are **mileage, equipment and condition**. Therefore, Autosource valuations include adjustments that fairly consider the differences between your vehicle and the typical vehicle found in the market.

o Mileage

- Adjustments are made to account for the odometer differences between the loss vehicle and comparable(s).
- The mileage adjustment is based on 7.50 cents per mile specific to the 2016 Kia Optima LX 4D Sedan in the state of Michigan. Mileage adjustments are capped at 40% of the vehicle's starting value.

o Equipment

- Adjustments are made to account for the differences in equipment between the loss vehicle and comparable(s).
- Equipment adjustments are based on the manufacturer's retail price, adjusted for depreciation

o Condition

- Typical condition is based on hundreds of inspected vehicles
- Condition adjustments are based on a percentage of the vehicle's value

Comparable Vehicle Details

The following information provides the details for the vehicles used to calculate the Autosource Value. The selling price may be substantially less than the asking price. Where indicated, the asking price has been adjusted to account for typical negotiation according to each comparables price.

1 2016 Kia Optima LX 4D Sedan	5XXGT4L33GC	\$17,100
--------------------------------------	--------------------	-----------------

Stock# [REDACTED] 6697 Miles. 4 Cylinder 2.4 Engine, 6-Speed Automatic, Auxiliary Audio Input, Anti-Lock Brakes, Air Conditioning, Auto Headlamp Control, Aluminum/Alloy Wheels, Bucket Seats, Cruise Control, AM/FM CD Player, Chrome Grille, Center Console, Dual Airbags, Rear Window Defroster, Driver Knee Airbag, Electric Steering, Fog Lights, Head Airbags, Halogen Headlights, Intermittent Wipers, Illuminated Visor Mirror, Keyless Entry System, 1st Row LCD Monitor(s), Lighted Entry System, MP3 Decoder, Overhead Console, Perimeter Alarm System, Pwr Accessory Outlet(s), Power Brakes, Power Door Locks, Power Mirrors, Power Windows, 2nd Row Head Airbags, Rem Trunk-L/Gate Release, Rear View Camera, Side Airbags, Stability Cntrl Suspensn, Split Folding Rear Seat, Strg Wheel Radio Control, SiriusXM Satellite Radio, Tachometer, Trip Computer, Traction Control System, Tinted Glass, Tire Pressure Monitor, Touch Screen Display, Ext Mirror Turn Signals, Tilt & Telescopic Steer, USB Audio Input(s), Velour/Cloth Seats, Wireless Phone Connect, Wireless Audio Streaming, Blue Tooth Communications, Original Owner of Vehicle, Center Armrest, outside temperature display, Security System.

Offered for sale by Halleen Kia Of Sandusky in Kenton, OH, [REDACTED] Vehicle information by *Leading Internet Auto Site on 01/25/17.

The advertised price of \$18,000 was adjusted to account for typical negotiation.

2 2016 Kia Optima LX 4D Sedan	5XXGT4L30GG	\$17,100
--------------------------------------	--------------------	-----------------

Stock# [REDACTED] 21570 Miles. 4 Cylinder 2.4 Engine, 6-Speed Automatic, Auxiliary Audio Input, Anti-Lock Brakes, Air Conditioning, Auto Headlamp Control, Aluminum/Alloy Wheels, Bucket Seats, Cruise Control, AM/FM CD Player, Chrome Grille, Center Console, Dual Airbags, Rear Window Defroster, Driver Knee Airbag, Electric Steering, Fog Lights, Head Airbags, Halogen Headlights, Intermittent Wipers, Illuminated Visor Mirror, Keyless Entry System, 1st Row LCD Monitor(s), Lighted Entry System, MP3 Decoder, Overhead Console, Perimeter Alarm System, Pwr Accessory Outlet(s), Power Brakes, Power Door Locks, Power Mirrors, Power Windows, 2nd Row Head Airbags, Rem Trunk-L/Gate Release, Rear View Camera, Side Airbags, Stability Cntrl Suspensn, Split Folding Rear Seat, Strg Wheel Radio Control, SiriusXM Satellite Radio, Tachometer, Trip Computer, Traction Control System, Tinted Glass, Tire Pressure Monitor, Touch Screen Display, Ext Mirror Turn Signals, Tilt & Telescopic Steer, USB Audio Input(s), Velour/Cloth Seats, Wireless Phone Connect, Wireless Audio Streaming, Blue Tooth Communications, Original Owner of Vehicle, Center Armrest, outside temperature display, Security System.

Offered for sale by Halleen Kia Of Sandusky in Kenton, OH, [REDACTED] Vehicle information by *Leading Internet Auto Site on 01/25/17.

The advertised price of \$18,000 was adjusted to account for typical negotiation.

3 2016 Kia Optima LX 4D Sedan

5XXGT4L39GG [REDACTED]

\$17,575

Stock# [REDACTED] 14669 Miles. 4 Cylinder 2.4 Engine, 6-Speed Automatic, Auxiliary Audio Input, Anti-Lock Brakes, Air Conditioning, Auto Headlamp Control, Aluminum/Alloy Wheels, Bucket Seats, Cruise Control, AM/FM CD Player, Chrome Grille, Center Console, Dual Airbags, Rear Window Defroster, Driver Knee Airbag, Electric Steering, Fog Lights, Head Airbags, Halogen Headlights, Intermittent Wipers, Illuminated Visor Mirror, Keyless Entry System, 1st Row LCD Monitor(s), Lighted Entry System, MP3 Decoder, Overhead Console, Perimeter Alarm System, Pwr Accessory Outlet(s), Power Brakes, Power Door Locks, Power Mirrors, Power Windows, 2nd Row Head Airbags, Rem Trunk-L/Gate Release, Rear View Camera, Side Airbags, Stability Cntrl Suspensn, Split Folding Rear Seat, Strg Wheel Radio Control, SiriusXM Satellite Radio, Tachometer, Trip Computer, Traction Control System, Tinted Glass, Tire Pressure Monitor, Touch Screen Display, Ext Mirror Turn Signals, Tilt & Telescopic Steer, USB Audio Input(s), Velour/Cloth Seats, Wireless Phone Connect, Wireless Audio Streaming, Blue Tooth Communications, Original Owner of Vehicle, Center Armrest, outside temperature display, Security System.

Offered for sale by Halleen Kia Of Sandusky in Kenton, OH, [REDACTED] Vehicle information by *Leading Internet Auto Site on 01/25/17.

The advertised price of \$18,500 was adjusted to account for typical negotiation.

4 2016 Kia Optima LX 4D Sedan

5XXGT4L35GG [REDACTED]

\$17,955

Stock# [REDACTED] 9576 Miles. 4 Cylinder 2.4 Engine, 6-Speed Automatic, Auxiliary Audio Input, Anti-Lock Brakes, Air Conditioning, Auto Headlamp Control, Aluminum/Alloy Wheels, Bucket Seats, Cruise Control, AM/FM CD Player, Chrome Grille, Center Console, Dual Airbags, Rear Window Defroster, Driver Knee Airbag, Electric Steering, Fog Lights, Head Airbags, Halogen Headlights, Intermittent Wipers, Illuminated Visor Mirror, Keyless Entry System, 1st Row LCD Monitor(s), Lighted Entry System, MP3 Decoder, Overhead Console, Perimeter Alarm System, Pwr Accessory Outlet(s), Power Brakes, Power Door Locks, Power Mirrors, Power Windows, 2nd Row Head Airbags, Rem Trunk-L/Gate Release, Rear View Camera, Side Airbags, Stability Cntrl Suspensn, Split Folding Rear Seat, Strg Wheel Radio Control, SiriusXM Satellite Radio, Tachometer, Trip Computer, Traction Control System, Tinted Glass, Tire Pressure Monitor, Touch Screen Display, Ext Mirror Turn Signals, Tilt & Telescopic Steer, USB Audio Input(s), Velour/Cloth Seats, Wireless Phone Connect, Wireless Audio Streaming, Center Armrest, outside temperature display, Security System.

Offered for sale by Halleen Kia Of Sandusky in Kenton, OH, [REDACTED] Vehicle information by *Leading Internet Auto Site on 12/05/16.

The advertised price of \$18,900 was adjusted to account for typical negotiation.

Administrative Data

Angela K4KP
State Farm Insurance
Concordville CTLU Branch
[REDACTED]
Atlanta GA [REDACTED]

Claimant

Insured [REDACTED]

Claim [REDACTED]

Loss Date 01/20/2017

Loss Type Comp

Policy

Other

Claim [REDACTED]

Request [REDACTED]

VINSOURCE Analysis

VIN KNAGT4L39G5 [REDACTED]

Decodes as 2016 Kia Optima LX 4D Sedan

Accuracy Decodes Correctly

History Activity was reported

AudaVIN Yes

- o Autosource activity: (NONE).
- o Autotrak activity: (NONE).
- o AudaExplore/Estimating activity: Reported on 01/26/2017, claim number [REDACTED] (customer information is not available). Loss date is 01/20/2017.
- o Sales history activity: (NONE)

Reported Phone Number Analysis

No Vehicles Advertised at [REDACTED]

No Vehicles Advertised at [REDACTED]

Valuation Notes

- o **Loss vehicle description was provided by State Farm Insurance**
- o **Adjustments of Special Note**
 - The requested Exception valuation has been processed using one or more Comparables in order to meet state regulatory requirements.
 - A mileage adjustment of 7.50 cents per mile/kilometer has been applied. This adjustment is based on the vehicle year, vehicle category and market area. Mileage adjustments are capped at 40% of the vehicle's starting value.
 - Typical mileage for this 2016 Kia Optima in Michigan is 16,035.
 - No special adjustments were made for this vehicle.
 - All values are in U.S. dollars.
- o **Autosource Valuation Process**
 - Over 5,000,000 vehicles are entered weekly into the database used for researching this value. This database includes dealer inspected, dealer inventory, dealer advertised, phone verified and advertised private party vehicles.
 - The originating search area for this valuation was Hillsdale, Michigan.
 - The market area expansion was authorized by Autosource Guidelines.
 -
- o **Other Adjustments or Comments**
 - The tax was calculated based on a date of loss of 01/20/2017 using zip [REDACTED] in Hillsdale, Hillsdale County, Michigan. The city may vary from search area to reflect correct tax location.
- o **Conditioning Notes**
 - **INTERIOR**
 - o **Seats:** Slight stains.
 - o **Carpets:** Slight stains.
 - o **Int Trim:** Slight scuffs or scratches.
 - o **Headliner:** No damage. Very negligible wear visible on close inspection.
 - **EXTERIOR**
 - o **Body:** 1-3 small dings possible on close inspection.
 - o **Paint:** 1-3 very small chips.
 - o **Ext Trim:** No dents. No impact damage.
- o **Correction Notes**
 - **Version 2**
 - o On 01/31/17 changes to this request were completed as requested by Angela K4KP on behalf of State Farm Insurance. These changes are detailed below.

• **Odometer:** changed from Not Actual to Actual, from 10,000mi to 2,800mi.

NICB Report

NICB/ISO S037 STATE FARM MUTUAL AUTOMOBILE INSURANCE

Member COMPANY

Claim [REDACTED]

Loss Date 01/20/17

Type of Loss PROPERTY/CASUALTY

Phone

Recall Bulletins

Nat'l. Highway Traffic Safety Admin (US) has issued a total of 2 recall bulletins that may apply to this vehicle.

NHTSA ID Number 16V231000

Date Issued 04/21/16

Quantity Affected 17

Defect Kia Motors America (Kia) is recalling certain model year 2016 Kia Optima vehicles manufactured November 10, 2015, to February 12, 2016. In these vehicles, a chemical enhancer required for the for the second stage deployment of the driver's frontal air bag was not loaded, resulting in the second stage not deploying in necessitating crashes. If the second stage air bag does not deploy it increases the risk of injury or death.

Remedy Kia will notify owners, and dealers will replace the driver's frontal air bag module, free of charge. The recall is expected to begin in May 2016. Owners may contact Kia customer service at [REDACTED] Kia's number for this recall is SC131.

NHTSA ID Number 16V705000

Date Issued 10/03/16

Quantity Affected 12,214

Defect Kia Motors America (Kia) is recalling certain model year 2016 Kia Optima vehicles manufactured November 13, 2015, to April 23, 2016 and equipped with a 2.4l engine. The right front axle driveshaft may crack and fail. If the driveshaft cracks and separates from the vehicle, it will not be able to move forward. Additionally, if the parking brake is not applied upon exiting the vehicle, the vehicle may roll. Either scenario can increase the risk of a crash.

Remedy Kia will notify owners, and dealers will replace the front axle driveshaft, free of charge. The recall is expected to begin November 29, 2016. Owners may contact Kia customer service at [REDACTED] Kia's number for this recall is SC139.

Original Equipment Guide

Engine Options

* 4 Cylinder 2.4 Engine STD

Other Optional Equipment

* Anti-Lock Brakes STD

Blind Spot Sensor

* Chrome Grille STD

Cross Traffic Alert

* Center Console STD

Interior Cargo Tray

* Dual Airbags STD

* Driver Knee Airbag STD

Electronic Compass

* Fog Lights STD

* Head Airbags STD

Transmission Options

* 6-Speed Automatic STD

Convenience Options

* Air Conditioning STD

Automatic Dimming Mirror

* Auto Headlamp Control STD

Cargo/Trunk Mat \$95

* Cruise Control STD

Cargo/Trunk Net \$50

* Rear Window Defroster STD

* Floor Mats \$130

Garage Door Opener

* Illuminated Visor Mirror STD

Mud/Splash Guards \$100

* Halogen Headlights	STD	Reverse Sensing System	
* Intermittent Wipers	STD	* Rem Trunk-L/Gate Release	STD
* Keyless Entry System	STD	* Rear View Camera	STD
* 1st Row LCD Monitor(s)	STD	* Strg Wheel Radio Control	STD
* Lighted Entry System	STD	* Tire Pressure Monitor	STD
Mirror(s) Memory		* Tilt & Telescopic Steer	STD
* Overhead Console	STD	Power Accessories	
* Pwr Accessory Outlet(s)	STD	Heated Power Mirrors	
Pearlescent Paint	\$295	Power Drivers Seat	
Paint Protective Film	\$250	* Electric Steering	STD
* 2nd Row Head Airbags	STD	* Power Brakes	STD
Remote Starter	\$425	Pwr Driver Lumbar Supp	
* Side Airbags	STD	Pwr Folding Ext Mirrors	
* Stability Cntrl Suspensn	STD	* Power Door Locks	STD
* Tachometer	STD	* Power Mirrors	STD
* Trip Computer	STD	* Power Windows	STD
* Traction Control System	STD	Radio/Phone/Alarm Options	
* Tinted Glass	STD	* Auxiliary Audio Input	STD
* Ext Mirror Turn Signals	STD	* AM/FM CD Player	STD
Wheel Locks	\$55	* MP3 Decoder	STD
* Wireless Phone Connect	STD	* Perimeter Alarm System	STD
* Wireless Audio Streaming	STD	* SiriusXM Satellite Radio	STD
Seat Options		* Touch Screen Display	STD
* Bucket Seats	STD	* USB Audio Input(s)	STD
Driver Seat Memory		Wheel Options	
* Split Folding Rear Seat	STD	17 Inch Alloy Wheels	\$200
* Velour/Cloth Seats	STD	* Aluminum/Alloy Wheels	STD
Option Packages			
Convenience Package	\$1,850	Includes Automatic Dimming Mirror, Blind Spot Sensor, Cross Traffic Alert, Heated Power Mirrors, Driver Seat Memory, Power Drivers Seat, Mirror(s) Memory, Pwr Driver Lumbar Supp, Pwr Folding Ext Mirrors, Reverse Sensing System, Laminated Door Glass	
Door Sill Applique	\$110		
Mirror w/Compass&HomeLink	\$350	Includes Automatic Dimming Mirror, Electronic Compass, Garage Door Opener	
Rear Bumper Applique	\$75		
Trunk Hook	\$25	Includes Trunk Mounted Hooks	

Base retail price \$22,665

Loss Vehicle manufacturer's suggested retail price as reported **\$22,795**

Editions available for the same body style (in order of original cost, increasing): *LX, EX

* Indicates loss vehicle equipment.

About Your Valuation

This report contains proprietary information of AudaExplore and third parties and shall not be disclosed to any third party (other than the insured or claimant) without AudaExplore's prior written consent. If you are the insured or claimant and have questions regarding the description of your vehicle, please contact the insurance company that is handling your claim. Information within

VINsource/NICB is provided solely to identify potential duplicative claims activity. User agrees to use such information solely for lawful purposes.

Tax rates contained herein are based on general sales tax data provided by Vertex Inc. Excise, use, registration, licensing and other taxes and fees that may be applicable are not included. AudaExplore makes no representations or warranties concerning the applicability or accuracy of such tax data.

Report Generated by AudaExplore, a Solera Company



US Pat. No 7912740B2

US Pat. No 8200513B2

US Pat. No 8468038B2

US Pat. No 8725544

© 2017 AudaExplore North America, Inc. All Rights Reserved.

State Farm Insurance Companies
Supplements must be approved by State Farm®
Itemized supplement requests and any supporting documentation should be
e-mailed to suppteam6@statefarm.com or faxed to [REDACTED]
A Supplement Request form may be found on b2b.statefarm.com

*** ESTIMATE ***

01/26/2017 12:10 PM

Owner

Owner: [REDACTED]

Address: [REDACTED]

City State Zip: HILLSDALE, MI [REDACTED]

Home/Day: [REDACTED]

Cell: [REDACTED]

Home/Evening: [REDACTED]

Control Information

Claim # [REDACTED]

Loss Date/Time: 01/20/2017 07:00 AM

Deductible: \$50.00

Ins. Company: State Farm

Insured: [REDACTED]

Address: [REDACTED]

City State Zip: [REDACTED]

City State Zip: [REDACTED]

Claim Rep: Arnold Cooper

Address: [REDACTED]

Insured Policy # : [REDACTED]

Loss Type: Comprehensive

Home/Day: [REDACTED]

Cell: [REDACTED]

Home/Evening: [REDACTED]

Work/Day: [REDACTED]

Inspection

Inspection Date: 01/26/2017 11:46 AM

Inspection Location: COPART [REDACTED]

Address: [REDACTED]

City State Zip: Lansing, MI [REDACTED]

Primary Impact: Non-Collision

Driveable: No

Inspection Type: Field

Contact: [REDACTED]

Home/Day: [REDACTED]

Secondary Impact:

Rental Assisted:

Assigned Date/Time:

First Contact Date/Time:

Received Date/Time: 01/26/2017 10:14 AM

Appointment Date/Time: 01/26/2017 12:41 PM

Appraiser Name: RON [REDACTED]

Appraiser License # :

Repairer

Repairer: Copart Auto Auctions- Lansing,
MI. [REDACTED]

Address: [REDACTED]

City State Zip: Lansing, MI [REDACTED]

Contact:

Work/Day:

FAX:

Vehicle

2016 Kia Optima LX 4 DR Sedan

4cyl Gasoline 2.4
 6-Speed Automatic

Lic. Plate: [REDACTED]
Lic. Expire: 01/2017
Prod Date: 03/2016
Veh Insp# :
Condition:
Ext. Color: Moss Gray
Ext. Refinish: Two-Stage
Ext. Paint Code: M5G

Lic State: OH
VIN: KNAGT4L39G5 [REDACTED]
Mileage: 10,000
Mileage Type: Non Readable
Code: [REDACTED]
Int. Color: Beige
Int. Refinish: Two-Stage
Int. Trim Code: BHH

Options - AudaVIN Information Received

1st Row LCD Monitor(s)	2nd Row Head Airbags	AM/FM CD Player
Air Conditioning	Aluminum/Alloy Wheels	Anti-Lock Brakes
Auto Headlamp Control	Auxiliary Audio Input	Bucket Seats
Center Console	Chrome Grille	Cruise Control
Driver Knee Airbag	Dual Airbags	Electric Steering
Ext Mirror Turn Signals	Floor Mats	Fog Lights
Halogen Headlights	Head Airbags	Illuminated Visor Mirror
Intermittent Wipers	Keyless Entry System	Lighted Entry System
MP3 Decoder	Overhead Console	Perimeter Alarm System
Power Brakes	Power Door Locks	Power Mirrors
Power Windows	Pwr Accessory Outlet(s)	Rear View Camera
Rear Window Defroster	Rem Trunk-L/Gate Release	Side Airbags
SiriusXM Satellite Radio	Split Folding Rear Seat	Stability Cntrl Suspensn
Strg Wheel Radio Control	Tachometer	Tilt & Telescopic Steer
Tinted Glass	Tire Pressure Monitor	Touch Screen Display
Traction Control System	Trip Computer	USB Audio Input(s)
Velour/Cloth Seats	Wireless Audio Streaming	Wireless Phone Connect

AudaVIN options are listed in bold-italic fonts

Damages

Line	Op	Guide	MC	Description	MFR.Part No.	Price	ADJ%	B%	Hours	R
1	N			Obvious Total Loss	ADDITIONAL OPERATION					SM
				>> "This is not an estimate. This document is necessary to attach the >> Vehicle Inspection Report to the claim file. Please see VIR >> and subsequent photos for damage description >> Complete frt burn. Wiring, dash, firewall, windshield, frt sheetmetal						
1		Items								

Estimate Total & Entries

Labor	Rate	Replace Hrs	Repair Hrs	Total Hrs
Sheet Metal (SM)	\$48.00			
Mech/Elec (ME)	\$75.00			
Frame (FR)	\$65.00			
Refinish (RF)	\$48.00			
Gross Total				
Less: Deductible				
Net Total				

\$0.00
\$50.00-
\$0.00

(\$-50.00)

Register online to check the status of your claim and stay connected with State Farm®. To register, go to statefarm.com and select Check the Status of a Claim. If you are already registered, thank you!

Alternate Parts Y/00/00/00/00/00 CUM 00/00/00/00/00 Zip Code: [REDACTED] Lansing

Recycled Parts NOT APPLICABLE

Rate Name (01848) MI Lansing

Audatex Estimating 8.0.035 ES 01/26/2017 12:14 PM REL 8.0.035 DT 01/01/2017
© 2017 Audatex North America, Inc.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AFTERMARKET CRASH PARTS
SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE.
WARRANTIES THAT APPLY TO THESE REPLACEMENT PARTS ARE PROVIDED BY THE
MANUFACTURER, DISTRIBUTOR, OR INSURER OF THESE PARTS.

Op Codes

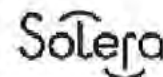
* = User-Entered Value	E = New Part	NG = Replace NAGS
EC = ** NON-OEM PART	OE = Replace PXN OE Srpls	UE = Replace OE Surplus
ET = Partial Replace Labor	EP = ** NON-OEM PART	EU = RECYCLED PART
TE = Partial Replace Price	PM = REMAN/REBUILT PART	UM = REMAN/REBUILT PART
L = Refinish	PC = RECOND PART	UC = RECOND PART
TT = Two-Tone	SB = Sublet Repair	N = ADDITIONAL OPERATION
BR = Blend Refinish	I = Repair	IT = Partial Repair
CG = Chipguard	RI = R & I Assembly	P = Check
RP = RP-RELATED PRIOR		



This report contains proprietary information of Audatex and may not be disclosed to any third party (other than the insured, claimant and others on a need to know basis in order to effectuate the claims process) without Audatex's prior written consent.

© 2017 Audatex North America, Inc.

AUDATEX is a trademark owned by Audatex North America, Inc. All rights reserved.



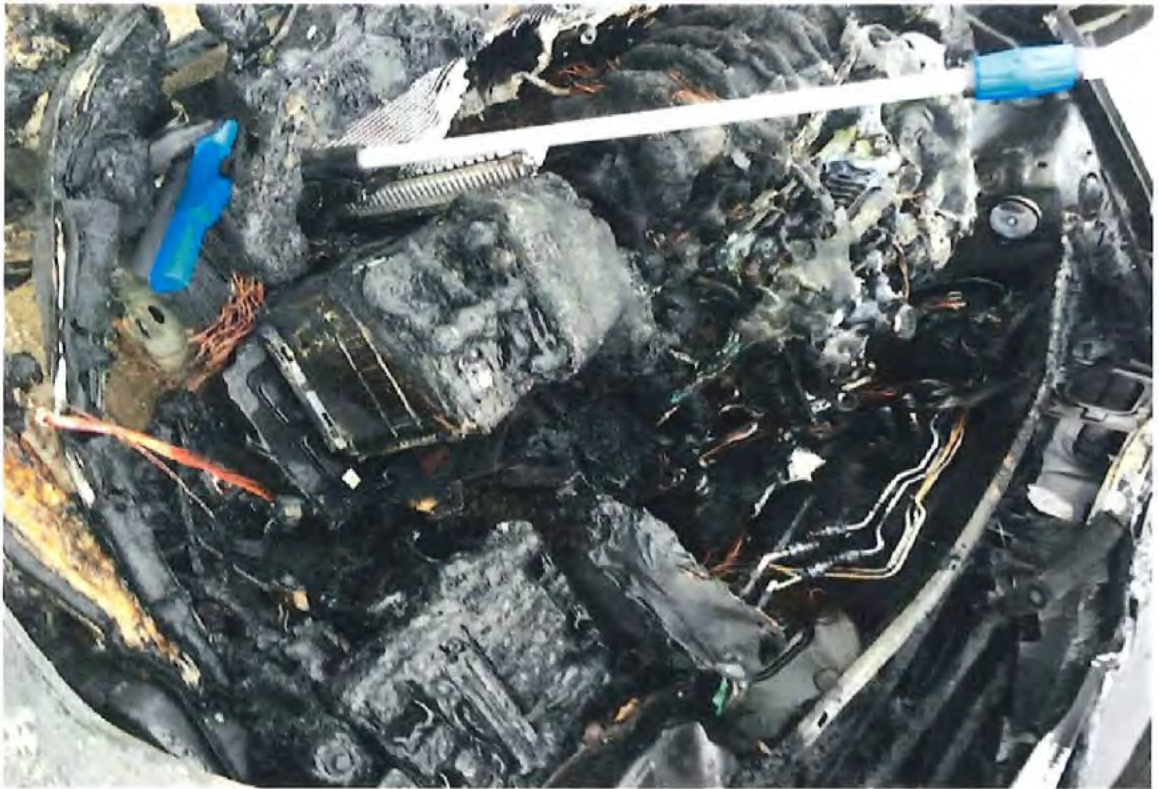


















OHIO DEPARTMENT OF PUBLIC SAFETY - BUREAU OF MOTOR VEHICLES
TEMPORARY TAG REGISTRATION APPLICATION
CUSTOMER COPY

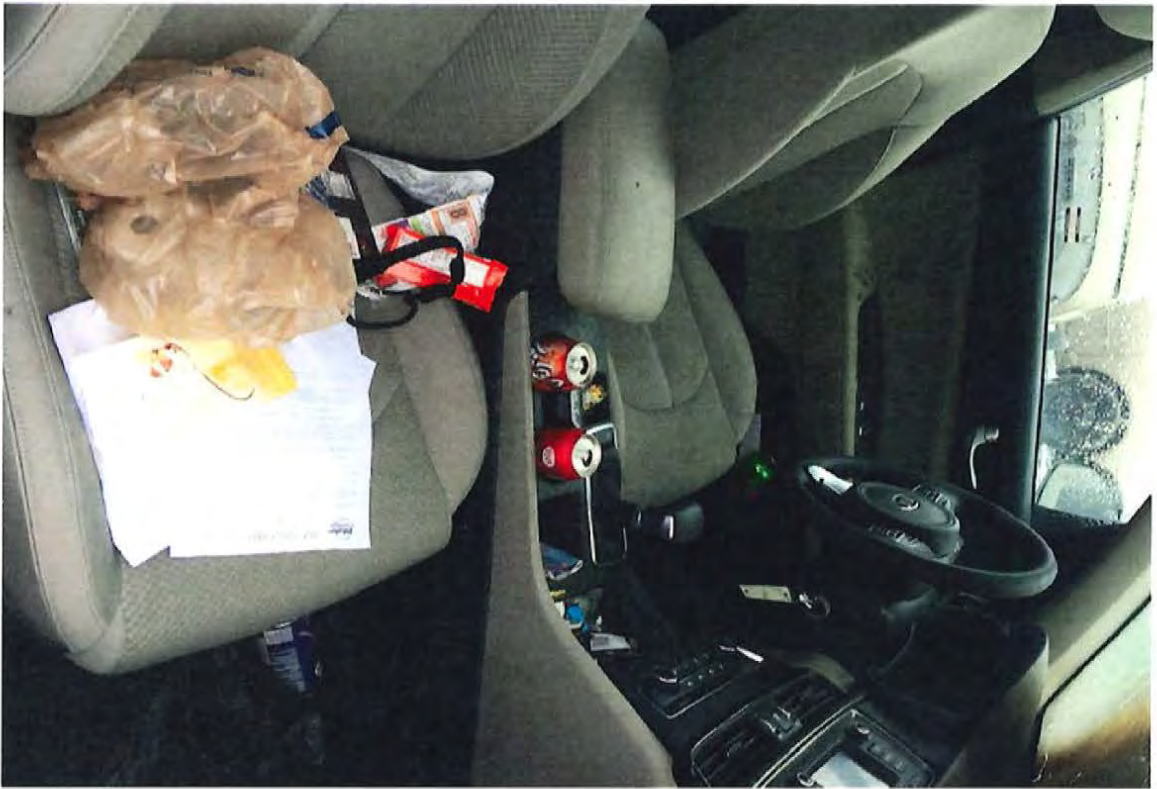


Temporary Tag
Vehicle Ownership:
Purchaser/Lessee Name: [REDACTED]
SS # / Tax ID: [REDACTED]
Home Address:
City: [REDACTED]
State/ZIP: [REDACTED]
Additional Purchaser:
Name:
SS # / Tax ID:
Home Address:
City:
State/ZIP:

Issue Date: 12/17/2016
Expiration Date: 1/31/2017
Dealer Permit: [REDACTED]
Issuing Dealership: TAYLOR CADILLAC INC
Address:
City: TOLEDO
State/ZIP: OH [REDACTED]
Vehicle Year: 2016
Vehicle Type: [REDACTED]
Vehicle Make: KIA
Vehicle Serial No.: KNAJ24L39G

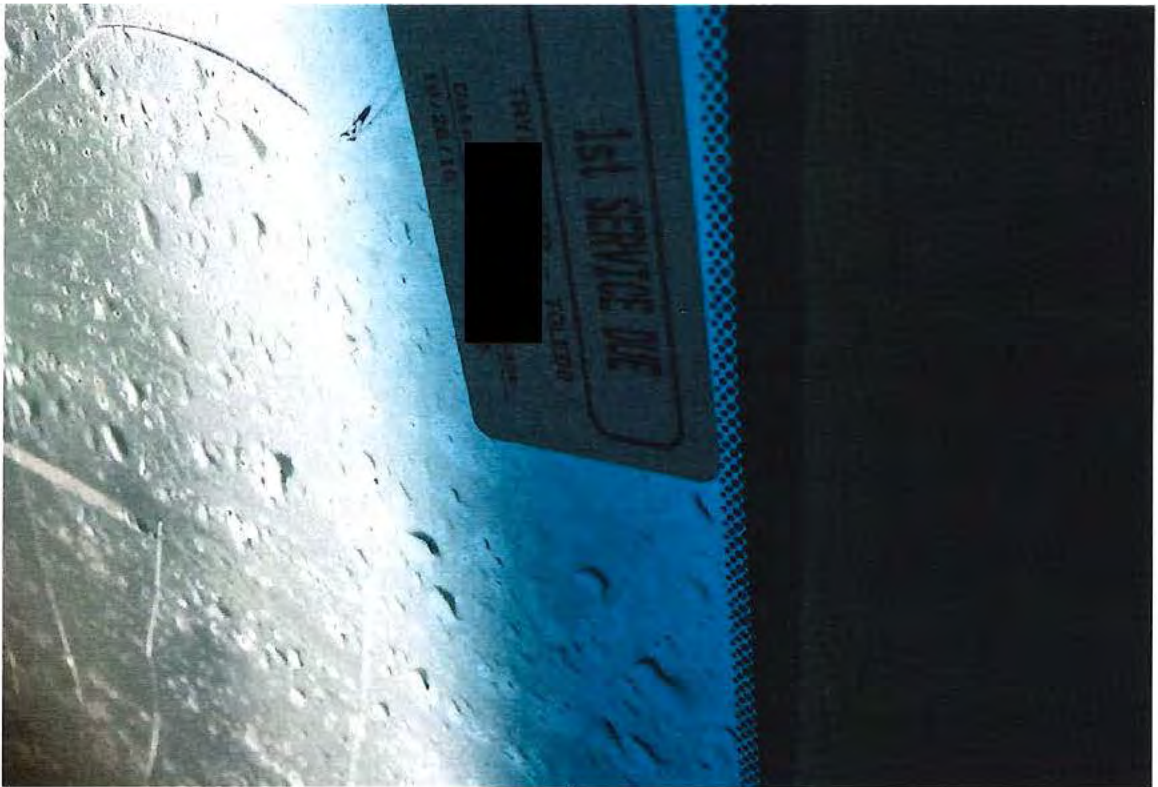
THIS TAG IS VALID FOR 90 DAYS FROM THE DATE OF ISSUANCE. IF YOU DRIVE WITHOUT INSURANCE OR OTHER ACCEPTABLE FINANCIAL RESPONSIBILITY COVERAGE, YOU WILL BE SUBJECT TO CIVIL AND CRIMINAL PENALTIES. IF YOU ARE STOPPED BY A POLICE OFFICER, YOU MUST BE ABLE TO PROVE YOUR INSURANCE COVERAGE. IF YOU ARE STOPPED BY A POLICE OFFICER AND YOU ARE NOT ABLE TO PROVE YOUR INSURANCE COVERAGE, YOU WILL BE SUBJECT TO CIVIL AND CRIMINAL PENALTIES. IF YOU ARE STOPPED BY A POLICE OFFICER AND YOU ARE NOT ABLE TO PROVE YOUR INSURANCE COVERAGE, YOU WILL BE SUBJECT TO CIVIL AND CRIMINAL PENALTIES. IF YOU ARE STOPPED BY A POLICE OFFICER AND YOU ARE NOT ABLE TO PROVE YOUR INSURANCE COVERAGE, YOU WILL BE SUBJECT TO CIVIL AND CRIMINAL PENALTIES.

UPON EXPIRATION OF THIS TAG, YOU MUST REAPPLY FOR A REGULAR TAG. IF YOU DO NOT REAPPLY FOR A REGULAR TAG, YOU WILL BE SUBJECT TO CIVIL AND CRIMINAL PENALTIES. IF YOU DO NOT REAPPLY FOR A REGULAR TAG, YOU WILL BE SUBJECT TO CIVIL AND CRIMINAL PENALTIES. IF YOU DO NOT REAPPLY FOR A REGULAR TAG, YOU WILL BE SUBJECT TO CIVIL AND CRIMINAL PENALTIES.











MANUFACTURED IN KOREA BY
KIA MOTORS CORPORATION

4497LB PAINT M5G

2513LB TRIM BHH

2557LB PAWR

2557LB REAR

KNAGT4L39G

PASSENGER CAR

5100
SEE OWNER'S
MANUAL FOR
SAFETY PRECAUTIONS
AND PROPER
USE OF SEATBELT
AND AIR BAGS















Facsimile Cover Sheet
Carátula de facsímil

Confidential Business
Confidencial Empresarial

State Farm®

Providing Insurance and Financial Services
Su Compañía de Seguros y Servicios Financieros
Home Office, Bloomington, Illinois
Oficina Central, Bloomington, Illinois

7/13/17

To / A:

Date / Fecha

Office/Address / Oficina/Dirección

Telephone number / Número de teléfono

Fax number / Número de fax

Total pages / Cantidad de páginas

Insured / Asegurado(a)

Claim number / Número de reclamo

Policy number / Número de póliza

Notice: Confidential Business

The information contained in this facsimile message and any attachments contains confidential business material intended for the sole use of the individual(s) named above. If you are not an intended business recipient listed above, or an employee or agent of such recipient who is responsible for delivering this material to them, you are hereby notified that any disclosure, duplication, distribution, or other use of this

information, or the taking of any action in reliance on the contents of this transmission, without the express written consent of State Farm®, is STRICTLY PROHIBITED. If you have received this transmission in error, please notify the sender immediately by telephone, so the return of this material can be arranged at no cost to you.

Aviso: Confidencial de la Empresa

La información que se encuentra en el mensaje de este facsímil y cualquier documento adjunto contiene material confidencial de la empresa para uso exclusivo de la(s) persona(s) nombrada(s) anteriormente. Si usted no es el destinatario mencionado anteriormente, o un empleado o agente de dicho destinatario que sea responsable de entregar este material al mismo, por la presente se le notifica que cualquier divulgación, duplicación, distribución, u otro uso de esta

información, o cualquier medida que se tome basada en el contenido de esta transmisión, sin el expreso consentimiento por escrito de State Farm®, está Estrictamente Prohibida. Si usted recibió esta transmisión por equivocación, por favor notifiquenos inmediatamente por teléfono para que podamos hacer los arreglos necesarios para que nos devuelva este material sin costo alguno para usted.

From / De:

Office/Address / Oficina/Dirección

Telephone number / Número de teléfono

Fax number / Número de fax

Message / Mensaje

CORP-DALLAS

DALLAS, TX

Phone:

www.copart.com



Date: 07/11/2017

FINAL INVOICE

Tax ID #

Resale Cert #

CLIFF BISHOP
STATE FARM - MICHIGAN
BLOOMINGTON, IL

Salvage Information

Lot #:
Branch: MI - LANSING
Insured:
Owner:
Claim #:
Year: 2016
Make/Model: 16 KIA OPTIMA LX GRAY
VIN: KNAGT4L39G5
ACV: \$ 18,023.00

Pickup Location

LOSS LOCATION

HILLSDALE, MI

Sell Direct/Buyer Information

BEDFORD PARK, IL

Date of Events

Loss Date 01/19/2017
Assigned 01/20/2017
Released 01/23/2017
Pick Up 01/24/2017
Title Received 02/02/2017
Sale Doc Received 05/30/2017
Auction Date 07/07/2017
Buyer Payment Date 07/10/2017
Reported to NICB 00/00/0000

Check Amount

\$ 650.00

High Bid

\$ 650.00

Pool Charges

Pool Fees \$ 67.50
Pool Tow Fees \$ 0.00
Enhancements \$ 0.00
Title Fees \$ 0.00
DMV Fees \$ 20.00
Taxes \$ 0.00
Keys Fees \$ 0.00
Mail Personals \$ 0.00
VIR Fees \$ 0.00

Total Pool Charges**\$ 87.50****Advance Charges**

Tow \$ 0.00
Storage \$ 0.00
Teardown \$ 0.00
Taxes \$ 0.00

Total Advance Charges**\$ 0.00****Total Charges****\$ 87.50****Copart Payments**

EDI# 07/10/2017 \$ 650.00
Total Copart Payments \$ 650.00

NET DUE COPART**\$ 87.50**

CORP-DALLAS
14185 DALLAS PARKWAY #300
DALLAS, TX 75254

www.copart.com



Date: 07/10/2017

FINAL SETTLEMENT STATEMENT

Tax ID #
Resale Cert #

CLIFF BISHOP
STATE FARM - MICHIGAN
MURFREESBORO, TN

Salvage Information

Lot #:
Branch: MI - LANSING
Insured:
Owner:
Claim #:
Year: 2016
Make/Model: 16 KIA OPTIMA LX GRAY
VIN: KNAGT4L39G
ACV: \$ 18,023.00

Pickup Location

LOSS LOCATION

HILLSDALE, MI

Sell Direct/Buyer Information

BEDFORD PARK, IL

Date of Events

Loss Date 01/19/2017
Assigned 01/20/2017
Released 01/23/2017
Pick Up 01/24/2017
Title Received 02/02/2017
Sale Doc Received 05/30/2017
Auction Date 07/07/2017
Buyer Payment Date 00/00/0000
Reported to NICB 00/00/0000

Check Amount

\$ 650.00

High Bid

\$ 650.00

Pool Charges

Pool Fees \$ 67.50
Pool Tow Fees \$ 0.00
Enhancements \$ 0.00
Title Fees \$ 0.00
DMV Fees \$ 20.00
Taxes \$ 0.00
Keys Fees \$ 0.00
Mail Personals \$ 0.00
VIR Fees \$ 0.00

Total Pool Charges \$ 87.50

Advance Charges

Tow \$ 0.00
Storage \$ 0.00
Teardown \$ 0.00
Taxes \$ 0.00

Total Advance Charges \$ 0.00

Total Charges \$ 87.50

NET DUE SELLER

\$ 562.50