INFORMATION REDACTED PURSUANT TOTHE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

SORENTO

2016 SORENTO_ACCIDENT SCRIPTS_ALLEGED DEFECT B_EXPANDED SCOPE

Accident Report

Case [redacted]

Report Details

A-1) Who Owns the Vehicle? Please provide Owner Name, Address, and Phone.

[redacted]

A-2) Who Was Driving the Vehicle and how many passengers were there? Please provide Driver's Name

[redacted]

A-3) Do You Own the Vehicle?

Yes

A-4) What is the Age of the Driver?

[redacted]

A-5) What Was the Date and Time of the Accident?

05/25/2018 17:30:00

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

overcast, dry

A-7) What Speed was the Vehicle Traveling?

0

B-1) Were any Other Vehicles Involved in the Accident?

No

B-2) Were There Any Injuries?

No

B-3) Was Anyone Taken by Ambulance to The Hospital?

No

B-4) Is Anyone Currently Under Medical Attention for this Incident?

No

B-5) Describe the Incident in Detail, including the approximate vehicle speeds, street names

I got off the freeway and had pulled into the parking lot of the shopping center. I smelled smoke and at first thought it was a nearby restaurant. When I opened the door to the veh, I noticed there was smoke coming out of my car. I called my husband and told him the car looked like it was overheating. The veh was turning black on the hood. I took my daughter out of the car and walked away. That was when the hood popped off the car and the fire dept was called. The fire chief told me they had a hard time putting out the fire b/c even though the keys were not in the ignition, there was something that kept the fire going. All the damage was in the engine compartment and hood of the veh.

C-1) Was the Police Contacted?

Yes

C-1-1) What is the Name of the Officer, Department, and Badge Number?

Selma PD

C-2) Was the Insurance Company Contacted?

Yes

C-2-1) Provide Name, Address, and Phone of Insurance Company, Policy #, and Claim #

Progressive Insurance

C-2-2) Have You Settled With the Insurance Company?

No

C-3) Was the Vehicle Driven or Towed From the Scene?

Towed

C-4) Where is the Vehicle Now? Provide the location.

Progressive took possession of the veh

C-5) Have Any Repairs Been Completed?

No

C-6) Were Parties Wearing Seatbelts?

Yes

C-7) Did the Airbag(s) Deploy?

No

C-8) Was Airbag Light on prior to accident?

No

D-1) What action are you requesting of Kia?

none at this time

D-2) Have you reviewed the airbag section of the owners manual? Yes - In order to consider your

Not Applicable

Accident Report

Case [redacted]

Report Details

Accident Report

Case [redacted]

Report Details

A-1) Who owns the vehicle?

[redacted]

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

[redacted]

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

[redacted]

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

[redacted]

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

rear passenger, in a forward facing car seat, 2 years old

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

no

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

07/31/2018 17:34:00

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

Customers vehicle only

B-2) What time was 911 called?

was not called, but firefighters were in the area already for an unrelated cause

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

clear sunny and hot

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

no

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

mountain dirt road (beleives [redacted], Ola, Idaho) couple stopped to advise by pulling over and screaming at me to get pulled over, I pulled over and passerbys got daughter out, it immediately engulfed in flames right after, and the fire fighters were near to put out the flame thankfully before it spread

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

on

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

no; oil changed within the last month or so

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

no

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

[redacted]

C-1) Which fire agency responded?

Farmington NM Firefighters

C-2) What is the fire report number?

N/A

D-1) Where is the vehicle now?

Gem County Towing Yard

D-2) Have any repairs been completed?

No

D-3) Was the insurance company contacted?

Yes; CL - [redacted]

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

No

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

This is a Kia issue, under WTY, Just need to figure out how to get this taken care of, fire departments said it started with the fuel line on the fire wall

Accident Report

Case [redacted]

Report Details

A-1) Who owns the vehicle?

[redacted] LAPEER MI [redacted]

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

[redacted]

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

[redacted]

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

0

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

[redacted]

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

all my grandsons military equipment and dog kennel in the Hatch

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

09/15/2018 14:00:00

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

the vehicle burnt to the ground

B-2) What time was 911 called?

7:00 AM

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

clear weather with light traffic

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

no

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

My grandson was just getting on the expressway [redacted] going towards [redacted] He heard a noise under the hood he said the oil gauge went up and doen quikcly he than saw smoke coming from under the hood He pulled over to the shoulder he looked to the right tire and the bottom of the car and tire were engulfed in flames he removed one of his bags from the back and in that short time the whole car was engulfed in flames

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

on

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

no

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

no

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

expressway [redacted] and [redacted] exit

C-1) Which fire agency responded?

Elba Township Fire and rescue

C-2) What is the fire report number?

N/A

D-1) Where is the vehicle now?

Byers wrecker service [redacted] lapeer MI [redacted]

D-2) Have any repairs been completed?

no

D-3) Was the insurance company contacted?

yes

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

no

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

I dont know what my options are but I would like this investigated

Accident Report

Case [redacted]

Report Details

A-1) Who owns the vehicle?

[redacted]

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

[redacted]

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

[redacted]

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

1

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

front passenger seat, [redacted]

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

no

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

12/27/2018 04:00:00

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

just our veh, total loss

B-2) What time was 911 called?

8 pm

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

cold, dry

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

smoke inhalation

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

Driving down [redacted] and turned on Dodge started smelling burning rubber. We got to [redacted] and seen smoke. We had to get out of the [redacted]. We got out of the veh. The fire was coming out from under the hood.

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

On

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

No warning lights, we had one SC recently done at the dlr

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

no

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

[redacted], Evanston, IL

C-1) Which fire agency responded?

Evanston fire and police

D-1) Where is the vehicle now?

towed by Northshore to their storage lot

D-2) Have any repairs been completed?

no

D-3) Was the insurance company contacted?

yes

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

yes

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

I feel like KIA should be responsible, it is just being paid off. I don't have a veh so i can't get to work.

Accident Report

Case [redacted]

Report Details

A-1) Who owns the vehicle?

[redacted]

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

Owner

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

[redacted]

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

None

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

N/A

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

Was a Nintendo Switch and a little minibar

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

03/15/2019 17:45:00

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

Cust vehicle was only one

B-2) What time was 911 called?

1:55 PM but advised that they had already been called and had units in route.

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

75 and clear and sunny day

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

No

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

[redacted] all of the sudden the CEL came on and stayed solid. Then it started to flash, I pulled over and got out after I noticed smoke. I went around and opened the hood. At this point I noticed that there were flames all over the top of the engine.

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

On

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

CEL came on as the incident

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

No

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

[redacted] Below [redacted] Exit

C-1) Which fire agency responded?

Unsure

C-2) What is the fire report number?

Unknown

D-1) Where is the vehicle now?

[redacted] in Philadelphhia

D-2) Have any repairs been completed?

No

D-3) Was the insurance company contacted?

Yes

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

No

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

Help me get into a new vehicle.

Accident Report

Case [redacted]

Report Details

1. Who Owns the Vehicle?

   Enterprise rent a car EAN Holdings
   [redacted]
   Orange, ca [redacted]
   [redacted] <Provide Owner Name, Address, and Phone>

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

   [redacted] 2 passengers <Provide Driver's Name, Address, and Phone>

3. Do You Own the Vehicle?

   Yes

4. What is the Age of the Driver?

   [redacted]
   <Driver's Age>

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

   7/14/16 6:30pm <DATE> and <TIME>

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

   Clear, no road description <ROAD & WEATHER CONDITIONS>

7. What Speed was the Vehicle Traveling?

   50-55mph <VEHICLE SPEED>

8. Were any Other Vehicles Involved in the Accident?

No

9. Were There Any Injuries?

No

10. Was Anyone Taken by Ambulance to The Hospital?

No

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

No

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

Renter was on way to big bear, around [redacted],Sister traveling behind her, saw a spark, as she pulled over black smoke from under hood. Man with fire extinguisher put it out, fire started spreading
<INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>

13. Were the Police Contacted?

No

16. Was the Insurance Company Contacted?

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

17. Have You Settled With the Insurance Company?

No

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

Towed

19. Where is the Vehicle Now?

Kia dealer citrus motors <VEHICLE LOCATION>

20. Have Any Repairs Been Completed?

No

21. Were Parties Wearing Seatbelts?

Yes

22. Did the Airbag(s) Deploy?

No

23. Was Airbag Light on prior to accident?

No

24. What action are you requesting of Kia?

Get veh inspected to find out why it caught on fire. Renters had a claim for personal belongings
<RESOLUTION SOUGHT>

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

Accident Report

Case [redacted]

Report Details

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

SORENTO

2016 SORENTO_CA REPORTS_ALLEGED DEFECT B_EXPANDED SCOPE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPHDA14GG[redacted]	[redacted]	23,909

West Salem WI, [redacted] Prod. Date: 02/17/2015 Dealer: [redacted] Brenengen KIA

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

Case History

Dealer :BRENENGEN KIA
Technician :EDWARD OCONNOR
Service Manager :
Dealer Phone :
DPSM :Steve Broom
Vehicle Model :SORENTO EX 2.0T AWD AUTO
Model Year :2016
Mileage :23909
Initial comments by Technician found in TL Case [redacted]

[Problem Description]
p256500 turbo boost control position sensor "A" circuit high. p029900 turbo under boost.
check engine light is not on. both are history codes
on 5-2-17 23334 miles found p256500 history code and no check engine light on. performed actuation test and found normal operation.test drove and rechecked codes and no codes found.

[Diagnostics Performed]
performed actuation test and found normal operation. checked boost controller pin tension and found ok.
found air intake tube from air box to turbo melted off at turbo.could this cause the codes? or should we be looking at the boost controller
*** Phone - Call - Inbound created on 05/17/2017 14:32:14 (GMT-07:00) Arizona and created by Nicholas Koob **
Writ to [redacted]
1. Calling to f/u on a svc alert
2. Was hoping I could collect some RO info.

Dlr states
1. We just had this in on Monday.
2. We tried replacing the hose that had melted, didn't resoleve the issue.
3. Looks like we're replacing the turbo.
4. We're going to have this veh for a while yet.
5. Seems some other issues cropped up.
6. We don't have a standing diagnosis on those yet.

Writ states
1. Then I will f/u with you later
2. Thank you.

*** 05/17/2017 14:42:24 (GMT-07:00) Arizona ***
Into WIPBin = 5. Friday and Sub Status = Auto Assigned

*** Phone - Call - Outbound created on 05/19/2017 13:43:23 (GMT-07:00) Arizona and created by Nicholas Koob ***
Writ to [redacted] - Joe
1. Calling to f/u on svc alert.
2. Any progress on diagnosis?

Dlr states
1. Turbo is completely burned out.
2. Will be replacing it on Tuesday morning.
3. The cust has been in a car of ours throughout this process.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPHDA14GG[redacted]	[redacted]	23,909

West Salem, WI, [redacted] Prod. Date: 02/17/2015 Dealer: [redacted] Brenengen KIA

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

Writ states
1. Alright, I'll f/u with the cust.
2. Thank you!

*** 05/19/2017 13:47:28 (GMT-07:00) Arizona ***
Into WIPBin = 1. Monday and Sub Status = Auto Assigned

*** 06/13/2017 13:00:04 (GMT-07:00) Arizona ***
Closed with Resolution Code : Concerns Recorded
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPKDA13GG[redacted]	[redacted]	14,513

Cathedral City CA, [redacted] Prod. Date: 08/28/2015 Dealer: [redacted] Palm Springs KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Others
Kia Case Type Lvl4: Other

Case History

Dealer : PALM SPRINGS KIA
Technician : Jonathan Cabrera
Service Manager :
Dealer Phone :
DPSM : Janet Lawyer
Vehicle Model : SORENTO SXL 2.0T AWD AUTO
Model Year : 2016
Mileage : 14513
Initial comments by Technician found in TL Case [redacted]

[Problem Description]
customer states vehicle started puttering then the check engine ligh came on also noticed dark smoke coming from the tail pipe

[Diagnostics Performed]
duplicatec concern,scanned w/ kds,p030400,p030000,upon performing inspection noticed the intake hose coming from the air cleaner box to the turbo was melted and stuck in the turbo,removed melted hose,started vehicle,but the turbo was not spining at all with the car on,got approval to replace the turbo assembly,after repalcent misfire was still there,checked fuel pressure im gettinf 75-80 psi at idle,the spark plugs are all black in color,please advise,thanks

*** Assigned to WIPBin 0. Default of Christian Portrey on 06/15/2017 07:06:18 (PST)
*** 06/15/2017 17:35:12 (GMT-07:00) Arizona ***
Case moved into WIPBin 0. Default and Sub Status of Auto Assigned

*** 06/16/2017 17:05:33 (GMT-07:00) Arizona ***
Case moved into WIPBin 5. Friday and Sub Status of Auto Assigned

*** 06/20/2017 09:43:46 (GMT-07:00) Arizona ***
Case moved into WIPBin 1. Monday and Sub Status of Auto Assigned

*** 06/20/2017 18:32:35 (GMT-07:00) Arizona ***
Case moved into WIPBin 2. Tuesday and Sub Status of Auto Assigned

*** Phone - Call - Outbound commitment created on 06/21/2017 18:33:01 (GMT-07:00) Arizona with Commitment Date 06/23/2017 and created by Christian Portrey ***

*** 06/30/2017 16:32:19 (GMT-07:00) Arizona ***
Dispatched from WIP Working to Queue by

*** 07/07/2017 06:44:12 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue KCAC SA\TL to WIPBin SA/TL by Aimee McFarlane

*** 07/07/2017 06:44:54 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIP SA/TL to Queue by Christian Portrey

*** Phone - Call - Outbound commitment fulfilled on 07/21/2017 17:38:55 (GMT-07:00) Arizona with Commitment Date 06/23/2017 closed by Christian Portrey ***

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPKDA13GG[redacted]	[redacted]	14,513

Cathedral City CA, [redacted] Prod. Date: 08/28/2015 Dealer: [redacted] Palm Springs KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Others
Kia Case Type Lvl4: Other

*** 08/03/2017 11:56:34 (GMT-07:00) Arizona ***
Accepted from Queue KCAC SA/TL West to WIPBin 5. Friday by Justina Sinclair

*** 08/03/2017 12:01:12 (GMT-07:00) Arizona ***
Dispatched from WIP 5. Friday to Queue by Aimee McFarlane

*** 08/03/2017 12:29:14 (GMT-07:00) Arizona ***
Accepted from Queue ZZ Randy to WIPBin 5. Friday by Justina Sinclair

*** 08/03/2017 12:30:38 (GMT-07:00) Arizona ***
Dispatched from WIP 5. Friday to Queue by Justina Sinclair

*** 09/25/2017 09:14:54 (GMT-07:00) Arizona ***
Accepted from Queue ZZ Kendra to WIPBin to be assigned by LaKindra Sims

*** 09/25/2017 09:16:30 (GMT-07:00) Arizona ***
Dispatched from WIP to be assigned to Queue by Justina Sinclair

*** 09/25/2017 10:48:37 ***
Accepted from Queue ZZ Ann Lupeika to WIPBin Default by Ann Lupeika

*** 09/26/2017 09:17:18 ***
Case moved into WIPBin Default and Sub Status of Working

*** Phone - Call - Outbound created on 09/27/2017 09:18:34 and created by Ann Lupeika ***
Writer states
1 Called dealership
2 No answer in service department

*** Phone - Call - Outbound created on 09/27/2017 12:30:18 and created by Ann Lupeika ***
Writer states
1 Called dealership
2 No answer in service department

*** Phone - Call - Outbound created on 09/27/2017 14:12:18 and created by Ann Lupeika ***
Writer states
1 Called dealership
2 Transferred around
3 No one answered

*** 09/27/2017 14:13:10 ***
Dispatched from WIPBin = [redacted] to Queue SA Escalation by Ann Lupeika
Reason: No response from service

*** 10/11/2017 09:44:08 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin default of Jesse Martinez by Esther Kong
Reason:

*** Phone - Call - Outbound created on 10/12/2017 09:23:53 (GMT-08:00) Pacific Time (US & Canada) and created by Jesse Martinez ***
ECR LVM for cust [redacted], requested call back.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPKDA13GG[redacted]	[redacted]	14,513

Cathedral City CA, [redacted] Prod. Date: 08/28/2015 Dealer: [redacted] Palm Springs KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Others
Kia Case Type Lvl4: Other

*** 10/16/2017 07:31:12 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 5. Friday and Sub Status of Assigned

*** Phone - Call - Outbound created on 10/17/2017 08:59:43 (GMT-08:00) Pacific Time (US & Canada) and created by Jesse Martinez ***
ECR LVM for cus [redacted], requested call back.

*** Phone - Call - Outbound created on 10/17/2017 09:22:56 (GMT-08:00) Pacific Time (US & Canada) and created by Jesse Martinez ***
ECR LVM for cust [redacted] requested call back.

*** Letter - Letter Sent created on 10/17/2017 09:23:33 (GMT-08:00) Pacific Time (US & Canada) and created by Jesse Martinez ***
Wtr sent CML.

*** 10/17/2017 09:26:50 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : No Cust Contact
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA31GG[redacted]	[redacted]	11,000
, ,		Prod. Date: 08/10/2015	Dealer:	

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

Case History

*** 10/12/2017 07:59:14 (GMT-07:00) Arizona ***
Contact = [redacted], Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 10/12/2017 07:56:45 (GMT-07:00) Arizona and created by Erika Lento ***
Safeco Insurance:
1.The customer filed a Fire claim with us and we just need kia to investigate as well

Wrt states:
1.Called cust / no answer / left VM
2.Advised calling to gather fire script
3.Provided case number / callback number

*** Phone - Call - Inbound commitment created on 10/12/2017 07:59:24 (GMT-07:00) Arizona with Commitment Date 10/13/2017 and created by Erika Lento ***

*** Phone - Call - Inbound commitment fulfilled on 10/13/2017 13:36:04 (GMT-07:00) Arizona with Commitment Date 10/13/2017 closed by Erika Lento ***

*** 10/13/2017 13:36:22 (GMT-07:00) Arizona ***
Dispatched from WIPBin = 4.Friday to Queue National CA by Erika Lento
Reason:

*** 10/16/2017 07:44:28 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 10/16/2017 07:53:01 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 24/24 of Samuel Kim by Jeff Stroup
Reason:

*** Phone - Call - Outbound created on 10/18/2017 11:45:09 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called Safeco Insurance and spoke with Sheri
Writer states:
1. Someone from Safeco contacted us regarding a vehicle fire

Sherri states:
1. Claim number is [redacted]
2. Adjustor is Nadirah Brown and her number is [redacted]

(Call was transferred to Nadirah)

Nadirah states:
1. We did have someone, a fire investigator go our and inspect this car

Writer states:
1. Is there property damage or a medical claim?

Nadirah states:
1. There is a homeowner's claim, this happened on their driveway
2. We paid out for the vehicle which is about $23,000
3. They have a different carrier for their home

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA31GG[redacted]	[redacted]	11,000
, ,		Prod. Date: 08/10/2015	Dealer:	

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

Writer states:
1. Do you know the circumstances involving the fire
2. Requested photos and a copy of fire report
3. Gave email address
4. Once received, I will get it reviewed and follow up with you

Nadirah states:
1. I'm not a 100% sure, but I guess his finding appears to be electrical
2. Okay

*** Note - Others created on 10/18/2017 12:01:42 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Copart Rochester location in Leroy, NY. Lot number [redacted]

*** 10/18/2017 12:03:02 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 24/24 and Sub Status of Assigned

*** Email - External Email Received created on 10/18/2017 12:18:47 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from Claims Resolution Specialist Nadriah Brown at Safeco Insurance[redacted]
and CC'd to Dave Kubiak at NEFCO[redacted]
Good Afternoon Sam,

Per your request attached are photos of our insured's 2016 Kia and the fire report related to the vehicle fire that occurred on 09/12/17. As we discussed I have cc'd Investigator Dave Kubiak on this e-mail.

Thank you,

Nadirah Brown
Claims Resolution Specialist, APD
American States Insurance Company
[redacted]
Los Angeles, CA[redacted]
Direct Dial:[redacted]

*** 10/18/2017 12:28:20 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Pictures / Police Report and Sub Status of Assigned

*** Note - Others created on 10/20/2017 11:24:52 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Pending response from KMA Engineer

*** Phone - Call - Inbound created on 10/23/2017 09:24:33 (GMT-07:00) Arizona and created by Yeimy Armenta ***
Customer states:
1 Returning call
2 Received voicemail that needed to provide additional informaiton

Writer States:
1 Apologized
2 NCA not available at this time

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPGDA31GG[redacted]	[redacted]	11,000

, , Prod. Date: 08/10/2015 Dealer:

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

3 Will notate case for a call back

Customer states:
1 Thank you
2 Can you please place note with work number?

Writer States:
1 Definetly
2 What is that nubmer?

Customer states:
1 [redacted]
2 I'm there M-F / 8-5
3 Thank you

*** Phone - Call - Outbound created on 10/31/2017 12:18:24 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called Chautauqua Patrons Insurance Company and left message for Kim Hagelin in the Commerical Lines Department [redacted]
1. Calling in regards to a 2016 Kia Sorento
2. Requested call back
3. Left call back number

*** Phone - Call - Inbound created on 10/31/2017 12:31:53 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received call from Kim Hagelin in the Commerical Lines Department at Chautauqua Patrons Insurance Company
Customer states:
1. I just missed your call

Writer states:
1. Your insurance company contacted us regarding this incident
2. I was calling to try and get more information

Customer states:
1. We went out for dinner, we had 6:30 reservations in a city adjacent to Jamestown
2. We were out for about 2 hours and returned home at about 8:30
3. At 1:15AM, I woke up to my car alarm going off and I looked out my bedroom window the entire front the of car was in flames
4. The flames were about 2 or 3 feet
5. I called 9-1-1 and the FD was there within 3 minutes
6. An investigator from the Jamestown FD were going to call me and they never did

Writer states:
1. Apologized
2. Are you and your family okay?

Customer states:
1. Oh yes
2. My children were 11 and 12 at the time, well my daughter is now 13
3. My husband wasn't home at the time, he works graveyard shifts

Writer states:

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPGDA31GG[redacted]	[redacted]	11,000
, ,		Prod. Date: 08/10/2015	Dealer:	

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

1. Was there property damage?

Customer states:
1. Yes, I was parked near my garage
2. My garage caught fire, my wooden fence caught fire and some minor damage to the driveway
3. I filed a claim through Chautauqua Patrons Insurance Company which is where I work
4. It was about $4,300 less the deductible with depreciation with everything

Writer states:
1. Did you ever have any concerns with your vehicle before?

Customer states:
1. Not at all, it was a lease, I leased it brand new
2. It had just turned 11,00 miles
3. I was primarily the driver
When I was interviewed by the police, they asked me the same questions
4. Any aftermarket parts? No
5. Do you have reason to believe anyone would do this?
6. I said my neighbor whose 14-years-old, I had to call the police on them because he was shooting BBs at my house

Writer states:
1. We will work with your insurance to try and investigate the cause of the fire
2. If you have any questions or concerns, please feel free to contact us

Customer states:
1. Thank you

*** Note - Others created on 10/31/2017 12:43:54 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Pending response from KMA Engineer

*** 10/31/2017 12:44:25 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Legal Review and Sub Status of Assigned

*** Note - Others created on 11/07/2017 12:17:19 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
KMA Engineers unable to attend joint inspection

*** Email - External Email Sent created on 11/07/2017 12:17:50 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Sent email to Claims Resolution Specialist Nadirah Brown at Safeco Insurance [redacted] and CC'd to Dave Kubiak at NEFCO[redacted]
Hi Nadirah and Dave,

I am sorry for the delay. Kia Motors America, Inc. (“KMA”) will not be able to attend a joint inspection at this time. If Safeco Insurance decides to pursue for subrogation potential, we would like to kindly request a subrogation package along with a copy of the Cause and Origin Report for review.

If you have any questions, please feel free to contact me.

*** 11/07/2017 12:19:56 (GMT-08:00) Pacific Time (US & Canada) ***

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA31GG[redacted]	[redacted]	11,000
, ,		Prod. Date: 08/10/2015	Dealer:	

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

Closed with Resolution Code : Information Given
[Resolution Summary]
Closing case pending further insurance contact.

*** 01/18/2018 11:02:03 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened with Sub Status of Working

*** 01/18/2018 11:02:16 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 24/24 and Sub Status of Working

*** Email - External Email Received created on 01/18/2018 11:02:34 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
From: Burton, Karen [redacted]
Sent: Wednesday, January 17, 2018 8:13 AM
To: Kim, Samuel [KMA]
Subject: American States Insurance Company [redacted] Kia Sorento VIIN 5XYPGDA31GG[redacted]

Hi Samuel
I am attaching a copy of the Nefco Inspection Report for your review
Additional engineer testing will be required to identify the exact cause but the initial inspection has supported the cause to be with the vehicle and nothing suspicious was found.

Let me know when/if you want to set up an appointment.

Thank you

Karen Burton
Subrogation Resolution Specialist
American States Insurance Company
[redacted] Los Angeles CA [redacted]
Direct Dia [redacted]1
[redacted]

*** 01/19/2018 11:20:05 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Legal Review and Sub Status of Working

*** 02/08/2018 16:14:26 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Denial Pending and Sub Status of Working

*** 02/12/2018 11:47:34 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Legal Review and Sub Status of Working

*** 02/12/2018 17:13:18 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Legal Inspection and Sub Status of Working

*** Note - Others created on 02/12/2018 17:12:46 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Reviewed case with KMA Engineers:
1. Insurance may proceed with destructive exam.

*** Email - External Email Sent created on 02/15/2018 13:20:27 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA31GG100946	12512467	11,000
,	,	Prod. Date: 08/10/2015	Dealer:	

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

Sent email to Subrogation Resolution Specialist at Safeco Insurance [redacted]
Hi Karen,

I am sorry for the delay in responding back to you. You may proceed with a destructive exam to identify exact cause. If American States Insurance Company / Safeco wishes to pursue for subrogation potential, we would like to kindly request a complete subrogation package along with a copy of the final Cause & Origin Report.

If you have any questions, please feel free to contact me.

*** 02/15/2018 13:22:17 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Information Given
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPH4A15GG[redacted]	[redacted]	36,075

Orlando , FL , [redacted] Prod. Date: 04/15/2015 Dealer: [redacted] City KIA of Greater Orlan

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

Case History

Dealer : City Kia of Greater Orlando
Technician : Jose Otero
Service Manager :
Dealer Phone :
DPSM : Phil Castle
Vehicle Model : SORENTO EX 2.0T FWD AUTO
Model Year : 2016
Mileage : 36075
Initial comments by Technician found in TL Case [redacted]

[Problem Description]
Hello.
Customer state that when driving and accelerating vehicle feels like its holding back and hesitating. Will blow some white smoke. No CEL present or other warning lights present.

[Diagnostics Performed]
Found turbocharged making noise and smoking. Please see attachment. Please advise. Thank you.

*** Assigned to WIPBin Default of Debra Rustin on 03/08/2018 07:06:23 (PST)
*** 03/08/2018 07:17:14 (GMT-07:00) Arizona ***
Case moved into WIPBin Default and Sub Status of Auto Assigned

*** Phone - Call - Outbound created on 03/13/2018 10:10:46 (GMT-07:00) Arizona and created by Debra Rustin ***

Writer States:
1. Spoke to [redacted] Matthew
2. Calling to get repair information
3. Asked the following questions:

Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: SAME ON FILE
VIN:5XYPH4A15GG[redacted]
MY and Mileage:2016 SORENTO 36,075
Most recent RO#[redacted]
Open:3/2/18
Close:
Days Down:11
Most recent Repair Issue and Diagnosis:
OWA WAS DECLINED, NO MAINTENANCE RECORDS, SLUDGE
Customer says:that when driving and accelerating vehicle feels like its holding back and hesitating. Will blow some white smoke. No CEL present or other warning lights present.

Able to Duplicate (Y or N):YES
Repeat Repair:NO
Repair History :
ETA for completion of repairs:
Parts on order:NO

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPH4A15GG[redacted]	[redacted]	36,075

Orlando , FL , [redacted] Prod. Date: 04/15/2015 Dealer: [redacted] City KIA of Greater Orlan

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

part#, order#:
Techline Case [redacted]
Rental/Loaner Provided? when?:
Dealer contacted DPSM: YES
Vehicle repaired?:NO
Customer has possession?:NO
Dealer Code/Selling Deale [redacted]
Original Owner:YES
What is current Customer Request:

CUSTOMER IS AWARE OF DECLINE

*** Phone - Call - Outbound created on 03/13/2018 12:28:59 (GMT-07:00) Arizona and created by Debra Rustin ***

Writer
1. Called, got VM
2.Left name number ext & case# for return call

*** 03/13/2018 12:29:11 (GMT-07:00) Arizona ***
Closed with Resolution Code : No Cust Contact
[Resolution Summary]

*** 03/29/2018 16:48:59 (GMT-07:00) Arizona ***
Reopened with Sub Status of Working

*** 03/29/2018 16:49:19 (GMT-07:00) Arizona ***
Closed with Resolution Code : No Cust Contact
[Resolution Summary]
Fire Tread Review-SCH

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A32GG[redacted]	[redacted]	1
, ,		Prod. Date: 09/29/2015	Dealer:	

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

Case History

*** 06/27/2018 13:16:45 (GMT-07:00) Arizona ***
Contact = [redacted], Priority = Standard, Sub Status = Working

*** Web - Note created on 06/27/2018 13:16:48 (GMT-07:00) Arizona and created by Roxana Montano ***
SOCIAL MEDIA CONTACT 6/22/2018

CUSTOMER [redacted]a
I've had multiple Kias but after this happened to mine a few weeks ago, definitely ever debating getting another □
[redacted]

I wrote a comment and of course it got deleted □

Sdd

KMA 06/25/18
Hello Andrea - We are sorry you have experienced this issue. Please private message your VIN and contact number and a member of our team will contact you. ^RM

CUSTOMER 06/26/18
[redacted]

VIN 5XYPG4A3266[redacted]
Contact number [redacted]

KMA 06/27/18
Hi Andrea – Thank you for providing your VIN and contact number. Please allow 2-3 business days for one of our team members to contact you. ^RM
==========

*** Phone - Call - Outbound created on 06/28/2018 10:32:31 (GMT-07:00) Arizona and created by Roxana Montano ***
Wrt contacted [redacted] *LVM*

Wrt
1. I am following on your social media posts
2. we need more info
3. we need to ask you questions
4. about your picture that you sent
5. please contact us back 800# case#
6. Thank you

*** Phone - Call - Inbound commitment created on 06/28/2018 10:35:23 (GMT-07:00) Arizona with Commitment Date 06/29/2018 and created by Roxana Montano ***

*** 06/28/2018 10:35:38 (GMT-07:00) Arizona ***
Case moved into WIPBin 0. Default and Sub Status of Working

*** Phone - Call - Inbound created on 06/28/2018 12:18:07 and created by Melissa Hight ***
cust states

Last_name	First_name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A32GG[redacted]	[redacted]	1
, ,		Prod. Date: 09/29/2015	Dealer:	

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

1. I'm returning a call to Roxana
wtr states
1. Apologized
2. Advised can contact TCS to see if she is avail
skyped TCS - collect accident script
yanked to collected accident script
cust states
1. They found the cause of the fire in the investigation
2. I had recently had an oil change and there was no cap found in the wreckage
wtr states
1. Thank you for all the info
2. Advised will document for TCS
cust states
1. Thank you

*** 06/28/2018 12:33:49 ***
Assigned to WIPBin 0. Default of Roxana Montano by Melissa Hight
Reason: yanked to run accident script

*** Phone - Call - Inbound commitment fulfilled on 06/29/2018 09:43:39 (GMT-07:00) Arizona with Commitment Date 06/29/2018 closed by Roxana Montano ***

*** Note - Others created on 06/29/2018 09:44:02 (GMT-07:00) Arizona and created by Roxana Montano ***
**********CALL TO ACTION**********
Wrt is dispatching to NCA due to
1 Customer alleges the cap was not on
2 Vehicle is currently on progressive insurance
3Please review and follow up accordingly

*** 06/29/2018 09:48:54 (GMT-07:00) Arizona ***
Dispatched from WIPBin = 0. Default to Queue National CA by Roxana Montano
Reason:

*** 07/02/2018 07:35:11 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted, from Queue = National CA to WIPBin Inbox/Need To Call

*** 07/02/2018 08:28:02 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin Default of Gustavo Villela by Jeff Stroup
Reason:

*** Phone - Call - Inbound created on 07/02/2018 10:04:40 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr spoke with [redacted]
1. Wtr verified story
2. Cust stated that had an oil change within 2 hours of incident
3. Cust states insurance is going after TNT in selma, ca who did the oil change
4. Cust stated oil cap not found
5.Cust advised that according to firefighters, engine kept starting without key in ignition
6. Wtr advised will call insurance

call ended

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPG4A32GG[redacted]	[redacted]	1
, ,		Prod. Date: 09/29/2015	Dealer:	

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

*** Phone - Call - Inbound created on 07/02/2018 10:49:42 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr LVM for Jaime, with progressive

*** Phone - Call - Inbound created on 07/02/2018 10:52:40 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr spoke with [redacted]
1. Advised jaime is out today,but will call back once I hear from her
2.Also advised will review with engineers
3, Once I hear from both of them, I will give you a call
4. Customer thanked, call ended

*** Phone - Call - Inbound commitment created on 07/02/2018 10:59:36 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/03/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound created on 07/03/2018 16:22:57 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Tread review complete

*** Phone - Call - Inbound commitment fulfilled on 07/09/2018 10:15:27 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/03/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 07/09/2018 10:15:29 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr reviewed case with engineers:
1. Fire still igniting possible due to fluids, wiring that can ignite
2. Refer to insurance

*** Phone - Call - Inbound created on 07/09/2018 10:16:28 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr lvm for [redacted]

*** Phone - Call - Inbound commitment created on 07/09/2018 10:17:43 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/16/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 08/20/2018 12:26:40 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/16/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 08/20/2018 12:26:42 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Referring to insurance, no contact from cust

*** 08/20/2018 12:27:15 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Gustavo Villela with Resolution Code : Concerns Recorded
[Resolution Summary]
Referring to insurance

*** 11/21/2018 13:47:34 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened by Stephanie Mondragon with Sub Status of Working

*** Letter - Letter Received created on 11/21/2018 13:49:15 (GMT-08:00) Pacific Time (US & Canada) and created

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A32GG[redacted]	[redacted]	1
, ,		Prod. Date: 09/29/2015	Dealer:	

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

by Stephanie Mondragon ***
NCA rec'd packet from Progressive. Letter states:
1. Please accept this letter as formal notice of our subrogation rights in regard to the above-captioned claim.
2. Demand is hereby made upon you for payment of Progressive Select Insurance Company damages and those o
our insured.
4. Enclosed please find all supporting documentation.
6. Thank you for your anticipated cooperation

Attaching and dispatching to National CA.

*** 11/21/2018 13:50:46 (GMT-08:00) Pacific Time (US & Canada) ***
Dispatched from WIPBin = Default to Queue National CA by Stephanie Mondragon
Reason:

*** 11/27/2018 07:54:05 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 11/28/2018 07:41:19 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin Intro Calls of Ashley Vazquez by Jeff Stroup
Reason:

*** 12/05/2018 13:48:54 ***
Case moved into WIPBin Intro Calls and Sub Status of Assigned

*** Others - Others created on 12/06/2018 11:21:43 and created by Ashley Vazquez ***
Reviewed with Engineers

*** Phone - Call - Outbound created on 12/06/2018 11:21:57 and created by Ashley Vazquez ***
Wtr contacted Levella Parker
1. I did get a chance to review the subro packet that was sent over
2. It looks like all the information in the packet is settlement payment information
3. The only information that I could gather was that the vehicle caught fire a few hours after it had an oil change
4. Would you be able to send me a report that states the analysis of the inspection?
Levella states:
1. Yes i do have a report that I can send over to you
2. can i have email information
Wtr gave contact info
wtr thanked

*** Phone - Call - Inbound commitment created on 12/06/2018 11:27:24 with Commitment Date 12/07/2018 and created by Ashley Vazquez ***

*** Phone - Call - Inbound commitment fulfilled on 12/06/2018 12:14:41 with Commitment Date 12/07/2018 closed by Ashley Vazquez ***

*** Phone - Call - Inbound commitment created on 12/06/2018 12:15:05 with Commitment Date 12/10/2018 and created by Ashley Vazquez ***

*** Phone - Call - Inbound commitment created on 12/06/2018 12:14:42 with Commitment Date 12/11/2018 and created by Ashley Vazquez ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A32GG[redacted]	[redacted]	1
, ,		Prod. Date: 09/29/2015	Dealer:	

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

*** Phone - Call - Inbound commitment fulfilled on 12/19/2018 08:16:48 with Commitment Date 12/11/2018 closed by Ashley Vazquez ***

*** Others - Others created on 01/17/2019 09:42:44 and created by Ashley Vazquez ***
Reviewed fire report with engineers 1/16/19

*** Phone - Call - Outbound created on 01/17/2019 09:43:06 and created by Ashley Vazquez ***
Wtr spoke with Levella at Progressive:
1. After review of the sent documents with our engineers, we will not be offering a settlement offer as the fire report does not show a manufacturing issue
2. We will not be offering further assistance
Levella states:
1. Okay, I will go ahead and review and contact you if anything else is needed
Wtr thanked

*** 01/17/2019 09:44:35 ***
Closed by Ashley Vazquez with Resolution Code : Concerns Recorded
[Resolution Summary]
Referring to insurance

*** 01/17/2019 09:44:38 ***
Reopened by Ashley Vazquez with Sub Status of Working

*** 01/17/2019 09:45:33 ***
Closed by Ashley Vazquez with Resolution Code : Information Given
[Resolution Summary]
Spoke with insurance and will not be offering assistance as no manufacturing issue is found.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A31GG[redacted]	[redacted]	68,000
, ,		Prod. Date: 10/01/2015	Dealer:	

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

Case History

*** 08/06/2018 10:35:29 (GMT-07:00) Mountain Time (US & Canada) ***
Contact = [redacted], Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 08/06/2018 10:48:36 (GMT-07:00) Mountain Time (US & Canada) and created by Julie Miller ***
Customer states:
1. Alleges car caught fire

Writer Advised:
1. Apologized
2. Took script
3. Requested document upload via kia.com
4. Advised of 2-3 days
5. Provided

Customer states:
1. Thanked

*** Note - Others created on 08/06/2018 10:53:04 (GMT-07:00) Mountain Time (US & Canada) and created by Julie Miller ***
Forward to NCA
1 Customer alleges the airbags did not deploy during accident
2 Vehicle is currently down at tow yard
3 Customer is requesting resolution to repairs/new car
4 Please review and follow up accordingly

*** 08/06/2018 10:54:11 (GMT-07:00) Mountain Time (US & Canada) ***
Dispatched from WIPBin = Default to Queue National CA by Julie Miller
Reason:

*** 08/07/2018 07:11:50 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 08/07/2018 07:38:45 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 1. Intro Calls of Ryan Ristow by Jeff Stroup
Reason:

*** Others - Others created on 08/07/2018 09:50:16 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Vehicle currently located at Boise, ID Copart Lot [redacted]

*** Phone - Call - Outbound created on 08/07/2018 10:31:31 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt contacted the customer:
1. Calling in regards to the vehicle.
2. What happened?

Customer replied:
1. I was driving up a paved mountain road and the vehicle caught on fire.
2. We were going camping.

Wrt replied;

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A31GG[redacted]	[redacted]	68,000
, ,		Prod. Date: 10/01/2015	Dealer:	

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

1. Were you towing anything?

The customer replied;
1. I was not.

Wrt replied;
1. It looks like you settled with your insurance.

Customer replied;
1. I have.

Wrt replied:
1. Explained subrogation.
2. I can give them a call to check the status.

The customer replied:
1. There contact is [redacted]
2. Claim #[redacted]

Wrt replied;
1. okay, I will call and see if I can get any info.

*** Phone - Call - Outbound commitment created on 08/07/2018 11:21:27 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/08/2018 and created by Ryan Ristow ***

*** 08/07/2018 16:02:37 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1. Intro Calls and Sub Status of Assigned

*** Phone - Call - Outbound commitment created on 08/07/2018 11:21:10 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/09/2018 and created by Ryan Ristow ***

*** Phone - Call - Inbound created on 08/08/2018 16:33:05 and created by Brandon Boyd ***
customer states:
1. i have a claim with you because my kia caught fire
2.insurance claimed that there is no recall on this so they can't take it to segregation because of this
3.this is total BS!

Wrt states
1.apologised
2. your case has already been escelated to nca
3.i'd be more than happy to document any concerns you have and request your CM give you a call to discuss moving forward

cust states
1.my 500 deductible a new car and 8000 i put into it a new tires license plates and snow tires i could go on and on about these concerns
2.they need to do something to make this right

*** Phone - Call - Outbound created on 08/09/2018 14:03:14 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt contacted the customer:
1. Calling in regards to the vehicle.

Last_name	First_name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A31GG[redacted]	[redacted]	68,000
, ,		Prod. Date: 10/01/2015	Dealer:	

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

2. I haven't heard back from the insurance.
3. Have you?

The customer replied:
1. Yes, and they are investigating.

Wrt replied;
1. okay, we would be pending a subrogation from the insurance then.

The customer replied:
1. What will you do for me then?

Wrt replied:
1. You have settled with your insurance, so we would be pending subrogation from them.
2. You may provide them with my contact info.

The customer replied:
1. that's bull.
2. but I'll have her call you.

*** Phone - Call - Outbound commitment fulfilled on 08/09/2018 14:06:00 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/09/2018 closed by Ryan Ristow ***

*** 08/09/2018 14:06:03 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Ryan Ristow with Resolution Code : Information Given
[Resolution Summary]
Case closed pending customer contact.

*** 08/10/2018 16:58:26 (GMT-07:00) Arizona ***
Reopened by Roxana Montano with Sub Status of Working

*** Web - Note created on 08/10/2018 17:00:06 (GMT-07:00) Arizona and created by Roxana Montano ***
SOCIAL MEDIA CONTACT 8/10/2018

CUSTOMER Jenn Josh Studer
Don’t buy kia!!!!!! They caught fire and won’t put out recalls .... google it
==========

*** 08/10/2018 17:00:29 (GMT-07:00) Arizona ***
Closed by Roxana Montano with Resolution Code : Information Given
[Resolution Summary]
Case closed pending customer contact.

*** 08/15/2018 13:34:42 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened by Ryan Ristow with Sub Status of Working

*** Phone - Call - Inbound created on 08/15/2018 13:37:00 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Insurance called in:
1. Customer thinks you should cover it.
2. We have settled with her.

Last_name	First_name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPG4A31GG[redacted]	[redacted]	68,000

, , Prod. Date: 10/01/2015 Dealer:

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

Wrt replied;
1. If you settled, we'd be pending a subrogation from you guys.
2. I'd be happy to review a cause and origin report if you have one.

Insurance replied;
1. We will review.

*** 08/15/2018 13:53:14 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Ryan Ristow with Resolution Code : Information Given
[Resolution Summary]
Case closed pending customer contact.

*** 08/17/2018 09:05:54 (GMT-07:00) Arizona ***
Reopened by Chistopher Davis with Sub Status of Working

*** Phone - Call - Inbound created on 08/17/2018 09:06:01 (GMT-07:00) Arizona and created by Chistopher Davis ***
Customer states:
1.I need a car because mine burnt up
2.Fuel line on fire wall caused fire
3.I need to know what is going to be done because of the warranty
4.I need another car and i need KIA to provide me rental

Writer states:
1.Apologized
2.I will reopen and escalate case back to NCA for review
3.Please allow 2-3 business days for follow up

*** Phone - Call - Inbound created on 08/17/2018 09:10:26 (GMT-07:00) Arizona and created by Chistopher Davis ***
Forward to NCA
1 Customer alleges vehicle caught fire
2 Customer has settled with insurance company
3 Customer is requesting KIA extend rental and provide her another car
4 Please review and follow up accordingly

*** 08/17/2018 09:12:02 (GMT-07:00) Arizona ***
Dispatched from WIPBin = 1.Default to Queue National CA by Chistopher Davis
Reason:

*** 08/20/2018 07:40:08 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 08/21/2018 08:21:54 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 1. Intro Calls of Ryan Ristow by Jeff Stroup
Reason:

*** Phone - Call - Outbound created on 08/21/2018 14:15:24 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt attempted to contact the customer:

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A31GG[redacted]	[redacted]	68,000
, ,		Prod. Date: 10/01/2015	Dealer:	

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

1. Unable to leave a VM due to the mailbox being full.

*** Phone - Call - Inbound commitment created on 08/21/2018 14:16:07 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/28/2018 and created by Ryan Ristow ***

*** Phone - Call - Inbound commitment fulfilled on 08/28/2018 13:15:54 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/28/2018 closed by Ryan Ristow ***
Wrt left a VM for the customer.

*** Phone - Call - Inbound commitment created on 08/28/2018 13:16:22 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/30/2018 and created by Ryan Ristow ***

*** Phone - Call - Inbound commitment fulfilled on 08/30/2018 13:47:30 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/30/2018 closed by Ryan Ristow ***
Wrt sent call me letter due to no customer call back.

*** 08/30/2018 13:47:38 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Ryan Ristow with Resolution Code : No Cust Contact
[Resolution Summary]
Case closed pending customer contact.

[UVO]*** 09/11/2018 12:52:45 (GMT-07:00) Arizona ***
Reopened by Lonnie Thayer with Sub Status of Working

[UVO]*** Phone - Call - Inbound created on 09/11/2018 12:52:50 (GMT-07:00) Arizona and created by Lonnie Thayer ***
Writer states
1. Thank you for calling Kia.
2. Do you have your VIN or case number?

Customer state
1. [redacted]
2. [redacted]

Writer states
1. How can you be further assisted with today's call?

Customer states
1. I received a letter saying i wasn't able to be reached.

Writer states
1. The listed number is still a good number?

Customer states
1. Yes
2. I filed another claim with NHTSA

Writer states
1. Will see where it was left at

Last_name	First_name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A31GG[redacted]	[redacted]	68,000
, ,		Prod. Date: 10/01/2015	Dealer:	

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

Customer states
1. This Ryan guy said I couldn't be helped since I made an insurance claim
2. The insurance didn't pay it all off and I believe Kia motors is responsible for this

Writer states
1. Advised the case will be re-escalated
2. Verified email is current

Customer states
1. Yes - [redacted]

Writer states
1. Advised if any questions to please call back and refer to the case number

Customer states
1. Thank you

[UVO]*** Phone - Call - Inbound created on 09/11/2018 12:58:19 (GMT-07:00) Arizona and created by Lonnie Thayer ***
Forward to NCA
1. Follow up with customer
2. Customer filed another claim to NHTSA
3. Customer advised insurance paid for part of veh and still has remainder; customer believes Kia is responsible
4. Follow up accordingly

[UVO]*** 09/11/2018 13:37:00 (GMT-07:00) Arizona ***
Dispatched from WIPBin = My default to Queue National CA by Lonnie Thayer
Reason:

*** 09/12/2018 07:59:51 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 09/12/2018 08:11:27 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 1. Intro Calls of Ryan Ristow by Jeff Stroup
Reason:

*** Phone - Call - Outbound created on 09/12/2018 08:21:19 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt attempted to contact the customer;
1. unable to leave a VM due to the mailbox being full.

*** Email - External Email Sent created on 09/12/2018 08:23:25 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Hi [redacted]

I tried to give you a call, but was unable to leave a voicemail as the mailbox is full. I received your reescalation and would like to speak with you. Would you like to schedule a time to speak?

Best,

Last_name	First_name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPG4A31GG[redacted]	[redacted]	68,000
, ,		Prod. Date: 10/01/2015	Dealer:	

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

*** Email - External Email Received created on 09/12/2018 08:26:19 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt received system email:
This is a delivery failure notification message indicating that an email you addressed to email address :
-- [redacted]

could not be delivered. The problem appears to be :
-- Recipient email server rejected the message

Additional information follows :
-- delivery error: dd This user doesn't have a yahoo.com account [redacted]) [0] - [redacted]

This condition occurred after 1 attempt(s) to deliver over a period of 0 hour(s).

If you sent the email to multiple recipients, you will receive one of these messages for each one which failed delivery, otherwise they have been sent.

*** 09/12/2018 08:56:36 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1. Intro Calls and Sub Status of Assigned

*** 09/13/2018 16:38:53 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 2. Pending Customer Callback and Sub Status of Assigned

*** Others - Others created on 10/02/2018 16:09:15 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Tread review completed.

*** Others - Others created on 10/02/2018 16:09:53 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
No customer contact.

*** 10/02/2018 16:10:09 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Ryan Ristow with Resolution Code : No Cust Contact
[Resolution Summary]
Case closed pending customer contact.

*** 01/28/2019 10:24:37 (GMT-07:00) Arizona ***
Reopened by Justina Sinclair with Sub Status of Working

*** Phone - Call - Inbound created on 01/28/2019 10:27:12 (GMT-07:00) Arizona and created by Justina Sinclair ***
Customer states:
1. Is my car part of this fire recall ?
2. My car caught fire and it was totaled
3. My car was not one of the models but I feel that it should be
Wtr states:
1. Apologiozed
2. See case where we tried to contact you via phone and email
3. Phone call to [redacted] and email to [redacted]

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A31GG[redacted]	[redacted]	68,000
, ,		Prod. Date: 10/01/2015	Dealer:	

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

Customer states:
1. That is my phone number, please add my husbands also
2. His is [redacted]
3. My email is [redacted]
Wtr states:
1. Wtr have made the corrections and will re escalate your case
2. You will be contacted
Thanked and call ended

*** Note - Others created on 01/28/2019 10:38:32 (GMT-07:00) Arizona and created by Justina Sinclair ***
Re escalating to NCA
Customer alleges car caught fire
Case previously handled by NCA however, customer was unable to be reached
Alternate phone number and corrected email has been added
Please review and contact customer

*** 01/28/2019 10:40:21 (GMT-07:00) Arizona ***
Dispatched from WIPBin = Default to Queue National CA by Justina Sinclair
Reason:

*** 01/29/2019 07:48:11 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 01/29/2019 07:55:43 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 1. Intro Calls of Ryan Ristow by Jeff Stroup
Reason:

*** Phone - Call - Outbound created on 01/29/2019 09:27:37 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt contacted the customer:
1. Hello, I am happy to be able to speak with you.
2. Where we last left off, the insurance took possession of the vehicle and they were not planning on subrogating.

The customer replied:
1. Yeah, but the new recall is exactly what happened to my case.

Wrt replied:
1. Your vehicle does not have a recall on it.
2. I am happy to review for GW.
3. I understand you still owe money on the car.
4. Please send me all the documents you have and I will review for GW assistance.

The customer replied:
1. Okay, thanks for the call.

*** Email - External Email Received commitment created on 01/29/2019 09:35:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/05/2019 and created by Ryan Ristow ***

*** 01/29/2019 09:35:34 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1. Intro Calls and Sub Status of Assigned

*** Email - External Email Received commitment updated on 02/05/2019 08:30:36 (GMT-08:00) Pacific Time (US

Last_name	First_name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A31GG[redacted]	[redacted]	68,000
, ,		Prod. Date: 10/01/2015	Dealer:	

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

& Canada) with Commitment Date 02/05/2019 and updated by Ryan Ristow ***
Wrt contacted customer:
1. Do you have the docs?

The customer replied:
1. They should be there in the next two days.

*** Email - External Email Received commitment updated on 02/05/2019 08:30:40 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/07/2019 and updated by Ryan Ristow ***

*** Email - External Email Received commitment updated on 02/07/2019 09:40:50 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/12/2019 and updated by Ryan Ristow ***

*** Email - External Email Received commitment fulfilled on 02/12/2019 10:06:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/12/2019 closed by Ryan Ristow ***
Docs received

*** Phone - Call - Outbound commitment created on 02/12/2019 10:07:15 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/14/2019 and created by Ryan Ristow ***

*** Phone - Call - Inbound created on 02/14/2019 09:04:01 and created by Victoria Orr ***
cust states
1. unable to scan and email requested documents
2. sent via fax to 949 number on 2-12-19

Wrt states
1 CM is in our national team
2. transferred to CM phone number
3.thanked

*** Phone - Call - Outbound commitment created on 02/12/2019 10:07:00 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/15/2019 and created by Ryan Ristow ***

*** Phone - Call - Outbound commitment fulfilled on 02/15/2019 12:59:03 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/15/2019 closed by Ryan Ristow ***
Email sent to the customer:

[redacted]

I received your fax and I need one more document to review. Can you fill out the attached form and return it and I will reach out to the lien holder?

Best,

*** Email - External Email Received commitment created on 02/15/2019 12:59:28 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/20/2019 and created by Ryan Ristow ***

*** Phone - Call - Inbound created on 02/18/2019 11:02:16 and created by Nicole Sotelo ***
Cust states
1 I have been waiting to hear from Ryan

Last_name	First_name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPG4A31GG[redacted]	[redacted]	68,000
, ,		Prod. Date: 10/01/2015	Dealer:	

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

Wrt states
1 I show he emailed you on the 15th
2 What is the email we should have

Cust states
1 [redacted]

Wrt states
1 I do show 2 here
2 One of them doesn't have the extra 'N'
3 I will notate that is the correct address
4 Let me reach out to him to see if he is available
5 One moment
* Wrt called RRistow*
6 I tried to call CM
7 I LVM
8 He willl f/u

Cust states
1 Okay
2 Thank you

Wrt states
1 Have a good day

*** Email - External Email Received commitment updated on 02/20/2019 13:30:40 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/20/2019 and updated by Ryan Ristow ***
Wrt contacted the dealer to request lien info release form.

*** Email - External Email Received commitment updated on 02/20/2019 13:30:45 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/22/2019 and updated by Ryan Ristow ***

*** Email - External Email Received commitment created on 02/15/2019 12:59:05 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/27/2019 and created by Ryan Ristow ***

*** Email - External Email Received commitment fulfilled on 02/26/2019 16:10:40 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/27/2019 closed by Ryan Ristow ***
Loan info authorization received

*** Phone - Call - Outbound commitment created on 02/26/2019 16:10:59 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/27/2019 and created by Ryan Ristow ***

*** Phone - Call - Outbound commitment fulfilled on 02/27/2019 13:57:18 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/27/2019 closed by Ryan Ristow ***
Wrt contacted the lien holder and requested the loan payoff amount.

*** Email - External Email Received commitment created on 02/27/2019 13:57:45 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/01/2019 and created by Ryan Ristow ***

*** Email - External Email Received commitment updated on 03/01/2019 14:20:53 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/04/2019 and updated by Ryan Ristow ***

Last_name	First_name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPG4A31GG[redacted]	[redacted]	68,000
, ,		Prod. Date: 10/01/2015	Dealer:	

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

Still pending loan payoff.

*** Email - External Email Received commitment fulfilled on 03/01/2019 14:28:00 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/04/2019 closed by Ryan Ristow ***
Loan payoff attached.

*** Email - External Email Sent commitment created on 03/01/2019 14:28:39 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/04/2019 and created by Ryan Ristow ***

*** Email - External Email Sent commitment fulfilled on 03/04/2019 13:53:05 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/04/2019 closed by Ryan Ristow ***
Jennifer,

Please see the attached release, I am happy to offer to pay you what the current loan payoff is, $4,769.79. Please sign and return the attached release and I will submit for the check, please be advised that it takes about 4-6 weeks for the check to be processed.

Best,

*** Email - External Email Received commitment created on 03/04/2019 13:53:23 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/11/2019 and created by Ryan Ristow ***

*** Email - External Email Received commitment fulfilled on 03/07/2019 11:17:39 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/11/2019 closed by Ryan Ristow ***
I want the current loan paid and I want reimbursement for the tires I bought and paid payments on. I want paid back for all That i have paid on car payments since August when the car burnt down at no fault of mine due to manufacturing defect.
I did not get my car for a trade in so there for I lost my 2500 down payment and the 8,000 dollars I paid for the vehicle. I will settle for 14,000 that I am out.....
thank you for your time hope to hear from you soo .
[redacted]

Sent from my iPhone

Wrt contacted the customer [redacted]
1. Calling to follow up in regards to your email.
2. I am able to include what you paid for the tire change in April.
3. I believe it $588.22.
4. But I would not include anything else that you are currently requesting.

The customer replied:
1. But I lost my vehicle and I had to buy a new car.
2. This was not my fault.

Wrt replied:
1.Currently, I do not have any info because the vehicle wasn't available for our inspection.
2. Also, you settled with the insurance and there is a possibility that they could subrogate.

Last_name	First_name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPG4A31GG[redacted]	[redacted]	68,000
,	,	Prod. Date: 10/01/2015	Dealer:	

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

The customer replied:
1. The insurance finally sent someone to inspect, but someone had already begun stripping the car down, so they were not able to find anything.

Wrt replied:
1. If we had a chance to inspect and found a manufacturing concern, we typically offer the KBB value of the vehicle
2. However, you no longer own the vehicle and as you stated it is not available for inspection.
3. This offer is purely GW.

The customer replied:
1. Okay, I will talk to an attorney.

Wrt replied;
1. okay, if you elect to get an attorney please have them contact me because they would be speaking with me.

The customer replied:
1. Okay.

*** 03/07/2019 11:17:49 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Ryan Ristow with Resolution Code : Information Given
[Resolution Summary]
Case closed pending customer contact.

*** 03/18/2019 12:10:24 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened by Ryan Ristow with Sub Status of Working

*** Email - External Email Received created on 03/18/2019 12:11:09 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Email received 3/7/19:
OK I am done fighting this issue. I do want my 588.00 for the tires and the loan paid off

Sent from my iPhone

Email received 3/14/19:
Hi Ryan I really need this matter taken care of please.

Sent from my iPhone

*** Email - External Email Sent created on 03/18/2019 12:16:35 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
[redacted]

Please see the attached updated release.

Best,

*** Email - External Email Received commitment created on 03/18/2019 12:17:07 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/25/2019 and created by Ryan Ristow ***

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A31GG[redacted]	[redacted]	68,000
, ,		Prod. Date: 10/01/2015	Dealer:	

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

*** 03/18/2019 12:17:16 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1. Intro Calls and Sub Status of Working

*** Email - External Email Received commitment created on 03/18/2019 12:16:50 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/29/2019 and created by Ryan Ristow ***
Hi [redacted]

Just wanted to follow up on the signed release. The copy faxed to me did not contain the signature page.

Best,

*** Email - External Email Received commitment fulfilled on 03/28/2019 15:36:50 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/29/2019 closed by Ryan Ristow ***
Signed release attached.

*** 03/28/2019 15:45:35 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Submitted

*** Others - Others commitment created on 03/28/2019 15:46:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/25/2019 and created by Ryan Ristow ***

*** 04/04/2019 08:21:02 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 3. Pending Customer Photos/Docs/Reports and Sub Status of Working

*** 04/24/2019 17:34:15 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Submitted

*** 04/24/2019 17:38:07 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Submitted

*** Others - Others commitment updated on 04/25/2019 08:33:56 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/02/2019 and updated by Ryan Ristow ***
Pending check

*** Others - Others commitment updated on 05/01/2019 09:22:31 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/09/2019 and updated by Ryan Ristow ***
Customer left a VM requesting a C/B.

Wrt left a VM advising the customer that we are currently pending the check.

*** 05/01/2019 11:41:28 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Final Approved

*** Others - Others commitment fulfilled on 05/06/2019 07:55:29 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/09/2019 closed by Ryan Ristow ***
Check received.

Email sent to the customer:

[redacted]

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A31GG[redacted]	[redacted]	68,000
,	,	Prod. Date: 10/01/2015	Dealer:	

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

I received the check and I will be placing it in the mail today.

Best,

*** 05/06/2019 07:55:37 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Ryan Ristow with Resolution Code : Goodwill Issued
[Resolution Summary]
Case closed pending customer contact.

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA32GG[redacted]	[redacted]	46,488
, ,		Prod. Date: 08/14/2015	Dealer:	

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

Case History

*** 09/20/2018 08:22:48 (GMT-07:00) Arizona ***
Contact = [redacted], Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 09/20/2018 08:18:47 (GMT-07:00) Arizona and created by David Holly ***
Cust states:
1 I was driving and the car made a noise under the hood
2 The oil pressure gauge dropped
3 The vehicle started smoking so we pulled over and the whole tire and frt driver side was engulfed in flames
4 It was a total loss

Writer states:
1 apologize
2 I am going to create a case and send to national
3 someone from our national team will be in contact in the next 2-
3 business days
4 provided case# and 800#

Cust states:
1 Thank you

Writer states:
1 Thank you

*** Phone - Call - Inbound created on 09/20/2018 08:43:37 (GMT-07:00) Arizona and created by David Holly ***
Forward to NCA
1 Customer alleges the vehicle caught fire while driving
2 Vehicle is currently down at Byers Wrecking
3 Customer is requesting kia investigate the cause of the fir
4 Please review and follow up accordingly

*** 09/20/2018 08:48:05 (GMT-07:00) Arizona ***
Dispatched from WIPBin = default to Queue National CA by David Holly
Reason:

*** 09/21/2018 07:41:54 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 09/21/2018 07:53:38 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 24/24 of Samuel Kim by Jeff Stroup
Reason:

*** 09/21/2018 10:05:25 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 24/24 and Sub Status of Assigned

*** 09/24/2018 15:02:20 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 9/24 (Monday) and Sub Status of Assigned

*** Note - Others created on 09/24/2018 15:04:59 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Copart Flint location in Davison, MI. Lot number[redacted]

Last_name	First_name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA32GG[redacted]	[redacted]	46,488
, ,		Prod. Date: 08/14/2015	Dealer:	

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

*** Phone - Call - Inbound created on 09/25/2018 13:52:32 (GMT-05:00) Eastern Time (US & Canada) and created by Dennis Whitman ***
Cust States:
1. Calling today because I called in last week
2. My car totally burnt to the ground and I haven't heard from anyone
3. I expected a callback in 2-3 days!
4. You people haven't called me at all and I spoke to someone on Friday

Wtr states:
1. Apologized
2. Advised that typically turn around for callback is Business days only - your case manager received your case on 9/21/18 and would need time to review and follow up
3. Once NCA has reviewed your case they will follow back up with you
4. Thanked

Cust States:
1. Thank you

*** Phone - Call - Inbound created on 09/26/2018 15:14:05 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received message from customer:
1. Hi Mr. Kim
2. This is [redacted] and I put in a claim because a 2016 Kia totally burnt up
3. And they had told me that somebody would be contacting me within 3 days
4. I contacted them last Friday when I finally was able to get a number to call
5. And I wish you could call me back so that I, I kind of knew what to, what was gonna do
6. And I'll give you my claim number is [redacted]
7. And that was my case number and I talked with David and I talked with a Dennis so
8. Thank you very much
9. My numbers [redacted]
10. Thank you

*** Phone - No Callback created on 09/28/2018 08:00:10 (GMT-07:00) Arizona and created by Brenda Hernandez ***
Customer states:
1. I have been calling and leaving messages to my case manager
2. I have been calling every day and have not gotten a response back
3. We have two Kia's and I am even afraid to drive the other car
4. We are left hanging with this vehicle

Writer states:
1. Apologized
2. Advised that we will notify that customer is not receiving a call back

Customer states:
1. We are still making payments on this vehicle
2. I should call the news and have them put pictures of this vehicle out for everyone to see
3. It is lucky that no one was hurt
4. The car was totally engulfed in 10 minutes
5. We had the service campaigns taken care of the last time it went into the dealership for service

Last_name	First_name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA32GG[redacted]7	[redacted]	46,488
, ,		Prod. Date: 08/14/2015	Dealer:	

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

6. I would not have purchased this vehicle if I knew of the concerns
7. I do not want to put it on the new but I may not have any choice

*** 09/28/2018 14:02:28 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 9/25 (Tuesday) and Sub Status of Assigned

*** Phone - Call - Outbound created on 09/28/2018 14:02:50 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called and spoke with Nancy Miller
Writer states:
1. Calling in regards to a 2016 Kia Sorento
2. Apologized for the delay

Customer states:
1. My daughter lives with us and she's the one that drives the Kia, she's in her 40s
2. [redacted]
3. We have a 2016 Kia Sorento also, ours got the bigger engine, we bought them 3 months apart
4. My grandson is in the military and his car happened to be in the shop, his water pump went out
5. It was like 7 o'clock in the morning, he got on at [redacted] and was nea [redacted] exit
6. He was on the road for about 10 minutes when he heard a sound
7. He looked at the gauges and the oil pressure was going nuts
8. He pulled over and the front of the car was on fire
9. Somebody on the expressway seeing the car being on fire, called it in
10. So he walked to the back to try and get his stuff out, he was only able to get 1 bag out

Writer states:
1. Is he okay?
2. Did anyone ever have any concerns with the vehicle before?
3. Did you file a claim with your insurance company?

Customer states:
1. Yea, he got out
2. One time my daughter was on the road and it wouldn't pick up speed, she couldn't keep up with traffic
3. So she took it to the Kia dealer and whatever it was, they fixed it
4. Yes, through AARP Hartford, claim number [redacted]
5. They told us someone would call us and we didn't hear from anybody
6. We rented a car through the insurance company last Monday
7. Other than that, we don't know what's going on with the whole thing
8. We got a thing in the mail that said it was total loss
9. We're making payments on the car, we financed it through KMF, account #: [redacted]

Writer states:
1. Requested copy of Fire Report and photos
2. Once I receive it, I will follow up with you

Customer states:
1. We don't have the Police Report but I can send you a picture of the card from the county Sheriff's Department
2. I did ask them that Monday but it wasn't done

*** 09/28/2018 17:52:31 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Pictures / Police Report and Sub Status of Assigned

Last_name	First_name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPGDA32GG[redacted]	[redacted]	46,488
, ,		Prod. Date: 08/14/2015	Dealer:	

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

*** 09/28/2018 18:39:25 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Legal Review and Sub Status of Assigned

*** Note - Others created on 09/28/2018 18:39:06 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
PER LEGAL - WE HAVE BEEN INFORMED ABOUT THE OPERATIVE FACTS OF CASE [redacted]. WE BELIEVE THAT THERE IS A REASONABLE PROSPECT THAT THIS CASE MAY END UP IN LITIGATION AND REQUEST CA TO PERFORM AN INSPECTION TO PROTECT THE COMPANY IN THE EVENT OF LITIGATION. THIS WILL CONFIRM THAT ANY INSPECTION REPORTS WILL BE SUBJECT TO THE ATTORNEY CLIENT PRIVILEGE.

*** Phone - Call - Outbound created on 10/01/2018 11:35:34 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called and spoke with [redacted]
Writer states:
1. In order to address your concerns, Kia would like to have your vehicle inspected

Customer states:
1. I think they were going to be doing the same thing also
2. They have not contacted me yet other than when I called and reported it
3. And they sent us a paper saying that it was a total loss, but no negotiation as to what they're gonna pay
4. I don't know why they're laying back like this
5. I'm going to try and get a hold of the insurance company because I think this has been long enough
6. I'm [redacted] years old and I've never had one catch on fire
7. I'm not looking for something, I'm looking for safety
8. Thank you so much for getting a hold of me

Writer states:
1. I will follow up with you once the inspection is complete
2. You're welcome

*** Phone - Call - Outbound created on 10/01/2018 11:45:05 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called Hartford Insurance and spoke with Jakub Marynowsk[redacted], extension [redacted]
Writer states:
1. Calling in regards to your claim number[redacted]
2. Calling to obtain permission to inspect
3. Thank you

Insurance states:
1. I can give you the permission, but it has to be in writing
2. My email is [redacted]
3. We had an adjuster go out there yesterday

*** 10/01/2018 11:54:05 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 9/26 (Wednesday) and Sub Status of Assigned

*** Email - External Email Sent created on 10/01/2018 12:06:59 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Sent inspection request to EFI Global

*** Email - External Email Sent created on 10/01/2018 13:36:08 (GMT-08:00) Pacific Time (US & Canada) and

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA32GG[redacted]	[redacted]	46,488
, ,		Prod. Date: 08/14/2015	Dealer:	

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

created by Samuel Kim ***
Sent email to Jakub Marynowski at The Hartford Insurance [redacted] and CC'd Norbert Mankiewicz EFI Global [redacted]
Hi Jakub,

Thank you for all your help with this. Per our conversation, Kia Motors America, Inc. ("KMA") is requesting permission for Mr. Nobert Mankiewicz from EFI Global to inspect the 2016 Kia Sorento that was involved in a fire on our behalf. It is our understanding the vehicle is at a Copart near Flint, MI.

*** Email - External Email Received created on 10/01/2018 15:33:42 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from Jakub Marynowski at The Hartford Insurance [redacted] and CC'd to Norbert Mankiewicz at EFI Global [redacted] and [redacted]
Hi Samuel,

We would like to be kept in the loop about this investigation. Since we also utilize EFI Global/ Unified Investigations, we will not be sending an additional request for Cause & Origin. You have our permission to inspect the vehicle. Norbert, please advise us once your investigation is complete with the findings via phone at [redacted] or email.

Vehicle Address:

COPART:
LOT #: [redacted]
Address: [redacted] Davidson [redacted]

Should you have any questions, please do not hesitate to contact us.

Thank you,
Jakub
JAKUB MARYNOWSKI
Fire & Theft
Mid-Western Region
The Hartford Financial Services Group, Inc.
[redacted]
Lexington, KY [redacted]
W [redacted]
F: [redacted]
[redacted]

*** Phone - Call - Inbound created on 10/02/2018 11:47:39 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received message from Norbert Mankiewicz at EFI Global:
1. Yes sir, this is Norbert Mankiewicz with EFI out of MI
2. I have received an assignment from you in reference to a 2016 Kia Sorento fire
3. My instructions were to call you for the details
4. Please give me a call at your convenience
5. My cell number is [redacted]
6. Again, this is Norbert and my number is [redacted]
7. Thank you

*** Phone - Call - Outbound created on 10/02/2018 11:52:36 (GMT-08:00) Pacific Time (US & Canada) and

Last_name	First_name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA32GG[redacted]	[redacted]	46,488
, ,		Prod. Date: 08/14/2015	Dealer:	

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

created by Samuel Kim ***
Called and spoke with Norbert Mankiewicz at EFI Global [redacted]
1. I received your message
2. I do not have any further instructions to provide
3. We would like to request a written report and photos

EFI Global states:
1. Okay, sounds good

*** Phone - No Callback created on 09/28/2018 07:43:14 (GMT-07:00) Arizona and created by Yeimy Armenta ***
cust states:
1 was told someone was going to call me in 3 days
2 no one has called me back
3 car caught on fire
4 no one is reaching out
5 is under investigation
6 is very frustrating that no one is caring about what is going on

writer states:
1 apologize
2 understand concern
3 will try to see if can get him on the line
4 called CM but no answer

customer states:
1 have not been contacted for 2 weeks
2 going thru health issues with daughter
3 nothing has been done
4 have been without a car 2 weeks and need a vehicle to move around
5 something has to be done
6 go thru this automated system 2 or 3 times
7 need something to be done i need a manager or have the case manager change since I guess this person is too busy to care about my situation
8 I would like to speak to a manager that might be able to let me know what can be done or get someone else assign to my case
9 looks like no one cares about what is going on
10 it has been over 2 weeks and nothing has been done about th is

writer stats:
1 apologize for the situation
2 can sent email and let CM know that customer is requesting to be contacted as soon as possible regarding case
3 and can sent note as as no call back as well

customer states:
1 but is there something else that someone else can do
2 looks like no one cares about this and nothing has been don
3 we need a car
4 we purchase this car because we needed it
5 now we have been without this car
6 we have been struggling and seems like this person is so busy that can't give us a call
7 seems that no one cares about what is going on
8 I need a rental

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA32GG[redacted]	[redacted]	46,488
, ,		Prod. Date: 08/14/2015	Dealer:	

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

9 I need a supervisor or a manager at this point since he is not able to talk to me

writer states:
1 apologize
2 understand concern
3 please hold will get a TL on the line
4 transfer

*** Phone - Call - Inbound created on 10/15/2018 14:29:32 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received message from Norbert Mankiewicz at EFI Global:
1. Yes sir
2. This is Norbert Mankiewicz with EFI
3. The fire investigator who is looking into a car fire for you
4. Your claim number [redacted]
5. The insured on this is a [redacted]
6. If you could please give me a call sir
7. I'd like to discuss my findings to date with you
8. My number is [redacted]
9. Thank you

*** Phone - Call - Outbound created on 10/15/2018 14:39:39 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called and spoke with Norbert Mankiewicz at EFI Global [redacted]
Writer states:
1. I received your message

EFI Global states:
1. I didn't get out to see the vehicle until today because the other party didn't contact us and they wanted to be there for the joint inspection
2. What we found out was the car had just done a oil change
3. He is going to interview his insured and wants to the put the lube place on notice

Writer states:
1. Is there a hole in the engine block?

EFI Global states:
1. I did not visually see any holes, but we weren't able to lift if off the ground
2. The oil filter is actually melted off the vehicle and was thrown into the passenger compartment by the towing company
3. If he calls back and says let's do a joint inspection, you want me to attend the inspection?

Writer states:
1. Once we receive the written report, we will advise on whether or not to attend a subsequent joint inspection
2. Thank you

*** 10/19/2018 16:56:53 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Inspection Results Pending and Sub Status of Assigned

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA32GG[redacted]	[redacted]	46,488
, ,		Prod. Date: 08/14/2015	Dealer:	

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

*** Email - External Email Received created on 10/19/2018 16:59:21 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received physical media from Senior Project Coordinator Jeralee Janik at EFI Global vis Fedex. Tracking numbe[redacted]

*** Email - External Email Received created on 10/23/2018 13:25:17 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from Project Coordinator Michelle Svarc at EFI Global [redacted]
Hi Samuel,

Attached please find a letter, Vehicle Inspection Report and our invoice on the Robert Miller-KIA loss that Norbert Mankiewicz investigated.

If you have any questions or concerns please feel free to contact us.

Thank you,

Michelle Svarc | PROJECT COORDINATOR
EFI Global, Inc.
[redacted] | Owosso, MI [redacted]
DIRECT [redacted] | FAX [redacted]
[redacted]
www.efiglobal.com | Caring counts®

*** Note - Others created on 10/26/2018 15:42:02 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Reviewed case with KMA Engineer:
1. How did investigator find out about recent oil change

*** 10/26/2018 15:43:06 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Legal Review and Sub Status of Assigned

*** Phone - Call - Outbound created on 10/31/2018 12:06:47 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called and spoke with Norbert Mankiewicz at EFI Globa[redacted]
Writer states:
1. We wanted to know how you found out the vehicle recently had an oil change
2. Thank you

EFI Global states:
1. The insurance carrier had their investigator there and he conveyed that information to me

*** Phone - Call - Outbound created on 10/31/2018 12:20:29 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called and spoke with [redacted]
Writer states:
1. Was the vehicle recently in for an oil change?
2. When was the last time the vehicle was in for service?

Customer states:
1. No, it was due for an oil change
2. That stuff was in the console of the car that burned up, I can't give you a date on that

Last_name	First_name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPGDA32GG[redacted]	[redacted]	46,488

, , Prod. Date: 08/14/2015 Dealer:

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

3. I don't even know where she had the oil change done
4. She usually gets it done at Kan Rock Tire, but I didn't ask her that

Writer states:
1. Did you settle with your insurance company?

Customer states:
1. I didn't really have a choice
2. I told them I wasn't happy with the settlement
[redacted]
4. We didn't get much more than what we put down on the car
5. The loan was paid off
6. We did talk with the fire adjustment guy and he did tell us that it did start in the engine
7. I don't want anybody to burn up in one of these cars
8. Not that I'm looking to get any money of this
9. We're driving our 2016 Sorento ourselves, it's got a different engine in it
10. I'm just kind of waiting to see how things play out, I want to see the problem solved

Writer states:
1. Kia takes customer concerns very seriously
2. Let me get your case reviewed and I will follow up with you

Customer states:
1. Thank you so much for giving me a call back

*** 10/31/2018 12:27:17 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 10/15 (Monday) and Sub Status of Assigned

*** 11/02/2018 17:41:51 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Legal Review and Sub Status of Assigned

*** Note - Others created on 11/02/2018 17:41:08 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Reviewed case with KMA Engineer:
1. Report states "no major cracks or holes noted in engine block"

*** Phone - Call - Outbound created on 11/07/2018 14:15:25 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called and spoke with [redacted]
Writer states:
1. Kia had an independent fire expert perform a joint exam with The Hartford Insurance on 10/15
2. Your vehicle did not have any open SCs at the time of the fire
3. The fire expert did not find any major cracks or holes in the engine block

Customer states:
1. My insurance feels they have the proof, he explained it to me
2. I've seen an article on the news and 2016 Kias are the same thing, this has gone up to Congress
3. We didnt even get our down payment back

Writer states:
1. Apologized
2. Explained to customer subrogation process

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA32GG[redacted]	[redacted]	46,488
, ,		Prod. Date: 08/14/2015	Dealer:	

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

Customer states:
1. I want a copy of that report, I want you to send me this in writing

Writer states
1. Unfortunately I cannot release a copy of the report to you
2. However, I would be more than happy to send you our position in writing
3. If you have any additional questions or concerns, please do not hesitate to contact us

Customer states:
1. In the end we have nothing, it's not right
2. I owned a business for 38 years and I made it right with customers

*** 11/07/2018 14:22:28 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 10/26 (Friday) and Sub Status of Assigned

*** 11/07/2018 16:55:46 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 140612 Submitted

*** Letter - Letter Sent created on 11/08/2018 11:23:49 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Sent letter to customer via USPS.

*** 12/04/2018 15:19:05 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 140612 Submitted

*** 12/05/2018 13:31:40 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 140612 Final Approved

*** Letter - Letter Sent created on 12/07/2018 17:26:43 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Sent check to EFI Global via Fedex. Tracking number[redacted]

*** 12/10/2018 10:34:55 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Samuel Kim with Resolution Code : Referred to Ins.
[Resolution Summary]

*** 03/25/2019 14:29:25 ***
Reopened by Ashley Vazquez with Sub Status of Working

*** 03/25/2019 14:29:49 ***
Inspection requested by [redacted]
Request Code: PLThirdParty-[redacted]
Request Details:

*** 03/25/2019 14:32:11 ***
Closed by Ashley Vazquez with Resolution Code : Referred to Ins.
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPHDA12GG[redacted]	[redacted]	69,528

Lynn , MA [redacted] Prod. Date: 03/04/2015 Dealer: MA039 Pride KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Noise(Engine)

Case History

Dealer : Pride KIA
Technician : KEITH SHEARER
Service Manager : Maurice Miller
Dealer Phone :
DPSM : Ken Domingues
Vehicle Model : SORENTO EX 2.0T AWD AUTO
Model Year : 2016
Mileage : 69528
Initial comments by Technician found in TL Case[redacted]

[Problem Description]
customer states while driving engine making noise and stalled out

[Diagnostics Performed]
confirmed engine noise and stall condition..engine is very noisey on lower end and oil is showing metal..our last record for oil change on this vehicle was at 36372 miles in sept of 2017 vehicle shows on dash maintenance was due 27,518 miles ago..oil is full and no leaks..no receipts for any outside oil changes found in vehicle.looking for assistance in what direction to go before i do a PWA for engine replacement

*** Assigned to WIPBin dispatch of Jim Smith on 12/06/2018 07:06:23 (PST)
*** 12/07/2018 09:53:36 (GMT-07:00) Arizona ***
Dispatched from WIPBin dispatch to Queue Service Alert / Techline by Jim Smith

*** Case note has been appended from duplicated auto-case on 12/14/2018 01:01:23 (PST)

Comments from UPER

Part ordered for customer vehicle has been placed into the UPER status on12/13/2018 00:00:00

Dealer Name : PRIDE HYUNDAI OF LYNN, INC. Pride Kia
Dealer Contact name [redacted]N
Dealer Phone : [redacted]
Part No# : 21101 2GK13R Pride Kia
Order No# : [redacted]
Order Qty# : 1

Dealer Comment : V.O.R.

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

*** 12/26/2018 17:03:01 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Service Alert / Techline to WIPBin Inbox by Ashley Lewis

*** 12/26/2018 17:09:22 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue ZZ Aly Church by Ashley Lewis

*** 12/27/2018 06:06:55 ***

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPHDA12GG[redacted]	[redacted]	69,528

Lynn , MA [redacted] Prod. Date: 03/04/2015 Dealer: [redacted] Pride KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Noise(Engine)

Accepted from Queue ZZ Aly Church to WIPBin Default by Alyson Church

*** 01/02/2019 08:19:16 ***
Assigned to WIPBin follow up of Everett Thomas by Alyson Church
Reason:

*** Phone - Call - Outbound created on 01/08/2019 09:57:59 and created by Everett Thomas ***
Writer called [redacted]
No answer, left voicemail.
Writer states:
1. Advised KCAC contacting customer in regards to recent vehicle concern.
2. Advised calling to make sure concerns were resolved.
3. Provided case # and writer's contact information.
4. Requested callback if additional assistance is needed.

*** Phone - Call - Outbound created on 01/08/2019 10:06:24 and created by Everett Thomas ***
Wrt called [redacted]

Spoke to Reggie

Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted] CHARLESTOWN,MA [redacted]
VIN: 5XYPHDA12GG[redacted]
MY and Mileage: 2016 Sorento 69,528
Most recent RO # [redacted]
Open Date 11-30
Close Date
Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis:
Customer states while driving engine making noise and stalled out
Dealer states Replace engine
Able to Duplicate (Y or N): Y
Repeat Repair (Y/N), if so, how many times?: N
Repair History of current concern with dates (Open and Closed) and mileage:
ETA for completion of repairs (if applicable):
Parts on order (Y/N), if so obtain part#, order#: Y
Part # 21101 2GK13R
Order # [redacted]
Techline Case (if applicable):
Rental / Loaner Provided? If so, since when?: Y
Dealer contacted DPSM (if needed): Y
Vehicle repaired?: N
Customer has possession?: N
Dealer Code/Selling Dealer (Y or N): [redacted] Y
Original Owner (Y or N): Y
What is current Customer Request (if needed): N/A

*** Phone - Call - Outbound created on 01/08/2019 10:23:37 and created by Everett Thomas ***
Wrt called customer @
LVM

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPHDA12GG[redacted]	[redacted]	69,528

Lynn , MA [redacted] Prod. Date: 03/04/2015 Dealer: [redacted] Pride KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Noise(Engine)

Wrt states
1 Hello
2 calling from KCAC
3 Please disregard my last VM
4 I did not realize your vehicle is still at the dealership and still waiting on an engine
5 I got the information from the dealer
6 As soon as I found out I checked my system and it shows an ETA for it to be shipped to the dealer
7 That ETA is the 20th of this month
8 That is due to change if it does ill follow up with you and let you know if it changes and I see it change
9 Have any questions or concerns please contact us
10 Provided case# and ph#
11 Thank you

*** Phone - Call - Inbound commitment created on 01/08/2019 10:27:52 with Commitment Date 01/18/2019 and created by Everett Thomas ***

*** Phone - Call - Inbound commitment fulfilled on 01/22/2019 07:39:04 with Commitment Date 01/18/2019 closed by Everett Thomas ***

*** Note - Others created on 01/22/2019 07:40:08 and created by Everett Thomas ***
PER AS400 Part No# : 21101 2GK13R UPER ETA 2/3/2019

*** Note - Others created on 01/22/2019 07:41:41 and created by Everett Thomas ***
Forwarding to ECR.
1. Customer states while driving engine making noise and stalled out
2. [redacted] states engine needs to be replaced.
3. DPSM has been advised.
4. Dispatching because engine is being replaced.
5. Please review and follow up accordingly.

*** Phone - Call - Outbound created on 01/22/2019 07:42:41 and created by Everett Thomas ***
Wrt called [redacted]
No answer, left voicemail.
Writer states:
1. Advised KCAC contacting customer in regards to recent vehicle concern.
2. Advised following up to let you know your case is being escalated for additional review, and the escalation team will follow up with you in 2-3 business days.
3. Provided case # and writer's contact information.
4. Requested callback if additional assistance is needed.
5 Also that your ETA has changed to the 3rd of Feb
6 Thanks

*** Phone - Call - Inbound created on 01/22/2019 12:35:10 (GMT-05:00) Eastern Time (US & Canada) and created by Travis Widener ***
Escalation approved TWidener

*** 01/22/2019 09:35:52 ***
Dispatched from WIPBin = Commitments to Queue Eastern Region ECR by Everett Thomas
Reason:

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPHDA12GG[redacted]	[redacted]	69,528

Lynn , MA [redacted] Prod. Date: 03/04/2015 Dealer: [redacted] Pride KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Noise(Engine)

*** 01/23/2019 06:39:43 (GMT-07:00) Arizona ***
Accepted from Queue Eastern Region ECR to WIPBin default-1 by Randy Chacon

*** 01/23/2019 06:55:37 (GMT-07:00) Arizona ***
Case moved into WIPBin default-1 and Sub Status of Working

*** 01/23/2019 07:55:57 (GMT-07:00) Arizona ***
Assigned to WIPBin Default of Susan Torborg by Randy Chacon
Reason:

*** Phone - Call - Outbound created on 01/25/2019 08:19:07 and created by Susan Torborg ***
Writer called DLR
SM not available/ meeting w/Ken D.
Will call back

*** Phone - Call - Outbound created on 01/25/2019 08:20:09 and created by Susan Torborg ***
Writer called customer [redacted]
Reiterated concern

Customer states
1. I got an email that they are delivering the engine on 1/20
2. I have not called them myself.
3. I have a rental from them
4. I can try calling them today also

Writer states
1. I will also try again and will call you when I have an update.

Customer states
1. Okay thank you

*** Phone - Call - Outbound commitment created on 01/25/2019 08:24:47 with Commitment Date 01/28/2019 and created by Susan Torborg ***
Call DLR for update
Call customer to update

*** Phone - Call - Outbound commitment updated on 01/28/2019 09:34:41 with Commitment Date 01/28/2019 and updated by Susan Torborg ***
Writer called DLR
Spoke to Reggie
Asked for update on repair

SM states
1. We are still waiting on the engine
2. The car has been here since Nov.
3. No ETA on that engine at this time

Writer states
1. Okay thank you for the update

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPHDA12GG[redacted]	[redacted]	69,528

Lynn , MA [redacted] Prod. Date: 03/04/2015 Dealer: [redacted] Pride KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Noise(Engine)

DLR states
1.
2.

*** Phone - Call - Outbound commitment updated on 01/28/2019 09:45:09 with Commitment Date 01/28/2019 and updated by Susan Torborg ***
Writer called customer [redacted]
LVM re concern
Provided direct#/ case#

*** Email - External Email Sent created on 01/28/2019 09:46:01 and created by Susan Torborg ***
Writer emailed customer

Hello [redacted]

I left a voicemail earlier today in regards to your concerns on the 2016 Sorento. Please feel free to contact me at the phone number below.

Thank you.

Susan Torborg, Escalated Case Representative

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

*** Phone - Call - Outbound commitment updated on 01/28/2019 09:47:18 with Commitment Date 02/04/2019 and updated by Susan Torborg ***
F/U with DLR
Call customer to update

*** Phone - Call - Outbound commitment updated on 02/18/2019 10:52:06 with Commitment Date 02/04/2019 and updated by Susan Torborg ***
Writer called DLR
Spoke to Richard
Asked for update

DLR states
1. RO closed 2/14/19/ cust. got back before that

Last_name	First_name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPHDA12GG[redacted]	[redacted]	69,528

Lynn , MA [redacted] Prod. Date: 03/04/2015 Dealer: [redacted] Pride KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Noise(Engine)

Writer states
1. Thank you for the update

*** Phone - Call - Outbound commitment updated on 02/18/2019 10:54:49 with Commitment Date 02/04/2019 and updated by Susan Torborg ***
Writer called customer [redacted]
F/U on completed repair

Customer states
1. I got it back and it ran good for a couple days
2. The car started to smoke and I had to have it towed back on Friday.

Writer states
1. I apologize
2. I will reach out to the DLR again and get another update on that in a couple days.
3. I will call you back with an update

Customer states
1. Okay thank you

*** 02/18/2019 10:55:31 ***
Sub Case [redacted] Opened, Owner = Koraima Mondragon, Priority = Please Specify, Assigned = 02/18/2019 10:55:30
[Initial Description]
Please call DLR on 2/20 for update

*** Phone - Call - Outbound commitment updated on 02/18/2019 10:56:05 with Commitment Date 02/21/2019 and updated by Susan Torborg ***
F/U on DLR update
Call customer to update

*** Phone - Call - Outbound commitment updated on 02/21/2019 14:00:32 with Commitment Date 02/21/2019 and updated by Susan Torborg ***
Writer called DLR
Spoke to Reggie/SM
Asked for update on new concern /car smoking

DLR states
1. The turbo is leaking
2. Needs to be replaced
3. At 63000 we replaced the turbo
4. I was going to f/u with Ken/DPSM but he is on vacation
5. This just seems weird that we have to replace again
6. We did already order the part

Writer states
1. Okay thank you for the update

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPHDA12GG[redacted]	[redacted]	69,528

Lynn , MA [redacted] Prod. Date: 03/04/2015 Dealer: [redacted] Pride KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Noise(Engine)

*** 02/21/2019 14:04:21 ***
Sub Case 12964791-2 Opened, Owner = Koraima Mondragon, Priority = Please Specify, Assigned = 02/21/2019 14:04:21
[Initial Description]
Please call DLR on 3/1 to get update on turbo repair

[UVO]*** 02/21/2019 14:15:16 ***
Note - Others log created on 02/21/2019 14:15:06 and created by Koraima Mondragon

[UVO]*** Sub Case # : [redacted] Note - Others created on 02/21/2019 14:15:06 and created by Koraima Mondragon ***
**got update and need you to call next week to f/ u on a different concern for the same customer **

*** Phone - Call - Outbound commitment updated on 02/21/2019 14:23:03 with Commitment Date 03/04/2019 and updated by Susan Torborg ***
F/U with customer on DLR update

[UVO]*** 02/27/2019 08:33:24 ***
Sub Case [redacted] Closed, with Resolution Code: Information Given

[UVO]*** 03/01/2019 07:48:49 ***
Phone - Call - Outbound log created on 03/01/2019 07:43:25 and created by Koraima Mondragon

[UVO]*** Sub Case # [redacted] Phone - Call - Outbound created on 03/01/2019 07:43:25 and created by Koraima Mondragon ***
Writer calls out to [redacted]
1. Hi this is Kory with KIA
2. Calling to get an update for [redacted]

<Transferred to adviser>
Writer called and Left Voicemail [redacted]
1. This is Kory with KIA
2. Calling for update on turbo repair
3. Case representative is Susan Torborg
4. Provided contact details advised of case # & customer information

[UVO]*** 03/01/2019 07:49:53 ***
Phone - Call - Outbound commitment created with Commitment Date 03/05/2019

[UVO]*** Sub Case # : [redacted] Phone - Call - Outbound commitment created on 03/01/2019 07:49:36 with Commitment Date 03/05/2019 and created by Koraima Mondragon ***

[UVO]*** 03/01/2019 12:45:43 ***
Phone - Call - Outbound commitment created with Commitment Date 03/05/2019

[UVO]*** Sub Case # : [redacted] Phone - Call - Outbound commitment fulfilled on 03/01/2019 12:45:43 with Commitment Date 03/05/2019 closed by Koraima Mondragon ***

Last_name	First_name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPHDA12GG[redacted]	[redacted]	69,528

Lynn , MA [redacted] Prod. Date: 03/04/2015 Dealer: [redacted] Pride KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Noise(Engine)

[UVO]*** 03/01/2019 12:47:34 ***
Phone - Call - Outbound log created on 03/01/2019 12:45:56 and created by Koraima Mondragon

[UVO]*** Sub Case # : 12964791-2 Phone - Call - Outbound created on 03/01/2019 12:45:56 and created by Koraima Mondragon ***
Writer calls out to [redacted]
1. 1. Hi this is Kory with KIA
2. Calling to get an update for [redacted]

<Transferred to adviser>
Writer called and Left Voicemail: (Alex Chase)
1. This is Kory with KIA
2. Calling for update on turbo repair
3. Case representative is Susan Torborg
4. Provided contact details advised of case # & customer information

[UVO]*** 03/01/2019 12:48:37 ***
Phone - Call - Outbound commitment created with Commitment Date 03/05/2019

[UVO]*** Sub Case # [redacted] Phone - Call - Outbound commitment created on 03/01/2019 12:48:23 with Commitment Date 03/05/2019 and created by Koraima Mondragon ***

*** Phone - Call - Outbound commitment fulfilled on 03/04/2019 11:38:00 with Commitment Date 03/05/2019 closed by Susan Torborg ***

*** Phone - Call - Outbound commitment updated on 03/04/2019 11:41:14 with Commitment Date 03/04/2019 and updated by Susan Torborg ***
Writer called DLR
Spoke to Laura
Asked for update on repair

DLR states
1. Pending PWA on the engine
2. We put the customer in a rental until we figure this out

Writer states
1. Thank you for the update

*** Phone - Call - Outbound commitment updated on 03/04/2019 11:45:43 with Commitment Date 03/04/2019 and updated by Susan Torborg ***
Writer called customer [redacted]
Advised of DLR update
Also advised I will out of office 11th -20th
Advised if needing updates during that time/reach out to the DLR
Will f/u when I return

Customer states
1. Okay thank you

*** Phone - Call - Outbound commitment updated on 03/04/2019 11:46:22 with Commitment Date 03/22/2019 and updated by Susan Torborg ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPHDA12GG[redacted]	[redacted]	69,528

Lynn , MA [redacted] Prod. Date: 03/04/2015 Dealer: [redacted] Pride KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Noise(Engine)

F/U with DLR for update
Call customer to update

[UVO]*** 03/05/2019 11:15:48 ***
Phone - Call - Inbound log created on 03/05/2019 11:14:13 and created by Koraima Mondragon

[UVO]*** Sub Case # [redacted] Phone - Call - Inbound created on 03/05/2019 11:14:13 and created by Koraima Mondragon ***
**Inbound VM from Alex from [redacted]
1. Right now we are waiting on authorization
2. We are dealing with or rep
3. I did authorize a rental until things get resolved
4. I am still waiting on answer, thank you.

[UVO]*** 03/05/2019 11:15:53 ***
Sub Case [redacted] Closed, with Resolution Code: Information Given

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A34GG[redacted]	[redacted]	11,167

Miami , FL , [redacted] Prod. Date: 02/26/2015 Dealer: [redacted] Sunshine KIA of Miami

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

*** 01/02/2019 13:57:39 ***
Contact = [redacted], Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 01/02/2019 13:52:42 and created by Jacob Adams ***
customer states
1 my headlight have a burn mark on the inside
2 i went to the dealer and they are advising it is outside influence

writer states
1 apologized
2 if the dealer is stating outside influence that would not be covered by manufacture warranty

customer states
1 i do not feel it is outside influence this sounds like a manufacture concern
2 my neighbor has the same vehicle and it does not happened to them

writer states
1 what i can do is follow up with the dealer and see what we can do for you

*** Phone - Call - Inbound commitment created on 01/02/2019 13:59:32 with Commitment Date 01/08/2019 and created by Jacob Adams ***

*** Phone - Call - Inbound commitment fulfilled on 01/08/2019 12:00:31 with Commitment Date 01/08/2019 closed by Jacob Adams ***

*** Phone - Call - Outbound created on 01/08/2019 12:00:44 and created by Jacob Adams ***
Writer called[redacted]0 no answer left voicemail

*** Phone - Call - Inbound commitment created on 01/08/2019 12:01:51 with Commitment Date 01/09/2019 and created by Jacob Adams ***

*** Phone - Call - Inbound commitment fulfilled on 01/09/2019 06:56:29 with Commitment Date 01/09/2019 closed by Jacob Adams ***

*** Phone - Call - Outbound created on 01/09/2019 06:56:39 and created by Jacob Adams ***
Customer Name [redacted]
Customer phone # [redacted]
Customer address: [redacted]E
VIN: 5XYPG4A34GG[redacted]
Year and Model: 2016 SORENTO LX FWD AUTO
Mileage: 11,167
Most recent RO#: [redacted]
Open Date: 12/22/2018
Close date (if applicable): open
Most recent Repair Issue and Diagnosis:
Concern: customer states burnmark on headlights
Cause: weather
Correction: replace
Able to Duplicate (Y or N): n
Repeat Repair (Y/N), if so, how many times? : n
Repair History of current concern with DATE OPEN/CLOSE, DEALER, RO#, MILLAGE, CORRECTION:
-

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted] E	5XYPG4A34GG[redacted]	[redacted]	11,167

Miami , FL , [redacted] Prod. Date: 02/26/2015 Dealer: [redacted] Sunshine KIA of Miami

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

ETA for completion of repairs (if applicable): unknown
Parts on order (Y/N): n
Order Date:
UPER:
ETA:
Part No#:
Order No#:
Techline Case (if applicable): n
Rental / Loaner Provided? : n
If so, since when? : n/a
Dealer contacted DPSM (if needed): Y denied outside influence
Vehicle repaired? : n
Customer has possession? : y
Dealer Code: [redacted]
Original Owner (Y or N): y

*** Phone - Call - Inbound commitment created on 01/09/2019 06:57:42 with Commitment Date 01/10/2019 and created by Jacob Adams ***

*** Phone - Call - Inbound commitment fulfilled on 01/10/2019 05:55:38 with Commitment Date 01/10/2019 closed by Jacob Adams ***

*** Phone - Call - Outbound created on 01/10/2019 05:55:51 and created by Jacob Adams ***
Writer called customer @ [redacted] no answer left voicemail

<For Internal Use Only
DPSM denied due to outside influence>

*** Phone - Call - Inbound commitment created on 01/10/2019 05:57:23 with Commitment Date 01/15/2019 and created by Jacob Adams ***

*** Phone - Call - Inbound commitment fulfilled on 01/15/2019 05:02:33 with Commitment Date 01/15/2019 closed by Jacob Adams ***

*** Phone - Call - Outbound created on 01/15/2019 05:02:48 and created by Jacob Adams ***
Writer called customer @[redacted] no answer left voicemail

*** 01/15/2019 05:03:21 ***
Closed by Jacob Adams with Resolution Code : No Cust Contact
[Resolution Summary]

*** 02/14/2019 09:35:10 (GMT-07:00) Arizona ***
Reopened by William Bushong with Sub Status of Working

*** Phone - Call - Inbound created on 02/14/2019 09:35:14 (GMT-07:00) Arizona and created by William Bushong ***
cust states
1. i have not gotten a callback about this

writer states
1. apologized

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A34GG[redacted]	[redacted]	11,167
Miami , FL , [redacted]		Prod. Date: 02/26/2015	Dealer: [redacted]	Sunshine KIA of Miami

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

2. the DPSM declined the GW

cust states
1. i have a big problem with that
2. i want this to go higher up

writer states
1. i will dispatch your case to ECR
2. they will be in contact with you in 3 business days

*** Case [redacted] is sent on 2/14/2019 8:40:26 by William Bushong
To [redacted]
Cc: [redacted]
Title: Case [redacted] request to Escalate

*** Email - Internal Email Sent created on 02/14/2019 09:40:31 (GMT-07:00) Arizona and created by William Bushong ***
*** sent email to APM and TL ***
Good Morning,

Requesting to escalate to ECR because customer is refusing to accept the decision of the DPSM.

Thanks,
TCS Bill Bushong
Kia Consumer Affairs

*** Note - Others commitment created on 02/14/2019 09:41:50 (GMT-07:00) Arizona with Commitment Date 02/14/2019 and created by William Bushong ***

*** Case [redacted] is sent on 2/19/2019 14:27:49 by William Bushong
To: [redacted]
Cc:
Title: Case [redacted] request to Escalate

*** Email - Internal Email Sent created on 02/19/2019 15:27:56 (GMT-07:00) Arizona and created by William Bushong ***
*** sent another request to dispatch to ECR ***

*** Phone - Call - Inbound created on 02/19/2019 15:29:46 (GMT-07:00) Arizona and created by Brenda Hernandez ***

<For Internal Use Only
Approved to escalate>

*** Note - Others commitment fulfilled on 02/22/2019 09:38:19 (GMT-07:00) Arizona with Commitment Date 02/14/2019 closed by William Bushong ***

*** Case [redacted] is sent on 2/22/2019 8:38:38 by William Bushong
To: [redacted]
Cc: [redacted]
Title: NO ACTION REQUIRED - Case Escalation [redacted]

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPG4A34GG[redacted]	[redacted]	11,167

Miami , FL , [redacted] Prod. Date: 02/26/2015 Dealer: [redacted] Sunshine KIA of Miami

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

*** Email - Internal Email Sent created on 02/22/2019 09:38:20 (GMT-07:00) Arizona and created by William Bushong ***
*** sent email to DPSM about case going to ECR ***

*** Note - Others created on 02/22/2019 09:39:15 (GMT-07:00) Arizona and created by William Bushong ***
*** Call to Action ECR ***

Forward to ECR

1. Cust vehicle is down at [redacted]
2. DPSM declined repair do to outside influence
3. cust disagrees with DPSM decision
4. advised DPSM
5. Dispatching for review and follow up

*** 02/22/2019 09:41:45 (GMT-07:00) Arizona ***
Dispatched from WIPBin = 04 Thursday to Queue Southern Region ECR by William Bushong
Reason:

*** 02/22/2019 08:42:41 (GMT-07:00) Arizona ***
Accepted from Queue Southern Region ECR to WIPBin Default by Randy Chacon

*** 02/22/2019 08:44:23 (GMT-07:00) Arizona ***
Dispatched from WIPBin Default to Queue ZZ Melissa Lepe by Randy Chacon

*** 02/22/2019 10:02:50 (GMT-07:00) Arizona ***
Assigned to WIPBin 0. Default of Melissa Lepe by Randy Chacon
Reason:

*** 02/22/2019 13:26:59 (GMT-07:00) Arizona ***
Sub Case [redacted] Opened, Owner = [redacted], Priority = Standard, Assigned = 02/22/2019 13:26:59
[Initial Description]
Please make initial call to customer, ask if they have pictures of headlight concerns. If so, please request that they email them to ECR

[UVO]*** 02/28/2019 12:52:26 ***
Phone - Call - Outbound log created on 02/28/2019 12:48:01 and created by [redacted]

[UVO]*** Sub Case # [redacted] Phone - Call - Outbound created on 02/28/2019 12:48:01 and created by [redacted] ***
Writer called customer no answer left VM:
1. Following up regarding your case
2. If you have any pictures with the headlight concerns please send them over
3. Your case has been escalated to our ECR team
4. MLepe is your CM she will follow up with you in the next 2-3 business days
5. If you have any questions callback
6. Provided case number and phone number

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A34GG[redacted]	[redacted]	11,167

Miami , FL , [redacted] Prod. Date: 02/26/2015 Dealer: [redacted] Sunshine KIA of Miami

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

[UVO]*** 02/28/2019 12:52:37 ***
Sub Case [redacted] Closed, with Resolution Code: Information Given

*** Phone - Call - Outbound created on 04/25/2019 12:03:29 (GMT-07:00) Arizona and created by Melissa Lepe ***

Writer called cust
1. Introduced self
2. Calling from KMA Regional Office
3. Case # and contact info

*** 04/25/2019 12:04:01 (GMT-07:00) Arizona ***
Closed by Melissa Lepe with Resolution Code : No Cust Contact
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A33GG112337	12999137	17,111

Santa Rosa, CA, [redacted] Prod. Date: 09/08/2015 Dealer: CA258 Jim Bone KIA of Santa Rc

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

Case History

*** 01/07/2019 10:52:26 (GMT-08:00) Pacific Time (US & Canada) ***
Contact = [redacted], Priority = Escalated, Sub Status = Working

*** Letter - Letter Received created on 01/07/2019 10:52:55 (GMT-08:00) Pacific Time (US & Canada) and created by Stephanie Mondragon ***
NCA rec'd letter from Nationwide:
1. We're notifying you a claim might be filed against you, and we're providing the opportunity to attend a joint, destructive inspection.
2. Please contact me at [redacted]

Attaching and dispatching to National CA.

*** 01/07/2019 10:56:40 (GMT-08:00) Pacific Time (US & Canada) ***
Dispatched from WIPBin = Default to Queue National CA by Stephanie Mondragon
Reason:

*** 01/09/2019 07:39:17 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 01/09/2019 08:03:05 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin default of Alex Villalpando by Jeff Stroup
Reason:

*** Phone - Call - Outbound created on 01/09/2019 11:06:17 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt contacted Kathy with Nationwide
Kathy states
1. Case can be disregarded.
2. After further investigation
3. Found insured was at cemetery with candles lit along parking spaces
4. Insured parked on candle

Wrt states
1. thank you

*** 01/09/2019 11:08:12 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Alex Villalpando with Resolution Code : Concerns Recorded
[Resolution Summary]
Pending further contact.

*** 02/08/2019 10:27:17 ***
Reopened by CHARLOTTE PEERY with Sub Status of Working

*** Phone - Call - Inbound created on 02/08/2019 10:27:23 and created by CHARLOTTE PEERY ***
Kathy with Nationwide states:
1. We had initially filed a complaint about alleged fire
2. At that time we thought we was withdrawing the claim with KIA with continuation we have now decided that it is a KIA concern
3. We are wanting to reopen the case with KIA and check on setting up an appointment for a joint inspection with KIA and Nationwide

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPG4A33GG[redacted]	[redacted]	17,111

Santa Rosa, CA, [redacted] Prod. Date: 09/08/2015 Dealer: [redacted] Jim Bone KIA of Santa Rc

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

Wrt states:
1. Apologized
2. What is your contact information?

Kathy states:
1. Kathy Styer [redacted]
2.. My Case#: [redacted]
3. Please have someone contact us back

Wrt states:
1. I will reopen the case and send up for further review
2. Appropriate team will reach out minimum of 3 bus. days.

Kathy states:
1. OK. Thank you.

*** Note - Others created on 02/08/2019 10:30:42 and created by CHARLOTTE PEERY ***
**********Call to Action**********
CUSTOMER "ALLEGES" VEHICLE CAUGHT FIRE
Forward to NCA:
1. Customer alleges vehicle caught fire.
2. Kathy Styer from Nationwide with phone#: [redacted]
and Case#: [redacted] has requested to reopen thermal event case due to requesting joint inspection.
3. Please review and follow up accordingly.

*** 02/08/2019 10:51:24 ***
Dispatched from WIPBin = Default to Queue National CA by CHARLOTTE PEERY
Reason:

*** 02/11/2019 07:48:48 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 02/11/2019 07:55:21 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin default of Alex Villalpando by Jeff Stroup
Reason:

*** Phone - Call - Outbound created on 02/11/2019 09:39:08 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt attempted contact with insurance. Left message for CB

*** Email - External Email Sent created on 02/11/2019 09:43:16 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Sent: Monday, February 11, 2019 9:43 AM
To: [redacted]'
Subject: Nationwide Claim# [redacted] / Kia Motors America [redacted]

Hi Kathie,

I just called and left you a message in regards to this claim. Could you please provide any photos, reports, details,

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPG4A33GG[redacted]	[redacted]	17,111

Santa Rosa, CA, [redacted] Prod. Date: 09/08/2015 Dealer: [redacted] Jim Bone KIA of Santa Rc

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

any other information available.

Please let me know if you have any questions.

Thank you,

*** Phone - Call - Inbound commitment created on 02/11/2019 09:43:33 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/15/2019 and created by Alex Villalpando ***

*** Phone - Call - Inbound created on 02/11/2019 10:03:24 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Kathie from insurance contacted wrt

Kathie states
1. Spoke previously in reference to this claim
2. the insured and Nationwide now believe this is a Kia problem
3. Not due to insured parking on candles
4. Will send you email

Wrt states
1. Will review
2. thank you

*** Email - External Email Received created on 02/12/2019 17:28:43 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Sent: Monday, February 11, 2019 7:08 PM
To: Villalpando, Alex [KMA]
Subject: RE: Nationwide Claim#[redacted] / Kia Motors America [redacted]

Alex, Per our conversation I am attaching photos of the scene and the vehicle damage along with a copy of our insured's written statement. You know that originally our investigation indicated the fire may have originated from one of the candles lit at the cemetery however after speaking with [redacted] she said the fire in the engine compartment started within seconds; 30-45; from the time she pulled into the parking space and that the fire was due to an issue in the vehicle, not related to one of the candles.

The vehicle is at a Copart Salvage Yard a [redacted]. VALLEJO, CA [redacted] We would like to coordinate a joint destructive exam of the vehicle. Please contact me to confirm if you would like to attend the joint inspection with our fire expert.

Thank you

Kathie Styer
[redacted]
DesMoines IA [redacted]
[redacted]

AMCO INSURANCE COMPANY

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A33GG[redacted]	[redacted]	17,111

Santa Rosa, CA, [redacted] Prod. Date: 09/08/2015 Dealer: [redacted] Jim Bone KIA of Santa Rc

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

*** Email - External Email Sent created on 02/15/2019 09:51:33 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Sent: Wednesday, February 13, 2019 4:10 PM
To: 'Styer, Kathleen L (Kathie)'
Subject: RE: Nationwide Claim#[redacted] GI / Kia Motors America [redacted]

Hi Kathie,

Thank you for your invitation. We are currently reviewing for potential dates and will follow up

Please let me know if you have any questions.

Thank you,

*** Phone - Call - Inbound commitment updated on 02/15/2019 09:51:45 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/21/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 02/21/2019 09:14:11 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/27/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 02/26/2019 10:01:16 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/01/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 03/01/2019 09:06:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/04/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 03/04/2019 09:50:25 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/08/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 03/08/2019 10:09:07 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/11/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 03/11/2019 10:40:06 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/13/2019 and updated by Alex Villalpando ***

*** 03/11/2019 16:48:20 (GMT-08:00) Pacific Time (US & Canada) ***
Inspection requested by [redacted]
Request Code: PLLegal-[redacted]
Request Details:

*** Phone - Call - Inbound commitment updated on 03/13/2019 11:38:37 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/15/2019 and updated by Alex Villalpando ***

*** Email - External Email Sent created on 03/15/2019 15:09:03 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
From: Styer, Kathleen L (Kathie)
Sent: Monday, February 25, 2019 11:33 AM
To: 'Villalpando, Alex [KMA]' [redacted]
Subject: Insured: Manaro, Claim: [redacted]

Alex, Just checking to see if a decision has been made and you have potential dates for the joint exam. Thanks

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPG4A33GG[redacted]	[redacted]	17,111

Santa Rosa, CA, [redacted] Prod. Date: 09/08/2015 Dealer: [redacted] Jim Bone KIA of Santa Ro

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

Kathie Styer
One Nationwide Gateway

Sent: Wednesday, March 06, 2019 12:39 PM
To: Villalpando, Alex [KMA]
Subject: RE: Insured: Manaro, Claim: [redacted] Kia [redacted]

Alex, I have not heard back from you regarding potential dates to inspect the vehicle. Please provide some proposed dates so I can check with my expert and get it on the calendar. Thank you

Kathie Styer

Sent: Tuesday, March 12, 2019 1:57 PM
To: 'Styer, Kathleen L (Kathie)'
Subject: RE: Insured: Manaro, Claim: [redacted] Kia [redacted]

Hi Kathie,

I apologize for the delay. I should have some dates by the end of this week.

Thank you,

Sent: Friday, March 15, 2019 3:09 PM
To: 'Styer, Kathleen L (Kathie)'
Subject: RE: Insured: Manaro, Claim [redacted] Kia [redacted]

Hi Katherine,

Can we inspect the vehicle 3/28/19?

Thank you,

*** Phone - Call - Inbound commitment updated on 03/15/2019 15:10:54 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/21/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 03/21/2019 10:00:39 (GMT-08:00) Pacific Time (US & Canada)

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A33GG[redacted]	[redacted]	17,111

Santa Rosa, CA, [redacted] Prod. Date: 09/08/2015 Dealer: [redacted] Jim Bone KIA of Santa Rc

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

with Commitment Date 03/22/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 03/22/2019 11:12:23 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/25/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 03/25/2019 14:01:06 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/26/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 03/26/2019 09:36:06 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/29/2019 and updated by Alex Villalpando ***

*** Email - External Email Received created on 03/29/2019 09:22:05 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Sent: Monday, March 18, 2019 9:46 AM
To: 'Villalpando, Alex [KMA]' [redacted]
Subject: RE: Insured: Manaro, Claim [redacted], Kia [redacted]

Alex, I am waiting to see if our expert is available on the 28th and will advise. Do you have a proposed start time?

Kathie Styer

From: Styer, Kathleen L (Kathie) [redacted]
Sent: Monday, March 18, 2019 5:12 PM
To: Villalpando, Alex [KMA]
Subject: RE: Insured: Manaro, Claim: [redacted], Kia [redacted]

Alex can you provide another date, my expert is not available on the 28th

Kathie Styer

From: Villalpando, Alex [KMA] [redacted]
Sent: Tuesday, March 19, 2019 8:09 PM
To: Styer, Kathleen L (Kathie) [redacted]
Subject: [EXTERNAL] RE: Insured: Manaro, Claim: [redacted]-GI, Kia [redacted]

Nationwide Information Security Warning: This is an external email. Do not click on links or open attachments unless you trust the sender.

Hi Kathie,

Our inspector is currently available 3/27, 3/29, 4/1, or 4/8 at 10am. Please let me know if any of these dates will

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A33GG[redacted]	[redacted]	17,111

Santa Rosa, CA, [redacted] Prod. Date: 09/08/2015 Dealer: [redacted] Jim Bone KIA of Santa Rc

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

work for you expert.

Thank you,

From: Styer, Kathleen L (Kathie) [mailto[redacted]
Sent: Wednesday, March 20, 2019 5:42 AM
To: McCants II, Jimmie L.
Subject: FW: Insured: Manaro, Claim: [redacted], Kia [redacted]

Jim, See dates below proposed by Kia. Are you available any of these dates?

Kathie Styer

From: McCants II, Jimmie L. [redacted]
Sent: Wednesday, March 20, 2019 11:15 AM
To: Styer, Kathleen L (Kathie) [redacted]
Subject: [EXTERNAL] RE: Insured: Manaro, Claim: [redacted], Kia 1[redacted]

Nationwide Information Security Warning: This is an external email. Do not click on links or open attachments unless you trust the sender.

27, 29 or the 8th are all good

From: Styer, Kathleen L (Kathie) [redacted]
Sent: Wednesday, March 20, 2019 8:18 AM
To: Villalpando, Alex [KMA]
Subject: FW: Insured: Manaro, Claim: [redacted], Kia [redacted]

Alex, see my expert's response. Please choose the best date, start time and name of your expert. Let me know and I will have Jim put it on his calendar and contact the yard to provide authorization

Kathie Styer

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPG4A33GG[redacted]	[redacted]	17,111

Santa Rosa, CA, [redacted] Prod. Date: 09/08/2015 Dealer: [redacted] Jim Bone KIA of Santa Rc

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

Sent: Friday, March 22, 2019 1:52 PM
To: Styer, Kathleen L (Kathie) [redacted]
Subject: [EXTERNAL] RE: Insured: Manaro, Claim: [redacted]I, Kia [redacted]

Nationwide Information Security Warning: This is an external email. Do not click on links or open attachments unless you trust the sender.

Hi Kathie,

I have confirmed with my investigator. Can we schedule 3/27 at 10am for inspection.

Thank you,

From: Styer, Kathleen L (Kathie) [mailto[redacted]
Sent: Tuesday, March 26, 2019 3:31 AM
To: Villalpando, Alex [KMA]
Cc: McCants II, Jimmie L.
Subject: RE: Insured: Manaro, Claim: [redacted]I, Kia [redacted]

Alex, My expert confirms he is available for tomorrow, the 27th at 10AM. I will need the name of your expert to provide them access with the salvage yard.

Thank you

Kathie Styer

Hi Kathie,

Kirk LuMaye with EFI Global will be completing the inspection on our behalf.

Thank you,

From: Styer, Kathleen L (Kathie) [redacted]
Sent: Tuesday, March 26, 2019 10:25 AM

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPG4A33GG[redacted]	[redacted]	17,111

Santa Rosa, CA, [redacted] Prod. Date: 09/08/2015 Dealer: [redacted] Jim Bone KIA of Santa Rc

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

To: Villalpando, Alex [KMA]
Cc: McCants II, Jimmie L.
Subject: RE: Insured: Manaro, Claim: [redacted], Kia [redacted]

Thank you. All set, I called Copart and provided access.

Kathie Styer

*** Phone - Call - Inbound commitment updated on 03/29/2019 09:23:27 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/15/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 04/15/2019 11:39:28 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/22/2019 and updated by Alex Villalpando ***

*** 04/18/2019 16:29:42 (GMT-08:00) Pacific Time (US & Canada) ***
Inspection requested by [redacted]
Request Code: PLThirdParty[redacted]
Request Details:

*** Phone - Call - Inbound commitment updated on 04/22/2019 10:51:45 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/29/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 04/29/2019 16:21:12 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/02/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 05/02/2019 09:38:02 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/06/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 05/06/2019 09:35:07 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/08/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 05/08/2019 11:02:21 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/09/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 05/09/2019 09:24:56 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/15/2019 and updated by Alex Villalpando ***

*** Note - Others created on 05/15/2019 10:54:58 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Reviewed with KMA engineers

*** Phone - Call - Inbound commitment updated on 05/15/2019 10:56:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/22/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment fulfilled on 05/22/2019 09:59:25 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/22/2019 closed by Alex Villalpando ***

*** 05/22/2019 09:59:39 (GMT-08:00) Pacific Time (US & Canada) ***

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A33GG[redacted]	[redacted]	17,111

Santa Rosa, CA, 95404 Prod. Date: 09/08/2015 Dealer: CA258 Jim Bone KIA of Santa Rc

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

Closed by Alex Villalpando with Resolution Code : Concerns Recorded
[Resolution Summary]
Pending further contact.

*** 05/31/2019 15:59:35 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened by Alex Villalpando with Sub Status of Working

*** 05/31/2019 16:42:01 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill [redacted] Submitted

*** Phone - Call - Inbound commitment created on 05/31/2019 16:42:22 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/21/2019 and created by Alex Villalpando ***

*** 06/05/2019 08:03:11 ***
Goodwill [redacted] Submitted

*** 06/10/2019 16:25:24 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Final Approved

*** Note - Others created on 06/13/2019 10:30:32 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Check# [redacted] mailed

*** Phone - Call - Inbound commitment fulfilled on 06/13/2019 10:31:03 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/21/2019 closed by Alex Villalpando ***

*** 06/13/2019 10:31:09 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Alex Villalpando with Resolution Code : Goodwill Issued
[Resolution Summary]
Pending further contact.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A30GG[redacted]	[redacted]	80,000

Lincolnwood IL , [redacted] Prod. Date: 12/03/2014 Dealer: [redacted] Grossinger KIA

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

Case History

*** 01/28/2019 15:05:09 ***
Contact = [redacted], Priority = Standard, Sub Status = Working

*** Case [redacted] is sent on 1/28/2019 15:30:37 by BETHANY MERRITT
To: [redacted]
Cc: [redacted]
Title: NO ACTION REQUIRED - Case Escalation [redacted]

*** Phone - Call - Inbound created on 01/28/2019 15:14:19 and created by BETHANY MERRITT ***
cust states
1. Was driving and started smelling smoke
2. Had to pull over and get out of the veh
3. When we got out the fire was under the engine
wtr states
1 Apologized
2. Advised will be sending to our NCA
3. Advised will be 2-3 business days for follow up
cust states
1. Thank you

*** Phone - Call - Inbound created on 01/28/2019 15:31:46 and created by BETHANY MERRITT ***
*** CALL TO ACTION ***
Product Liability
Forwarding to NCA.
1. Customer alleges the veh caught fire, had smoke inhalation
2. Vehicle is currently in possession of Founders Ins.
3. Customer is requesting KIA take responsibility, have no veh
4. Please review and contact customer as needed.

<For Internal Use Only
***contact for the insurance company,
Agent Imara Bolden [redacted]
[redacted]

CLAIM NUMBER [redacted]

>

*** 01/28/2019 15:41:41 ***
Dispatched from WIPBin = Default to Queue National CA by BETHANY MERRITT
Reason:

*** 01/29/2019 07:48:13 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 01/29/2019 07:57:48 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 1. Intro Calls of Ryan Ristow by Jeff Stroup
Reason:

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPG4A30GG[redacted]	[redacted]	80,000

Lincolnwood IL , [redacted] Prod. Date: 12/03/2014 Dealer: [redacted] Grossinger KIA

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

*** Phone - Call - Outbound created on 01/29/2019 09:20:45 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt attempted to contact the customer:
1. unable to leave a VM due to the mailbox being full.

*** Others - Others commitment created on 01/29/2019 09:21:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/29/2019 and created by Ryan Ristow ***

*** 01/29/2019 09:21:47 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1. Intro Calls and Sub Status of Assigned

*** Others - Others commitment created on 01/29/2019 09:21:23 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/31/2019 and created by Ryan Ristow ***

*** Others - Others commitment created on 01/29/2019 09:21:23 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/01/2019 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 02/06/2019 10:59:02 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/01/2019 closed by Ryan Ristow ***
Wrt reviewed with the KMA engineers.

*** Phone - Call - Inbound created on 02/06/2019 10:59:04 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
PER LEGAL - WE HAVE BEEN INFORMED ABOUT THE OPERATIVE FACTS OF CASE [redacted]. WE BELIEVE THAT THERE IS A REASONABLE PROSPECT THAT THIS CASE MAY END UP IN LITIGATION AND REQUEST CA TO PERFORM AN INSPECTION TO PROTECT THE COMPANY IN THE EVENT OF LITIGATION. THIS WILL CONFIRM THAT ANY INSPECTION REPORTS WILL BE SUBJECT TO THE ATTORNEY CLIENT PRIVILEGE.

*** Phone - Call - Outbound created on 02/06/2019 11:00:36 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt left a VM for insurance.

*** Phone - Call - Outbound created on 02/06/2019 11:06:52 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt contacted the customer:
1. Hello, I wanted to provide an update.
2. I received photos from a storage lot website.
3. We want to inspect the vehicle.
4. I am contacting the insurance so we can get permission to inspect.

The customer replied;
1. Okay, thanks.

*** Phone - Call - Inbound commitment created on 02/06/2019 11:08:22 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/13/2019 and created by Ryan Ristow ***

*** Phone - Call - Inbound commitment updated on 02/06/2019 11:08:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/15/2019 and updated by Ryan Ristow ***

*** Phone - Call - Inbound created on 02/13/2019 14:49:52 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A30GG[redacted]	[redacted]	80,000

Lincolnwood IL , [redacted] Prod. Date: 12/03/2014 Dealer: [redacted] Grossinger KIA

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

Customer left a VM for wrt.

Wrt left a VM for the customer.

*** Phone - Call - Inbound commitment created on 02/13/2019 14:51:16 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/14/2019 and created by Ryan Ristow ***

*** Phone - Call - Inbound commitment fulfilled on 02/14/2019 08:12:12 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/15/2019 closed by Ryan Ristow ***
Wrt contacted the insurance and obtained authorization to inspect the vehicle.

*** Phone - Call - Inbound commitment updated on 02/14/2019 11:07:37 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/14/2019 and updated by Ryan Ristow ***

*** 02/14/2019 13:22:25 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1. Intro Calls and Sub Status of Assigned

*** 02/14/2019 14:36:24 (GMT-08:00) Pacific Time (US & Canada) ***
Inspection requested by [redacted]
Request Code: PLThirdParty[redacted]
Request Details:

*** Phone - Call - Inbound commitment fulfilled on 02/14/2019 14:42:16 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/14/2019 closed by Ryan Ristow ***
EFI request sent.

*** Others - Others commitment created on 02/14/2019 14:43:05 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/20/2019 and created by Ryan Ristow ***

*** Others - Others commitment updated on 02/20/2019 13:27:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/25/2019 and updated by Ryan Ristow ***

*** Others - Others commitment updated on 02/25/2019 09:50:46 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/27/2019 and updated by Ryan Ristow ***

*** Others - Others commitment created on 02/14/2019 14:42:45 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/05/2019 and created by Ryan Ristow ***

*** Phone - Call - Inbound created on 02/28/2019 15:55:18 and created by LINDA ENGLISH ***
Cust states:
1 I have only heard from my CM once
2 I haven't heard back from him anymore
3 I need to know if there is anymore information

Wrt states:
1 Apologized
2 CM is not in our office
3 Provided CM's contact info

Cust states:
1 Thank you

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A30GG[redacted]	[redacted]	80,000

Lincolnwood IL , [redacted] Prod. Date: 12/03/2014 Dealer: [redacted] Grossinger KIA

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

*** Phone - Call - Inbound created on 02/28/2019 16:05:39 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
The customer called in:
1. Hello, calling about the case.

Wrt replied:
1. Thanks.
2 We have been playing phone tag.

The customer replied:
1. I settled with the insurance, but I still owe money.

Wrt replied:
1. okay, we will be inspecting the vehicle and I can review for GW assistance once I have more info.

*** Others - Others commitment fulfilled on 03/05/2019 09:31:03 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/05/2019 closed by Ryan Ristow ***
Inspection info received.

*** Others - Others commitment created on 03/05/2019 09:31:27 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/05/2019 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 03/06/2019 12:59:51 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/05/2019 closed by Ryan Ristow ***
Wrt reviewed the EFI report with the KMA engineers:
The cause of the vehicle fire was undetermined. The origin appears to be the front left corner of the engine compartment.

*** Phone - Call - Outbound created on 03/06/2019 13:08:55 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt contacted the customer:
1. Hello, I have reviewed the inspection and it was found that the cause of the fire was undetermined.
2. I am happy to review for GW.
3. I understand that the insurance did not pay everything off.

The customer replied:
1. Yes, I still owe $3,500.

Wrt replied;
1. Okay, please send paper work showing this.

*** Email - External Email Received commitment created on 03/06/2019 13:11:44 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/13/2019 and created by Ryan Ristow ***

*** Email - External Email Received commitment fulfilled on 03/11/2019 09:20:56 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/13/2019 closed by Ryan Ristow ***
The customer called in:
1. Did you get all the docs?

Wrt replied:
1. Not yet.

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A30GG[redacted]	[redacted]	80,000

Lincolnwood IL , [redacted] Prod. Date: 12/03/2014 Dealer: [redacted] Grossinger KIA

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

The customer replied:
1. Okay, I don't understand.
2. Can you call the lien holder?

Wrt replied:
1. Yes, we can do a 3-way call.
****dialed lien holder****
2. Requested loan payoff doc.

Lien holder replied:
1. You should receive the doc within 24 hrs.

*** Email - External Email Received commitment created on 03/11/2019 09:21:16 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/13/2019 and created by Ryan Ristow ***

*** Email - External Email Received commitment updated on 03/11/2019 09:21:54 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/12/2019 and updated by Ryan Ristow ***

*** Email - External Email Received commitment fulfilled on 03/12/2019 15:21:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/12/2019 closed by Ryan Ristow ***
Customer docs attached.

*** Phone - Call - Outbound commitment created on 03/12/2019 15:22:18 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/13/2019 and created by Ryan Ristow ***

*** Phone - Call - Outbound commitment updated on 03/13/2019 10:40:20 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/13/2019 and updated by Ryan Ristow ***
Wrt contacted the customer:
1. Calling to speak with Carol.

The customer replied:
1. She will be free in about 30 minutes to an hour.

Wrt replied:
1. okay, I will call back soon.

*** Phone - Call - Outbound commitment fulfilled on 03/13/2019 13:43:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/13/2019 closed by Ryan Ristow ***
The customer contacted wrt:
1. Calling to follow up.

Wrt replied;
1. Great, we did not find a manufacturing concern, but I am happy to offer the loan payoff as GW.

The customer replied:
1. Great.

Wrt replied:
1. I just need a copy of the registration.
2. And then a signed release.

The customer replied:

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A30GG[redacted]	[redacted]	80,000
Lincolnwood IL , [redacted]	Prod. Date: 12/03/2014	Dealer: [redacted]	Grossinger KIA	

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

1. Okay, I will get that to you soon.

Wrt replied:
1. Thanks.

*** Email - External Email Received commitment created on 03/13/2019 13:44:18 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/18/2019 and created by Ryan Ristow ***

*** Email - External Email Received commitment fulfilled on 03/18/2019 15:20:29 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/18/2019 closed by Ryan Ristow ***
Registration attached

*** Email - External Email Sent created on 03/18/2019 15:23:51 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Carol,

Please sign an return the attached document.

Best,

*** Email - External Email Received commitment created on 03/18/2019 15:24:17 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/25/2019 and created by Ryan Ristow ***

*** 03/18/2019 15:24:31 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1. Intro Calls and Sub Status of Assigned

*** Email - External Email Received commitment fulfilled on 03/21/2019 15:51:21 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/25/2019 closed by Ryan Ristow ***
Customer sent in signed release.

*** 03/21/2019 15:56:57 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill [redacted] Submitted

*** 03/21/2019 15:59:43 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill # [redacted] Submitted

*** Others - Others commitment created on 03/21/2019 16:00:13 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/18/2019 and created by Ryan Ristow ***

*** 04/04/2019 08:21:21 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 3. Pending Customer Photos/Docs/Reports and Sub Status of Assigned

*** 04/17/2019 16:44:00 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill # [redacted] Submitted

*** 04/18/2019 08:06:16 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill [redacted] Final Approved

*** 04/18/2019 09:57:55 ***
Goodwill # [redacted] Submitted

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A30GG[redacted]	[redacted]	80,000

Lincolnwood IL , [redacted] Prod. Date: 12/03/2014 Dealer: [redacted] Grossinger KIA

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

*** Others - Others commitment created on 03/21/2019 15:59:54 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/25/2019 and created by Ryan Ristow ***
Pending check

*** Others - Others commitment updated on 04/22/2019 08:26:39 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/10/2019 and updated by Ryan Ristow ***
Check to EFI sent this day.

*** 04/22/2019 08:26:51 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1. Intro Calls and Sub Status of Assigned

*** 04/22/2019 16:53:46 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill # [redacted] Final Approved

*** Others - Others commitment fulfilled on 04/25/2019 10:15:33 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/10/2019 closed by Ryan Ristow ***
Check received, address verified.
Check mailed this day.

*** 04/25/2019 10:20:47 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Ryan Ristow with Resolution Code : Goodwill Issued
[Resolution Summary]
Case closed pending further contact.

*** 05/08/2019 11:58:22 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened by Stephanie Mondragon with Sub Status of Working

*** Fax - Fax Received created on 05/08/2019 11:59:41 (GMT-08:00) Pacific Time (US & Canada) and created by Stephanie Mondragon ***
NCA rec'd letter from Office of the Attorney General State of IL:
1. We have enclosed a copy of the complaint for your examination.
2. Please include copies of any substantiating documents which relate to this complaint with your response.
3. Please provide a written response via US Mail and/or e-mail within ten business days of receipt.
Attaching and dispatching to Central Region Admin queue.

*** 05/08/2019 12:00:16 (GMT-08:00) Pacific Time (US & Canada) ***
Dispatched from WIPBin = Default to Queue Central Region Admin by Stephanie Mondragon
Reason:

*** 05/09/2019 16:53:55 (GMT-08:00) Pacific Time (US & Canada) ***
Dispatched from WIPBin = 0. New Cases to Queue National CA by Taylor Bergerot
Reason:

*** 05/10/2019 07:52:23 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 05/10/2019 07:59:55 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 1. Intro Calls of Ryan Ristow by Jeff Stroup
Reason:

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A30GG[redacted]	[redacted]	80,000

Lincolnwood IL , [redacted] Prod. Date: 12/03/2014 Dealer: [redacted] Grossinger KIA

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

*** Email - External Email Sent created on 05/10/2019 10:00:59 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt sent an email to the attorney general:

Dear Keya Green:

I am writing in response to your letter dated 5/7/19. Kia Motors America(KMA) appreciates you reaching out on behalf of the customer. KMA has completed our review of the customer's case. Through our investigation, the below information was gathered:

- The customer settled with their insurance.
- A third party representative inspected the vehicle for KMA on 2/22/19 at the Copart location in Wheeling, IL and found that the cause of the vehicle fire was undetermined.

Although the customer settled with her insurance and the cause of the vehicle fire was undetermined, KMA elected to provide a goodwill gesture. KMA offered the remaining loan payoff to the customer, as her insurance did not pay off her entire lien. The customer agreed and KMA provided the check directly to the customer.

If you have any further questions, feel free to contact me.

Best,

*** 05/10/2019 10:01:33 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Ryan Ristow with Resolution Code : Information Given
[Resolution Summary]
Case closed pending further contact.

*** 05/30/2019 08:24:57 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened by Ryan Ristow with Sub Status of Working

*** Letter - Letter Received created on 05/30/2019 08:25:04 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
KMA received 2nd AG letter dated 5/7/1 in case [redacted]

*****Duplicate Case Notes******
*** 05/28/2019 11:23:16 ***
Contact = [redacted] Priority = Escalated, Sub Status = Working

*** Letter - Letter Received created on 05/28/2019 11:25:12 and created by Eric Lomax ***
NCA rec'd letter from State of Illinois Department of Justice. Letter states:
1. The Consumer Protection Division has received the attached complaint regarding your business.
2.Please Provide a written response via US Mail and/or email within 10 business days of receipt. All communications must be in writing.

Attaching and dispatching to Central Region Admin Queue

*** 05/28/2019 11:26:59 ***
Dispatched from WIPBin = Default to Queue Central Region Admin by Eric Lomax
Reason:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A30GG[redacted]	[redacted]	80,000

Lincolnwood IL , 60712 Prod. Date: 12/03/2014 Dealer: [redacted] Grossinger KIA

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

*** 05/29/2019 12:00:20 (GMT-08:00) Pacific Time (US & Canada) ***
Dispatched from WIPBin = 0. New Cases to Queue National CA by Taylor Bergerot
Reason: AG for fire total loss

*** 05/30/2019 07:44:10 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 05/30/2019 08:01:07 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 1. Intro Calls of Ryan Ristow by Jeff Stroup
Reason:

*** Others - Others created on 05/30/2019 08:22:43 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Duplicate Case please reference [redacted]
******End duplicate case notes*******

Wrt provided response to AG 5/10/19.

*** 05/30/2019 08:26:54 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Ryan Ristow with Resolution Code : Information Given
[Resolution Summary]
Case closed pending further contact.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPKDA1XGG[redacted]	[redacted]	65,000

Burlington, NJ , [redacted] Prod. Date: 02/25/2015 Dealer: [redacted] Burlington KIA

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

Case History

*** 03/18/2019 11:09:24 (GMT-05:00) Eastern Time (US & Canada) ***
Contact = [redacted], Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 03/18/2019 11:05:52 (GMT-05:00) Eastern Time (US & Canada) and created by Craig Williams ***
Owner [redacted] reached out
1. I was calling because on Friday my vehicle caught fire.
2. My insurance told me to call you guys and let you know, so we can see what happens and we can know what we can do on this.

Wrt states
1. Apologize.
2. I can certainly set up a case on this and get it sent over to our National Dept so they can review this issue and try to get it reviewed and get it taken care of.

Cust states
1. Thanks

*** Phone - Call - Inbound created on 03/18/2019 11:10:58 (GMT-05:00) Eastern Time (US & Canada) and created by Craig Williams ***
****CALL TO ACTION****
1. Customer alleges vehicle caught fire while driving.
2. Vehicle is currently at Parking Authority Lot in Philadelphia.
3. Customer is requesting assistance getting in a new vehicle.
4. Please review and follow up accordingly.

*** Phone - Call - Inbound created on 03/18/2019 13:25:47 (GMT-05:00) Eastern Time (US & Canada) and created by Travis Widener ***
Escalation Approved TWidener

*** 03/18/2019 14:54:47 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin = Escalations Pending to Queue National CA by Craig Williams
Reason:

*** 03/19/2019 07:36:29 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 03/19/2019 07:55:20 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin Intro Calls of Ashley Vazquez by Jeff Stroup
Reason:

*** Phone - Call - Outbound commitment fulfilled on 03/21/2019 15:16:13 with Commitment Date 03/21/2019 closed by Ashley Vazquez ***

*** 03/22/2019 11:52:12 ***
Case moved into WIPBin Intro Calls and Sub Status of Assigned

*** 03/22/2019 15:35:23 ***
Inspection requested by [redacted]
Request Code: PLLegal-[redacted]
Request Details:

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPKDA1XGG[redacted]	[redacted]	65,000

Burlington, NJ , [redacted] Prod. Date: [redacted] Dealer: [redacted]

Kia Case Type Lvl1: [redacted]nt
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

*** Phone - Call - Outbound created on 03/21/2019 18:29:32 and created by Ashley Vazquez ***
Wtr spoke with customer:
1. Calling in regards to case
2. Please advise
Customer states:
1. I was driving on the way to pick up my son
2. I was on the 95 when I was driving
3. the CEL came on and I was confused at what was going on
4. I pulled over and got out of the car and I noticed smoke.
5. I went around and opened the hood of the car and I noticed that there were flames all over the top of the engine
Wtr apologized
1. Were you okay?
2. Photos?
3. Insurance information?
Customer states:
1. I was fine but I am a bit frustrated because nothing had ever happened to my car
2. My insurance has my car at the moment
3. And I do have photos that I can send
Wtr states:
1. Apologized
2. I do understand
3. I will follow up with an email requesting information from you
4. Once that is rec'd I can go ahead and review with our engineers and we will be able to touch base then on the next steps
5. Are you currently in a rental?
Customer states:
1. Okay thank you
2. Yes I am in a rental through my insurance
Wtr states:
1. Okay great
2. I will f/u with an email
Customer thanked

*** Note - Others created on 03/22/2019 10:31:38 and created by Ashley Vazquez ***
Reviewed with Engineers:
1. Engineers to inspect

*** Phone - Call - Outbound created on 03/22/2019 10:31:41 and created by Ashley Vazquez ***
Wtr contacted Cristin Carmichael and left VM for call back
Claim #[redacted]
Adjuster Cristin Carmichae
[redacted]2
[redacted]

*** Phone - Call - Inbound created on 03/26/2019 18:46:28 and created by Ashley Vazquez ***
Wtr rec'd vm from Cristin:
1. Calling in regards to claim
2. I am still waiting to get an investigator on our end for a joint inspection
3. I will give you a call then

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPKDA1XGG[redacted]	[redacted]	65,000

Burlington, NJ , [redacted] Prod. Date: 02/25/2015 Dealer: [redacted] Burlington KIA

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

*** Email - External Email Received created on 03/27/2019 10:40:20 and created by Ashley Vazquez ***
Cristin Carmichael called stating:
Ashley,

Yes April 11th will work, 10:00 am? Our representative is Jonathan Silvis.

The vehicle is located at IAA [redacted] Conshohocken, PA [redacted].

Thanks,

*** Email - External Email Sent created on 03/27/2019 10:52:34 and created by Ashley Vazquez ***
Wtr emailed customer stating:
Hello Christin,

Thank you for following up in regards to the inspection on this case. By any chance does 8:30-9:00am work? Also, would I be able to get the stock number at the IAA location?

Best,

*** Email - External Email Received created on 03/28/2019 09:08:31 and created by Ashley Vazquez ***
Adjuster Christin emailed stating:
Ashley,

9:00 am will work for April 11, 2019.

The stock# [redacted]

Thanks,

*** Email - External Email Received created on 03/28/2019 09:09:00 and created by Ashley Vazquez ***
Wtr emailed Christin stating:
Christin,

Thank you!

*** Email - External Email Received created on 04/01/2019 08:23:22 and created by Ashley Vazquez ***
Christin at Progressive emailed stating:
Ashley,

Jonathan will be performing a cause and origin on Progressive's behalf. His number is [redacted]

Thanks,

*** Phone - Call - Outbound created on 04/01/2019 08:29:51 and created by Ashley Vazquez ***
Customer [redacted] es called stating:
1. Hi Ashley

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPKDA1XGG[redacted]	[redacted]	65,000

Burlington, NJ , [redacted] Prod. Date: 02/25/2015 Dealer: [redacted] Burlington KIA

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

2. I just wanted to know if you can help out with a rental vehicle because my insurance is cutting it off today
Wtr states:
1. I will go ahead and call a dealer to request one for you
2. I also wanted to let you know that the inspection for your vehicle with your insurance and our engineers will take place 4/11
Customer thanked for info

*** Note - Others created on 04/01/2019 09:41:04 and created by Ashley Vazquez ***
Wtr spoke with Matt at Burlington KIA and requested rental for customer.

*** Note - Others created on 04/01/2019 12:30:36 and created by Ashley Vazquez ***
Rental vehicle set up through [redacted]

*** Note - Others created on 04/17/2019 14:22:12 and created by Ashley Vazquez ***
Reviewed Inspection Results with engineers:
1. Cause: undetermined

*** Phone - Call - Outbound created on 04/17/2019 14:22:45 and created by Ashley Vazquez ***
Wtr spoke with [redacted]
1. Calling in regards to case
2. I was able to review inspection results with our engineer
3. At this time the cause of the fire remains undetermined
4. I understand you stated you had already settled with your insurance

Customer states:
1. They paid off some of the car but then I had to pay some of it myself

Wtr states:
1. At this time, we would be offering assistance with out of pocket expenses
2. I can go ahead and look into reimbursing you for what you paid out of pocket regarding the payoff amount, deductible and if you had any items lost in the vehicle?

Customer states:
1. So that is all that you guys are going to offer me?
2. I am still going to be out money on buying a new car

Wtr states:
1. Apologized but at this time that is what we would be offering assistance with
2. Explained subrogation

Customer states:
1. Okay
2. I'll get every thing together for you

Wtr states:
1. I will send you an email requesting documentation and that the rental can be returned by Saturday, April 20th or i will become customer pay

Customer thanked

Customer thanked

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPKDA1XGG[redacted]	[redacted]	65,000

Burlington, NJ , [redacted] Prod. Date: 02/25/2015 Dealer: [redacted] Burlington KIA

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

*** Email - External Email Sent created on 04/17/2019 14:42:53 and created by Ashley Vazquez ***
Wtr emailed customer stating:
Hello [redacted]

As per our conversation, please send in a statement of the remaining payoff amount that you paid, a statement of the insurance deductible and any other documentation of out of pocket expenses I can review regarding your 2016 Kia Sorento. Please also send in a copy of either your sales contract or registration showing ownership on the vehicle as our auditors do request that documentation. I have also advised the dealer that you will be returning the rental vehicle by the end of the business day, April 20th. If you have any further questions, please let me know.

Best,

*** Phone - Call - Outbound created on 04/24/2019 11:58:34 and created by Ashley Vazquez ***
Wtr called Matt and advised that customer returned rental earlier this week
1. Requested rental invoice

Matt states:
1. DPSM requested for it be a G61 Claim so that the rental won't take long to get paid?

Wtr states:
1. Typically that is not something that we do but I can verify
2. Thank you

*** Note - Others created on 04/26/2019 09:29:56 and created by Ashley Vazquez ***
Pending Rental Invoices through [redacted]

*** 05/03/2019 20:21:53 ***
Goodwill # [redacted] Submitted

*** Email - External Email Received created on 05/07/2019 17:46:35 and created by Ashley Vazquez ***
Wtr rec'd emailed from customer stating:
good morning Ms Vasquez I would also like to be reimbursed for my down payment $3,089 I drove down and got the car on the 20th of April at that time I dropped off the rental at South Carolina Columbia Enterprise I purchased my car from CarMax my salesperson's name was Shannon

*** 05/08/2019 08:54:30 ***
Case moved into WIPBin Pending Customer Docs and Sub Status of Assigned

*** Phone - Call - Outbound created on 05/09/2019 17:01:15 and created by Ashley Vazquez ***
Wtr spoke with customer [redacted] and stated:
1. Calling in regards to case
2. I reviewed your requested for reimbursement for the $3,000 down payment for the vehicle you recently purchased
3. Apologized, but at this time I would not be assisting as we would only be reimbursing for out of pockets regarding this vehicle
4. I can offer to reimburse you for your requests for damaged items you sent, insurance deductible, rental and the remaining balance you paid on your vehicle for a total of $1,534.88.

Customer states:
1. Okay, that's fine I guess

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPKDA1XGG[redacted]	[redacted]	65,000

Burlington, NJ , [redacted] Prod. Date: 02/25/2015 Dealer: [redacted] Burlington KIA

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

2. What happens next?
3. I have only 20 days to pay the balance on that car off and I would really like to use this money to do so

Wtr states:
1. Please send sales contract or registration to confirm vehicle ownership and I will send settlement offer
2. I will see what I can do to expedite check

Customer thanked

*** Note - Others created on 05/09/2019 17:17:45 and created by Ashley Vazquez ***
Wtr rec'd customer sales contract

*Settlement Sent to customer via adobe

*** 05/10/2019 17:06:11 ***
Goodwill #: [redacted] Submitted

*** 05/15/2019 14:39:08 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Submitted

*** 05/15/2019 14:39:09 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Returned

*** 05/20/2019 10:52:46 ***
Goodwill #: [redacted] Returned

*** 05/20/2019 11:34:38 ***
Goodwill #: [redacted] Submitted

*** Phone - Call - Inbound created on 05/22/2019 08:55:38 and created by Ashley Vazquez ***
[redacted] called and left VM for c'b

*** Phone - Call - Outbound created on 05/22/2019 08:56:53 and created by Ashley Vazquez ***
Wtr returned customer phone call for customer [redacted]:
1. Returning phone call
2. How may I help you?

Customer states:
1. Just wanted to check on the status of my check
2. As well as if you had heard anything about the insurance regarding getting their money back?

Wtr states:
1. It looks like it is in the final stage of approval
2. I should be receiving it soon
3. I have not rec'd anything from your insurance regarding subrogation

Customer states:
1. Okay, that's all I wanted to know
2. Thank you

*** 05/23/2019 17:02:25 (GMT-08:00) Pacific Time (US & Canada) ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPKDA1XGG[redacted]	[redacted]	65,000

Burlington, NJ , [redacted] Prod. Date: 02/25/2015 Dealer: [redacted] Burlington KIA

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

Goodwill #: [redacted] Final Approved

*** 05/28/2019 13:48:12 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Final Approved

*** Note - Others created on 05/30/2019 11:18:05 and created by Ashley Vazquez ***
Goodwill Check Sent:
1. Tracking numbers are: [redacted]

*** 06/06/2019 18:36:43 ***
Closed by Ashley Vazquez with Resolution Code : Goodwill Issued
[Resolution Summary]
Pending further customer contact.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA35GG[redacted]	[redacted]	8,000

Pueblo , CO, [redacted] Prod. Date: 06/01/2015 Dealer: [redacted] Dale Spradley KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Others
Kia Case Type Lvl4: Other

Case History

R/A towed vehicle to DALE SPRADLEY KIA.Please contact dealer to determine the reason for tow and contact the customer for assistance.

- For Reference -
Caller Name : [redacted]
Caller Phone : [redacted]
Dispatched : 10/01/2015 05:18:59 PM
Tow Provider : AUTO SERVICES, INC - PA

*** NOTES 10/05/2015 02:54 PM US Mountain Standard Time MLang Action Type:Dealer contact
Writer calls [redacted] and requests to speak to service department and was transferred to voicemail box that was full.

*** NOTES 10/06/2015 10:02 AM US Mountain Standard Time MLang Action Type:Dealer contact
Writer calls [redacted] and speaks to Nicole (Service Advisor)

Dealer Contact: Nicole Svc Adv
Customer Name: Rebecca Smith
Customer phone#: [redacted]
Customer Address: [redacted]
VIN: 5XYPGDA35GG[redacted]
MY and Mileage: 2016 Sorento , 8830 Miles
Original Owner: [redacted]
Dealer Code/Selling Dealer: [redacted]
RO# and Open Date: RO#[redacted] , Opened 10/02/2015
Days Down at initial Service Alert report: 1
Current Repair Issue and Diagnosis:
- Customer states oil started leaking and smoke noticed while driving down the highway please check and advise.
- Tech found oil leaking from missing drain plug, and he replaced the drain plug and added oil, and repairs checked out.
Able to Duplicate: Y
Parts on order (Y/N): N
Vehicle repaired & customer has possession (Y/N): Y/N traded vehicle in.
Repeat Repair (Y/N), if so, how many times: N
Repair History of current concern with dates and mileage:
RO#4032846 , Opened 10/02/2015 8830 Miles. Customer states oil started leaking and smoke noticed while driving down the highway please check and advise. Tech found oil leaking from missing drain plug, and he replaced the drain plug and added oil, and repairs checked out.
ETA for completion of repairs: N/A
Techline Case: N/A
Rental/Loaner Provided/Date: N/A
Customer Request: N/A
Justification of Goodwill: GW
Dealer contacted their DPSM: No
If HEV vehicle, is dealer HEV certified: N/A

[!<For Internal Use Only
Left drain plug loose started leaking >!]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPGDA35GG[redacted]	[redacted]	8,000

Pueblo , CO, [redacted] Prod. Date: 06/01/2015 Dealer: [redacted] Dale Spradley KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Others
Kia Case Type Lvl4: Other

*** PHONE LOG 10/06/2015 10:07 AM US Mountain Standard Time MLang Action Type:Outgoing call
Writer calls [redacted]

Writer States:
1. Advised writer is with KCAC calling in regards to recent RSA tow report.
2. Followed up with [redacted].
3. Following up with you to see if you have any questions or concerns in regards to your vehicle.
Customer States:
1. We had the vehicle towed to [redacted] the oil change was originally done [redacted] and the drain plug didn't fit right.
2. We lost oil and had vehicle towed and repaired.
3. No questions or concerns at this time.
4. Satisfied with the process and how quickly the issue was resolved.

*** CASE CLOSE 10/06/2015 10:09 AM US Mountain Standard Time MLang

*** CASE CLOSE 01/07/2016 10:37 AM US Mountain Standard Time BBauer
Fire tread review completed - RW

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A33GG[redacted]	[redacted]	2,500

Lawrence , KS , [redacted] Prod. Date: 04/13/2015 Dealer: [redacted] Lawrence KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Sales
Kia Case Type Lvl3: Delivery
Kia Case Type Lvl4: Delivered Vehicle Condition

Case History

*** PHONE LOG 10/21/2015 07:01 AM US Mountain Standard Time RHall
[redacted] states
1 We purchased this vehicle about 2 months ago
2 My son noticed there was plastic hanging out from the hood
3 When we opened the hood there are tons of pieces covered in plastic
4 It gets hot in there so parts are brown and burnt plastic
5 We looked and there is no wiper fluid, no coolant fluid
6 Its like they didnt check under the hood at all when selling me this vehicle
7 [redacted] said to bring the vehicle in and they will replace the plastic covered parts with new parts from a new Sorento - those parts better be new!
8 They also offered me a free oil change and car wash which they already do so that is not satisying for me
9 I know this is not the way it is supposed to go
10 I am a multiple Kia owner, I have owned a 2012 Forte, then a 2012 Sorento, and 2016 Sorento

Wrt states
1 apologized, have you gone back into the dlr to have them resolve this concern?

[redacted] states
1 I have an appointment Saturday at 930am
2 The parts they are putting in better be new parts

Wrt states
1 apologized
2 KCAC is not open on the weekends
3 Wrt will be happy to follow up with you Monday once all the concerns are resolved
4 Once all concerns are resolved, we can discuss how to make this situation right for you in a satisfactory manner
5 How much do you pay for your car payment each month?

[redacted] states
1 That would be great
2 I have owned a 2012 Forte, then a 2012 Sorento, and now 2016 Sorento (customer's 2012 Forte KNAFU4A21C5[redacted])
3 THere is also a smell espeically when the air is on heat or cool, think it might be the buring plastic smell
4 Hopefully that is resolved once they remove the plastic and those parts
5 My monthly payment $484.85

Wrt states
1 Apologized, we will research how to make this right but first lets focus on getting the concerns resolved

[redacted] states
1 Thank you so much for everything- talk to you next week

*** PHONE LOG 10/22/2015 07:01 AM US Mountain Standard Time RHall Action Type:Incoming call
[redacted] called and states
1 I sent pictures of the plastic to the svc mgr and he emailed me back and said the items that are covered in plastic do not generate heat
2 Therefore the dlr will not replace the parts, only remove the plastic
3 I am very upset about this because there is heat underneath the hood otherwise there wouldnt be fans under there to keep it cool

Last_name	First_name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPG4A33GG[redacted]	[redacted]	2,500

Lawrence , KS , [redacted] Prod. Date: 04/13/2015 Dealer: [redacted] Lawrence KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Sales
Kia Case Type Lvl3: Delivery
Kia Case Type Lvl4: Delivered Vehicle Condition

4 I cant miss work for something they were supposed to do before it come off the lot
5 How the dlr handles this, I want it reported to Kia
6 I want the parts replaced that had plastic on them
7 This should have been done before the vehicle ever left the lot

Wrt states
1 apologized, wrt will get the district managers involved to see if anything else can be done
2 If wrt has any new information before you go in Saturday, then wrt will contact you back
3 Otherwise wrt will follow up with you next week

[redacted] states
1 Ok great thank you for your help

*** NOTES 10/22/2015 06:58 AM US Mountain Standard Time RHall Action Type:Dealer contact
Wrt called to speak to Dwayne Roberts Svc Director - LVM
1 Customer states there was plastic left in the engine compartment area under the hood from delivery
2 Customer states there was no coolant fluid and no wiper fluid as well
3 Customer states because it gets so hot under the hood the plastic is brown and has melted to some parts
4 Customer is very upset because she feels this should have been taken care of before taking delivery of the vehicle
5 This customer is a multiple Kia owner, this is her 3rd Kia - 2016 Sorento
6 The customer alleges the dlr told her to come in Saturday and they would replace the parts
7 Customer is now stating that the dealer will not replace parts and only remove plastic
8 Customer feels the parts should be replaced because the plastic got so hot it melted to some parts
9 Customer is a 3 time Kia owner, was reaching out to the dealer to see what can be done to resolve customer's concerns for customer satisifaction?
10 Please call back wrt - provided contact info

*** NOTES 10/22/2015 07:20 AM US Mountain Standard Time RHall Action Type:Manager review
Email sent to DSM [redacted] and DPSM [redacted] - requesting to see what can be done to resolve customer's concern

*** NOTES 10/22/2015 07:50 AM US Mountain Standard Time RHall Action Type:Dealer contact
Dwayne Roberts Svc Director states
1 At this point, we have not physically inspected the vehicle
2 The customer has only sent the dlr pictures at this point
3 Customer alleged there was a lot of plastic left all over the under hood area of the engine
4 Howver there isnt much plastic under the hood from the factory - There is only 2 small clear plastic pieces - postiive terminal cover for battery and the fuse box cover
5 Neither of these items generate heat what so ever however She made it sound like it was completely melted into nothingness
6 I asked her to forward the pictures - I reviewed them and the plastic is not melted at all
7 Originally she wanted the parts replaced and if the plastic is melted to them then we will replace them
8 However, if it is just a matter of peeling off the plastic, then that is what we will do- there is no need to replace parts if it is not necessary
9 Customer states there is also a plastic smell which we told her to come in right away so we could check it out
10 Customer states she cant come in until this Saturday

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A33GG[redacted]	[redacted]	2,500

Lawrence , KS , [redacted] Prod. Date: 04/13/2015 Dealer: [redacted] Lawrence KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Sales
Kia Case Type Lvl3: Delivery
Kia Case Type Lvl4: Delivered Vehicle Condition

11 So at this point, based off the pictures alone, we will peel plastic off, get car cleaned up, and give her first service for free
12 Based on pictures the parts do not appear to need to be replaced
13 She is now just wanting parts replaced no matter what and if it unnecssary then we are not going to do that
14 Also customer states that the fluids were not at the correct levels and were low
15 However, in the picture it shows the fluids at the proper level - The coolant is where it should be and Washer fluid does not get filled to top of the neck
16 You are supposed to fill to top of tank, the filler neck remains empty otherwise it will overflow with turns
17 I think she is just misinformed about the fluids but when she comes in we will show her the proper way to check fluids

Wrt states
1 Ok just to clarify, after physically inspecting the vehicle if you find that there is plastic melted to the parts then the dlr will replace the parts
2 But if you find that the plastic just needs to be peeled off, then you will remove the plastic
3 Is this correct?

Dwayne Roberts Svc Director states
1 Yes that is correct

*** NOTES 10/22/2015 07:52 AM US Mountain Standard Time RHall Action Type:Manager review
Email sent to DSM [redacted] and DPSM [redacted] - advising of updated information from the dlr

*** PHONE LOG 10/22/2015 09:16 AM US Mountain Standard Time RHall Action Type:Incoming call
[redacted] called and LVM
1 I am getting very rude emails from the [redacted] from the svc director
2 He is making smart comments and I have the emails I am saving
3 Please call me back - [redacted]

*** NOTES 10/22/2015 01:33 PM US Mountain Standard Time RHall Action Type:Manager review
Email from DPSM Tate Treacy
1 None of the engines or engine parts come wrapped in plastic from the factory.
2 Duane Roberts at [redacted] who clarified that the coolant level and washer fluid level are both at correct levels verified by pictures sent to him by [redacted]
3 There was only the battery terminal cover and fuse box cover that had protective plastic film.
4 None of this plastic was melted which was also verified by pictures that the customer sent to him.
5 Duane has provided [redacted] with the first two scheduled maintenances on her vehicle free of charge as a goodwill gesture.

*** PHONE LOG 10/22/2015 03:02 PM US Mountain Standard Time RHall Action Type:Outgoing call
wrt called to speak [redacted]
1 This is KMA calling you back

[redacted] states
1 I am really upset with what the dlr is writing me
2 The svc director is being really rude and smart

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPG4A33GG[redacted]	[redacted]	2,500

Lawrence , KS , [redacted] Prod. Date: 04/13/2015 Dealer: [redacted] Lawrence KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Sales
Kia Case Type Lvl3: Delivery
Kia Case Type Lvl4: Delivered Vehicle Condition

3 First they said they would replace, now they say they are just removing the plastic
4 He said the fluids are correct and if it was higher it would spill
5 Then he said but I can fill it for you, why would I want that if you just told me it would spill
6 It was just a smart comment and I dont like how he is back tracking on the original plan

Wrt states
1 apologized
2 The pictures were reviewed with the DPSM and the DPSM verified None of the engines or engine parts come wrapped in plastic from the factory.
3 There was only the battery terminal cover and fuse box cover that had protective plastic film.
4 Duane Roberts a [redacted] who clarified that the coolant level and washer fluid level are both at correct levels verified by pictures
5 According to the pictures, none of this plastic was melted.
6 Based on the pictures the dealer will remove the plastic for you, they said if they find parts that need to be replaced upon physical inspection they will do so
7 Wrt will follow up with you next week to see how everything went, then we can discuss trying to make things right

[redacted] states
1 I know I am at their mercy on how they want to handle this
2 I am just upset with the whole thing
3 Ok I will take it in Saturday and let you know how it goes next week

Wrt states
1 Wrt can follow up with you Tuesday if that is ok?

[redacted] states
1 Yes thank you

*** PHONE LOG 10/27/2015 08:37 AM US Mountain Standard Time AIbrahim Action Type:Incoming call
Customer Called BacK: [redacted]
1. Calling to reach Robyn

Writer States:
1. Sure, let me get TL RHall on the line

*** Cust disconnected the line***

*** PHONE LOG 10/27/2015 10:17 AM US Mountain Standard Time RHall Action Type:Incoming call
[redacted] called and LVM
1 I was calling to let you know how Saturday went
2 They removed the plastic and wanted to let you know how it went
3 PLease call me back a [redacted]

Last_name	First_name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A33GG[redacted]	[redacted]	2,500

Lawrence , KS , [redacted] Prod. Date: 04/13/2015 Dealer: [redacted] Lawrence KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Sales
Kia Case Type Lvl3: Delivery
Kia Case Type Lvl4: Delivered Vehicle Condition

*** PHONE LOG 10/27/2015 10:28 AM US Mountain Standard Time RHall Action Type:Outgoing call
wrt called to speak to [redacted] states
1 Calling you back to follow up to see how the situation with with dlr Saturday

[redacted] states
1 Actually it went really well, the svc advisor recognized me and took really good care of me
2 They put my car on the lift, did a very thorough job inspecting the vehicle, tires, everything
3 They didnt do oil change because it wasnt necessary yet
4 But they took off the plastic and my vehicle looked really good
5 The owner was very nice to me and my son, so all in all in went good
6 I really didnt like my experience with the svc mgr and was glad he wasnt there that day

Wrt states
1 apologized, wrt is happy to hear that the concerns were resolved and you are satisifed
2 When we originally spoke we stated we wanted to get the concerns resolved first then we would work on making it right for you
3 How much do you pay for your car payment per month?

[redacted] states
1 I pay $481.65

Wrt states
1 Kia would like to offer you a one time goodwill reimbursement for one month's car payment for the inconvienence you had to go through with this situation
2 We value you as a multiple loyal Kia customer and want to keep you in the Kia family
3 Please fax/email copy of car note, either showing you paid or have to pay note
4 In the meantime, please continue to make normal month payment
5 Once fax recieved, it will take about 15 business days to process
6 We will call you once the check is in the mail for the one time goodwill reimbursement for one month's car payment for the inconvienence you had to go through

[redacted] states
1 WOW! Thank you so much!
2 That is great that Kia is doing that
3 I perfer to email (gave wrt's email address [redacted]
4 Thank you for all your help and true professionalism

*** CASE CLOSE 10/27/2015 10:29 AM US Mountain Standard Time RHall

*** NOTES 10/28/2015 02:40 PM US Mountain Standard Time RHall Action Type:Manager review
Goodwill request processed - VRS [redacted] - $481.65

*** PHONE LOG 11/03/2015 03:46 PM US Mountain Standard Time RHall Action Type:Ltr/email/fax rec'd
Email from customer:

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A33GG[redacted]	[redacted]	2,500

Lawrence , KS , [redacted] Prod. Date: 04/13/2015 Dealer: [redacted] Lawrence KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Sales
Kia Case Type Lvl3: Delivery
Kia Case Type Lvl4: Delivered Vehicle Condition

Good Afternoon!

I just wanted to make sure you received my email.

*** PHONE LOG 11/03/2015 05:41 PM US Mountain Standard Time MCarpenter Action Type:Outgoing call
writer called customer
1. wanted to let you know we received your receipt

customer states
1. thank you

writer states
1. thank you

*** PHONE LOG 11/23/2015 03:13 PM US Mountain Standard Time RHall Action Type:Ltr/email/fax rec'd
EMAIL FROM CUSTOMER:

Good Afternoon,

I just wanted to bring to your attention that I have not received the reimbursement check yet. Can you please check on status and let me know?

I appreciate it.

[redacted]>>

*** NOTES 11/23/2015 03:13 PM US Mountain Standard Time RHall Action Type:Manager review

[!<For Internal Use Only
Email sent to NCA requesting updated status on reimbursement>!]

*** PHONE LOG 11/23/2015 04:57 PM US Mountain Standard Time SBrandt Action Type:Incoming call
Customer
1. I am calling to see where the reimbursement is?

Writer
1. Located case
2. Advised RHall is in the process of working case
3. Confirmed address
[redacted]

Customer
1. Ok thank you
2. I will call back if I dont get it in few weeks

*** NOTES 11/25/2015 03:28 PM Pacific Daylight Time MHillegas Action Type:Internal

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPG4A33GG[redacted]	[redacted]9	2,500

Lawrence , KS , [redacted] Prod. Date: 04/13/2015 Dealer: [redacted] Lawrence KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Sales
Kia Case Type Lvl3: Delivery
Kia Case Type Lvl4: Delivered Vehicle Condition

Wtr mailed ck[redacted] for $481.65 to customer.

*** NOTES 11/30/2015 08:00 AM US Mountain Standard Time RHall Action Type:Manager review

[!<For Internal Use Only
Please call customer to advise check mailed then close case>!]

*** NOTES 11/30/2015 03:05 PM US Mountain Standard Time AGrantha Action Type:Manager review
Writer called customer at [redacted]
1. Advised that reimbursment has been sent,

Cust states:
1. Okay
2. Thanked writer

*** CASE CLOSE 11/30/2015 03:06 PM US Mountain Standard Time AGrantha

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A30GG[redacted]	[redacted]	15,912
,	,	Prod. Date: 03/31/2015	Dealer:	

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

Case History

*** PHONE LOG 10/12/2016 09:47 AM US Mountain Daylight Time LHargis
[redacted] ELCO liability claims office for Enterprise states:
1. This was a rental veh and it caught on fire.
2. The fire came from eng

Wrt states:
1. Apologized.
2.Is everyone ok?

[redacted] states:
1. yes
2. Some of the cust belongings were ruined.

Wrt states:
1. Updated cust info
2. Where is veh now?

[redacted] states:
1. Its at the Manheim storage auction.

Wrt states:
1. Has it been to dlr for diagnosis?

[redacted] states:
1. No.

Wrt states:
1. What action are you requesting?

[redacted] states:
1. To get it checked out to find out why.

Wrt states
1. Since veh has not been to dlr for diagnosis they would be able to determine cause of concern.
2. Provided case number and advised to mail fire report and pics.
3. Provided addr.

[redacted] states:
1. Thank you

*** NOTES 10/12/2016 09:50 AM US Mountain Daylight Time LHargis Action Type:Internal
*** CALL TO ACTION: Dispatching to NCA ***
****
1. Veh is owned by rental agency
2. Veh eng allegedly caught fire
3 [redacted] is from ELCO Liability claims office and is requesting diagnosis as to why veh caught fire
4.Veh has not been to kia dlr for diagnosis.
5. [redacted] was advised to mail fire report and pictures.

*** NOTES 10/12/2016 09:52 AM US Mountain Daylight Time LHargis Action Type:Internal

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A30GG[redacted]	[redacted]	15,912
, ,		Prod. Date: 03/31/2015	Dealer:	

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

[!<For Internal Use Only
No dlr info so not sure which DPSM to email>!]

*** PHONE LOG 10/14/2016 08:54 AM Pacific Daylight Time GVillela Action Type:Outgoing call
Wtr LVM for [redacted]

*** PHONE LOG 10/21/2016 08:15 AM Pacific Daylight Time GVillela Action Type:Outgoing call
Wtr LVM for [redacted]

*** CASE CLOSE 10/27/2016 01:02 PM Pacific Daylight Time GVillela
Pending further customer docs

*** PHONE LOG 11/30/2016 12:07 PM US Mountain Daylight Time VLopez Action Type:Incoming call
[redacted] states:
1. I have been trying to get in contact with my case manager.
2. He has not returned my calls.

Writer states:
1. Apologized.
2. I can check to see if he is avail.

placed on hold

Via e-mail sent message to GVillela - no response- Called tel # no answer

Reconnected

Writer states:
1. Advised Case manager is not avail.
2. Advised I would need to redispatch to NCA.
3. Provided case manager e-mail address per cust request.

Cust states:
1. Ok have him call [redacted]
2. Ref file #[redacted]

Writer states:
1. I will send e-mail to case manager to notify case is being redispatched and request call back.

Cust states:
1. Thank you.

*** NOTES 11/30/2016 12:17 PM US Mountain Daylight Time VLopez Action Type:Dealer contact
Call to Action
Dispatching to NCA:
1. Customer contact requested.

Last_name	First_name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A30GG[redacted]	[redacted]	15,912
, ,		Prod. Date: 03/31/2015	Dealer:	

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

2. Customer request for case manager to ref file [redacted]
3. Cust states no voicemails previously received from GVillela.
4. Review ofcase for additonal assistance determination.

*** PHONE LOG 12/06/2016 10:27 AM US Mountain Daylight Time RJaure Action Type:Outgoing call [redacted] with Liability Claims Office Enterprise with States:

1. I have been waiting for a call from National.
2. I never got a call back.
3. Previously he contacted me once, then never got a hold of me again.
4. Then the case was closed.

Writer States:

1. Apologized.
2. Advised that the Natiaonal Representative would be contacted on her behalf.
3. Stated if they do not call back in 48 working hours, to call this department back so further action can be taken.

[redacted] with Liability Claims Office Enterprise with States:

1. [redacted] is my direct number that Mr. Viella can call me back on.

<call ended>

*** NOTES 12/06/2016 10:31 AM US Mountain Daylight Time RJaure Action Type:Dealer contact
Writer States:

1. Called the National Department Representative Gustavo Villela and left message on voice mail.
2. Provided phone number and case number.
3. Advised that the National Agent in Product Liability is requesting a call back as soon as possible with an update.
4. Failed attempt to reach the National Department Representative.

<call ended>

*** PHONE LOG 12/08/2016 12:09 PM US Mountain Daylight Time LMartinez Action Type:Incoming call
Customer [redacted] (ELCO liability claims office for Enterprise) called in and states:
1. Calling to follow up on my case
2. Provided case #

Writer states:
1. Apologized
2. Informed CSR is still working the case
3. Can attempt to contact CSR
4. Would you mind if I place you on a brief hold?

Customer states:
1. No, I do not mind holding
2. Thank you

Last_name	First_name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A30GG[redacted]	[redacted]	15,912
, ,		Prod. Date: 03/31/2015	Dealer:	

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

****placed cust on hold

**********Writer called [redacted] and LVM for CSR GVillela

Writer states:
1. Advised of customer's request for a call back;
2. Provided case # and contact info

*****writer connects back with cust

Writer states:
1. Apologized
2. Advised CSR is currently away from desk
3. Will update notes for CSR
4. Once more info is gathered CSR will call back
5. Can take CSR 2-3 business days for a response

Customer states:
1. This is unacceptable
2. I have left multiple messages and have not received a response back
3. At this point I would like to please speak with a supervisor from that office

Writer states:
1. Apologized
2. Will inform my supervisor of your request to have a supervisor from NCA call back
3. Please call back if any questions and/or concerns
4. Provided case # and contact info

Customer states:
1. Ok
2. Thank you

****E-Mail sent to TL LSims informing of customer's request

*** PHONE LOG 12/08/2016 01:08 PM US Mountain Daylight Time SVaglio Action Type:Incoming call [redacted] liability claim office for Enterprise
1. I am trying to get ahold of Gustavo

Writer
1. Apologized
2. Updated the customer's information
3. Writer attempted to reach GVillela, no answer VM
4. Offered customer to add notes to case at this time

Customer
1. I have been waiting since October
2. I don’t believe I have ever spoken with him
3. Please have him call me please
4. Thank you

Last_name	First_name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A30GG[redacted]	[redacted]	15,912
, ,		Prod. Date: 03/31/2015	Dealer:	

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

Writer
1. Thank you for calling KIA

*** PHONE LOG 12/09/2016 11:09 AM Pacific Daylight Time GVillela Action Type:Outgoing call
Wtr LVM fo [redacted]

*** PHONE LOG 12/12/2016 10:20 AM Pacific Daylight Time GVillela Action Type:Outgoing call
Wtr spoke with [redacted]
1. Advised on fire report
2. Will work on accident script
3. Ran accident script

Jasmin stated:
1. Asked if car should be moved?

Wtr advised if can be on hold until tomorrow
[redacted] stated:
1. Yes thats fine

Wtr stated:
1. I will review with engineers
2. Will call back after review

call ended

*** PRIORITY CHANGE 12/12/2016 10:32:36 AM GVillela

*** PRIORITY CHANGE 12/12/2016 10:32:44 AM GVillela

*** PHONE LOG 12/13/2016 03:58 PM Pacific Daylight Time GVillela Action Type:Outgoing call
Wtr LVM for [redacted] a

*** PHONE LOG 12/19/2016 08:48 AM Pacific Daylight Time GVillela Action Type:Outgoing call
Wtr spoke with [redacted]
1. Verified permission and inspection

[redacted] stated;
1. Yes you have permission
2. The car is at manheim in fontana
3. I can have inspections anyday the week of the 9th
4. It would have to be around 11 and not tuesday since that is their auction day
5. I will be going on behalf of enterprise

Last_name	First_name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPG4A30GG[redacted]	[redacted]	15,912
, ,		Prod. Date: 03/31/2015	Dealer:	

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

Wtr stated:
1. Ok
2. I will review with our engineers
3. Considering the holidays, I will get back to you on jan 3

[redacted] stated:
1. Ok
2. Thank you

call ended

*** PHONE LOG 01/06/2017 06:39 PM Eastern Daylight Time KStatzer Action Type:Outgoing call
Cust states:
1. I need an update on my case

Wtr states:
1. No update at this time

Cust states:
1. Why is that?

Wtr states;
1.I am not sure I can get you to your case manager

Cust states:
1. Thank you

*** PHONE LOG 01/06/2017 04:52 PM US Mountain Daylight Time RJaure Action Type:Incoming call
Customer [redacted] States:

1. The person that answered put me through his voice mail.
2. I have left him plenty of messages and e mails and he is not responding to me.

Writer States:

1. Apologized.

Customer [redacted]ga States:

1. This has being going on for about 6 months and I still have not gotten any resolution from the National Representative.
2. I want to speak to his supervisor and have already left several messages as I mentioned to you before.

Writer States:

1. Left message on the National Advisor's voice mail to call back [redacted].
2. Stated to customer that a notification to management would be sent to get the National Representative to call the customer back.

Customer [redacted] States:

Last_name	First_name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A30GG[redacted]	[redacted]	15,912
, ,		Prod. Date: 03/31/2015	Dealer:	

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

1. Thank you.

<call ended>

*** PHONE LOG 01/06/2017 04:55 PM US Mountain Daylight Time RJaure Action Type:Outgoing call

[!<For Internal Use Only
<message sent to TL Justina Sinclair about customer request for help from National Advisor on 01/06/2016>>!]

*** PHONE LOG 02/08/2017 05:45 PM Eastern Daylight Time GPeltier Action Type:Outgoing call
cust states:
1. calling in for update on case#: [redacted]

writer states:
1. apologize
2. I see that GVillela is your case manager.
**unable to reach GVillela - no answer.
**cust has direct line and email and hasn't received response.
3. let me get with my TL and research and will be back in touch with you.

cust states;
1. thank you

*** NOTES 02/08/2017 05:47 PM Eastern Daylight Time GPeltier Action Type:Manager review
**Emailed - [redacted]
**Customer requesting status.

*** NOTES 02/08/2017 05:54 PM Eastern Daylight Time MReese Action Type:Dealer contact
MReese emailed GVillela for customer contact request

*** PHONE LOG 02/10/2017 07:33 PM Eastern Daylight Time JMorgan Action Type:Outgoing call
Cust states:
1. I still have not heard from my NCA.
2. I was promised a call back.
3. No one is responding, and I need answers now.

Wrt states:
1. Apologized.
2. **called NCA and not available**

Cust states:
1. I was told that I would have a call back by the beginning of last month.

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A30GG[redacted]	[redacted]	15,912
, ,		Prod. Date: 03/31/2015	Dealer:	

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

Wrt states:
1. Apologized/Empathized.

Cust states:
1. I will call back next week.
2. Thank you.

Wrt states:
1. Thank you.

*** PHONE LOG 02/13/2017 02:39 PM Pacific Daylight Time JeffStroup Action Type:Outgoing call
wtr left voicemail for [redacted] (ELCO) stating:
1. i see that you have contacted us in reference to the vehicle
2. i do show that we have performed an inspection
3. unfortunately i do not see any type of demand from your company
4. please give me a call back.

*** PHONE LOG 02/14/2017 11:07 AM Pacific Daylight Time JeffStroup Action Type:Incoming call
[redacted] from ELCO[redacted]
1.returning your call in reference to my claim[redacted]

*** PHONE LOG 02/14/2017 11:07 AM Pacific Daylight Time JeffStroup Action Type:Outgoing call
wtr left voicemail for [redacted] to call back.

*** PHONE LOG 03/01/2017 09:21 AM US Mountain Daylight Time ASoto Action Type:Outgoing call
Libby Mendoza, Adjustor from Enterprise:
1 [redacted] is my direct number
2. [redacted] is no longer the adjustor on this case
3. I have called and emailed Jeff and Gustavo and no one has returned a call or emailed me back
4. [redacted] is not the owner, it is Enterprise

Writer states:
1. Apologized
2. Writer will email both parties to let them know

*** PHONE LOG 03/01/2017 08:25 AM Pacific Daylight Time GVillela Action Type:Outgoing call
Wtr received email from [redacted]:
1. "Hello ~
we are looking for reimbursement for the damages to our vehicle. Please advise on who I should send the bill to or if you will buy this vehicle back. "

*** PHONE LOG 03/01/2017 08:26 AM Pacific Daylight Time GVillela Action Type:Outgoing call
Wtr Sent email to [redacted], Enterprise:

Last_name	First_name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 SORENTO 5XYPG4A30GG[redacted]	[redacted]	15,912
, ,		Prod. Date: 03/31/2015	Dealer:	

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

1. [redacted]

Please reply to this email with the reimbursement damages to your vehicle.

Thank you,"

*** NOTES 03/01/2017 09:26 AM US Mountain Daylight Time ASoto Action Type:Dealer contact
writer sent GVillela an email requesting new adjustor contact.

*** PHONE LOG 03/01/2017 08:53 AM Pacific Daylight Time GVillela Action Type:Outgoing call
Wtr receieved email From [redacted]:
1. "The ACV of the vehicle is 21,721.43 and the towing is 1045.00. That is how we would pursue an insurance company is that how we should move forward with this claim? "

*** PHONE LOG 03/23/2017 02:41 PM Eastern Daylight Time KErwin Action Type:Incoming call

Cust.
1.) I am needing to speak to a manager at this point.

Writer.
1.) I apologize.
2.) One moment see if i am able to get GVillela on the line.
3.) Advised cust GVillela unavail.

Cust.
1.) I need to speak to his supervisor he is not doing his job

Placed cust on brief hold to research

Writer.
1.) Thank you for holding.
2.) Advised cust department has gone to lunch
3.) Advised cust will submit request cust is requesting a callback at earliest conv.

Cust.
1.) Okay we will see if that helps
2.) Thank you.

*** PHONE LOG 03/24/2017 03:34 PM Pacific Daylight Time GVillela Action Type:Outgoing call
Wtr sent email to [redacted], enterprise:
1. [redacted]

Here is the release for the 16 Sorento. Please sign and return for check processing.

Thank you,"

*** PHONE LOG 04/21/2017 02:06 PM Pacific Daylight Time GVillela Action Type:Outgoing call

Last_name	First_name	VIN of 2016 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A30GG[redacted]	[redacted]	15,912
, ,		Prod. Date: 03/31/2015	Dealer:	

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

Wtr receieved signed release, pending GW processing

*** PHONE LOG 04/28/2017 02:44 PM Pacific Daylight Time GVillela Action Type:Outgoing call
Wtr sent GW to NAt:
1. File#: [redacted]

*** Phone - Call - Inbound commitment created on 05/15/2017 16:34:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/29/2017 and created by Gustavo Villela ***

*** 05/30/2017 14:31:19 (GMT-08:00) Pacific Time (US & Canada) ***
RELEASE Monetary - no atty[redacted].pdf added by Gustavo Villela on 05/30/2017 14:31:19

*** 05/30/2017 14:31:22 (GMT-08:00) Pacific Time (US & Canada) ***
1.pdf added by Gustavo Villela on 05/30/2017 14:31:22

*** Phone - Call - Inbound commitment fulfilled on 05/30/2017 14:31:37 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/29/2017 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 05/30/2017 14:31:40 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr received title from Enterprise

*** Phone - Call - Inbound created on 05/30/2017 14:31:57 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr sent email to Andrea, With enterprise:
1. "Andrea,

After review of the title, we realized the different claimant names on the title and release. We would need an updated signature to reflect EAN Holdings LLC.

Attached is an updated release showing EAN Holdings LLC.

Thank you,"

*** Phone - Call - Inbound commitment created on 05/30/2017 14:32:21 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/06/2017 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 06/06/2017 10:22:00 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/06/2017 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 06/06/2017 10:22:05 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr sent check to Enterprise:
1. [redacted]

*** 06/06/2017 10:22:47 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Goodwill Issued
[Resolution Summary]
No further contact required

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

SORENTO

2017 SORENTO_ACCIDENT SCRIPTS_ALLEGED DEFECT B_EXPANDED SCOPE

Accident Report

Case [redacted]

Report Details

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

SORENTO

2017 SORENTO_CA REPORTS_ALLEGED DEFECT B_EXPANDED SCOPE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2017 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A32HG[redacted]	[redacted]	22,452
Oklahoma ,Cit OK, [redacted]		Prod. Date: 05/11/2016	Dealer: [redacted]	Boomer KIA

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

Case History

- For Reference -
Warranty Start Date : 04/29/2017
Dispatch Date : 12/29/2017 21:27:35
Services Received : Tow / Unspecified
No. of Times : 1
Caller Name : [redacted]
Caller Phone [redacted]
Tow Provider : PATS TOWING
Disabled Address [redacted] Oklahoma City, OK

Vehicle has experienced multiple tows/jumps within a 90 day period.

If the vehicle has been towed, it has been towed to PATS TOWING. Prior to contacting the customer for any assistance, please contact the dealer to determine the cause and the status of the vehicle.

If the vehicle has been jump started multiple times, please contact the customer to determine if there are any concerns with the vehicle and provide any assistance.

*** Assigned to WIPBin Default of Lorie Sams on 01/03/2018 07:06:26 (PST)
*** 01/04/2018 07:03:32 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIP InBox to Queue by

*** 01/04/2018 07:15:13 ***
Accepted from Queue ZZ Dianne Clark to WIPBin Tow folder by Dianne Clark

*** Phone - Call - Outbound commitment created on 01/04/2018 09:04:28 with Commitment Date 01/12/2018 and created by Dianne Clark ***
called dealer spoke with Caleb
Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted] OKLAHOMA CITY, OK
VIN: 5XYPG4A32HG[redacted]
MY and Mileage: 22,452
Most recent RO# Open Date and Close date (if applicable):
Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis: Customer says, stalled
Able to Duplicate (Y or N):
Repeat Repair (Y/N), if so, how many times?:
Repair History of current concern with RO#, Open and Closed dates with mileage:
ETA for completion of repairs (if applicable):
Parts on order (Y/N), if so obtain part#, order#:
Techline Case (if applicable):
Rental / Loaner Provided? If so, since when?: NO
Dealer contacted DPSM (if needed):
Vehicle repaired?:
Customer has possession?:
Dealer Code/Selling Dealer (Y or N):
Original Owner (Y or N):
What is current Customer Request (if needed): N/A

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2017 SORENTO 5XYPG4A32HG[redacted]	[redacted]	22,452

Oklahoma City OK, [redacted] Prod. Date: 05/11/2016 Dealer: [redacted] Boomer KIA

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

Called customer lvm
* Hello my name is Dianne and I am calling from
Kia Consumer Affairs
* I am calling regarding the tow service you recently had
* and to address any questions or concerns you may have
* if you do have any questions or concerns please call us [redacted]
* thank you for being the very best part of Kia
* have a wonderful day

Called customer back and [redacted] answered stating
* I am on the phone with someone else because I got your message and was calling you back
* He then disconnected call

*** Phone - Call - Inbound created on 01/04/2018 10:14:54 (GMT-07:00) Arizona and created by Christian Portrey ***
Cust states:
1. I wanted to speak to the person who called me
2. She called in but we got disconnected.

Wrt:
1. Apologized.
2. She told me to let you know she'd be calling here in a second.

Cust:
1. Thank you.

*** Phone - Call - Outbound commitment created on 01/04/2018 09:04:28 with Commitment Date 01/09/2018 and created by Dianne Clark ***
Customer called back regarding message I left for him
* vehicle was blowing smoke from under the hood
* vehicle has only been serviced at [redacted]
* has only had the vehicle approximately 7 months
* I really do appreciate you calling me Ma'am
Wrtr
* you're more than welcome sir
* I will keep in touch with Caleb at the dealership and share whatever information I get with you.
* if they determine that they will have to keep the vehicle I will ask at that point if you will qualify for a rental or loane
* have a great day
* thank you for choosing Kia
Customer
* you too Ma'am

*** Phone - Call - Outbound commitment created on 01/04/2018 09:04:28 with Commitment Date 01/16/2018 and created by Dianne Clark ***
Called dealer spoke with Ken
* parts are on order
* R/O [redacted]

*** Case note has been appended from duplicated auto-case on 01/10/2018 01:04:29 (PST)

Comments from Service Alert - TL

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2017 SORENTO 5XYPG4A32HG[redacted]	[redacted]	22,452

Oklahoma City OK, [redacted] Prod. Date: 05/11/2016 Dealer: [redacted] Boomer KIA

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

Dealer : Boomer Kia
Technician : John Waldron
Service Manager : ROBERT ALLRED
Dealer Phone :
DPSM : Christopher Besser
Vehicle Model : SORENTO LX FWD AUTO
Model Year : 2017
Mileage : 22456
Initial comments by Technician found in TL Case [redacted]:

[Problem Description]
CUSTOMER STATES VEHICLE DIED WHILE DRIVING AND WILL NOT RESTART.

[Diagnostics Performed]
VERIFIED CUSTOMER CONCER. FOUND STARTER WOULD NOT ENGAUGE THE FLY WHEEL. TURNED OVER THE ENGINE BY HAND AND FOUND NO PROBLEMS. REPLACED STARTER AND STARTED VEHICLE. FOUND ENGINE OIL LIGHT ON AND ENGINE MAKING NOISE. HOOKED UP A MANUALL GAUGE TO THE OIL PRESSURE SENSOR HOLE AND FOUND THE VEHICLE DID NOT HAVE ANY OIL PRESSURE.

*** Phone - Call - Outbound commitment created on 01/04/2018 09:04:28 with Commitment Date 01/23/2018 and created by Dianne Clark ***
Called dealer spoke with Caleb
* Engine still on order
* expecting it in today
* customer still in rental

Called customer spoke with [redacted]
Wrtr
* Hi [redacted] this is Dianne from Kia Consumer Affairs
* I am calling regarding the current status of your vehicle
* and to address any questions or concerns you may have
* I have Spoken with Caleb from the dealer and he has advised me that they are replacing your engine, it has been ordered and that you are in alternate transportation
Customer
* Yes I am in a loaner
* everything is fine and thank you for calling
Wrtr
* In the mean time, if you do have any questions or concerns please call us @ [redacted]1
* thank you for being the very best part of Kia
* have a great day

*** Phone - Call - Outbound commitment created on 01/04/2018 09:04:28 with Commitment Date 01/23/2018 and created by Dianne Clark ***
Called dealer spoke with Robert SM
Wrtr states
1- hello my name is Dianne and I am calling for R/O information for [redacted]n's engine repair
2- gave the last 6 of the VIN #

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2017 SORENTO 5XYPG4A32HG[redacted]	[redacted]	22,452

Oklahoma City OK, [redacted] Prod. Date: 05/11/2016 Dealer: [redacted] Boomer KIA

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

Robert states
1- gave R/O information
* R/O # [redacted]
* Part # 21101-2GK19R
* R/O closed 01/22/18

*** Phone - Call - Outbound commitment created on 01/04/2018 09:04:28 with Commitment Date 01/23/2018 and created by Dianne Clark ***
called customer Lvm
Wrtr States
1- Hello my name is Dianne and I am calling from
Kia Consumer Affairs
2- I am calling regarding the repairs on your vehicle
3- and to address any questions or concerns you may have regarding those repairs
4- if you do have any questions please call us [redacted]
5- thank you for being the very best part of Kia
6- have a great day

*** Phone - Call - Outbound commitment fulfilled on 01/23/2018 08:46:02 with Commitment Date 01/23/2018 closed by Dianne Clark ***

*** 01/23/2018 08:46:09 ***
Closed with Resolution Code : Concerns Recorded
[Resolution Summary]

*** 03/29/2018 13:11:59 (GMT-05:00) Eastern Time (US & Canada) ***
Reopened with Sub Status of Working

*** Phone - Call - Inbound created on 03/29/2018 13:12:06 (GMT-05:00) Eastern Time (US & Canada) and created by Aimee McFarlane ***

<For Internal Use Only
fire tread completed - AM>

*** 03/29/2018 13:12:27 (GMT-05:00) Eastern Time (US & Canada) ***
Closed with Resolution Code : Concerns Recorded
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2017 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPH4A1XHG[redacted]	[redacted]	31,169

Las Vegas , NV, [redacted] Prod. Date: 02/17/2017 Dealer: [redacted] Jim Marsh KIA

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

Case History

Dealer : Jim Marsh KIA
Technician : NEIL WOOD
Service Manager : Blair Pickett
Dealer Phone :
DPSM : Paul Ortiz
Vehicle Model : SORENTO EX 2.0T FWD AUTO
Model Year : 2017
Mileage : 31169
Initial comments by Technician found in TL Case [redacted] :

[Problem Description]
CUST.STATES BLWING WHIT SMOKE. VEHICLE JUST PREV. HERE FOR SAME CONCERN WITH LACK OF POWER. FOUND AIR INTAKE TUBE TO TURBO MELTED. TUBE REPLACED AND DRIVEN.GOOD. CHECK ENGINE LIGHT IS ON. CODES p01400,P229700. following dtc p01400. wiring inspection ground circuit downstream o2 connector c209 pin 2 to chasis ground open circuit. should be less them 1ohm.continuity check between pin 2 c209 and pin 44 c200b good at 0.2ohms. internal ground in pcm open. pcm replacement?

[Diagnostics Performed]
pin tension and harness wiggle test. ground circuit inspection.continuity inspection.

*** Assigned to WIPBin 00 - Inbox of Dennis Whitman on 09/12/2018 07:06:24 (PST)
*** 09/12/2018 07:19:06 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIP InBox to Queue Service Alert / Techline by

*** 10/17/2018 17:34:30 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Service Alert / Techline to WIPBin Inbox by Ashley Lewis

*** 10/17/2018 17:35:33 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIP Inbox to Queue ZZ Ricardo Dorcean by Jada Jones

*** 10/17/2018 17:36:41 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue ZZ Ricardo Dorcean to WIPBin Inbox by Ashley Lewis

*** 10/17/2018 17:38:00 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIP Inbox to Queue ZZ Raven Tyler by Ashley Lewis

*** 10/18/2018 05:13:31 ***
Accepted from Queue ZZ Raven Tyler to WIPBin Default by Raven Tyler

*** Phone - Call - Outbound created on 10/31/2018 13:43:46 and created by Raven Tyler ***
Per warranty history, repair completed on 9/11/18
Customer Call [redacted]
No answer, left voicemail
writer states

1. Advised KCAC contacting customer in regards to recent vehicle concern
2. Advised calling to make sure concerns were resolved.
3. Provided case # and writers contact information.
4. Requested callback if additional assistance is needed.

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2017 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPH4A1XHG[redacted]	[redacted]	31,169

Las Vegas , NV, [redacted] Prod. Date: 02/17/2017 Dealer: [redacted] Jim Marsh KIA

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

*** 10/31/2018 13:44:55 ***
Closed by Raven Tyler with Resolution Code : Repaired at Dlr
[Resolution Summary]

*** 12/27/2018 08:26:01 ***
Reopened by Alyson Church with Sub Status of Working

*** 12/27/2018 08:26:48 ***
Closed by Alyson Church with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2017 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A38HG[redacted]	[redacted]	7
, ,		Prod. Date: 06/21/2016	Dealer:	

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

Case History

*** 10/03/2018 15:30:16 (GMT-08:00) Pacific Time (US & Canada) ***
Contact = [redacted], Priority = Escalated, Sub Status = Working

*** Letter - Letter Received created on 10/03/2018 15:30:49 (GMT-08:00) Pacific Time (US & Canada) and created by Stephanie Mondragon ***
NCA rec'd letter from Nationwide:
1. Nationwide Insurance Company of America is the insurance provider for [redacted], whose vehicle sustained fire damage on September 8,2018.
2. We're notifying you a claim might be filed against you.

Attaching and dispatching to National CA.

*** 10/03/2018 15:33:40 (GMT-08:00) Pacific Time (US & Canada) ***
Dispatched from WIPBin = Default to Queue National CA by Stephanie Mondragon
Reason:

*** 10/04/2018 07:57:37 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 10/09/2018 08:01:35 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin default of Alex Villalpando by Jeff Stroup
Reason:

*** Phone - Call - Inbound commitment created on 10/10/2018 09:13:12 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/12/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 10/16/2018 10:22:13 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/17/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 10/17/2018 09:37:08 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/19/2018 and updated by Alex Villalpando ***

*** Phone - Call - Outbound created on 10/18/2018 11:00:39 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt attempted contact Robert. Left message for CB

*** Email - External Email Sent created on 10/18/2018 11:49:28 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Sent: Thursday, October 18, 2018 11:20 AM
To: [redacted]'
Subject: Kia Motors America [redacted] / Nationwide Claim# [redacted]

Hello Robert,

I called a little earlier and left a message. In regards to this claim, could you please provide me with any reports, photos, and other documents in regards to this claim.

Please let me know if you have any questions.

Thank you,

Last_name	First_name	VIN of 2017 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A38HG[redacted]	[redacted]	7
, ,		Prod. Date: 06/21/2016	Dealer:	

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

*** Phone - Call - Inbound commitment updated on 10/18/2018 11:49:55 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/24/2018 and updated by Alex Villalpando ***

*** Email - External Email Received created on 10/24/2018 10:36:32 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Sent: Tuesday, October 23, 2018 7:01 AM
To: Villalpando, Alex [KMA]
Subject: RE: Kia Motors America [redacted] / Nationwide Claim# [redacted]

Good morning Alex

Please see the attached photos. Our insured stated that they were driving on the freeway in the afternoon of 09/08/2018 when they started to see smoke coming from the right hand side on the outside of the vehicle. They pulled over and saw flames coming out from underneath the car. Fire department responded, report has been ordered but not received, Los Angeles California Fire Department. We'd like to do a joint forensic inspection to determine the cause and origin, please let me know when you assigned someone and I will have our expert reach out to schedule.

Thank you

*** Phone - Call - Inbound commitment updated on 10/24/2018 10:38:21 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/26/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 10/26/2018 10:58:36 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/30/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 10/30/2018 13:30:06 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/02/2018 and updated by Alex Villalpando ***

*** Note - Others created on 11/02/2018 09:41:39 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Reviewed with KMA engineers

*** Email - External Email Sent created on 11/02/2018 09:43:01 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Sent: Friday, November 02, 2018 9:43 AM
To: [redacted]
Subject: RE: Kia Motors America [redacted] / Nationwide Claim# [redacted]

Hi Robert,

Thank you for the information. After review, we are unable to attend an inspection in the near future. Please proceed with the inspection and advise if a manufacturer defect is found.

Please let me know if you have any questions.

Thank you,

*** Phone - Call - Inbound commitment fulfilled on 11/02/2018 09:43:12 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/02/2018 closed by Alex Villalpando ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2017 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A38HG[redacted]	[redacted]	7
, ,		Prod. Date: 06/21/2016	Dealer:	

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

*** 11/02/2018 09:43:22 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Alex Villalpando with Resolution Code : Concerns Recorded
[Resolution Summary]
Pending further contact.

*** 01/10/2019 17:10:18 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened by Alex Villalpando with Sub Status of Working

*** Note - Others created on 01/10/2019 17:10:46 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
TREAD COMPLETED

*** 01/10/2019 17:10:56 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Alex Villalpando with Resolution Code : Concerns Recorded
[Resolution Summary]
Pending further contact.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2017 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A32HG[redacted]	[redacted]	5,000

Batavia , OH, [redacted] Prod. Date: 09/19/2016 Dealer: [redacted] Jeff Wyler KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Warning Light

Case History

Dealer :Jeff Wyler Kia
Technician :Joshua Potts
Service Manager :Jim Buckingham
Dealer Phone [redacted]
DPSM :Scott Smith
Vehicle Model :SORENTO
Model Year :2017
Mileage :240
Initial comments by Technician found in TL Case [redacted]:

*** Performed by contact: Joshua Potts, [redacted]
*** This is a Request for Assistance ***

Problem Description :
I have a 2017 Sorento the customer states the check engine light is on and car stalls at stops and lacks power.

Diagnostics Performed :
I have verified problem and the code I have is P020000 Injector circuit open. I have went through the troubleshooting steps and all steps have passed. Have you seen this before?
Please contact dealer for additional information regarding customer handling & repair status and update customer accordingly.

*** NOTES 01/25/2017 01:12 PM US Mountain Daylight Time SDominguez Action Type:Dealer contact
Contacted [redacted] Spoke with Dennise

Customer Name: [redacted]
Customer phone #: [redacted]4
Customer address: [redacted] New Richmond, OH [redacted]
VIN: 5XYPG4A32HG[redacted]
MY and Mileage: Sorentt/2017/240
Most recent RO# and Open Date [redacted] Opened 01/21/2017
Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis: Customer says CEL light on. We are working on the diagnosis we believe it has to do with the fuel injection
Rental / Loaner Provided? If so, since when?: Loner-01/21/2016

*** PHONE LOG 01/25/2017 01:14 PM US Mountain Daylight Time SDominguez Action Type:Outgoing call
No CUST contact left VM

1. Left contact and case number
2. Calling to follow up on VEH repair

*** NOTES 01/31/2017 11:19 AM US Mountain Daylight Time SDominguez Action Type:Dealer contact
Contacted [redacted] Spoke with Dennise

1. Left contact and case number
2. Calling to gather Ro information

Last name	First name	VIN of 2017 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A32HG[redacted]	[redacted]	5,000
Batavia , OH, [redacted]		Prod. Date: 09/19/2016	Dealer: [redacted]	Jeff Wyler KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Warning Light

*** NOTES 02/02/2017 09:33 AM US Mountain Daylight Time SDominguez Action Type:Dealer contact
Contacted [redacted] Spoke with Dennise

Customer Name [redacted]
Customer phone #: [redacted]
Customer address: [redacted] New Richmond, OH [redacted]
VIN: 5XYPG4A32HG[redacted]
MY and Mileage: Sorentt/2017/240
Most recent RO# and Open Date: [redacted] Opened 01/21/2017
Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis: Customer says CEL is on. Number 4 fuel injector
Able to Duplicate (Y or N): Yes
Repeat Repair (Y/N), if so, how many times?: No
Repair History of current concern with dates and mileage: No
ETA for completion of repairs (if applicable): Complete
Parts on order (Y/N), if so obtain part#, order#: No
Techline Case (if applicable): [redacted]
Rental / Loaner Provided? If so, since when?: Loner-01/21/2016
Dealer contacted DPSM (if needed): No
Vehicle repaired?: Yes
Customer has possession?: No
Dealer Code/Selling Dealer (Y or N): [redacted]/Yes
Original Owner (Y or N): Yes
What is current Customer Request (if needed): N/A
If HEV vehicle, is dealer HEV certified (if needed): N/A

*** NOTES 02/02/2017 09:37 AM US Mountain Daylight Time SDominguez Action Type:Internal
***Correct phone number is [redacted]**

*** PHONE LOG 02/02/2017 09:38 AM US Mountain Daylight Time SDominguez Action Type:Outgoing call
No CUST contact left VM

1. Left contact and case number
2. Calling to follow up on VEH repair

*** PHONE LOG 02/02/2017 02:46 PM Eastern Daylight Time MReese Action Type:Outgoing call
Cust
1. We got the vehicle back yesterday
2. Out of 17 days owning the vehicle, it has been at the dealer 13 days
3. At first the computer wouldn't give the dealer a code
4. The vehicle would misfire and die
5. Finally it gave a code and threw the CEL
6. That is twice the vehicle lost a code
7. They had to replace one of the injectors
8. We got the car back on Wednesday
9. I don't believe the computer is right on the vehicle
10. It wouldn't store or save the code
11. It has been in twice for the same issue

Last name	First name	VIN of 2017 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A32HG[redacted]	[redacted]	5,000
Batavia , OH, [redacted]		Prod. Date: 09/19/2016	Dealer: [redacted]	Jeff Wyler KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Warning Light

12. If it goes in for the 3rd time, I want a different vehicle
13. They did give us a loaner
14. I am very satisfied with the dealer, they were great

Writer
1. Apologized
2. KCAC can't authorize replacement of parts
3. Offered one time maint contract for issues

Cust
1. I would like that
2. Thank you

*** NOTES 02/02/2017 02:51 PM Eastern Daylight Time MReese Action Type:Dealer contact
***Dispatch to GW
1. Approved by - JJones
2. Payment to - JM&A
3. Amount - $304
4. Justification - IQS
5. Complaint - Vehicle down 13 out of 17 days or ownership
6. GW offered - 3 year maint contract

*** NOTES 02/21/2017 11:33 AM US Mountain Daylight Time BHilderbrand Action Type:Manager review
Goodwill reviewed, pending VRS Processing***

*** NOTES 02/21/2017 01:53 PM US Mountain Daylight Time BHilderbrand Action Type:Manager review
Customer states vehicle was down 13 out of first 17 days owned. KMA will send JMA maintenance plan as IQS customer satisfaction.
********** Goodwill request initiated. Issued VRS[redacted] **********

*** CASE CLOSE 02/21/2017 01:54 PM US Mountain Daylight Time BHilderbrand

Notes added by admin
Customer has been issued a $50.00 prepaid Visa card on 03/22/2017 12:00:00 AM
*** 07/26/2017 13:27:35 (GMT-07:00) Arizona ***
Reopened with Sub Status of Working

*** Email - Internal Email Received created on 07/26/2017 13:27:42 (GMT-07:00) Arizona and created by Diana Thacker ***
*** 07/26/2017 08:11:33 ***
Web - Problem Description created on 07/26/2017 08:11:33 and created by Dennis Collier

CAR STALLING, HAS BEEN IN BEFORE WITH PRIOR STALLING ISSUE, REP[ORTING CAR WILL BE DOWN BEYOND 5 DAYS AND WE ARE WORKING WITH TECH SUPPORT ALERT CUSTOMER IS VERY CONCERNED AND WANTS TO KNOW HOW TO PROCEED WITH LEMON LAW.

Last name	First name	VIN of 2017 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A32HG[redacted]	[redacted]	5,000

Batavia , OH, [redacted] Prod. Date: 09/19/2016 Dealer: [redacted] Jeff Wyler KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Warning Light

*** 07/26/2017 08:11:33 ***
Web - Diagnostics created on 07/26/2017 08:11:33 and created by Dennis Collier

WORKING WITH TECH LINE TO CHECK HARNESS RESISTANCE AT FUEL INJECTORS

*** 07/26/2017 13:28:17 (GMT-07:00) Arizona ***
Assigned to WIPBin dispatch of Jim Smith by Diana Thacker
Reason:

*** Phone - Call - Inbound created on 07/27/2017 10:08:48 (GMT-07:00) Arizona and created by Jim Smith ***
Writer LVM for Cust [redacted] Req c/b

*** Phone - Call - Inbound created on 07/27/2017 10:10:24 (GMT-07:00) Arizona and created by Jim Smith ***
Dennis SA at [redacted] Jeff Wyler Kia [redacted]
Customer Name: [redacted]
Customer phone #: [redacted]
Customer address:
VIN: 5XYPG4A32HG[redacted]
MY and Mileage: 5097
Most recent RO# and Open Date: [redacted] 7-22-2017 Cust states veh stalled - veh was towed - P020000 Injector circuit open - currently working with techline - cust requesting veh computer be replaced - customer requesting veh buy back
Days Down at initial Service Alert report (if applicable): 7-22-2017
Most recent Repair Issue and Diagnosis: Customer says,
Able to Duplicate (Y or N):
Repeat Repair (Y/N), if so, how many times?: y
Repair History of current concern with dates and mileage:
RO [redacted] 1-21-2017 240 miles Cust states veh stalled CEL on- veh was towed - P020000 Injector circuit - replaced #4 injector
RO [redacted] 1-17-2017 94 miles Cust states veh sputtered and restarted veh and was fine - unable to replicate
ETA for completion of repairs (if applicable): n
Parts on order (Y/N), if so obtain part#, order#: n
Techline Case (if applicable): [redacted]
Rental / Loaner Provided? If so, since when?: cust has renral as of 7-22-2017
Dealer contacted DPSM (if needed):
Vehicle repaired?:n
Customer has possession?: n
Dealer Code/Selling Dealer (Y or N): [redacted]
Original Owner (Y or N): y
What is current Customer Request (if needed): N/A
If HEV vehicle, is dealer HEV certified (if needed): N/A

*** Phone - Call - Inbound created on 07/27/2017 10:24:37 (GMT-07:00) Arizona and created by Jim Smith ***
Customer [redacted] or cell# [redacted] states:
1. I do not want the vehicle
2. The vehicle is not safe
3. I want Kia to give me another vehicle

Writer states:

Last name	First name	VIN of 2017 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A32HG[redacted]	[redacted]	5.000
Batavia , OH, [redacted]		Prod. Date: 09/19/2016	Dealer: [redacted]	Jeff Wyler KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Warning Light

1. Apologize for inconvenience
2. Updated Customer information
3. No open SC
4. WCIM customer
5. I will send the case to the ECR
6. The ECR will contact you within 2-3 business days

Customer [redacted] or cell# [redacted] states:
1. Ok
2. Thank You

Writer states:
1. Thank You

*** Phone - Call - Inbound created on 07/27/2017 10:39:05 (GMT-07:00) Arizona and created by Jim Smith ***
Writer dispatching case to ECR because:
1. Customer does not want the vehicle Buy Back
2. Contact customer and Dealer to assist.

<For Internal Use Only
Writer sent email to DPSM Scot Smith in regards to sending case to the ECR for review
>

*** 07/27/2017 10:45:41 (GMT-07:00) Arizona ***
Dispatched from WIPBin = dispatch to Queue Central Region by Jim Smith
Reason:

*** 07/31/2017 09:37:38 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted, from Queue = Central Region to WIPBin Inbox

*** 08/01/2017 11:29:48 (GMT-05:00) Eastern Time (US & Canada) ***
Sub Case [redacted] Opened, Owner = Jesse Martinez, Priority = Escalated, Assigned = 08/01/2017 11:29:48
[Initial Description]
*Please contact dealer to find out status of vehicle.
Please perform RO review and involve necessary Kia resources to assist with diagnosis/repair as this is a repeat concern.

*** Phone - Call - Outbound created on 08/02/2017 09:55:55 (GMT-05:00) Eastern Time (US & Canada) and created by Ashley Lewis ***
Writer called [redacted]
No answer, left voicemail.

Writer states:
1. Introduced self and advised calling from Kia's escalation team.
2. Advised writer is reaching out due to recent vehicle concern.

Last name	First name	VIN of 2017 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A32HG[redacted]	[redacted]	5,000
Batavia , OH, [redacted]		Prod. Date: 09/19/2016	Dealer: [redacted]	Jeff Wyler KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Warning Light

3. Advised writer will be following up through repairs to ensure vehicle is taken care of as needed.
4. Provided case # and direct contact information if any additional questions or concerns.
5. Advised writer will follow up in approximately one week.

*** Phone - Call - Outbound commitment created on 08/02/2017 09:56:12 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 08/07/2017 and created by Ashley Lewis ***

*** Phone - Call - Inbound created on 08/07/2017 11:05:56 (GMT-05:00) Eastern Time (US & Canada) and created by Travis Widener ***
Customer states
1. Do you have any idea when they are going to call me
wtr states
1. apologized
2. Advised ECR is aware and has a callback scheduled
3. Advised due to the nature of the ECR calls I will not be able to provide a time.
Customer states
1. Ok Thank you

*** Sub Case # [redacted] Phone - Call - Inbound created on 08/07/2017 15:30:42 (GMT-08:00) Pacific Time (US & Canada) and created by Jesse Martinez ***
CECC received VM from Jim (svc adv) [redacted] regarding vehicle repair status
Jim states:
1. We put in about 250 miles on the vehicle
2. Repairs have been completed
3. We called the customer to update them
4. They should be picking up the vehicle today 8/7
5. FTR report shows everything checked out fine.

*** Phone - Call - Inbound created on 08/08/2017 09:34:49 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
customer states
1. Lewis from buy back department was supposed to call
Writer states
1. I have [redacted] for her I can get you over there
Customer states
1. ok already picked it up and returned the loaner car
2 I just need to talk to her about how the buy back works and how we go about doing it
Writer states
1. I will get you over to her extension please leave a vm if she doesn't pick up

*** Phone - Call - Inbound created on 08/09/2017 09:19:04 (GMT-05:00) Eastern Time (US & Canada) and created by Ashley Lewis ***
Writer received VM from customer.

Customer states:
1. I am returning your VM.
2. If you can call me please, I'd like to ask about a buyback.

*** Phone - Call - Outbound commitment fulfilled on 08/09/2017 11:41:16 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 08/07/2017 closed by Ashley Lewis ***
Writer called [redacted]

Last name	First name	VIN of 2017 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A32HG[redacted]	[redacted]	5.000
Batavia , OH, [redacted]		Prod. Date: 09/19/2016	Dealer: [redacted]	Jeff Wyler KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Warning Light

No answer, left voicemail.

Writer states:
1. Introduced self and advised calling from Kia's escalation team.
2. Advised writer is reaching out due to recent vehicle concern and to return customer's VM.
3. Advised writer wanted to make sure vehicle is repaired and doing well.
4. Provided case # and direct contact information if any additional questions or concerns.

*** Phone - Call - Outbound commitment created on 08/09/2017 11:41:24 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 08/14/2017 and created by Ashley Lewis ***

*** Phone - Call - Inbound created on 08/09/2017 08:39:45 (GMT-07:00) Arizona and created by Hector Sanchez ***
Customer states:
1. I am calling about an existing case - provided case#.
2. I am very upset and want a supervisor!
3. I have not been contacted back about this case even though I was assured I would be.

Writer states:
1. Apologized.
2. Verified customer contact info.
3. Advised customer that customer will have to request ECR supervisor directly.
4. Explained that writer will email superior in regards to customer complaint and request for follow up.

Customer states:
1. Please have them call me a [redacted] before 1:00 PM (EST) and will not be available after 3:00 PM (EST).

Writer states:
1. Will note case accordingly.

*** Email - Internal Email Sent created on 08/09/2017 15:07:40 (GMT-07:00) Arizona and created by Hector Sanchez ***
>writer submitted customer request for ECR supervisor to APM TMorales by way email<

*** Email - Internal Email Received created on 08/09/2017 15:08:46 (GMT-07:00) Arizona and created by Hector Sanchez ***
>writer received email response from APM TMorales stating ECRM BBauer will be advised accordingly<

*** Phone - Call - Inbound created on 08/09/2017 15:20:26 (GMT-07:00) Arizona and created by Hui Page ***
Customer calling in for update case
1. I received call from Male voice
2. Unable to here due to bad connection
3. My case mgr is Ashley Lewis
4. She did not call me yet
5. Vehicle is broken down 3x back to dlr
6. They call me my cel# I already gave My home #[redacted]

Wrt states:
1. Apologized
2. I gave direc #
3. I will call to Ashley now

Last_name	First_name	VIN of 2017 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A32HG[redacted]	[redacted]	5.000

Batavia , OH, [redacted] Prod. Date: 09/19/2016 Dealer: [redacted] Jeff Wyler KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Warning Light

*** Sub Case # [redacted] Phone - Call - Outbound created on 08/10/2017 13:08:58 (GMT-08:00) Pacific Time (US & Canada) and created by Jesse Martinez ***
CECC contacted Dennis (svc adv) [redacted] regarding vehicle CEL concerns
Dennis states:
1. The vehicle was repaired and picked up on 8/7
2. It was down since 7/22
3. It was down 2 other times before this
4. The first time we could not duplicate the concern
5. The second time, we engaged techline, put in a fuel injector
6. Will send RO's

Writer thanked.

Pending docs.

*** Phone - Call - Inbound created on 08/14/2017 19:48:27 (GMT-05:00) Eastern Time (US & Canada) and created by Gerald Peltier ***
cust states;
1. calling for update on case
2. need to speak ALewis

writer states;
1. apologize
2. your case mgr isn't available at the moment
3. I can notate your case and send you to her vm if you'd like

cust states:
1. I've been waiting on a return call, but haven't received one.

writer states;
1. I apologize
2. this is our peak season and we are working the cases as quickly as possible.
3. I'll reach out to her for you also and let her know you're requesting a call back.

cust states:
1. thank you, Jerry

*** Phone - Call - Inbound created on 08/16/2017 09:38:43 (GMT-05:00) Eastern Time (US & Canada) and created by Ashley Lewis ***
Writer received VM from customer.

Customer states:
1. I wanted to try and reach you since my car has been repaired 3x now for the same problem.
2. I went out to start it today and it missed and sputtered and acted like it didn't want to start or run.
3. I think it's time someone from Kia resolved this.
4. I would really appreciate it, thank you.

Last name	First name	VIN of 2017 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A32HG[redacted]	[redacted]	5.000
Batavia , OH, [redacted]		Prod. Date: 09/19/2016	Dealer: [redacted]	Jeff Wyler KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Warning Light

*** Phone - Call - Outbound commitment fulfilled on 08/16/2017 11:20:50 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 08/14/2017 closed by Ashley Lewis ***
Writer called [redacted]
No answer, left voicemail.

Writer states:
1. Introduced self and advised calling from Kia's escalation team.
2. Advised writer is reaching out due to recent vehicle concern.
3. Advised writer will be following up through repairs to ensure vehicle is taken care of as needed.
4. Provided case # and direct contact information if any additional questions or concerns.
5. Advised writer will follow up in approximately one week.

*** Phone - Call - Outbound commitment created on 08/16/2017 11:21:33 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 08/17/2017 and created by Ashley Lewis ***

*** Note - Others created on 08/17/2017 08:19:39 (GMT-08:00) Pacific Time (US & Canada) and created by Casey Crowell ***
ECA reviewed case.

*** Phone - Call - Outbound commitment fulfilled on 08/18/2017 16:16:37 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 08/17/2017 closed by Ashley Lewis ***
Writer called [redacted].

Writer states:
1. Writer is following up on vehicle concerns.
2. How is vehicle currently doing?

Customer states:
1. It's been back to the dealer 3x for the same concern.
2. For whatever reason it would keep dying, we would get it back home and it would start running fine again.
3. The first time we took it it only had about 180 miles on and the CEL never came on even though it had stalled 6x or more on us.
4. We took it to the dealer and they kept it overnight and couldn't duplicate the problem.
5. We drove it like 4 days and it did it again, it quit on us on a major highway, we had to restart it and it hesitated until we got it restarted and running and the CEL came on.
6. We took it straight to the dealer when that happened, it had about 200 miles at this point.
7. When we got to the dealership it was barely running and smoke was coming from under the hood.
8. It smelled like burned electrical wiring inside and outside the car.
9. The smoke just rolled off of it.
10. They took it in to check for the CEL and the CEL code cleared.
11. They put us in a loaner and kept it like a week and a half.
12. They found a bad fuel injector and I thought they were crazy because the fuel injector wouldn't have caused smoking and the smell of electrical wires burning.
13. When they replaced the fuel injector they released it back to us without doing anything else.
14. I drove it to about 5000 miles before it did again, we were on a 4 lane when it stalled and we didn't know if we were going to live through that, it was a major safety issue.
15. We took it back last month and they couldn't find what was wrong.
16. They worked with an FTS and he found 2 pins without tension.
17. Where we are now is that our safety is the most important thing and we want Kia to buy this vehicle back.
18. We love Kia and we love this model vehicle, but not this particular vehicle.
19. We are elderly and we drive it every time with the fear it will leave us stalled in the middle of the interstate or

Last name	First name	VIN of 2017 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A32HG[redacted]	[redacted]	5,000
Batavia , OH, [redacted]		Prod. Date: 09/19/2016	Dealer: [redacted]	Jeff Wyler KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Warning Light

traffic and get us hurt.
20. We can't accept any compensation at this point, we need the vehicle purchased back.
21. We would even be willing to purchase another brand new vehicle just like this one because we love it so much, but we can't risk our safety in this vehicle.

Writer states:
1. Apologized for engine and stalling concerns.
2. Advised writer understands your frustration and fears.
3. Advised writer's goal is to ensure vehicle is repaired under warranty terms.
4. Advised writer was also reviewing for GW compensation in the form of car payments for the times you've been in to the dealer and the time without your vehicle.

Customer states:
1. We do appreciate you doing that, but I am formally requesting a buyback.
2. I cannot accept compensation.
3. We need to proceed with this whether Kia takes this on or whether I have to initiate this elsewhere.
4. I didn't want to involve an attorney if I didn't have to, that's why I gave Kia the respect of formally requesting this from you.

Writer states:
1. Understood.
2. Advised writer wants to confer with ECC at this time and would be happy to follow up with you on Monday.
2. Would that be okay?

Customer states:
1. Yes, can you call around 3:00pm CST?

Writer states:
1. Yes, absolutely.
2. If it's a little earlier or later writer apologizes but can get stuck on calls.

Customer states:
1. That's okay.
2. I appreciate it Ashley.
3. Thank you

*** Phone - Call - Outbound commitment created on 08/18/2017 16:16:41 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 08/21/2017 and created by Ashley Lewis ***

*** 08/21/2017 08:21:54 (GMT-08:00) Pacific Time (US & Canada) ***
Sub Case [redacted] Closed, with Resolution Code: Concerns Recorded

*** Phone - Call - Outbound commitment fulfilled on 08/22/2017 11:01:02 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 08/21/2017 closed by Ashley Lewis ***
Writer called [redacted]
No answer, left voicemail.

Writer states:
1. Writer is following up to let you know your case is still being reviewed at this time.
2. Advised writer will follow up after discussing case with administrator as needed.
3. Thank you.

Last name	First name	VIN of 2017 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A32HG[redacted]	[redacted]	5,000

Batavia , OH, [redacted] Prod. Date: 09/19/2016 Dealer: [redacted] Jeff Wyler KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Warning Light

*** Phone - Call - Outbound commitment created on 08/22/2017 11:01:04 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 08/23/2017 and created by Ashley Lewis ***

*** Phone - Call - Outbound commitment fulfilled on 08/22/2017 08:27:50 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/23/2017 closed by Casey Crowell ***

*** Phone - Call - Inbound commitment created on 08/22/2017 08:27:52 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/22/2017 and created by Casey Crowell ***

*** Phone - Call - Inbound commitment fulfilled on 08/22/2017 11:43:50 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/22/2017 closed by Casey Crowell ***

*** Phone - Call - Outbound created on 08/22/2017 11:43:51 (GMT-08:00) Pacific Time (US & Canada) and created by Casey Crowell ***
ECA called cust and l/m for return call.

*** Phone - Call - Inbound commitment created on 08/22/2017 11:44:13 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/23/2017 and created by Casey Crowell ***

*** Phone - Call - Outbound created on 08/23/2017 15:00:04 (GMT-08:00) Pacific Time (US & Canada) and created by Casey Crowell ***
ECA called dlr and s/w receptionist, Amy.
1.adv the advisor who can help would respond to [redacted]

ECA thanked.

*** Email - External Email Sent created on 08/23/2017 15:07:31 (GMT-08:00) Pacific Time (US & Canada) and created by Casey Crowell ***
From: Crowell, Casey [KMA]
Sent: Wednesday, August 23, 2017 3:05 PM
To: [redacted]
Subject: RO Request: [redacted] / 5XYPG4A32HG[redacted]

Hi Dennis,

I was on the phone with your receptionist and she advised that you'd be able to provide all the ROs for this customer.

I ask because the customer is requesting a buyback, and I'll need the vehicle history to determine the validity of the demand.

At your convenience, please forward any and all ROs you would have for this customer.

Thank you,

*** Phone - Call - Inbound commitment fulfilled on 08/23/2017 15:07:51 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/23/2017 closed by Casey Crowell ***

Last name	First name	VIN of 2017 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A32HG[redacted]	[redacted]	5,000

Batavia , OH, [redacted] Prod. Date: 09/19/2016 Dealer: [redacted] Jeff Wyler KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Warning Light

*** Phone - Call - Inbound commitment created on 08/23/2017 15:07:52 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/24/2017 and created by Casey Crowell ***

*** Others - Others created on 08/24/2017 11:25:30 (GMT-07:00) Arizona and created by Lonnie Thayer ***
Duplicate case notes

Dealer : Jeff Wyler Kia
Technician : Dennis Collier
Service Manager :
Dealer Phone :
DPSM : Scot Smith
Vehicle Model : SORENTO LX FWD AUTO
Model Year : 2017
Mileage : 5097
Initial comments by Technician found in TL Case [redacted]

[Problem Description]
CAR STALLING, HAS BEEN IN BEFORE WITH PRIOR STALLING ISSUE, REP[ORTING CAR WILL BE DOWN BEYOND 5 DAYS
AND WE ARE WORKING WITH TECH SUPPORT
ALERT CUSTOMER IS VERY CONCERNED AND WANTS TO KNOW HOW TO PROCEED WITH LEMON LAW.

[Diagnostics Performed]
WORKING WITH TECH LINE TO CHECK HARNESS RESISTANCE AT FUEL INJECTORS

*** Assigned to WIPBin default of LaKindra Sims on 07/27/2017 07:06:17 (PST)
*** Phone - Call - Inbound created on 08/04/2017 11:15:37 (GMT-08:00) Pacific Time (US & Canada) and created by Jesse Martinez ***
CECC was contacted by Jack (FTS) regarding vehicle repair status
Jack states:
1. Vehicle had wrong T connector
2. Vehicle has been repaired
3. A total of about 256 miles has been put on the vehicle
4. Concern has not resurfaced
5. Unless something has changed, vehicle should be ready for pick up.

Writer states
1. Understood
2. Thanked

*** Phone - Call - Outbound created on 08/04/2017 11:25:33 (GMT-08:00) Pacific Time (US & Canada) and created by Jesse Martinez ***
CECC LVM for Jim (svc mgr), requested call back.

*** 08/08/2017 06:05:41 (GMT-07:00) Arizona ***
Dispatched from WIP default to Queue by

*** 08/09/2017 10:57:01 (GMT-07:00) Arizona ***
Accepted from Queue KCAC UPER to WIPBin default by Tomas Soto

Last name	First name	VIN of 2017 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A32HG[redacted]	[redacted]	5,000
Batavia , OH, [redacted]		Prod. Date: 09/19/2016	Dealer: [redacted]	Jeff Wyler KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Warning Light

*** 08/09/2017 10:58:06 (GMT-07:00) Arizona ***
Dispatched from WIP default to Queue by LaKindra Sims

*** 08/09/2017 12:18:39 ***
Accepted from Queue ZZ Alejandra Lopez to WIPBin Default by Alejandra Lopez

*** 08/11/2017 08:53:42 ***
Dispatched from WIPBin = Default to Queue Callcenter by Alejandra Lopez
Reason:

*** 08/11/2017 08:57:38 (GMT-07:00) Arizona ***
Accepted from Queue Callcenter to WIPBin 1. East by Diana Thacker

*** 08/11/2017 09:39:28 (GMT-07:00) Arizona ***
Dispatched from WIP 1. East to Queue by Alejandra Lopez

*** 08/11/2017 15:15:56 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted, from Queue = ZZ Travis Widener to WIPBin INBOX

*** Phone - Call - Inbound commitment created on 08/11/2017 15:16:24 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 08/14/2017 and created by Travis Widener ***
Call customer

*** Phone - Call - Inbound commitment created on 08/11/2017 15:16:24 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 08/14/2017 and created by Travis Widener ***

*** Phone - Call - Inbound commitment created on 08/11/2017 15:16:24 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 08/14/2017 and created by Travis Widener ***

*** Phone - Call - Inbound commitment fulfilled on 08/23/2017 10:41:04 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 08/14/2017 closed by Travis Widener ***

*** 08/23/2017 18:12:36 (GMT-05:00) Eastern Time (US & Canada) ***
Assigned to WIPBin My default of Lonnie Thayer by Jada Jones
Reason:

*** 08/23/2017 16:05:56 (GMT-07:00) Arizona ***
Case moved into WIPBin My default and Sub Status of Assigned

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*** Phone - Call - Inbound commitment created on 08/23/2017 15:07:52 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/25/2017 and created by Casey Crowell ***

*** Email - External Email Sent created on 08/25/2017 08:14:47 (GMT-08:00) Pacific Time (US & Canada) and created by Casey Crowell ***
From: Crowell, Casey [KMA]
Sent: Friday, August 25, 2017 8:14 AM
To: [redacted]
Subject: RE: RO Request: [redacted] / 5XYPG4A32HG[redacted]

Last name	First name	VIN of 2017 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A32HG[redacted]	[redacted]	5,000
Batavia , OH, [redacted]		Prod. Date: 09/19/2016	Dealer: [redacted]	Jeff Wyler KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Warning Light

Hi Dennis,

Can you confirm receipt of my previous email?

*** Phone - Call - Inbound commitment created on 08/23/2017 15:07:52 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/28/2017 and created by Casey Crowell ***

*** Phone - Call - Outbound created on 08/28/2017 09:07:07 (GMT-08:00) Pacific Time (US & Canada) and created by Casey Crowell ***
ECA called dlr, rqeusted ROs again.

*** Phone - Call - Inbound commitment created on 08/23/2017 15:07:52 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/29/2017 and created by Casey Crowell ***

*** Phone - Call - Outbound created on 08/29/2017 13:55:55 (GMT-08:00) Pacific Time (US & Canada) and created by Casey Crowell ***
ECA called dlr, l/m for SVCA Ashley to return call. Adv needing ROs for all visits for customer's case.

*** Phone - Call - Inbound commitment created on 08/23/2017 15:07:52 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/30/2017 and created by Casey Crowell ***

*** Phone - Call - Inbound created on 08/29/2017 13:55:09 (GMT-08:00) Pacific Time (US & Canada) and created by Casey Crowell ***
error

*** Phone - Call - Outbound created on 08/31/2017 11:01:06 (GMT-08:00) Pacific Time (US & Canada) and created by Casey Crowell ***
ECA called dlr, l/m for SVCA Ashley to return call, requesting all ROs be faxed or emailed.

*** Phone - Call - Outbound created on 08/31/2017 11:04:22 (GMT-08:00) Pacific Time (US & Canada) and created by Casey Crowell ***
ECA called cust, l/m for return call to discuss concern and to adv waiting on docs from the dlr to further investigate concerns.

*** Phone - Call - Inbound commitment created on 08/23/2017 15:07:52 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/01/2017 and created by Casey Crowell ***

*** Phone - Call - Inbound commitment fulfilled on 08/31/2017 16:20:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/01/2017 closed by Casey Crowell ***

*** Phone - Call - Inbound commitment created on 08/31/2017 16:37:22 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/01/2017 and created by Casey Crowell ***

*** Phone - Call - Inbound commitment created on 08/31/2017 16:37:50 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/01/2017 and created by Casey Crowell ***

*** Phone - Call - Inbound commitment fulfilled on 09/01/2017 10:10:36 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/01/2017 closed by Casey Crowell ***

Last name	First name	VIN of 2017 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A32HG[redacted]	[redacted]	5.000
Batavia , OH, [redacted]		Prod. Date: 09/19/2016	Dealer: [redacted]	Jeff Wyler KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Warning Light

*** Phone - Call - Inbound commitment fulfilled on 09/01/2017 13:15:56 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/01/2017 closed by Casey Crowell ***

*** Phone - Call - Inbound commitment created on 09/01/2017 13:15:59 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/05/2017 and created by Casey Crowell ***

*** Phone - Call - Inbound commitment created on 09/01/2017 13:15:59 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/06/2017 and created by Casey Crowell ***

*** Phone - Call - Inbound commitment fulfilled on 09/06/2017 13:43:28 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/06/2017 closed by Casey Crowell ***

*** Phone - Call - Outbound created on 09/06/2017 13:43:30 (GMT-08:00) Pacific Time (US & Canada) and created by Casey Crowell ***
ECA called cust on primary #.
1. intro
2. verifying repairs
3. pls send sales contract
4. will review and be in touch.

Cust:
1. the veh is running fine now.
2. we don't trust it, though.
3. will fax the contract.
4. talk to you later.
5. thanks

*** Phone - Call - Inbound commitment created on 09/06/2017 13:44:42 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/07/2017 and created by Casey Crowell ***

*** Phone - Call - Inbound commitment fulfilled on 09/07/2017 11:38:11 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/07/2017 closed by Casey Crowell ***

*** Phone - Call - Inbound commitment created on 09/07/2017 11:38:27 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/11/2017 and created by Casey Crowell ***

*** Phone - Call - Inbound commitment created on 09/11/2017 15:31:00 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/12/2017 and created by Casey Crowell ***

*** Phone - Call - Inbound commitment fulfilled on 09/11/2017 15:31:24 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/11/2017 closed by Casey Crowell ***

*** Phone - Call - Inbound commitment created on 09/11/2017 15:31:00 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/15/2017 and created by Casey Crowell ***

*** Phone - Call - Inbound created on 09/15/2017 13:16:18 (GMT-08:00) Pacific Time (US & Canada) and created by Casey Crowell ***
Call cust, LVM for return call.

*** Phone - Call - Inbound commitment created on 09/11/2017 15:31:00 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/18/2017 and created by Casey Crowell ***

Last_name	First_name	VIN of 2017 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A32HG[redacted]	[redacted]	5.000
Batavia , OH, [redacted]		Prod. Date: 09/19/2016	Dealer: [redacted]	Jeff Wyler KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Warning Light

*** Phone - Call - Inbound commitment created on 09/11/2017 15:31:00 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/20/2017 and created by Casey Crowell ***

*** Email - External Email Sent created on 09/20/2017 11:27:10 (GMT-08:00) Pacific Time (US & Canada) and created by Casey Crowell ***
From: Crowell, Casey [KMA]
Sent: Wednesday, September 20, 2017 11:27 AM
To: [redacted]
Subject: Kia Reimbursement Request

Hi [redacted],

Please forward proof of your monthly car payment amount. This may come in the form of your sales contract or bank statements.

Once I have this, I can process an amount for compensation.

Best,

*** Phone - Call - Inbound commitment created on 09/11/2017 15:31:00 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/22/2017 and created by Casey Crowell ***

*** Phone - Call - Inbound commitment fulfilled on 09/22/2017 14:04:46 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/22/2017 closed by Casey Crowell ***

*** Phone - Call - Inbound commitment created on 09/22/2017 14:04:47 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/25/2017 and created by Casey Crowell ***

*** Email - External Email Sent created on 09/25/2017 15:45:42 (GMT-08:00) Pacific Time (US & Canada) and created by Casey Crowell ***
From: Crowell, Casey [KMA]
Sent: Monday, September 25, 2017 3:45 PM
To: [redacted]'
Subject: RE: Response to e mail re: case# [redacted]

[redacted]

We regret the circumstances that caused you to contact your office regarding your 2017 Sorento.

Based on the information provided, we are able to compensate you for the time your vehicle was down at the dealership as well as consideration for the time and strain this may have caused you.

At this time, we are willing to send you a check for the amount of $1,500.00 contingent upon signature of a release.

If this is something you are willing to accept, please respond to this email and I will forward the release for your signature.

Best,

*** Phone - Call - Inbound commitment fulfilled on 09/25/2017 15:45:55 (GMT-08:00) Pacific Time (US & Canada)

Last name	First name	VIN of 2017 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A32HG[redacted]	[redacted]	5.000
Batavia , OH, [redacted]		Prod. Date: 09/19/2016	Dealer: [redacted]	Jeff Wyler KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Warning Light

with Commitment Date 09/25/2017 closed by Casey Crowell ***

*** Phone - Call - Inbound commitment created on 09/25/2017 15:45:56 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/26/2017 and created by Casey Crowell ***

*** Phone - Call - Inbound commitment created on 09/25/2017 15:45:56 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/29/2017 and created by Casey Crowell ***

*** Phone - Call - Outbound created on 09/27/2017 13:13:52 (GMT-08:00) Pacific Time (US & Canada) and created by Casey Crowell ***
ECA called cust;
1. returning cust call
2. not offering repur./replace. at this time.
3. offer good indefinitely
4. must sign waiver to accept settlement.

Cust:
1. disappointed
2. wanted replacement
3. I have not reviewed LL.
4. will consult with wife and call back.

*** Phone - Call - Inbound commitment fulfilled on 09/27/2017 13:15:14 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/29/2017 closed by Casey Crowell ***

*** Phone - Call - Inbound created on 10/02/2017 10:14:28 (GMT-08:00) Pacific Time (US & Canada) and created by Casey Crowell ***
Customer accepted $1,500.00 offer.

Sending release.

*** Email - External Email Sent created on 10/02/2017 10:15:05 (GMT-08:00) Pacific Time (US & Canada) and created by Casey Crowell ***
From: Crowell, Casey [KMA]
Sent: Monday, October 02, 2017 10:14 AM
To: [redacted]'
Subject: RE: Response to e mail re: case#[redacted]

[redacted]

Please see attached.

*** Phone - Call - Inbound commitment created on 10/02/2017 10:15:28 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/05/2017 and created by Casey Crowell ***

*** Phone - Call - Inbound commitment fulfilled on 10/04/2017 08:46:13 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/05/2017 closed by Casey Crowell ***

*** Phone - Call - Inbound commitment created on 10/04/2017 08:46:14 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/04/2017 and created by Casey Crowell ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2017 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A32HG[redacted]	[redacted]8	5.000

Batavia , OH, [redacted] Prod. Date: 09/19/2016 Dealer: [redacted] Jeff Wyler KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Engine Warning Light

*** 10/04/2017 16:03:41 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Submitted

*** Phone - Call - Inbound commitment fulfilled on 10/04/2017 16:03:55 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/04/2017 closed by Casey Crowell ***

*** 11/01/2017 11:39:26 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Submitted

*** 11/01/2017 11:40:23 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Submitted

*** 11/01/2017 11:43:51 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Submitted

*** 11/07/2017 09:16:16 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Final Approved

*** 11/28/2017 16:59:55 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Information Given
[Resolution Summary]
[redacted] loss of equity

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

SORENTO

2018 SORENTO_ACCIDENT SCRIPTS_ALLEGED DEFECT B_EXPANDED SCOPE

Accident Report

Case [redacted]

Report Details

A-1) Who owns the vehicle?

[redacted]

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

[redacted]

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

[redacted]

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

3 people total in vehicle

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

[redacted] was driving, [redacted]. Daughter [redacted] passenger side [redacted]. Daughter passenger rear side [redacted]

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

N/A

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

06/30/2018 04:00:00

Accident Report

Case [redacted]

Report Details

A-1) Who owns the vehicle?

[redacted]

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

[redacted]

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

[redacted]

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

3 people total in vehicle

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

[redacted] was driving, [redacted] Daughter [redacted] passenger side [redacted] Daughter passenger rear side [redacted]

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

N/A

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

06/30/2018 19:30:00

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

THE ROAD AND PERSONAL ITEMS SUCH AS 2 CELL PHONE SHOES BLANKETS AND A CASH FOR $1,447 FROM MY WORK PAYCHECK AND CLOTHES

B-2) What time was 911 called?

YES

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

HIGHWAY[redacted] CLEAR AND SUNNY

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

NONE

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

WAS STUCK IN TRAFFIC BECAUSE OF ANOTHER ACCIDENT AND MY VEHICLE STATED SMOKING SO I DROVE IT OFF THE ROAD AND WE GOT OUT AND IS SET FIRE

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

WAS PUT IN PARK AND VEHICLE WAS ON

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

NONE

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

NONE

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

HIGHWAY[redacted] NEAR[redacted] EXIT

C-1) Which fire agency responded?

EAST RECKINGHAM FIRE DEPARTMENT

C-2) What is the fire report number?

UNKNOWN

D-1) Where is the vehicle now?

ARLO'S BP

D-2) Have any repairs been completed?

NO

D-3) Was the insurance company contacted?

YES

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

NO

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

TO COMPENSATE FOR THE LOSS OF POSITIONS PAYCHECK AND VEHICLE

Accident Report

Case [redacted]

Report Details

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

SORENTO

2018 SORENTO_CA REPORTS_ALLEGED DEFECT B_EXPANDED SCOPE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2018 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A33JG[redacted]	[redacted]	7,400

Lumberton, NC, [redacted] Prod. Date: 01/26/2018 Dealer: [redacted] Lumberton KIA

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

Case History

*** 07/02/2018 09:26:13 (GMT-05:00) Eastern Time (US & Canada) ***
Contact = [redacted], Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 07/02/2018 09:20:15 (GMT-05:00) Eastern Time (US & Canada) and created by Natasha Perdue ***
Cutomer:
1.I took my vehicle in on Saturday for first service
2.On my way home
3.My vehicle burst into flames and burnt up on the side of the road
4.I had my two kids in the car with me
5.I wanted to see what the proper protocol was for the vehicle

Writer:
1.Apologized
2.Took fire script

Customers phone disconnected

*** 07/02/2018 09:26:37 (GMT-05:00) Eastern Time (US & Canada) ***
Closed by Natasha Perdue with Resolution Code : Concerns Recorded
[Resolution Summary]

*** 07/02/2018 06:36:18 ***
Reopened by Jacob Adams with Sub Status of Working

*** Note - Others created on 07/02/2018 06:52:42 and created by Jacob Adams ***
Forward to NCA
1 Customer alleges vehilce caught fire
2 Vehicle is currently down at Arlo's BP
3 Customer is requesting to be compensated for loss of cash possessions and vehicle
4 Please review and follow up accordingly

*** 07/02/2018 06:54:10 ***
Dispatched from WIPBin = Default to Queue National CA by Jacob Adams
Reason:

*** 07/02/2018 07:36:03 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 07/02/2018 08:20:43 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin default of Alex Villalpando by Jeff Stroup
Reason:

*** Phone - Call - Inbound created on 07/02/2018 12:03:52 (GMT-07:00) Arizona and created by William Bushong ***
cust states
1. the dealer is not doing anything
2. i use my vehicle for my job
3. the fire department said it was the service departments fault
4. my paycheck was burnt in the car

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2018 SORENTO 5XYPG4A33JG[redacted]	[redacted]	7,400

Lumberton, NC, [redacted] Prod. Date: 01/26/2018 Dealer: [redacted] Lumberton KIA

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

writer states
1. apologized
2. the NCA will be in contact with you as soon as they can

cust states
1. do you know when?
2. my job is dependant on this

writer states
1. this was dispatched today

cust states
1. do i need to get an attorney

*** Phone - Call - Outbound created on 07/02/2018 13:42:35 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt attempted contact. Left message for CB

*** Phone - Call - Inbound commitment created on 07/02/2018 13:43:03 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/03/2018 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on 07/03/2018 09:24:46 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt states
1. Hello contacting in regards to case
2. Please advise

Cust states
1. Bought car in April
2. Happened Saturday
3. Had oil change done same day at Kia of Lumberton
4. Went to Kia of Lumberton
5. After 45 mins of driving
6. There was smoke
7. Flame coming from front of hood
8. Got out of car
9. Heard noises like pow pow pow
10. Vehicle burned within a few moments
11. Whole paycheck $1,400 was in there
12. We were heading out of town
13. Contacted insurance and car has been moved
14. Insurance will not give me a rental car until inscpetion has been completed
15. Dlr has not been helpful.
16. Did not offer loaner car and they told me to contact insurance

Wrt states
1. Thank you for information
2. Please provide photos and reports if availabole
3. Will review and follow up
4. Please contact me if you have any questions

Last name	First name	VIN of 2018 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A33JG[redacted]	[redacted]	7,400

Lumberton, NC, [redacted] Prod. Date: 01/26/2018 Dealer: [redacted] Lumberton KIA

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

Cust states
1. Thank you

*** Email - External Email Sent created on 07/03/2018 09:30:43 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Sent: Tuesday, July 03, 2018 9:31 AM
To: [redacted]
Subject: Kia Motors America [redacted] / 5XYPG4A33JG[redacted]

Hello Ashley,

Thank you for speaking with me earlier. Per our conversation, please email me pictures of your vehicle and a copy of the police and/ or fire report if available. Please send the photos 1 at a time as our system does not accept large file attachments.

Thank you,

*** Phone - Call - Outbound created on 07/03/2018 09:33:36 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt contacted Dlr for copy of RO

*** Phone - Call - Inbound commitment updated on 07/03/2018 09:33:54 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/05/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 07/05/2018 09:18:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/06/2018 and updated by Alex Villalpando ***

*** Web - Note created on 07/06/2018 10:59:40 (GMT-07:00) Arizona and created by Mariella Campos ***
SOCIAL MEDIA POST 6/30/18

CUSTOMER [redacted]
My car□□□□ just left lumberton Kia getting my first oil change and this is wat happened on the way back!!! My girls and I are safe! We lost several items and $1447 in cash my whole paycheck!!! And lumberton Kia wont even put me in a car until Monday!!! Thanks Kia of lumberton!!!!!!

[redacted]

7/4/18
Someone that was driving by took these pics Saturday as my car was burning up!!! Minutes after my children and I exited the car!!!

[redacted]

<For Internal Use Only
Please Note: Cust DID NOT reach out to KMA via social media. Post was forwarded to KMA by other social media user (Amanda Stedman Hulon).

[redacted]

Last name	First name	VIN of 2018 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPG4A33JG[redacted]	[redacted]	7,400

Lumberton, NC, [redacted] Prod. Date: 01/26/2018 Dealer: [redacted] Lumberton KIA

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

*** Phone - Call - Outbound created on 07/06/2018 11:15:32 (GMT-07:00) Arizona and created by Mariella Campos ***
Wrt called Lumberton Kia – Spoke w/ Srv Adv Charles

Wrt states:
1. Identified social media post regarding alleged fire after veh left dlr
2. Attempting to verify cust and veh info

Srv Adv states:
1. Veh not here , no current work order open for veh
2. Cust name is [redacted]
3. Veh was here for oil change on 6/30/18

Wrt states:
1. Have located VIN and and case

Wrt thanked and call ended

*** Phone - Call - Outbound created on 07/06/2018 13:33:20 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt attempted contact with cust. Left message for CB

*** Phone - Call - Inbound commitment updated on 07/06/2018 13:33:50 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/09/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 07/09/2018 10:12:42 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/10/2018 and updated by Alex Villalpando ***

*** Phone - Call - Outbound created on 07/09/2018 10:12:43 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt states
1. Hello contacting in regards to case
2. Have received your information
3. Reviewing with KMA engineers
4. What is status with insurance company

Cust states
1. They are working to inspect it
2. Have not found what caused it

Wrt states
1. thank you for information
2. Will continue review and follow up
3. Please contact me if you have any questions.

*** Note - Others created on 07/12/2018 11:58:30 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Reviewed with KMA engineers

*** Phone - Call - Outbound created on 07/12/2018 11:58:43 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2018 SORENTO 5XYPG4A33JG[redacted]	[redacted]	7,400

Lumberton, NC, [redacted] Prod. Date: 01/26/2018 Dealer: [redacted] Lumberton KIA

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

Wrt attempted contact. Left message for CB

*** Phone - Call - Inbound commitment updated on 07/12/2018 11:59:07 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/13/2018 and updated by Alex Villalpando ***

*** Phone - Call - Outbound created on 07/13/2018 10:40:15 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt states
1. Hello contacting in regards to case
2. Have reviewed with KMA engineers
3. After review, recommend to continue working with insurance company
4. Wrt explained subrogation process
5. You may provide my contact information to insurace
6. Will work with insurance company once contacted.

Cust states
1. Okay then
2. I will give them your information

Wrt states
1. thank you
2. Please contact me if you have any questions.

*** Phone - Call - Inbound commitment fulfilled on 07/13/2018 16:33:06 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/13/2018 closed by Alex Villalpando ***

*** 07/13/2018 16:33:09 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Alex Villalpando with Resolution Code : Concerns Recorded
[Resolution Summary]
Pending further contact.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2018 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA3XJG[redacted]	[redacted]	30,000

Duluth , MN [redacted] Prod. Date: 08/14/2017 Dealer: [redacted] KIA of Duluth

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

Case History

*** 02/05/2019 10:41:39 (GMT-08:00) Pacific Time (US & Canada) ***
Contact = [redacted], Priority = Standard, Sub Status = Working

*** Phone - Call - Outbound created on 02/05/2019 10:41:43 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt left a VM requesting a call back.

*** Email - External Email Received created on 02/05/2019 10:42:42 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Judy,

I have a 2018 KIA Sorento LX that a customer had on rent in International Falls MN and started on fire and burnt completely - total loss. The unit was parked and idling and then the customer noticed the unit was burning and everyone got out. I have not run into this scenario before. Do you have a contact at KIA that we can report this to and is there an investigation that needs to happen by KIA? Passengers that were in the car that got out took a vide of the unit burning and is on a rampage of pulling info from the web on other people that have experienced the same scenario.

--
[redacted] | City Manager
Sonju Enterprises, Inc. d/b/a Avis Rent A Car System Licensee
T & B Michigan , LLC d/b/a Budget Rent A Car Licensee
W [redacted] | F [redacted]
[redacted] | Duluth, MN [redacted]

*** Phone - Call - Inbound commitment created on 02/05/2019 10:43:31 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/06/2019 and created by Ryan Ristow ***

*** 02/05/2019 10:46:05 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1. Intro Calls and Sub Status of Working

*** Phone - Call - Inbound commitment updated on 02/05/2019 13:29:18 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/06/2019 and updated by Ryan Ristow ***
Email received from Avis:
Deanna my cell number is [redacted]. I am in the middle of an office move so my work number [redacted] will not reach me. Its best for someone to email me or call me on my cell.

Thanks,

*** Phone - Call - Inbound commitment updated on 02/05/2019 13:30:04 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/06/2019 and updated by Ryan Ristow ***
Wrt left a message fo [redacted] cell phone.

*** Phone - Call - Inbound commitment fulfilled on 02/05/2019 13:54:18 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/06/2019 closed by Ryan Ristow ***
Steve with Avis called back:
1. Returning your call.

Wrt replied;
1. Thanks.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2018 SORENTO 5XYPGDA3XJG[redacted]	[redacted]	30,000

Duluth , MN [redacted] Prod. Date: 08/14/2017 Dealer: [redacted] KIA of Duluth

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

2. I wanted to follow up as we will want to inspect this vehicle.
3. the first thing I need is all the info you have.

[redacted]
1. The customer said the vehicle was idling, they smelt a burning smell and took a video as it caught on fire.

Wrt replied;
1. Okay, please send the video, photos and any other docs you have.
2 I will review with the KMA engineers and contact you back as soon as I have an update.

Steve replied:
1. Thanks for the call.

*** Email - External Email Received commitment created on 02/05/2019 13:54:41 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/08/2019 and created by Ryan Ristow ***

*** Email - External Email Received commitment fulfilled on 02/05/2019 14:33:56 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/08/2019 closed by Ryan Ristow ***
Docs attached.

*** Email - External Email Received created on 02/05/2019 14:34:11 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Ryan here are the notes I have on this file. As you read the notes Alyssa was the additional driver and was signed on to the rental agreement. She would be the best person to speak to as she was the one behind the wheel. The car was rented to one Gaven Attwood with additional drive [redacted]

I have attached the pictures and the video of the unit burning.

The unit is currently at the tow company and we are having it moved to a parking lot at the airport to stop storage fees. The car will be located at :

Avis - Falls International Airport
[redacted]
INTL FALLS,MN [redacted]

Location contact is Tara Johnson - [redacted]

Please let me know if you need anything else.

Thanks,
[redacted]

*** Others - Others commitment created on 02/05/2019 14:34:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/05/2019 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 02/06/2019 09:38:28 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/05/2019 closed by Ryan Ristow ***
PER LEGAL - WE HAVE BEEN INFORMED ABOUT THE OPERATIVE FACTS OF CASE [redacted]. WE BELIEVE THAT THERE IS A REASONABLE PROSPECT THAT THIS CASE MAY END UP IN LITIGATION AND REQUEST CA TO PERFORM AN INSPECTION TO PROTECT THE COMPANY IN THE EVENT OF LITIGATION. THIS WILL

Last name	First name	VIN of 2018 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA3XJG[redacted]	[redacted]	30,000

Duluth , MN [redacted] Prod. Date: 08/14/2017 Dealer: [redacted] KIA of Duluth

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

CONFIRM THAT ANY INSPECTION REPORTS WILL BE SUBJECT TO THE ATTORNEY CLIENT PRIVILEGE.

*** Phone - Call - Outbound created on 02/06/2019 09:41:16 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt left a VM for [redacted]

*** Phone - Call - Inbound commitment created on 02/06/2019 09:41:59 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/11/2019 and created by Ryan Ristow ***

*** Phone - Call - Inbound commitment updated on 02/11/2019 09:13:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/11/2019 and updated by Ryan Ristow ***
Steve contacted wrt:
1. Returning your call.

Wrt advised:
1. Wanted to advise that we will have EFI looking at the vehicle.

Steve replied:
1. Thanks for the info the location has changed.
2. I will email it to you.

*** Phone - Call - Inbound commitment fulfilled on 02/11/2019 09:14:18 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/11/2019 closed by Ryan Ristow ***
Tara,

Please provide the address that this unit was towed to in order to avoid storage fees to Ryan and copy me. Ryan called this AM and said that an investigator from EFI Global will be coming to look at the vehicle. However he did not know when.

Ryan I am copying our corporate attorney on these emails just as a courtesy to keep him in the loop on this matter.

Thanks,

Ryan,

The Sorrento fire unit is being stored at [redacted] Ray, MN [redacted]
Contact numbers to get ahold of me are [redacted] or [redacted]

Thank you,

Tara Johnson
Station Manager
International Falls, MN [redacted]

*** Others - Others commitment created on 02/11/2019 09:14:55 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/15/2019 and created by Ryan Ristow ***

*** Others - Others commitment created on 02/11/2019 09:14:36 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/19/2019 and created by Ryan Ristow ***

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2018 SORENTO 5XYPGDA3XJG[redacted]	[redacted]	30,000

Duluth , MN [redacted] Prod. Date: 08/14/2017 Dealer: [redacted] KIA of Duluth

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

*** Others - Others commitment updated on 02/19/2019 13:04:02 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/20/2019 and updated by Ryan Ristow ***

*** Others - Others commitment created on 02/11/2019 09:14:36 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/20/2019 and created by Ryan Ristow ***
Wrt left a VM for Tracy with Avis.

*** Others - Others commitment fulfilled on 02/20/2019 10:17:36 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/20/2019 closed by Ryan Ristow ***
Wrt contacted [redacted]
1. I have reviewed with our reps here.
2. It seems that it would be very difficult to tow.
3. Do you have any locations that you can tow it to?

[redacted] replied;
1. We do not have a garage.
2. I feel that the inspector you hired is being unreasonable.
3. The snow will be cleared out for him.

Wrt replied:
1. There is not lift.
2. We do not know if the car is frozen.

[redacted] replied:
1. Then take it to Kia of Duluth.

Wrt replied:
1. I cannot just tow the vehicle 150 miles to the dealer.
2. I do not know if they will accept it.

[redacted] replied:
1. We own that the dealer.

Wrt replied:
1. Get me a contact with the insurance and the dealer and I will see what we will do.

Steve replied:
1. Okay.

*** Phone - Call - Inbound commitment created on 02/20/2019 10:18:00 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/22/2019 and created by Ryan Ristow ***

*** Phone - Call - Inbound commitment fulfilled on 02/20/2019 13:18:51 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/22/2019 closed by Ryan Ristow ***
Ryan,

As you requested per our phone conversation here is the information of the closest KIA dealer to where the car is currently located. I have talked with Brad Nelson the GM for the store and he advised it would be fine for you to tow the unit to the dealership for the inspection that you need to complete for the burnt unit by the independent contractor you have hired.

Last name	First name	VIN of 2018 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA3XJG[redacted]	[redacted]	30,000

Duluth , MN [redacted] Prod. Date: 08/14/2017 Dealer: [redacted] KIA of Duluth

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

KIA OF DULUTH
[redacted]t
Duluth MN[redacted]

SERVICE MANAGER - Rob Haveri - [redacted]
Email Address - [redacted]

Please let me know when you have made arrangements to have the unit moved there.

--
[redacted] | City Manager

[redacted]

Okay, we will schedule the vehicle tow for tomorrow. We wanted to keep the vehicle as close as possible for the sake of preservation of the vehicle. If any parts are lost due to the length of the transport, Kia will not be responsible. Please be advised that someone will need to be present at the time of vehicle pickup in order to hand the keys to the tow truck driver.

Best,

*** Others - Others created on 02/20/2019 13:19:05 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Tow request sent.

*** Phone - Call - Outbound commitment created on 02/20/2019 13:20:36 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/21/2019 and created by Ryan Ristow ***

*** Phone - Call - Outbound commitment fulfilled on 02/21/2019 09:07:36 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/21/2019 closed by Ryan Ristow ***
Vehicle tow was dispatched.

*** Others - Others commitment created on 02/21/2019 09:08:06 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/26/2019 and created by Ryan Ristow ***

*** Others - Others commitment created on 02/21/2019 09:07:44 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/28/2019 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 02/27/2019 10:44:25 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/28/2019 closed by Ryan Ristow ***
Vehicle inspection scheduled for 2/27/19.

*** Others - Others commitment created on 02/27/2019 10:44:54 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/07/2019 and created by Ryan Ristow ***

*** Others - Others commitment created on 02/27/2019 10:44:31 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/12/2019 and created by Ryan Ristow ***
Pending report

*** Others - Others commitment created on 02/27/2019 10:44:31 (GMT-08:00) Pacific Time (US & Canada) with

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2018 SORENTO 5XYPGDA3XJG[redacted]	[redacted]	30,000

Duluth , MN [redacted] Prod. Date: 08/14/2017 Dealer: [redacted] KIA of Duluth

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

Commitment Date 03/15/2019 and created by Ryan Ristow ***
Pending report

*** Others - Others commitment created on 02/27/2019 10:44:31 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/18/2019 and created by Ryan Ristow ***
Pending report

*** Others - Others commitment created on 02/27/2019 10:44:31 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/20/2019 and created by Ryan Ristow ***
Pending report

*** Others - Others commitment fulfilled on 03/19/2019 11:26:48 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/20/2019 closed by Ryan Ristow ***
Report received

*** Others - Others commitment created on 03/19/2019 11:27:09 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/19/2019 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 03/19/2019 16:22:55 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/19/2019 closed by Ryan Ristow ***
Request vehicle history.

*** Email - External Email Sent created on 03/19/2019 16:23:03 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
[redacted]

We are still investigating. Can you provide all the service history for the vehicle?

Best,

*** Email - External Email Received commitment created on 03/19/2019 16:23:47 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/21/2019 and created by Ryan Ristow ***

*** Email - External Email Received commitment fulfilled on 03/21/2019 10:58:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/21/2019 closed by Ryan Ristow ***
Docs received from rep.

*** Others - Others commitment created on 03/21/2019 10:58:52 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/26/2019 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 03/26/2019 10:10:37 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/26/2019 closed by Ryan Ristow ***
Wrt reviewed the report with the KMA engineer:
The cause of the vehicle fire is undetermined.

*** Others - Others created on 03/28/2019 13:26:21 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt reviewed with the CAFOM.

*** Phone - Call - Outbound commitment created on 03/28/2019 13:27:03 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/29/2019 and created by Ryan Ristow ***

Last name	First name	VIN of 2018 SORENTO	Case Number	Mileage
[redacted]	[redacted] E	5XYPGDA3XJG[redacted]	[redacted]	30,000

Duluth , MN [redacted] Prod. Date: 08/14/2017 Dealer: [redacted] KIA of Duluth

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

*** Phone - Call - Outbound commitment updated on 03/28/2019 13:31:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/29/2019 and updated by Ryan Ristow ***
Wrt left a message for [redacted] with Avis.

*** 03/28/2019 13:36:23 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1. Intro Calls and Sub Status of Working

*** Phone - Call - Outbound commitment fulfilled on 03/29/2019 09:52:20 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/29/2019 closed by Ryan Ristow ***
Wrt contacted the customer:
1. Calling to follow up.

The customer replied:
1. I got your message to the receptionist advising that the cause was undetermined and that you were looking to speak with me to review for possible GW.
2. I am unable top do that until our corporate attorney returns.
3. I will call next week.

Wrt replied:
1. Okay, sounds good.

*** Phone - Call - Inbound commitment created on 03/29/2019 09:52:43 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/03/2019 and created by Ryan Ristow ***

*** 04/02/2019 13:07:18 (GMT-08:00) Pacific Time (US & Canada) ***
Inspection requested by [redacted]
Request Code: PLThirdParty[redacted]
Request Details:

*** Phone - Call - Inbound commitment created on 03/29/2019 09:52:22 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/10/2019 and created by Ryan Ristow ***
Ryan,

I have discussed with our legal counsel and they are requesting you send me a letter with your findings and the detail on the "options" you mentioned.

Would you be able to get that to me today?

--
[redacted]n | City Manager
Sonju Enterprises, Inc. d/b/a Avis Rent A Car System Licensee
T & B Michigan , LLC d/b/a Budget Rent A Car Licensee
W: [redacted] | F: [redacted]
[redacted] | Duluth, MN [redacted]

[redacted]

I am happy to send a letter advising what our investigator found. However, in terms of sending an offer letter for possible goodwill, I was hoping to speak with you first. Do you still owe on the car or do you have a free and clear title? Can you send the title and sales contract if you have them? You advised there was a renter who was

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2018 SORENTO 5XYPGDA3XJG[redacted]	[redacted]	30,000

Duluth , MN [redacted] Prod. Date: 08/14/2017 Dealer: [redacted] KIA of Duluth

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

contacting you, have you come to an agreement with them?

Please advise on these questions.

Best,

*** Phone - Call - Inbound commitment created on 03/29/2019 09:52:22 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/15/2019 and created by Ryan Ristow ***
Ryan,

We still have a lien on the vehicle with Wells Fargo. I can provide you a copy of the title if you need that so please advise. The customer is waiting to hear on your findings to resolve this matter.

[redacted] | City Manager
Sonju Enterprises, Inc. d/b/a Avis Rent A Car System Licensee
T & B Michigan , LLC d/b/a Budget Rent A Car Licensee
W: [redacted] | F: [redacted]
[redacted] Duluth, MN [redacted]

[redacted]

As advised, the cause of the vehicle fire is undetermined. However, we are happy to review for goodwill assistance since you are a fleet representative of Kia. Please send me all the documents and I will review like the current loan payoff and the title and I will review.

Best,

*** Phone - Call - Inbound commitment fulfilled on 04/15/2019 13:52:14 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/15/2019 closed by Ryan Ristow ***

Randine please send this info to Ryan and copy me.

Thanks,

[redacted] | City Manager
Sonju Enterprises, Inc. d/b/a Avis Rent A Car

Here is a copy of the title. Payoff is $21,856.41.

Randine LePage | Office Manager

Randine,

I need paperwork showing the current loan payoff. I can contact Wells Fargo directly if you fill out the attached form

Best,

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2018 SORENTO 5XYPGDA3XJG[redacted]	[redacted]	30,000

Duluth , MN [redacted] Prod. Date: 08/14/2017 Dealer: [redacted] KIA of Duluth

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

Ryan,

The amount reflected by Wells as our payoff amount is not a valid figure to use for the claim because Wells requires us to make monthly curtailment payments of principal without any correspondence to value. The appropriate figure to use would be the book value.

That being said, I have attached the latest from Wells Fargo, showing a current loan balance of $17,592.68.

We need $21,856.41 to be made whole.

Randine LePage | Office Manager

Randine,

Thanks for sending this info.

[redacted]

After reviewing the information available, as a goodwill gesture I would be offering $18,600, to repurchase the vehicle. I calculated this value through the use of a mileage deduction. I also referenced it across the KBB value and this amount was in the range. I have attached an offer letter for your review. If you have any questions, please do not hesitate to ask.

Best,

*** Email - External Email Received commitment created on 04/15/2019 13:52:35 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/22/2019 and created by Ryan Ristow ***

*** Email - External Email Received commitment fulfilled on 04/22/2019 13:18:27 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/22/2019 closed by Ryan Ristow ***
Ryan can you confirm that you have received this signed letter? Let me know what else you need us to do.

Thanks,

Ryan,

I have the title in my possession now. Please advise address so I can overnight it where it needs to go. I assume you are working with [redacted] regarding the vehicle itself.

Randine,

Please hold onto the title, as our 3rd party will handle flipping the title and scheduling the vehicle surrender. I will be sending them the check, once I have it.

Best,

Last name	First name	VIN of 2018 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYPGDA3XJG[redacted]	[redacted]	30,000

Duluth , MN [redacted] Prod. Date: 08/14/2017 Dealer: [redacted] KIA of Duluth

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

*** Email - External Email Sent created on 04/22/2019 13:28:59 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Randine,

Did you have an updated copy of the title showing no lien holder?
Otherwise, I will need the attached for filled out so that I may verify how to address the check to Wells Fargo.

Best,

*** Email - External Email Received commitment created on 04/22/2019 13:29:35 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/26/2019 and created by Ryan Ristow ***

*** Email - External Email Received commitment updated on 04/22/2019 13:48:34 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/26/2019 and updated by Ryan Ristow ***
Wrt opened VRS [redacted]

*** 04/22/2019 13:48:51 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1. Intro Calls and Sub Status of Working

*** Email - External Email Received commitment fulfilled on 04/22/2019 14:10:20 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/30/2019 closed by Ryan Ristow ***
Here you go.

*** Others - Others created on 04/22/2019 14:39:58 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
VRS [redacted] submitted.

*** Others - Others commitment created on 04/22/2019 14:40:40 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/06/2019 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 04/29/2019 09:57:56 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/06/2019 closed by Ryan Ristow ***
Checks sent.

*** Others - Others commitment created on 04/29/2019 09:58:15 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/10/2019 and created by Ryan Ristow ***

*** Others - Others commitment created on 04/29/2019 09:57:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/15/2019 and created by Ryan Ristow ***
Pending surrender

*** Others - Others commitment created on 04/29/2019 09:57:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/15/2019 and created by Ryan Ristow ***
Surrender date 5/16/19

*** Others - Others commitment created on 04/29/2019 09:57:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/16/2019 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 05/16/2019 09:44:14 (GMT-08:00) Pacific Time (US & Canada) with

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2018 SORENTO 5XYPGDA3XJG[redacted]	[redacted]1	30,000

Duluth , MN [redacted] Prod. Date: 08/14/2017 Dealer: [redacted] KIA of Duluth

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

Commitment Date 05/16/2019 closed by Ryan Ristow ***
Surrender completed

*** 05/16/2019 09:44:33 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Ryan Ristow with Resolution Code : Repurchase/SOC
[Resolution Summary]
Case closed pending further contact.

*** 06/11/2019 12:59:30 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened by Ryan Ristow with Sub Status of Working

*** Phone - Call - Outbound created on 06/11/2019 13:00:58 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt contacted the customer:
1. Hello, I am calling in regards to the case.
2. The dealer was asking if we could get the vehicle off the lot.

The customer replied:
1. We are not ready to sign the release yet.
2. The customer is claiming about $10,000 and we do not want to be liable and have to sign the release.

Wrt replied:
1. Okay, well send me any documents and we can see.

The rep replied;
1. Will do.

*** Email - External Email Received commitment created on 06/11/2019 13:04:14 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/18/2019 and created by Ryan Ristow ***

*** 06/11/2019 13:11:51 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1. Intro Calls and Sub Status of Working

*** Email - External Email Received commitment fulfilled on 06/17/2019 08:59:27 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/18/2019 closed by Ryan Ristow ***
Ryan,

Thank for the call today.

As per our conversation, please see an email below from the renter of the vehicle Gavin Attwoood. Mr. Attwood was given my name and contact information but I have not heard anything from him but I am sure I will.

AVIS has issues with the release that they are required to sign as AVIS would not be able to seek assistance from Kia Motors America if Mr. Attwood comes after AVIS.

Please review and let me know your thoughts if you can help us out on the language.

JG Bennett
General Counsel
Sonju Enterprises, Inc.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2018 SORENTO 5XYPGDA3XJG[redacted]	[redacted]	30,000

Duluth , MN [redacted] Prod. Date: 08/14/2017 Dealer: [redacted] KIA of Duluth

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

-------- Forwarded Message --------
Subject: Car Fire
Date: Mon, 6 May 2019 21:16:49 -0600
From: Gavin Attwood [redacted]

To: Brittney Hanks [redacted]

CC: Alyssaa Carrier [redacted] Gavin Attwood [redacted]

Brittney,
As you can imagine Alyssa and I are becoming increasingly frustrated with the lack of any information around the devastating car fire that we experienced. Neither Avis, Kia or Purco are giving us any information as to the status of what is a clear cut request.

- The Kia we rented from Avis caught fire through no fault of our own.
- We lost about $10,000 of personal belongings as well as Alyssa losing 4 days of productivity.
- Alyssa suffered significant trauma as a result of the fire.

We have a list of everything that was lost and Avis owes us approximately $10,000.

Please know that we have retained an attorney to help us with this issue as nothing seems to be happening to compensate us for our loss.

If you have a legal department you would prefer to refer me on to please do. I will forward the information to our attorney.

Regards,
Gavin Attwood

--
Gavin Attwood
Chief Executive Officer
Brain Injury Alliance of Colorado
[redacted]
Denver CO [redacted]
[redacted]

The Brain Injury Alliance of Colorado is the go-to resource for help and services for survivors of an injury to the brain, their families and providers.

Confidentiality Warning: This message and any attachments are intended only for the use of the intended recipient(s), are confidential, and may be privileged.

Confidentiality Warning: This message and any attachments are intended only for the use of the intended recipient(s), are confidential, and may be privileged.

*** Email - External Email Sent created on 06/17/2019 08:59:36 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
JG,

I will give the renter a call. I am happy to speak with them.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2018 SORENTO 5XYPGDA3XJG[redacted]	[redacted]	30,000

Duluth , MN [redacted] Prod. Date: 08/14/2017 Dealer: [redacted] KIA of Duluth

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

Best,

*** Phone - Call - Outbound created on 06/17/2019 09:01:09 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt left a VM for the renter.

*** Phone - Call - Inbound commitment created on 06/17/2019 09:01:42 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/24/2019 and created by Ryan Ristow ***

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

SORENTO



NEFCO
FIRE INVESTIGATIONS

[redacted]
Rochester, NH [redacted]
[redacted]

NEFCO [redacted]			
November 27, 2017			
Company:	Safeco Insurance [redacted] Marlton, NJ [redacted]	**Loss Location:**	[redacted] Jamestown, NY
		Date of Loss:	September 12, 2017
Attention:	[redacted]		
Policy #:	[redacted]	**Insured:**	[redacted]
Claim #:	[redacted]		

SCENE ANALYSIS

The City of Jamestown Fire Department responded to a 911 call from the insured, [redacted], at approximately 1:15 a.m. on September 12, 2017, for a vehicle fire at her residence of [redacted] The City of Jamestown Fire Department and Police Department responded and discovered an engine compartment fire. The fire department extinguished the fire, and the majority of the damage was limited to the vehicle with some radiant heat damage to the garage structure nearby. The vehicle was subsequently towed to Copart storage facility located at [redacted], LeRoy, NY.

The vehicle analysis commenced on September 22, 2017, at the Copart facility located at [redacted] Leroy, NY [redacted] The vehicle was secured in the tow yard behind a locked chain-link fence. The risk was 2016 Kia Sorrento, vehicle identification number #5XYPGDA31GG[redacted].

The vehicle analysis began with an exterior examination of the vehicle. The examination of the passenger side revealed that the windows on the front and rear doors were intact. There was a film of soot on the interior side of the window glass. The front fender for the passenger side had evidence of heat damage and clean burn over the front wheel well area. The front passenger tire was damaged due to heat exposure but was still on the wheel. There was no other evident fire or heat damage on the passenger side.

The examination of the rear of the vehicle revealed no fire damage.

The examination of the driver side revealed no fire damage on the rear quarter panel or the rear door. The driver's side front door had evidence of burn damage that was directional from the front of the vehicle. The driver's door window was broken. The driver's side front fender had evidence of burn damage with clean burn to the metal on the rear portion of the front fender. Much of the tire of the

THE ENCLOSED REPORT IS PROVIDED AS PRIVILEGED AND CONFIDENTIAL TO THE ADDRESSEE. RELEASE TO ANY OTHER COMPANY, CONCERN, OR INDIVIDUAL IS SOLELY THE RESPONSIBILITY OF THE ADDRESSEE.

driver's side front wheel had been consumed, and there was significant heat damage to the driver's side front wheel.

The examination of the front revealed that all of the grill and plastic bumper membranes had been consumed, and the engine hood had been pried up. The windshield was missing, and the windshield frame had evidence of fire damage on the driver's side only.

The examination of the roof of the vehicle revealed heat damage adjacent to the windshield over the driver's side front seat area only. There was no other damage to the roof.

The risk was a hatchback, small SUV design that possessed a third-row seat. The examination of the vehicle continued with an analysis of the interior conditions beginning at the rear cargo area as accessed through the rear tailgate door. The third-row seat was up, and there were no items in the cargo area or in the third-row seat. There was also no burn damage to the third-row seat. The interior analysis continued to the second-row, rear seat area as accessed through the rear side doors. There also were no items located in the rear seat area, and there was no fire damage to the second-row seats. The analysis of the front passenger seat area and dashboard revealed only soot and minor heat damage to the dashboard and steering wheel console area. The dashboard was intact. The driver's seat back had evidence of heat exposure on the top half of the seat cushion and no evidence of heat exposure on the bottom seat cushion. The passenger front seat had evidence of heat exposure on the headrest only. A pile of debris was located in the foot well of the front passenger seat area. Upon sifting through the items in the debris, the remains of internal portions of the battery were identified along with some wiring and a portion of the radiator.

The examination continued to the engine compartment. There was significant heat and fire damage to the driver's side of the engine compartment. Rubber hoses for various engine fluids had either been consumed or significantly affected by heat exposure with the most severe damage near the driver's side of the engine compartment and a lesser degree of damage toward the passenger's side of the engine compartment. Wiring for electricity in the vehicle located on the front and driver's side of the engine compartment was void of insulation. Many of the components normally found on the driver's side of the engine compartment, such as power steering, power brakes, and electronic control panels, were heavily damaged or completely consumed in the fire event. One of the battery cables still had a battery terminal clamp attached to the wire.

INTERVIEWS

Upon speaking with the insured, [redacted] it was learned that she was the owner of the Kia Sorrento and that she had purchased it new and was the only person to drive the vehicle. [redacted] stated that she and her husband had gone out for dinner and returned shortly after 8:00 p.m. the night before the fire. [redacted] stated that around 1:15 a.m., she heard a car alarm start and then stop before starting up again. She stated that she looked out her bedroom window, saw the engine compartment of her car on fire, and immediately called 911 [redacted] stated that her vehicle was parked in her driveway in front of her garage and that it was locked. She stated that her keys were in the house. [redacted] stated that the car had about 11,000 miles on it and that she was a little overdue for an oil change. However, she stated that she had had all of her routine service done since she purchased

the vehicle at Jamestown Kia Dealership. [redacted] stated that she had not had any mechanical problems or complaints with the car and that it had performed well. She stated that about two months ago, she was driving on [redacted] when a truck tire blew on a tractor trailer that she was passing and part of the rubber of the tire hit the front-right corner of her car, causing some scuff marks. She stated that aside from that, there had been no damage to or problems with the vehicle. [redacted] stated that she had had problems with a teenager living next door and that she had to have the police deal with him firing BB guns at her property. However, she stated that aside from that, she had not had any problems with anyone in the neighborhood. [redacted] stated that she did file a claim with her homeowner's insurance for damage to her driveway and the garage from the fire. She stated that her home was insured through Chautauqua Patrons.

Detective Gould of the Jamestown Police Department was contacted about any investigation surrounding this vehicle fire. Detective Gould stated that there was nothing suspicious about the fire. He stated that the police department did not have any reason to believe that the fire was anything but accidental due to an issue involving the vehicle components.

CONCLUSION

This fire originated in the engine compartment of the vehicle, more specifically on the driver's side of the engine compartment. The cause of this fire is undetermined. The cause involved a component of the vehicle. However, due to the amount of damage and overhaul work by the fire department, further examination by an engineer would be required to further identify the cause of this fire.

This report reflects the findings of this investigation as conducted to date. This investigator reserves the right to alter or amend the report should new information become available and, as always, would be pleased to conduct additional analyses upon your request.

[redacted]

David A. Kubiak
Fire Analyst

DAK/kho

Enclosures: (1) Photographs

NEFCO FIRE INVESTIGATIONS
PHOTOGRAPHS



1. A view of the passenger's side

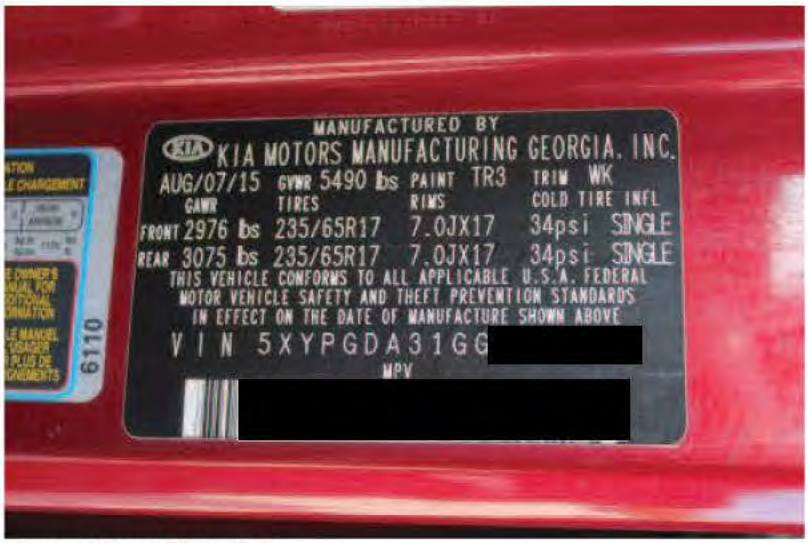


2. A view of the driver's side

NEFCO FIRE INVESTIGATIONS
PHOTOGRAPHS



3. A view of the front end



4. A view of the VIN plate

NEFCO FIRE INVESTIGATIONS
PHOTOGRAPHS



5. A view of the driver's seat back



6. A view of the center console



7. A view of the debris from front passenger foot well



8. A view of the debris from front passenger's foot well



9. A view of the debris from front passenger's foot well



10. A view of the front driver's side wheel



11. A view of the engine compartment driver's side



12. A view of the engine compartment driver's side



13. A view of the engine compartment



14. A view of the engine compartment wiring



15. A view of the engine compartment



16. A view of the engine compartment

LexisNexis®

For Customer Support refer to the appropriate platform below:

OrderPoint
[redacted]

Accurint for Insurance
[redacted]

Lexis.com
Law Firm accounts
[redacted]

PAGE COUNT: 2

CLIENT : [redacted]
DIVISION :
ADJUSTER : [redacted]
CLAIM :

TRANSACTION # : [redacted]
DATE : 09/28/2017

DATE OF LOSS : 09/12/2017 TIME OF LOSS : 01:00 AM
STREET : [redacted]
CITY : JAMESTOWN
COUNTY : CHAUTAUQUA
STATE : NY

INVESTIGATING AGENCY : JAMESTOWN PD
REPORT NUMBER : [redacted]
REPORT TYPE : Fire Car
PARTY 1 : [redacted]
PARTY 2 :
PARTY 3 :

CAR : MAKE : YEAR :
TAG :

DRIVER LICENSE :
ADDITIONAL INFO :

POLICY #:
POLICY STATE:
LOSS KIND:

NOTE :

THANK YOU FOR YOUR ORDER! [redacted]

Jamestown Police Case Report

Summary

Print Date/Time: 09/22/2017 12:48
Login ID:
Case Number: [redacted]

Jamestown Police Department
ORI Number: [redacted]

Case

Case Number: [redacted]
Location: [redacted]
JAMESTOWN, NY [redacted]
Reporting Officer ID: [redacted] - Catalano

Incident Type: Assist Fire/Rescue
Occurred From: 09/12/2017 01:20
Occurred Thru: 09/12/2017 01:20
Disposition: Closed
Disposition Date: 09/18/2017
Reported Date: 09/12/2017 01:21 Tuesday

Offenses

No.	Group/ORI	Crime Code	Statute	Description	Counts

Subjects

Type	No.	Name	Address	Phone	Race	Sex	DOB/Age
Victim	1	[redacted]	[redacted] JAMESTOWN, NY [redacted]			[redacted]	[redacted]

Arrests

Arrest No.	Name	Address	Date/Time	Type	Age

Property

Date	Code	Type	Make	Model	Description	Tag No.	Item No.
09/12/2017	Damaged/Destroyed Burned	Vehicle Parts & Accessories			AUTOMOBILE, KIA SORRENTO, 2016		

Vehicles

No.	Role	Vehicle Type	Year	Make	Model	Color	License Plate	State

NARRATIVE

74. ON 9/12/17 AT 0120, PO CATALANO (WRITER) RESPONDED TO [redacted] TO ASSIST FIRE/RESCUE WITH A VEHICLE FIRE, NEXT TO A GARAGE. WRITER ARRIVED ON SCENE WITH JFD AND OBSERVED A RED KIA SORRENTO, 2016, [redacted] PARKED IN THE DRIVEWAY WITH THE ENGINE COMPARTMENT FULLY ENGULFED. FIRE WAS QUICKLY PUT OUT BY JFD, WHO STATED THEY SUSPECTED THE CAUSE TO BE AN ELECTRICAL FAULT. WRITER SPOKE TO VEHICLE OWNER [redacted] WHO STATED THE CAR WAS SEEN PARKED DRY SINCE APPROX 2000HRS, ON 9/11/17. SHE STATES SHE AWOKE TO THE ALARM GOING OFF AND SAW VISIBLE FLAMES. FIRE IS NOT SUSPICIOUS AT THIS TIME.

9 10 11 12 13

[redacted]

[redacted]



kia 007

Claim Reference Id:	[redacted]
File Name:	**PHOTO1**
File Date:	**09/18/2017**
Label:	**kia 007**
Note:	**Style:2016,KIA,Sorento LX AWD|LossDate:09/12/2017|PolicyNumber[redacted]|ClaimRepresentative:NADIRAH BROWN|VIN:5XYPGDA31GG[redacted]|InsuranceCom**
Photo Location:	
Photo Taken By:	**WILLIAM RUBACK**
Estimate Indicator:	**E01**

[redacted]



kia 006

Claim Reference Id:	[redacted]
File Name:	PHOTO2
File Date:	09/18/2017
Label:	kia 006
Note:	Style:2016,KIA,Sorento LX AWD|LossDate:09/12/2017|PolicyNumber[redacted]|ClaimRepresentative:NADIRAH BROWN|VIN:5XYPGDA31GG[redacted]|InsuranceCom
Photo Location:	
Photo Taken By:	WILLIAM RUBACK
Estimate Indicator:	E01

[redacted]



kia 014

Claim Reference Id	[redacted]
File Name:	**PHOTO3**
File Date:	**09/18/2017**
Label:	**kia 014**
Note:	**Style:2016,KIA,Sorento LX AWD|LossDate:09/12/2017|PolicyNumber[redacted]|ClaimRepresentative:NADIRAH BROWN|VIN:5XYPGDA31GG[redacted]|InsuranceCom**
Photo Location:	
Photo Taken By:	**WILLIAM RUBACK**
Estimate Indicator:	**E01**

[redacted]



kia 011

Claim Reference Id:	[redacted]
File Name:	**PHOTO4**
File Date:	**09/18/2017**
Label:	**kia 011**
Note:	**Style:2016,KIA,Sorento LX AWD|LossDate:09/12/2017|PolicyNumber[redacted]|ClaimRepresentative:NADIRAH BROWN|VIN:5XYPGDA31GG[redacted]|InsuranceCom**
Photo Location:	
Photo Taken By:	**WILLIAM RUBACK**
Estimate Indicator:	**E01**

[redacted]



kia 002

Claim Reference Id: [redacted]
File Name: PHOTO5
File Date: 09/18/2017
Label: kia 002
Note: Style:2016,KIA,Sorento LX AWD|LossDate:09/12/2017|PolicyNumber [redacted]|ClaimRepresentative:NADIRAH BROWN|VIN:5XYPGDA31GG[redacted]|InsuranceCom
Photo Location:
Photo Taken By: WILLIAM RUBACK
Estimate Indicator: E01

[redacted]



kia 013

Claim Reference Id: [redacted]
File Name: PHOTO6
File Date: 09/18/2017
Label: kia 013
Note: Style:2016,KIA,Sorento LX AWD|LossDate:09/12/2017|PolicyNumber[redacted]|ClaimRepresentative:NADIRAH BROWN|VIN:5XYPGDA31GG[redacted]|InsuranceCom
Photo Location:
Photo Taken By: WILLIAM RUBACK
Estimate Indicator: E01

[redacted]



kia 003

Claim Reference Id	[redacted]
File Name:	PHOTO7
File Date:	09/18/2017
Label:	kia 003
Note:	Style:2016,KIA,Sorento LX AWD|LossDate:09/12/2017|PolicyNumber[redacted]|ClaimRepresentative:NADIRAH BROWN|VIN:5XYPGDA31GG[redacted]|InsuranceCom
Photo Location:	
Photo Taken By:	WILLIAM RUBACK
Estimate Indicator:	E01

[redacted]



kia 004

Claim Reference Id:	[redacted]
File Name:	PHOTO8
File Date:	09/18/2017
Label:	kia 004
Note:	Style:2016,KIA,Sorento LX AWD|LossDate:09/12/2017|PolicyNumber [redacted]|ClaimRepresentative:NADIRAH BROWN|VIN:5XYPGDA31GG[redacted]|InsuranceCom
Photo Location:	
Photo Taken By:	WILLIAM RUBACK
Estimate Indicator:	E01

[redacted]



kia 010

Claim Reference Id:	[redacted]
File Name:	**PHOTO9**
File Date:	**09/18/2017**
Label:	**kia 010**
Note:	**Style:2016,KIA,Sorento LX AWD|LossDate:09/12/2017[redacted]|ClaimRepresentative:NADIRAH BROWN|VIN:5XYPGDA31GG[redacted]|InsuranceCom**
Photo Location:	
Photo Taken By:	**WILLIAM RUBACK**
Estimate Indicator:	**E01**

[redacted]



kia 009

Claim Reference Id [redacted] 1
File Name: PHOTO10
File Date: 09/18/2017
Label: kia 009
Note: Style:2016,KIA,Sorento LX AWD|LossDate:09/12/2017|PolicyNumber [redacted]|ClaimRepresentative:NADIRAH BROWN|VIN:5XYPGDA31GG[redacted]|InsuranceCom
Photo Location:
Photo Taken By: WILLIAM RUBACK
Estimate Indicator: E01

[redacted]



kia 012

Claim Reference Id [redacted]

File Name: PHOTO11

File Date: 09/18/2017

Label: kia 012

Note: Style:2016,KIA,Sorento LX AWD|LossDate:09/12/2017|PolicyNumber[redacted]|ClaimRepresentative:NADIRAH BROWN|VIN:5XYPGDA31GG[redacted]|InsuranceCom

Photo Location:

Photo Taken By: WILLIAM RUBACK

Estimate Indicator: E01

[redacted]



kia 005

Claim Reference Id:	[redacted]
File Name:	PHOTO12
File Date:	09/18/2017
Label:	kia 005
Note:	Style:2016,KIA,Sorento LX AWD|LossDate:09/12/2017|PolicyNumber [redacted]|ClaimRepresentative:NADIRAH BROWN|VIN:5XYPGDA31GG[redacted]|InsuranceCom
Photo Location:	
Photo Taken By:	WILLIAM RUBACK
Estimate Indicator:	E01

[redacted]



kia 008

Claim Reference Id:	[redacted]
File Name:	**PHOTO13**
File Date:	**09/18/2017**
Label:	**kia 008**
Note:	**Style:2016,KIA,Sorento LX AWD|LossDate:09/12/2017|PolicyNumber [redacted]|ClaimRepresentative:NADIRAH BROWN|VIN:5XYPGDA31GG[redacted]|InsuranceCom**
Photo Location:	
Photo Taken By:	**WILLIAM RUBACK**
Estimate Indicator:	**E01**

[redacted]

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

SORENTO



BLOOM FIRE INVESTIGATION

Providing Cause & Origin Analysis, Litigation Support, Expert Witness Services Since 1983

June 15, 2018

Jamie Leung
Progressive Insurance
[redacted]
Irvine, CA [redacted]

RE:	Vehicle Fire:	2016 Kia Sorrento Sedan
	Insured:	[redacted]
	Your File:	[redacted]
	BFI File:	[redacted]
	Loss Date:	May 25, 2018
	Examination Date:	June 12, 2018
	Administration:	Non-Destructive. No Items Removed Pending a Joint Exam by Additional Parties
	Attachments:	Photo CD

California License: [redacted]

[redacted] Grants Pass, OR [redacted] * [redacted] * Cell [redacted]
www.rvfires.com
[redacted]

[redacted]

CASE REPORT

Details

A car became involved in fire on May 25, 2018 shortly after owner [redacted] left an oil lube shop that changed her oil. The car was discovered with fire coming from the engine compartment and arriving firefighters found a well-involved fire in the upper engine compartment with a spread into the windshield.

Vehicle Description



The involved vehicle is a 2016 Kia Sorrento. The license plates had been removed.



The confirmed VIN is 5XYPG4A32GG[redacted] The date of manufacture is Sept. 28, 2015.

Power is provided by an I-4 engine and automatic transmission. No aftermarket accessories or alterations were found.

[redacted]

Fire Damage and Scene Examination







Exterior fire damage was found at the front and around the engine compartment, more notably at the forward portion of the hood. Despite the engine compartment involvement, the tires were not deflated.





Extinguishment was effected just as the windshield was penetrated by the flames, and prevented fire spread into the passenger compartment.

[redacted]

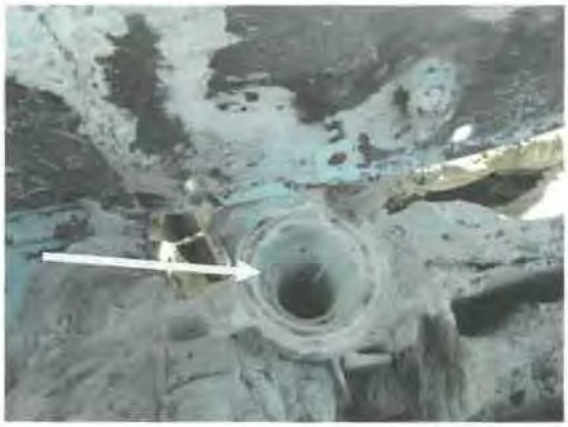


The under hood engine compartment suffered heavy heat and plastic melt damage throughout, with the greater destruction to the front and driver side.

Prior to fire's penetration, the hood insulation padding was consumed.



The entire engine compartment was found with a substantial amount of dry chemical extinguishing powder throughout the engine compartment. The yellow color mixed with the white powder appears to be oil or another liquid residue which escaped the from engine compartment.



[redacted]

The radiator cap was found missing from its location on top of the radiator (white arrow).



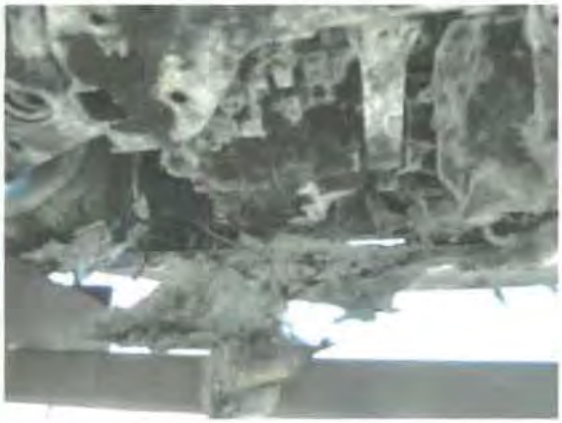
The oil dip stick could not be located without causing damage to the evidence, as it had probably been meted and fused to the metal components. If additional examination is needed, the plastic may be isolated and examined at that time.





A fork lift was used raise the car for an underside examination.





[redacted]

The underside exam also displayed greater destruction to the front of the car and engine compartment, with lesser to no fire damage to the rear.



The oil filter was found in place and tight when gently touched.

The complete examination is described in detail in the enclosed CD and photo narrations.

Witnesses and Information Obtained

[redacted]he owner, was contacted by phone. The car was bought in November 2015 and was purchased new. She was unsure if an extended warranty came with the sale. At the time of the fire, the car had about 65,000 miles.

The car was taken for an oil change and lubrication. She couldn't remember the name of the shop but thought she had a receipt and will forward it to her adjuster.

After the servicing, she drove about 5 miles and parked for a short time. She then drove for another 25 +/- miles, and parked. An odor similar to a barbeque was noted, followed by smoke coming from under the hood, followed shortly by flames at the front of the engine compartment. The fire department was called.

[redacted] also said her daughter noticed a substance described as fresh oil on the driveway after their first stop.

National Highway Traffic Safety Administration SAFERCAR database. There are no fire related recalls for this VIN-specific vehicle.

Administration and Recommendations

The vehicle was left intact as found, in the event any interested parties desire to attend a joint examination.

[redacted]

Opinions and Conclusions

This investigation consisted of an examination of the remains, statements received, burn and char patterns observed, examination of the damage patterns, engine compartment and underside, the unusual yellow liquid residue, the missing radiator coolant cap (Kia coolant is green per a dealership), and elimination of potential causes. The results of this examination lead to the conclusion that one, possibly more, ignitable fluids escaped and ignited by heat developed in the engine compartment from the hot exhaust system or other object.

Another consideration at this time includes a possibility of an oily rag or other combustible left on the engine during the oil change procedure. The car had traveled approximately 30 miles from the time of the oil change to the time of the fire.

[redacted]

Joseph Bloom, CFEI

[redacted]

PROGRESSIVE

[redacted]
Los Angeles, CA [redacted]
Phone: [redacted]
Fax: [redacted]

KIA
[redacted]
IRVINE, CA [redacted]

Our Claim#: [redacted]

RECEIVED
NOV 21 2018
CONSUMER AFFAIRS

[redacted]

PROGRESSIVE

Payment Address
Progressive-Subro
[redacted]
Chicago, IL [redacted]

Document Address
[redacted]
Los Angeles, CA
[redacted]

Phone: [redacted]
Fax: [redacted]

November 13, 2018

KIA
[redacted]
IRVINE, CA [redacted]

Type of Loss:	Vehicle Fire
VIN\DOT Number:	5XYPG4A32GG [redacted]
Year:	2016
Make:	KIA
Model:	SORENTO
Your Claim No:	N/A
Our Insured:	[redacted]
Address:	[redacted] SELMA, CA [redacted]
Our Claim No:	[redacted]
Date of Loss:	05-25-18
Damages:	$ 21,603.75

NOTICE OF SUBROGATION CLAIM

Please accept this letter as formal notice of our subrogation rights in regard to the above-captioned claim. Demand is hereby made upon you for payment of Progressive Select Insurance Company damages and those of our insured.

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

Please acknowledge receipt of my subrogation demand and forward your payment of $21,603.75 to my attention, payable to "Progressive Select Insurance Company, as subrogee of [redacted], and remit to the following address:

Progressive-Subro
[redacted]
Chicago, IL [redacted]

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

Thank you for your anticipated cooperation.

Levella Parker
Progressive Select Insurance Company
Subrogation Representative
Phone: [redacted]
Fax: [redacted]
[redacted]
Enclosure

[redacted]

PROGRESSIVE

Payment Address
Progressive-Subro
[redacted]
Chicago, IL [redacted]

Document Address
[redacted]
Los Angeles, CA
[redacted]

Phone: [redacted]
Fax: [redacted]

Subrogation 11-08-18 01:22 PM ET [redacted]
Authored By: LEVELLA PARKER
NEW PRODUCT LIABILTY DEMAND REFERRAL
LOSS STATE: CA
VEHICLE ON HOLD: YES - COPART - LOT [redacted]
[redacted] FRESNO, CA [redacted]
TIRE KEPT: NA
STATUTE: 5-25-21
DAMAGES: $ 21,603.75
LIAB/FACTS OF LOSS: FIRE
ASSIGNED TO: [redacted]
--
EXPERT HIRED: YES, CHRIS BLOOM, [redacted] (CELL)
EVIDENCE IN OUR FAVOR: INSURED STATEMENT, INSURED VEHICLE ON HOLD, PHOTOS, TOTAL LOSS EVALUATION
SUMMARY OF EVENTS/LIABILITY DECISION:
INSURED HAD OIL CHANGE AROUND 8:30AM AT TNT FAST LUBE. INSURED WENT HOME TO GET SOME ITEMS AND THEN DROVE TO HOME GOODS STORE. THEY TURNED INTO THE PARKING LOT AND STARTED TO SMELL SMOKE BUT THEY DIDNT SEE ANY SMOKE. THEY PARKED THEIR VEHICLE AND CONTINUED TO SMELL SMOKE. THEN THE HOOD STARTED SMOKING. THE INSURED CALLED THEIR HUSBAND. THE VEHICLE CONTINUED TO SMOKE. THE INSURED GOT OFF THE PHONE & GOT THEIR DAUGHTER OUT OF THE CAR. THE FIRE DEPARTMENT WAS CALLED. THEY WERE ABLE TO PUT OUT THE FIRE.

[redacted]

Claim Payment Detail [redacted]

Payment Information

Disbursement Number: [redacted]
EFT Trace Number:
Pay to the Order of: CROSS COUNTRY MOTOR CLUB
Mailing Address: ATTN ACCUNTS RECEIVABLE
[redacted]
MEDFORD, MA [redacted]
In Payment Of: Progressive Invoice Number: [redacted]

Total Amount: $316.00
Invoice Number: [redacted]

Reviewed Summary

Issuing Rep: [redacted]
Issue Date: 08-01-18
Last Updated Rep: [redacted]

Approved By:
Review Date:
Reviewed By:

Bank Information

Type: Loss
Stop Reason:
Stop Date:

Bank Code: CTB
Cleared: 08-03-18

Exposure Detail: COMP

Party Name: [redacted]
Property Description: 16 KIA SORENTO
Payment Type: SUPPLEMENTAL PAYMENT

Amount Paid: $316.00
Deductible Taken: $0.00
Property Damage: $0.00
Rental: $0.00

Claim Payment Detail [redacted]

Payment Information

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

Total Amount: $174.99
Invoice Number: [redacted]

Reviewed Summary

Issuing Rep: [redacted]
Issue Date: 06-28-18
Last Updated Rep: [redacted]

Approved By:
Review Date:
Reviewed By:

Bank Information

Type: Loss
Stop Reason:
Stop Date:

Bank Code: 1CD
Cleared: 07-10-18

Exposure Detail: COMP

Party Name: [redacted]
Property Description: 16 KIA SORENTO
Payment Type: SUPPLEMENTAL PAYMENT

Amount Paid: $174.99
Deductible Taken: $0.00
Property Damage: $0.00
Rental: $0.00

Claim Payment Detai [redacted]

Payment Information

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

Total Amount: $125.00
Invoice Number: [redacted]

Reviewed Summary

Issuing Rep: [redacted]
Issue Date: 06-20-18
Last Updated Rep: [redacted]

Approved By:
Review Date:
Reviewed By:

Bank Information

Type: Loss
Stop Reason:
Stop Date:

Bank Code: 1CD
Cleared: 07-10-18

Exposure Detail: COMP

Party Name: [redacted]
Property Description: 16 KIA SORENTO
Payment Type: PARTIAL PAYMENT

Amount Paid: $125.00
Deductible Taken: $0.00
Property Damage: $0.00
Rental: $0.00

Claim Payment Detai [redacted]

Payment Information

Disbursement Number: [redacted]
Draft Number:
Total Amount: $19,987.76
Invoice Number: [redacted]
Pay to the Order of: EECU
Mailing Address: [redacted]
FRESNO, CA [redacted]
In Payment Of: Progressive Invoice Number: [redacted]

Reviewed Summary

Issuing Rep: [redacted]
Issue Date: 06-25-18
Last Updated Rep: [redacted]
Approved By:
Review Date:
Reviewed By:

Bank Information

Type: Loss
Stop Reason:
Stop Date:
Bank Code: 1CD
Cleared: 07-03-18

Exposure Detail: COMP

Party Name: [redacted]
Property Description: 16 KIA SORENTO
Payment Type: SUPPLEMENTAL PAYMENT
Amount Paid: $19,987.76
Deductible Taken: $1,000.00
Property Damage: $0.00
Rental: $0.00















[redacted]

Progressive Group of Insurance Companies

Settlement Summary

Claim Information

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

Coverage Type of Loss: Comprehensive
Loss Date: 05/25/2018
Reported Date: 05/25/2018
Valuation Report ID: [redacted]

Vehicle Information

Loss Vehicle: 2016 Kia Sorento LX 4 Door Utility 109" WB 2.4L 4 Cyl Gas A FWD
VIN: 5XYPG4A32GG[redacted]
Mileage: 69,143 miles
Title History: No

Location: [redacted]
Exterior Color: Blaze Blue
License Plate: [redacted] California
Title History Comments:

Loan Information		Payment Information	
Lien Holder Payoff:	$20,653.31	**Lien Holder Payment(s):**	$19,987.76
Loan/Lease Payoff Coverage:	$0.00	**Net to Owner:**	$0.00

Settlement

Stated Amount:	$0.00
Actual Cash Value:	$19,149.81
Base Value:	$19,179.93
Title History Adjustment:	-$0.00
Refurbishment Adjustments:	$0.00
After Market Parts Adjustment:	$0.00
Condition Adjustment:	-$30.12
Prior Damage Adjustment:	-$0.00
Market Value:	$ 19,149.81
Settlement Adjustment(Pre-Tax):	$0.00
Fees:	$215.00
Taxes:	$1,622.95
Company Obtains:	$0.00
Net Settlement:	$20,987.76
Settlement Adjustment(Post-Tax):	$0.00
Deductible:	-$1,000.00
Other Adjustments:	$ 0.00
Total Settlement:	$19,987.76

Adjuster License #:
Comments:

Vehicle Valuation Report

Prepared For Progressive Group of Insurance Companies [redacted]

mitchell

Claim Information

Claim Number	Policy Number	Loss Type	Owner
[redacted]		COMPREHENSIVE	[redacted]

Loss Date	Reported Date	Valuation Report Date	Valuation Report ID	Version Number
05/25/2018	05/25/2018	05/29/2018	[redacted]	1

Vehicle Information

Year	Make	Model	Location	Mileage
2016	Kia	Sorento LX 4 Door Utility 109" WB 2.4L 4 Cyl Gas A FWD	[redacted]	69,143 miles

Ext Color	License	VIN	Title History
Blaze Blue	[redacted] California	5XYPG4A32GG[redacted]	No

Valuation Summary

Loss Vehicle Adjustments

Adjustments specific to your vehicle

Base Value =	$19,179.93
Condition -	$30.12
Prior Damage	$0.00
Aftermarket Parts	$0.00
Refurbishment	$0.00
Market Value =	$19,149.81

Settlement Value:

$18,149.81

Settlement Adjustments

Adjustments specific to your policy

Deductible -	$1,000.00
Settlement Value =	$18,149.81

J.D. POWER

Mitchell WorkCenter Total Loss

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Loss Vehicle Detail

Loss vehicle: 2016 Kia Sorento | LX 4 Door Utility 109" WB | 2.4L 4 Cyl Gas A FWD

Standard Equipment

Exterior

Black Bodyside Cladding and Black Wheel Well Trim	Black grille w/chrome surround
Black Side Windows Trim and Black Front Windshield Trim	Body-Colored Front Bumper w/Black Rub Strip/Fascia Accent
Body-Colored Power Heated Side Mirrors w/Manual Folding and Turn Signal Indicator	Body-Colored Rear Bumper w/Black Rub Strip/Fascia Accent
Chrome door handles	Clearcoat paint
Compact Spare Tire Stored Underbody w/Crankdown	Deep tinted glass
Fixed Rear Window w/Fixed Interval Wiper, Heated Wiper Park and Defroster	Front Windshield -inc: Sun Visor Strip
Fully Automatic Projector Beam Halogen Headlamps w/Delay-Off	Fully Galvanized Steel Panels
Liftgate Rear Cargo Access	Lip spoiler
Roof Rack Rails Only	Steel spare wheel
Tailgate/Rear Door Lock Included w/Power Door Locks	Tires: P235/65R17
Variable intermittent wipers	Wheels: 17" x 7.0 Alloy

Interior

2 LCD Monitors In The Front	3 12V DC Power Outlets
4-Way Passenger Seat -inc: Manual Recline and Fore/Aft Movement	40-20-40 Folding Split-Bench Front Facing Manual Reclining Fold Forward Seatback Rear Seat
5 Person Seating Capacity	6-Way Driver Seat -inc: Manual Recline, Height Adjustment and Fore/Aft Movement
Air filtration	Analog Display
Bluetooth Wireless Phone Connectivity	Cargo Area Concealed Storage
Cargo Space Lights	Carpet Floor Trim
Cruise control w/steering wheel controls	Day-night rearview mirror
Delayed Accessory Power	Driver And Passenger Visor Vanity Mirrors w/Driver And Passenger Illumination, Driver And Passenger Auxiliary Mirror
Driver foot rest	Fade-to-off interior lighting
FOB Controls -inc: Trunk/Hatch/Tailgate	Front Bucket Seats -inc: covered driver and passenger seatback pocket
Front Center Armrest and Rear Center Armrest	Front Cupholder
Front map lights	Full Carpet Floor Covering
Full cloth headliner	Full Floor Console w/Covered Storage, Mini Overhead Console w/Storage and 3 12V DC Power Outlets
HVAC -inc: Underseat Ducts, Headliner/Pillar Ducts and Console Ducts	Illuminated locking glove box
Instrument Panel Bin, Driver / Passenger And Rear Door Bins	Integrated Roof Antenna
Interior Trim -inc: Simulated Wood Instrument Panel Insert, Simulated Wood Door Panel Insert, Simulated Wood Console Insert and Metal-Look Interior Accents	Manual air conditioning
Manual Anti-Whiplash Adjustable Front Head Restraints and Manual Adjustable Rear Head Restraints	Manual tilt/telescoping steering column
Perimeter alarm	Power 1st Row Windows w/Driver 1-Touch Up/Down
Power Door Locks w/Autolock Feature	Power Rear Windows and Fixed 3rd Row Windows

[redacted]

Radio w/Seek-Scan, Clock, Speed Compensated Volume Control, Steering Wheel Controls, Voice Activation and Internal Memory

Radio: AM/FM/CD/MP3/SiriusXM -inc: 6-speakers, Bluetooth control w/voice recognition, USB/auxiliary audio input jacks, 4.3 inch touch screen and rear view camera

Rear cupholder

Remote Keyless Entry w/Integrated Key Transmitter, Illuminated Entry and Panic Button

Remote Releases -Inc: Power Fuel

Trip computer

Urethane Gear Shift Knob

Wireless Streaming

YES Essentials Cloth Seat Trim

Mechanical

110 amp alternator

18.8 Gal. Fuel Tank

3.51 Axle Ratio

4-Wheel Disc Brakes w/4-Wheel ABS, Front Vented Discs, Brake Assist and Hill Hold Control

54-Amp/Hr 600CCA Maintenance-Free Battery w/Run Down Protection

Electric Power-Assist Speed-Sensing Steering

Front And Rear Anti-Roll Bars

Front-wheel drive

Gas-pressurized shock absorbers

GVWR: 5,026 lbs

Multi-link rear suspension w/coil springs

Single stainless steel exhaust

Strut Front Suspension w/Coil Springs

Safety

ABS And Driveline Traction Control

Airbag Occupancy Sensor

Curtain 1st And 2nd Row Airbags

Dual Stage Driver And Passenger Front Airbags

Dual Stage Driver And Passenger Seat-Mounted Side Airbags

Electronic Stability Control (ESC) And Roll Stability Control (RSC)

Outboard Front Lap And Shoulder Safety Belts -inc: Rear Center 3 Point, Height Adjusters and Pretensioners

Rear child safety locks

Side impact beams

Tire Specific Low Tire Pressure Warning

Packages

LX CONVENIENCE PACKAGE

-inc: Electrochromatic Rearview Mirror, UVO eServices, 10-Way Power Driver's Seat w/Power Lumbar, Rear Parking Assist System, Leather Wrapped Steering Wheel & Gear Shift Knob, Heated Front Seats

Optional Equipment

CARPET FLOOR MATS (7 SEAT)

LX 3RD ROW SEAT

WHEEL LOCKS

*DIO/PIO = Dealer/Port Installed Options

Loss Vehicle Base Value

Loss vehicle: 2016 Kia Sorento | LX 4 Door Utility 109" WB | 2.4L 4 Cyl Gas A FWD

[redacted]

Comparable Vehicle Information

Search Radius used for this valuation: 75 miles from loss vehicle zip/postal code.
Typical Mileage for this vehicle: 26,000 miles

#	Vehicle Description	Mileage	Location	Distance From Loss Vehicle	Price	Adjusted Value
1	2016 KIA SORENTO LX 4D SUV 4 2.4NORMAL GAS A 2WD	29,305	93612	18 miles	$21,500.00 Sold Price	$19,042.41
2	2016 KIA SORENTO LX 4D SUV 4 2.4NORMAL GAS A 2WD	23,287	93650	22 miles	$19,900.00 Sold Price	$17,215.89
3	2016 KIA SORENTO LX 4D SUV 4 2.4NORMAL GAS A 2WD	58,106	95340	70 miles	$21,900.00 Sold Price	$21,399.53
4	2016 KIA SORENTO LX 4D SUV 4 2.4NORMAL GAS A 2WD	26,211	93612	18 miles	$21,897.00 List Price	$19,097.97
5	2016 KIA SORENTO LX 4D SUV 4 2.4NORMAL GAS A 2WD	47,029	95340	70 miles	$22,995.00 List Price	$21,905.53
6	2016 KIA SORENTO LX 4D SUV 4 2.4NORMAL GAS A 2WD	65,268	95340	70 miles	$16,495.00 List Price	$16,418.27
					Base Value:	**$19,179.93**

Loss Vehicle Adjustments

Loss vehicle: 2016 Kia Sorento | LX 4 Door Utility 109" WB | 2.4L 4 Cyl Gas A FWD

Condition Adjustments

Condition Adjustment: -$30.12 Overall Condition: 2.95-Good Typical Vehicle Condition: 3.00

Category	Condition	Comments
Interior		
GLASS	3 Good	No Damage
CARPET	3 Good	Minimal Wear
DOORS/INTERIOR PANELS	3 Good	Non Permanent Marks/Soils/Stains
HEADLINER	3 Good	No Damage
DASH/CONSOLE	3 Good	Non Permanent Marks/Soils/Stains
SEATS	3 Good	Minimal Wear
Exterior		
PAINT	3 Good	Isolated Small Scrapes
TRIM	3 Good	Minimal Surface Scratches/Stone Chips
VINYL/CONVERTIBLE TOP	Typical	
BODY	3 Good	Isolated Ding
Mechanical		
ENGINE	3 Good	Belts/Hoses firm. Some oil/fluid building around covers and
TRANSMISSION	3 Good	Some oil/fluid building around covers and gaskets.
Tire	2 Fair	5,4,4,4, 25% to 49% tread remaining

Typical Vehicle Condition reflects a condition similar to the same year, make and model. Amount of wear and tear/ damage consistent with its age.

[redacted]

Comments:

Comparable Vehicles

Loss vehicle: 2016 Kia Sorento | LX 4 Door Utility 109" WB | 2.4L 4 Cyl Gas A FWD

1 2016 KIA SORENTO LX 4D SUV 4 2.4 NORMAL GAS A2WD **Sold Price: $21,500.00**

VIN	Stock No	Listing Date	ZIP/Postal Code	Distance from Loss Vehicle
5XYPG4A34GC[redacted]		04/10/2018	93612	18 miles

Source

DEALER SALE - BUILDSHEET - CALIFORNIA DMV

FUTURE FORD OF CLOVIS

[redacted]

CLOVIS CA[redacted]

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	69,143	29,305	-$2,379.63
Equipment			
WHEEL LOCKS	Yes	No	$45.13
CARGO COVER	No	Yes	-$123.09
		Total Adjustments:	-$2,457.59
		Adjusted Price:	**$19,042.41**

Comparable Vehicle Package Details:

LX CONVENIENCE PACKAGE

Comparable Vehicle Option Details:

CARPET FLOOR MATS (7 SEAT), LX 3RD ROW SEAT, CARGO COVER

2 2016 KIA SORENTO LX 4D SUV 4 2.4 NORMAL GAS A2WD

Sold Price: $19,900.00

VIN	Stock No	Listing Date	ZIP/Postal Code	Distance from Loss Vehicle
5XYPG4A3XGG[redacted]		04/21/2018	[redacted]	22 miles

Source

DEALER SALE - BUILDSHEET - CALIFORNIA DMV

CARMAX/CARMAX THE AUTO SUPERSTORE

[redacted]

FRESNO CA[redacted]

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	69,143	23,287	-$2,725.88
Equipment			
WHEEL LOCKS	Yes	No	$41.77
		Total Adjustments:	-$2,684.11
		Adjusted Price:	**$17,215.89**

Comparable Vehicle Package Details:

LX CONVENIENCE PACKAGE

Comparable Vehicle Option Details:

CARPET FLOOR MATS (7 SEAT), LX 3RD ROW SEAT

3 2016 KIA SORENTO LX 4D SUV 4 2.4 NORMAL GAS A2WD

Sold Price: $21,900.00

VIN	Stock No	Listing Date	ZIP/Postal Code	Distance from Loss Vehicle
5XYPG4A30GG[redacted]		04/13/2018	95340	70 miles

Source

DEALER SALE - BUILDSHEET - CALIFORNIA DMV

MERCED VOLKSWAGEN

[redacted]

MERCED CA[redacted]

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	69,143	58,106	-$421.06
Equipment			
WHEEL LOCKS	Yes	No	$45.97
CARGO COVER	No	Yes	-$125.38
		Total Adjustments:	-$500.47
		Adjusted Price:	**$21,399.53**

Comparable Vehicle Package Details:

LX CONVENIENCE PACKAGE

Comparable Vehicle Option Details:

CARPET FLOOR MATS (7 SEAT), LX 3RD ROW SEAT, CARGO COVER

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4 2016 KIA SORENTO LX 4D SUV 4 2.4 NORMAL GAS A2WD

List Price: $21,897.00

VIN	Stock No	Listing Date	ZIP/Postal Code	Distance from Loss Vehicle
5XYPG4A37GG[redacted]	[redacted]	05/14/2018	[redacted]	18 miles

Source

DEALER WEB LISTING - BUILDSHEET - CARS.COM

FUTURE KIA OF CLOVIS

[redacted]

CLOVIS CA[redacted]

[redacted]

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	69,143	26,211	-$2,719.63
Equipment			
WHEEL LOCKS	Yes	No	$45.96
CARGO COVER	No	Yes	-$125.36
		Total Adjustments:	-$2,799.03
		Adjusted Price:	**$19,097.97**

Comparable Vehicle Package Details:

LX CONVENIENCE PACKAGE

Comparable Vehicle Option Details:

CARPET FLOOR MATS (7 SEAT), LX 3RD ROW SEAT, CARGO COVER

5 2016 KIA SORENTO LX 4D SUV 4 2.4 NORMAL GAS A2WD

List Price: $22,995.00

VIN	Stock No	Listing Date	ZIP/Postal Code	Distance from Loss Vehicle
5XYPG4A30GG[redacted]	[redacted]	05/28/2018	[redacted]	70 miles

Source

DEALER WEB LISTING - BUILDSHEET - VAST.COM

MERCED VOLKSWAGEN HYUNDAI KIA

[redacted]

MERCED CA[redacted]

[redacted]

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	69,143	47,029	-$1,006.09
Equipment			
WHEEL LOCKS	Yes	No	$48.27
CARGO COVER	No	Yes	-$131.65
		Total Adjustments:	-$1,089.47
		Adjusted Price:	**$21,905.53**

Comparable Vehicle Package Details:

LX CONVENIENCE PACKAGE

Comparable Vehicle Option Details:

CARPET FLOOR MATS (7 SEAT), LX 3RD ROW SEAT, CARGO COVER

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6	2016 KIA SORENTO LX 4D SUV 4 2.4 NORMAL GAS A2WD	List Price: $16,495.00

VIN	Stock No	Listing Date	ZIP/Postal Code	Distance from Loss Vehicle
5XYPG4A31GG[redacted]	[redacted]	04/09/2018	[redacted]	70 miles

Source

DEALER WEB LISTING - BUILDSHEET - VAST.COM

MERCED VOLKSWAGEN HYUNDAI KIA

[redacted]

MERCED CA[redacted]

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	69,143	65,268	-$111.35
Equipment			
WHEEL LOCKS	Yes	No	$34.62
		Total Adjustments:	-$76.73
		Adjusted Price:	**$16,418.27**

Comparable Vehicle Package Details:

LX CONVENIENCE PACKAGE

Comparable Vehicle Option Details:

CARPET FLOOR MATS (7 SEAT), LX 3RD ROW SEAT

Sub-Model Comparison

Sub-Model Description	Configuration	Original MSRP
2016 Kia Sorento LX	4 Door Utility 109" WB 2.4L 4 Cyl Gas FWD	$26,200.00

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[redacted]

Vehicle Valuation Methodology Explanation

WorkCenter Total Loss was designed and built in conjunction with J.D. Powers, experts in data analysis and vehicle pricing and a highly trusted name among consumers. With years of experience in vehicle pricing, J.D Power is a credible, third-party expert whose name provides consumer recognition and confidence. WCTL provides a consistent methodology across all vehicles and it includes valid comparable vehicles that most closely resemble the totaled vehicle and are similar to the vehicles a consumer would find in their own research.

WorkCenter Total Loss produces accurate and easy-to-understand vehicle valuations via this five step process:

Step 1 - Locate Comparable Vehicles

Locate vehicles that are the closest match to the loss vehicle in the same market area. WorkCenter Total Loss utilizes consumer-based vehicle sources along with inventory directly from Dealerships. When available WCTL also provides sold vehicle records from sources such as J.D. Powers.

Step 2 - Adjust Comparable Vehicles

Make adjustments to the prices of the comparable vehicles. The comparable vehicles are identical to the loss vehicle except where adjustments are itemized. There are several types of comparable vehicle adjustments

- Mileage Adjustment - an adjustment for differences in mileage between the comparable vehicle and the loss vehicle.
- Equipment- adjustments for differences in equipment between the comparable vehicle (e.g. equipment packages and options) and the loss vehicle.

Step 3 - Calculate Base Vehicle Value

The base vehicle value is calculated by averaging the adjusted prices of the comparable vehicles.

Step 4 - Calculate Loss Vehicle Adjustments

There are four types of loss vehicle adjustments:

- Condition Adjustment:

  Adjustments to account for the condition of the loss vehicle prior to the loss.

- Prior Damage Adjustment:

  Adjustments to account for any prior damage present on the loss vehicle prior to the loss.

- After Market Part Adjustment:

  Adjustments to account for any after market parts present on the loss vehicle prior to the loss.

- Refurbishment Adjustment:

  Adjustments to account for any refurbishment performed on the loss vehicle prior to the loss.

Step 5 - Calculate the Market Value

The Market Value is calculated by applying the loss vehicle adjustments to the base value.

For your protection California law requires the following to appear on this form. Any person who knowingly presents false or fraudulent claim for the payment of a loss is guilty of a crime and may be subject to fines and confinement in state prison. False representations made on a signed auto theft claim form subject the insured to a penalty of perjury.

Date: 5/29/2018 01:29 PM
Estimate ID: [redacted]
Estimate Version: 0
Committed
Profile ID: FRESNO ALL PART TYPE

Progressive Select Ins Co

********** DAMAGE APPRAISAL**********

Damage Assessed By: Rebecca Mille[redacted] Claim Rep: Jamie Leung [redacted]

Classification:

Please contact Rebecca Miller at [redacted] for any supplement request or questions regarding this appraisal.

* Product Type Auto
* Date of Loss: 5/25/2018
* Deductible: 1,000.00
* Claim Number: [redacted]

Insured: [redacted]
Owner:

Mitchell Service: [redacted]

Description: 2016 Kia Sorento L
Body Style: 4D Ut
Drive Train: 2.4L Inj 4 Cyl FWD
VIN: 5XYPG4A32GG[redacted]
Mileage: 1
OEM/ALT: A
Search Code: FRESNO1
Color: NAVYBLUE
Options: PASSENGER AIRBAG, POWER LOCK, POWER WINDOW, POWER STEERING, REAR WINDOW DEFOGGER
AIR CONDITION, REAR WINDOW WIPER, CRUISE CONTROL, TILT STEERING COLUMN
AM/FM STEREO, DRIVER AIRBAG, HEATED EXTERIOR MIRROR
FRONT SIDE AIRBAG WITH HEAD PROTECTION, ANTI-LOCK BRAKE SYS., TRACTION CONTROL
ALUM/ALLOY WHEELS, TIRE INFLATION/PRESSURE MONITOR, ANTI-THEFT SYSTEM
AUXILIARY INPUT, BLUETOOTH WIRELESS CONNECTIVITY, SATELLITE RADIO, CD PLAYER
POWER ADJUSTABLE EXTERIOR MIRROR, PRIVACY GLASS, GENUINE WOOD TRIM
TRIP COMPUTER, FIRST ROW BUCKET SEAT, CLOTH SEAT, SIDE AIRBAGS
AUTOMATIC HEADLIGHTS, SECOND ROW SIDE AIRBAG WITH HEAD PROTECTION, MP3 PLAYER
ELECTRONIC STABILITY CONTROL, KEYLESS ENTRY SYSTEM, REAR BENCH SEAT
REAR SPOILER, STEERING WHEEL AUDIO CONTROLS

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
				Special/Manual Entry			
1	[redacted]	BDY *	REPAIR	OTL	Existing		0.0*

* - Judgment Item

ESTIMATE RECALL NUMBER: 05/29/2018 13:29:15 [redacted]
Mitchell Data Version: OEM: MAR_18_V
MAPP:MAR_18_V0506
Software Version: 7.1.227

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[redacted]

"All manufacturers requirements regarding seat belt and supplemental restraint system replacement must be adhered to. If additional parts or operations are necessary to properly accomplish this, please contact the estimating claims rep"

Estimate Totals

I. Labor Subtotals	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals
Labor Summary	0.0				0.00

III. Additional Costs	Amount
Total Additional Costs	0.00

II. Part Replacement Summary	Amount
Total Replacement Parts Amount	0.00

IV. Adjustments	Amount
Insurance Deductible	1,000.00-
Subtotal of Adjustments Exceeds Gross Total	
Customer Responsibility	0.00

I.	Total Labor:	0.00
II.	Total Replacement Parts:	0.00
III.	Total Additional Costs:	0.00
	Gross Total:	0.00
IV.	Total Adjustments:	0.00
	Net Total:	0.00

Point(s) of Impact
16 Non-Collision (P)

Alt. Location: PROGRESSIVE

Inspection Site: CO-PART FRESNO
Address: [redacted]
Fresno, CA [redacted]
Inspection Date: 5/29/2018

Shop agrees to perform the specified repairs at the price indicated.

Repair Facility Authorized Signature

THIS APPRAISAL HAS BEEN PREPARED BASED ON THE USE OF CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. ANY WARRANTIES APPLICABLE TO THESE REPLACEMENT PARTS ARE PROVIDED BY THE MANUFACTURER OR DISTRIBUTOR OF THE PARTS, RATHER THAN BY THE ORIGINAL MANUFACTURER OF YOUR VEHICLE. WE WARRANT THE PARTS ARE AT LEAST EQUAL TO THE ORIGINAL MANUFACTURER PARTS IN TERMS OF KIND, QUALITY, SAFETY, FIT, AND PERFORMANCE.

********** IMPORTANT INFORMATION: READ CAREFULLY **********

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[redacted]

The customer has the right to select the repair shop. Pursuant to CA Code of Regulations sec 2695.8(e) Progressive does not require you to have your vehicle repaired at a specific repair shop. The customer has the right to select a repair shop of their choice. This is a damage appraisal only based on damage visible or certain at the time it was written. Per Business & Professions Code section 9884.9 the customer, not Progressive, must give authorization for the repairs before they can begin. This appraisal is not an authorization for repairs. If frame or unibody repair is included on this appraisal, the amount shown includes time or allowance for measuring before, during and after those repairs. To ensure proper and prompt payment for additional damage discovered during the course of repairs, contact Progressive for supplement procedures. Progressive honors the prevailing labor market rate in your area for your property. If you choose a shop that charges in excess of prevailing labor market rates, you will be responsible for the difference.

Lifetime guarantee for sheetmetal and plastic parts.
The replacement parts written on this appraisal are intended to return your vehicle to its pre-loss condition with proper installation. After repair, if any sheet metal or plastic body part included in this appraisal fails to return your vehicle to its pre-loss condition (assuming proper installation), in terms of form, fit, finish, durability or functionality, Progressive will arrange and pay for the replacement of the part, to the extent not covered by a manufacturer's or other warranty. This service will be performed at no cost to you (including associated repair and rental car costs). To obtain service under this Guarantee, call Progressive at [redacted] This Guarantee applies as long as you own or lease the vehicle. This Guarantee is not transferable and terminates if you sell or otherwise transfer your vehicle.

THIS GUARANTEE DOES NOT COVER NORMAL WEAR AND TEAR OR DAMAGE CAUSED BY IMPROPER MAINTENANCE, NEGLECT, ABUSE OR SUBSEQUENT ACCIDENT. THIS GUARANTEE IS LIMITED TO ARRANGING FOR THE SELECTION OF REPAIR PARTS THAT WILL RETURN YOUR VEHICLE TO ITS PRE-LOSS CONDITION. ACCORDINGLY, PROGRESSIVE WILL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES THAT RESULT FROM THE INSTALLATION OR USE OF THESE PARTS.

Type Terms and Abbreviations
NEW and OEM or part number displayed - These refer to a new, original equipment manufacturer part.
NON-OEM and A/M and Qual REPL - These refer to an after-market part, which is a new, non-original equipment manufacturer part.
USED/RECYCLED and LKQ - These refer to a used OEM part.
REMANUFACTURED and RECOND. and RECORE - These refer to used/recycled OEM parts that have been refurbished.

Progressive's Lifetime Guarantee does not cover repairs you request the shop to make that are not related to this accident, including but not exclusive to unrelated prior damage and pre-existing damage.

"For your protection California law requires the following to appear on this form: Any person who knowingly presents false or fraudulent claim for the payment of a loss is guilty of a crime and may be

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[redacted]

subject to fines and confinement in state prison."

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[redacted]





[redacted]

Cross Country Motor Club

Cross Country Motor Club VIMS Invoice

Billing Summary

Bill To :
Progressive Insurance

Claim Number	[redacted]
Case Number	
Account	Progressive
Invoice Date	June 30, 2018
Payment Terms	NET 7
Balance Due	$316.00

Remit Payment To :
Cross Country Motor Club
One Cabot Road
ATTN: Accounts Receivable Dept
Medford, MA
[redacted]
Contact: [redacted]
TIN : [redacted]
Please enter the Case Number in the remarks section of the payment

Billing Detail

Customer Name	Service Date	Vehicle Class	Tow Mileage	Advance Charges	Tow & Service Charge	Total Charges
[redacted]	May 30, 2018 10:08:05 AM	Light Duty	15	$0.00	$316.00	$316.00

Vehicle Details

Year	Make	Model	Plate	VIN
2016	Kia	Sorento	[redacted]	5XYPG4A32GG[redacted]

Tow Details

Pick Up Location Name		Destination Name			
HOME GOODS		Copart			

Advance Charge Details

Days of Storage	0		Impound Fees	0		
Storage Cost/Day	0		Notification	0		
Total Storage Fees	0		Preservation	0		
Primary Tow	0		Sublet	0		
Clean-Up	0		Tax	0		
Labor	0		Tear Down	0		
Admin Fee	0		Gate Fee	0		
Winching	0		Miscellaneous	0		
Misc. Fee Description						

[redacted]

BLOOM FIRE INVESTIGATION

Providing Cause & Origin Analysis, Litigation Support, Expert Witness Services Since 1983

June 15, 2018

Jamie Leung
Progressive Insurance
[redacted]
Irvine, CA [redacted]

RE:	Vehicle Fire:	2016 Kia Sorrento Sedan
	Insured:	[redacted]
	Your File:	[redacted]
	BFI File:	[redacted]
	Loss Date:	May 25, 2018
	Examination Date:	June 12, 2018
	Administration:	Non-Destructive. No Items Removed Pending a Joint Exam by Additional Parties
	Attachments:	Photo CD

California License: [redacted]

[redacted] Grants Pass, OR [redacted] * [redacted] * Cell [redacted]
www.rvfires.com
[redacted]

[redacted]

CASE REPORT

Details

A car became involved in fire on May 25, 2018 shortly after owner [redacted] left an oil lube shop that changed her oil. The car was discovered with fire coming from the engine compartment and arriving firefighters found a well-involved fire in the upper engine compartment with a spread into the windshield.

Vehicle Description



The involved vehicle is a 2016 Kia Sorrento. The license plates had been removed.



The confirmed VIN is 5XYPG4A32GG[redacted] The date of manufacture is Sept. 28, 2015.

Power is provided by an I-4 engine and automatic transmission. No aftermarket accessories or alterations were found.

[redacted]

Fire Damage and Scene Examination







Exterior fire damage was found at the front and around the engine compartment, more notably at the forward portion of the hood. Despite the engine compartment involvement, the tires were not deflated.





Extinguishment was effected just as the windshield was penetrated by the flames, and prevented fire spread into the passenger compartment.

[redacted]

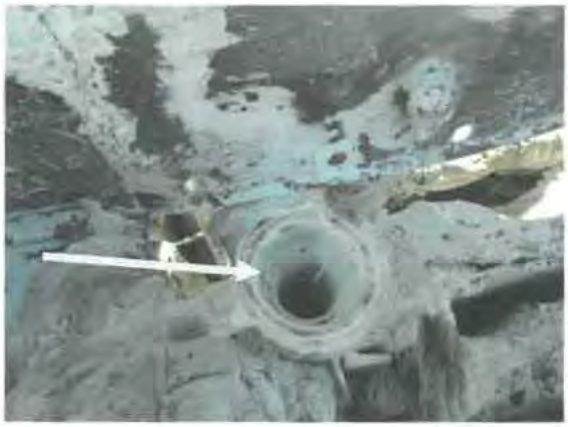


The under hood engine compartment suffered heavy heat and plastic melt damage throughout, with the greater destruction to the front and driver side.

Prior to fire's penetration, the hood insulation padding was consumed.



The entire engine compartment was found with a substantial amount of dry chemical extinguishing powder throughout the engine compartment. The yellow color mixed with the white powder appears to be oil or another liquid residue which escaped the from engine compartment.



[redacted]

The radiator cap was found missing from its location on top of the radiator (white arrow).



The oil dip stick could not be located without causing damage to the evidence, as it had probably been meted and fused to the metal components. If additional examination is needed, the plastic may be isolated and examined at that time.



A fork lift was used raise the car for an underside examination.



[redacted]

The underside exam also displayed greater destruction to the front of the car and engine compartment, with lesser to no fire damage to the rear.



The oil filter was found in place and tight when gently touched.

The complete examination is described in detail in the enclosed CD and photo narrations.

Witnesses and Information Obtained

[redacted] the owner, was contacted by phone. The car was bought in November 2015 and was purchased new. She was unsure if an extended warranty came with the sale. At the time of the fire, the car had about 65,000 miles.

The car was taken for an oil change and lubrication. She couldn't remember the name of the shop but thought she had a receipt and will forward it to her adjuster.

After the servicing, she drove about 5 miles and parked for a short time. She then drove for another 25 +/- miles, and parked. An odor similar to a barbeque was noted, followed by smoke coming from under the hood, followed shortly by flames at the front of the engine compartment. The fire department was called.

[redacted] also said her daughter noticed a substance described as fresh oil on the driveway after their first stop.

National Highway Traffic Safety Administration SAFERCAR database. There are no fire related recalls for this VIN-specific vehicle.

Administration and Recommendations

The vehicle was left intact as found, in the event any interested parties desire to attend a joint examination.

[redacted]

Opinions and Conclusions

This investigation consisted of an examination of the remains, statements received, burn and char patterns observed, examination of the damage patterns, engine compartment and underside, the unusual yellow liquid residue, the missing radiator coolant cap (Kia coolant is green per a dealership), and elimination of potential causes. The results of this examination lead to the conclusion that one, possibly more, ignitable fluids escaped and ignited by heat developed in the engine compartment from the hot exhaust system or other object.

Another consideration at this time includes a possibility of an oily rag or other combustible left on the engine during the oil change procedure. The car had traveled approximately 30 miles from the time of the oil change to the time of the fire.

[redacted]

Joseph Bloom, CFEI

[redacted]


KIA

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

SORENTO



















Customer Numbe [redacted]

Invoice No [redacted]

WORKORDER

Lumberton Kia KIA

[redacted]

ELLERBE, NC [redacted]

Page 1 of 1

Lumberton, NC [redacted]

[redacted]

Home [redacted] Bus:

Cell: [redacted]

Phone [redacted]

Email: email [redacted] home

SERVICE ADVISOR: [redacted] *ANSIN,CHARLES CHRI*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TITANIUM-S	18	KIA Sorento	5XYPG4A33JG[redacted]		7523 /	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20APR18 D			** WAITER **		0.00	CASH	

R.O. OPENED	READY	OPTIONS: SOLD STK:L430014 ENG:2.4_LITER_DOHC
10:38 30JUN2018		

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	MA10		C	Oil and Filter - Change
# B	MULTI		C	PERFORM COMPLIMENTARY MULT-POINT INSPECTION

R.O.#: [redacted]

VIN.#: 5XYPG4A33JG[redacted]

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

STORAGE CHARGES: I understand that a storage charge equal to $25.00 will be assessed and shall accrue daily if I fail to pick up the vehicle within 10 working days from the date I am notified that the repairs are complete or after the communication of an estimate if I fail to authorize repairs.

SHOP SUPPLY COSTS: A charge equal to 15% of the total cost of labor, not to exceed $40.00, will be added for shop supplies used in connection with the repair.

PAYMENT TERMS: I hereby authorize the work above to the performed and agree to pay for the inspection and repairs, along with the necessary materials, in Cash or approved credit card upon completion of the Repairs unless the Dealership agrees to other payment arrangements in advance. An express lien for labor is hereby acknowledged on the above vehicle to secure the cost of labor, materials, supplies and costs incurred to enforce our lien. If I authorize commencement of repairs or disassembly of the vehicle or a vehicle component to provide an estimated cost of repairs, but do not authorize completion of the repair or service, I understand that a charge will be imposed and I agree to pay the cost of repairs actually completed, the cost of diagnostic work and teardown, the cost of parts and labor to replace items that were destroyed by teardown, and the cost to reassemble the component or the vehicle.

By Signing Below: I agree that: (1) I have read this Repair Order and I authorize the completion of the services/repairs listed above in accordance with the terms and conditions herein; (2) the Dealership is not responsible for any delays caused by the unavailability of parts or shipping by the parts manufacturer, distributor, or transporter or for any loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, hail, wind or any other cause beyond its control; (3) the Dealership may operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle; and (4) I authorize the retrieval of on-board data as needed to facilitate vehicle repairs and the sharing of that data with the vehicle manufacturer for diagnostic or research purposes.

Customer Signature _____ Date _____

ESTIMATE: YOU HAVE THE RIGHT TO RECEIVE A WRITTEN ESTIMATE OF CHARGES FOR REPAIRS WHEN THE TOTAL COST OF THE LABOR AND PARTS EXCEEDS THREE HUNDRED FIFTY DOLLARS ($350). YOUR BILL WILL NOT BE HIGHER THAN THE ESTIMATE BY MORE THAN TEN PERCENT (10%), UNLESS YOU APPROVE A LARGER AMOUNT BEFORE REPAIRS ARE FINISHED. YOU CAN CHOOSE THE KIND OF ESTIMATE YOU WANT TO RECEIVE BY MARKING THE BOX BESIDE ONE OF THE FOLLOWING CHOICES AND SIGNING YOUR NAME.

☐ I WISH TO RECEIVE A WRITTEN ESTIMATE.
☐ I WISH TO RECEIVE AN ORAL ESTIMATE. I EXPRESSLY WAIVE MY RIGHT TO RECEIVE A WRITTEN ESTIMATE.

Customer Signature _____ Date _____

PRELIMINARY ESTIMATE $ 47.07

I understand it is necessary to perform diagnostic work to prepare an estimate and hereby authorize the same. The diagnostic charge is $_____. X_____

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

PARTS: All parts installed will be new unless otherwise indicated. Remanufactured and refurbished parts that meet manufacturer approved source part requirements may be installed at our discretion. Additional information is available upon request. Upon request, replaced parts will be made available for inspection or, provided the Dealership does not have a warranty arrangement or exchange parts program with the manufacturer, supplier or distributor, returned to you.

Discard Replaced Parts _____ (INITIAL) Save Replaced Parts _____ (INITIAL)

Customer Number [redacted]

Invoice No: [redacted]

INVOICE

Lumberton Kia KIA

[redacted]

Lumberton, NC [redacted]

Phone [redacted]

[redacted]

ELLERBE, NC [redacted]

Home: [redacted] **Bus:** **Cell:** 919-218-7420

Email: email [redacted] home

SERVICE ADVISOR: [redacted] *CHARLES CHRISTOP*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TITANIUM-S	18	KIA Sorento	5XYPG4A33JG[redacted]		7523 / 7523	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20APR18			WAIT 30JUN18		0.00	EXT	30JUN18

R.O. OPENED	READY	OPTIONS: SOLD-STK:L430014 ENG:2.4_LITER_DOHC
10:38 30JUN18	11:43 30JUN18	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A Oil and Filter - Change			
MA10 Oil and Filter - Change			
[redacted] CMNT 0.30		18.00	18.00
1 26300-35504 FILTER ASSY-ENGINE O	7.99	7.99	7.99
1 21513-23001 GASKET-OIL PLUG	1.02	1.02	1.02
PARTS: 9.01 LABOR: 18.00 OTHER: 0.00		TOTAL LINE A:	27.01
**********			
B PERFORM COMPLIMENTARY MULT-POINT INSPECTION			
MULTI PERFORM COMPLIMENTARY MULT-POINT INSPECTION			
[redacted] C 0.00		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00		TOTAL LINE B:	0.00
**********			
JMAOIL $18.00 JMA OIL CHANGE ONLY			
CMNT		-10.18	-10.18

EST: 47.07 30JUN18 10:38 SA: [redacted]

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

By signing below, you acknowledge that you were notified of and authorized the [redacted] vices/repairs itemized in this Invoice and that you received pect) any replaced parts as requested by you. The vehicle change for your payment of the Amount Due.

SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

***SHOP SUPPLY COSTS:** We have added a charge equal to 15% of the total cost of labor, not to exceed $40.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 18.00
PARTS AMOUNT	$ 9.01
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC. CHARGES *	$ 27.01
TOTAL CHARGES	$ 0.00
LESS INSURANCE	$ 28.18
SALES TAX	$ 1.17
PLEASE PAY THIS AMOUNT	**$ 0.00**

DealerCAP 2014 CDK Global, LLC (01/17) SERVICE INVOICE TYPE 2 - 25:2C - "AS-IS" - NC - 9598110

SERVICE FILE CO

[redacted]

CAR CARE SERVICE PLAN

7,503

Lumberton Kia Mitsubishi
[redacted]
Lumberton NC [redacted]

R.O. # | DEALER #

Customer: ASHLEY HUBBARD

VIN: 5XYPG4A33JG[redacted]

Contract: [redacted]

SRV CODE	MILEAGE DUE	SCHEDULE	PLAN LEVEL
01	007503*	LA	8100

SERVICE COUPON



This coupon may be redeemed at

LUMBERTON KIA MITSUBISHI

for the following services

Engine Oil And Filter Change And Multi-Point Inspec

*Coupon valid through the contract period.

CAR CARE SERVICE PLAN

Lumberton Kia Mitsubishi
[redacted]
Lumberton NC [redacted]

No Charge
Exterior Car Wash & Interior Vacuum
With Any Scheduled Service

EXTERIOR CAR WASH AND VACUUM



Reward Voucher Good At:

LUMBERTON KIA MITSUBISHI

This voucher will be honored by the specific dealer stated above.
Not valid in conjunction with any other offer. The administrator of the voucher is in no way responsible for payment of any sum due hereunder. No Cash Value.

Customer Number [redacted]

[redacted]

ELLERBE, NC [redacted]

[redacted]

Home: [redacted] Bus: Cell: [redacted]

Email: [redacted] | home

Invoice No: [redacted]

WORKORDER

Page 1 of 1

Lumberton Kia

[redacted]

Lumberton, NC [redacted]

Phone [redacted]

SERVICE ADVISOR: [redacted] *ANSIN,CHARLES CHRI*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TITANIUM-S	18	KIA Sorento	5XYPG4A33JG[redacted]		7523 /	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20APR18 D			** WAITER **		0.00	CASH	

R.O. OPENED	READY	OPTIONS: SOLD-STK:L430014 ENG:2.4_LITER_DOHC
10:38 30JUN2018		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	MA10	2627	C	Oil and Filter - Change
# B	MULTI	2207	C	PERFORM COMPLIMENTARY MULT-POINT INSPECTION

* Wash And Vacuum Per Maintenance Plan

R.O.#: [redacted]

VIN.#: 5XYPG4A33JG[redacted]

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SHOP SUPPLY COSTS: A charge equal to 15% of the total cost of labor, not to exceed $40.00, will be added for shop supplies used in connection with the repair.

PAYMENT TERMS: I hereby authorize the work above to the performed and agree to pay for the inspection and repairs, along with the necessary materials, in Cash or approved credit card upon completion of the Repairs unless the Dealership agrees to other payment arrangements in advance. An express lien for labor is hereby acknowledged on the above vehicle to secure the cost of labor, materials, supplies and costs incurred to enforce our lien. If I authorize commencement of repairs or disassembly of the vehicle or a vehicle component to provide an estimated cost of repairs, but do not authorize completion of the repair or service, I understand that a charge will be imposed and I agree to pay the cost of repairs actually completed, the cost of diagnostic work and teardown, the cost of parts and labor to replace items that were destroyed by teardown, and the cost to reassemble the component or the vehicle.

By Signing Below: I agree that: (1) I have read this Repair Order and I authorize the completion of the services/repairs lis[redacted]nd conditions herein; (2) the Dealership is not responsible f[redacted]ility of parts or shipping by the parts manufacturer, dist[redacted]amage to the vehicle or articles left in the vehicle in case of [redacted]beyond its control; (3) the Dealership may operate the vehicl[redacted]or the purpose of testing and/or inspecting the vehicle; and (4[redacted] as needed to facilitate vehicle repairs and the sharing of that[redacted]gnostic or research purposes.

Customer Signat[redacted] Date _____

DealerCAP 2014 CDK Global, LLC—10/17/17 WORKORDER TYPE 2 - 7SWPC - "AS-IS" - NC - 9696455

ESTIMATE: YOU HAVE THE RIGHT TO RECEIVE A WRITTEN ESTIMATE OF CHARGES FOR REPAIRS WHEN THE TOTAL COST OF THE LABOR AND PARTS EXCEEDS THREE HUNDRED FIFTY DOLLARS ($350). YOUR BILL WILL NOT BE HIGHER THAN THE ESTIMATE BY MORE THAN TEN PERCENT (10%), UNLESS YOU APPROVE A LARGER AMOUNT BEFORE REPAIRS ARE FINISHED. YOU CAN CHOOSE THE KIND OF ESTIMATE YOU WANT TO RECEIVE BY MARKING THE BOX BESIDE ONE OF THE FOLLOWING CHOICES AND SIGNING YOUR NAME.

☐ I WISH TO RECEIVE A WRITTEN ESTIMATE.

☐ I WISH TO RECEIVE AN ORAL ESTIMATE. I EXPRESSLY WAIVE MY RIGHT TO RECEIVE A WRITTEN ESTIMATE.

Customer Signature _____ Date _____

PRELIMINARY ESTIMATE $ 47.07

I understand it is necessary to perform diagnostic work to prepare an estimate and hereby authorize the same. The diagnostic charge is $_____. X_____

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

PARTS: All parts installed will be new unless otherwise indicated. Remanufactured and refurbished parts that meet manufacturer approved source part requirements may be installed at our discretion. Additional information is available upon request. Upon request, replaced parts will be made available for inspection or, provided the Dealership does not have a warranty arrangement or exchange parts program with the manufacturer, supplier or distributor, returned to you.

Discard Replaced Parts _____ (INITIAL) Save Replaced Parts _____ (INITIAL)

Technician Copy

KIA MULTI-POINT INSPECTION

KIA CUSTOMER 360° "Service Centered Around You"

Customer Name [redacted] Date 06/30/2018

VIN [redacted] Year/Model 2018 KIA SORENTO Mileage 7,523

RO/Tag# _____ License _____ Phone _____

SERVICE ADVISOR SECTION

WIPER BLADES

- [X] OK
- [ ] SOON
- [ ] NEED



CHECK TIRES/MEASURE TIRE TREAD DEPTH

LF: 9 / 32"		RF: 9 / 32"
LR: 9 / 32"		RR: 9 / 32"

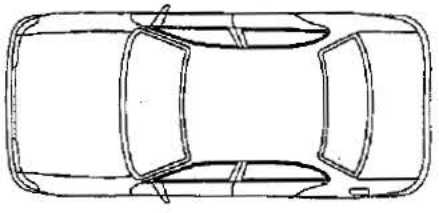


Size: _____ Brand: _____

- [X] OK
- [ ] SOON
- [ ] NEED

Tire Pressure Set to Factory Recommendation

EXTERIOR VEHICLE INSPECTION



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

MAINTENANCE INTERVAL

- [X] OK

_____ MILE SERVICE



TECHNICIAN SECTION

TECH ID:

		INSPECT EACH SERVICE	COMMENTS
X	CHECK & FILL	Automatic transmission fluid level/condition	
X	CHECK & FILL	Brake fluid level/condition	
X	CHECK & FILL	Coolant recovery reservoir fluid level/conditon	
X	CHECK & FILL	Power steering fluid level/condition	
X	CHECK & FILL	Transmission system level/condition	
X	CHECK & FILL	Window washer fluid level	
X		Battery performance & terminals	
X		Brake lines/hoses/parking brake	
		Clutch operation (if equipped)	N/A
X		Drive axle boots (CV, if equipped)	
X		Cooling system & hoses for visible leaks and damage	
X		Drive belt(s)	
X		Exhaust system (loose parts, visible damage, leaks)	
X		Oil and/or fluid leaks (Specify)	
X		Operation of horn, interior and exterior lights	
		Front brake remaining 5 mm Lt. 5 mm Rt.	
		Rear brake remaining 5 mm Lt. 5 mm Rt.	
X		Windshield for cracks, chips and pitting	
X		Windshield washer spray or wiper operation	
X		Steering, steering linkages/wheel end play/bearings	
X		Suspension (damage/leaks/struts for bounce/shocks)	
		Other:	

Notes:

RECOMMENDED ADDITIONAL SERVICES

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

Customer Signature _____

- [ ] GREEN - INSPECTION RESULT - OK
- [ ] YELLOW - WILL REQUIRE ATTENTION SOON
- [ ] RED - REQUIRES IMMEDIATE ATTENTION

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

© 2010 Kia Motors America, Inc.

UM050 PB010

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

SORENTO



Auto Payoff Quote

Idaho Central CREDIT UNION
Your money. Your trusted choice.

02/27/2019

Account # [redacted]

To Whom It May Concern:

Re: [redacted]
Kuna IS [redacted]

Payoff on the above referenced loan is subject to change with advances or payments.

Payoff Amount: $ 4769.79
Per Diem: $ .30
Quoted payoff valid through: 03-09-2019

Please mail payoff to:

Idaho Central Credit Union
[redacted]
Pocatello, ID [redacted]

Please include the loan number and any special instructions for the title release. This payoff supersedes any previous payoff information quoted prior to the date of this letter.

Sincerely,

Tiffany PArr
Member Service Specialist

[redacted]



Authorization To Release Loan/Lease Information

I hereby authorize my lienholder (lender), to release to Kia Motors America, Inc., or its representative, any requested information regarding my vehicle loan/lease including, but not limited to, the loan/lease payoff, interest information and the payment history.

Customer's Name: [redacted]

Lender's Name: Idaho Central C.U.

Lender's Phone #: [redacted]

Account #: [redacted]

Last 4 of SSN: 1799

Birth Date: 5/31/82

Date: 2/22/19 Customer's Signature: [redacted]

Return to: Ryan Ristow
Fax #: [redacted]
Email: [redacted]

Feb. 22. 2019 7:27AM No. 0944 P. 1

First Choice

Home Health • Hospice • House Calls

Privileged and Confidential

Fax

HOME HEALTH
Fax: [redacted]
[redacted]
Boise, ID [redacted]
Phone: [redacted]
www.firstchoiceboise.com

HOSPICE
Fax: [redacted]
[redacted]
Boise, ID [redacted]
Phone: [redacted] (4663)
www.firstchoiceboise.com

HOUSE CALLS
Fax: [redacted]
[redacted]
Boise, ID [redacted]
Phone: [redacted]
www.firstchoiceboise.com

DATE: 2/12/19

TO: Ryan - case # [redacted]

FROM: [redacted]

Fax: [redacted]

Of Pages: (including cover sheet)

Phone:

Phone: [redacted]

Fax: [redacted]

Cc:

Re:

COMMENTS:

case # 12818342

☒ Urgent
☐ Non-Urgent
☐ Please review and return at your earliest possible convenience.
☐ Please comment
☐ For your records

PRIVILEGED AND CONFIDENTIAL COMMUNICATIONS

CONFIDENTIALITY NOTICE: The information contained in this electronic communication is from A Better Way Home, LLC, and is considered legally privileged, private, protected and confidential. It is intended only for the use of the individual and/or entity named above. If you are not the intended recipient, please be advised that any distribution, dissemination and/or copying of this communication is strictly prohibited by law. This electronic mail is covered by The Electronic Communications Privacy Act, 18 US Code Sections 2510-2521 and is legally privileged. If you receive this electronic mail in error, please immediately return it to the original sending electronic mail address and notify us by telephone at 208-322-4663. Thank you.

[redacted]

Idaho Central CREDIT UNION

Member Number	Page
[redacted]	5 of 5

Statement Start Date: 08-01-201
Statement End Date: 08-31-201

Ending Balance on 08/31/2018 **$8,449.9**

AUTO LOAN Account No. [redacted]3/03
$512.38 Payment Due by 08/25/2018

Annual Percentage Rate	Previous Balance	YTD Interest Paid	Daily Periodic Rate
2.300%	$24,499.65	$350.17	0.006301%

EffDate	PostDate	Transaction Description	Amount	Principal	Finance Charge	Other Charge	Balance Subject to Interest
08/27	08/27	Principal Receipt	16,049.68	16,049.68	0.00	0.00	8,449.9

insurance paid

In Case of Errors or Questions About Your Electronic Transfers, Statement, or Bill and Your Rights

If you think your statement or bill is wrong, or if you need more information about a transaction on your statement or bill, write us on a separate sheet at the address of your local branch. We must hear from you no later than 60 days after we sent you the FIRST statement or bill on which the error or problem appeared. You can call us, but doing so will not preserve your rights. In your letter, give us the following information:

- Your name and account number.
- The dollar amount of the suspected error.
- Describe the error and explain, if you can, why you believe there is an error. If you need more information, describe the item in question.

We will investigate your complaint and will credit any error promptly. If we take more than 10 business days to do this, we will credit your account for the amount you think is in error, so you will have the use of the money during the time it takes us to complete our investigation. You do not have to pay any amount in question while we are investigating, but you are still obligated to pay the parts of your statement or bill that are not in question. While we investigate your question, we cannot report you as delinquent, or take any action to collect the amount in question.

Special Rule for Visa Card Purchases
If you have a problem with the quality of goods or services you purchased with a Visa card, and you have tried in good faith to correct the problem with the merchant, you may not have to pay the remaining amount due on the goods or services. You will have this protection only when the purchase price was more than $50 and the purchase was made in your home state or within 100 miles of your mailing address. (If we own or operate the merchant, or if we mailed you the advertisement for the property or services, all purchases are covered regardless of amount or location of purchase.)

EQUAL HOUSING LENDER

NCUA

[redacted]

Tires LES SCHWAB Kuna, ID

Store:
Invoice:
Salesperson: Ernesto M S

Work Order 12800299183

Customer Information

Customer ID: [redacted]
Name: [redacted]
Address: [redacted]
City, State, KUNA, ID [redacted]
Phone: [redacted]

Vehicle Information

Vehicle: 2016 KIA SORENTO
Color: WHITE
Mileage: 58,050
License: [redacted]

Comments: CUSTOMER KEEPING SNOWS

Les Schwab Invoice

Qty	Product Code	Product Description	Price/ea	FET	Amount
4	16800	LT Tire Service Package	$0.00	$0.00	$0.00
4	239477	235/65R-17 104T TERRAMAX HT ALL POSITION OWL	$106.98	$0.00	$427.92
4	648662	VALVESTEM REPLACEMENT/TIRE PRESSRE MONITORING SYSTEM REBUILD	$6.00	$0.00	$24.00
4	13731	WHEEL SPIN BALANCE	$16.00	$0.00	$64.00
3	13719	SIPING - NEW PASSENGER TIRE	$13.00	$0.00	$39.00

Parts Subtotal:	$451.92
Labor Subtotal:	$103.00
Sales Tax:	$33.30
Tire Tax:	$0.00
Invoice	**$588.22**

Payment Method: CUST CHG:Acc# [redacted] **$588.22**

DOT: Tire(s) has been electronically registered.

Wheel Position: LF, RF, LR, RR

Service Checklist:

Visual Tire Inspection | Comments: OK
Tire Pressure Check | Comments: OK
Visual Wheel Alignment | Comments: OK
Front End Component Check | Comments: OK
Visual Shock/Strut Inspection | Comments: OK
Visual Brake Inspection | Comments: OK

* tires I bought new that went with the car.

Invoice Date/Time: 04-13-2018 03:34 PM

[redacted]

Tires LES SCHWAB Kuna ID

Store:
Invoice:
Salesperson: Ernesto M S

Work Order [redacted]

Customer Information

Customer ID: [redacted]
Name: [redacted]
Address: [redacted]
City, State, KUNA, ID
Phone: [redacted]

Vehicle Information

Vehicle: 2016 KIA SORENTO
Color: WHITE
Mileage: 58,050
License: [redacted]

SAEJ2492 WARNING: THE FOLLOWING APPLIES TO VEHICLES WITH MODIFIED SUSPENSION/RIDE HEIGHT
The suspension/ride height of this vehicle has been modified. As a result, this vehicle may handle differently than that of factory equipped vehicles. As with any vehicle, extreme care must be used to prevent loss of control or roll-over during sharp turns or abrupt maneuvers. Always wear seat belts and drive safely, recognizing that reduced speeds and specialized driving techniques may be required. Failure to drive this vehicle safely may result in serious injury or death. Do not drive this vehicle unless you are familiar with its unique handling characteristics and are confident of your ability to maintain control under all driving conditions. Some modifications (and combinations of modifications) are not recommended and may not be permitted in your state. Consult your owner's manual, the instructions accompanying this product and state laws before undertaking these modifications. You are responsible for the legality and safety of the vehicle you modify using these components.

Les Schwab electronically registers your tire purchase with the tire manufacturer at no charge to you, in accordance with NHTSA's tire registration requirements.

Free air checks for the life of the tires.

Remember to rotate your tires every 5,000 miles for maximum mileage - and it's free!

Your car may have a tire pressure monitoring system that uses a warning light to alert the driver of low tire pressure or system failure. Pursuant to NHTSA, Les Schwab must install all tire and wheel combinations with functioning TPMS sensors; including tires and custom wheels or winter tires and wheels. The TPMS light may illuminate after routine service and require additional action. We offer and recommend monthly air checks.

THANK YOU FOR YOUR BUSINESS

Authorized By:

[redacted] 04-11-18 03:22 PM $588.22
04-13-18 02:40 PM $588.22

ASSIGNMENT OF WARRANTIES - LIMITATION OF REMEDIES. SELLER ASSIGNS TO PURCHASER ALL RIGHTS AND REMEDIES UNDER MANUFACTURER EXPRESS AND IMPLIED WARRANTIES BUT OTHERWISE EXCLUDES ALL LIABILITY FOR WARRANTY DAMAGES. INCIDENTAL AND CONSEQUENTIAL DAMAGES OF ANY TYPE WHATSOEVER EXCLUDED TO EXTENT LAW ALLOWS. ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE.

Customer Signature X [redacted]

[redacted]

* Indicates promotional price
For more information on our products and services, visit www.LesSchwab.com.
All parts new unless specified.

Invoice Date/Time: 04-13-2018 03:34 PM

[redacted]

FDID * [redacted] | State * NM | Incident Date * 09 10 2018 | Station S | Incident Number * [redacted] | Exposure * 000 | ☐ Change ☐ No Activity | NFIRS -1 Basic

B Location*

☐ Check this box to Indicate that the address for this incident is provided on the Wildland Fire Module in Section B "Alternative Location Specification". Use only for Wildland fires.

Census Tract ____ - ____

☐ Street address
☐ Intersection
☐ In front of
☐ Rear of
☐ Adjacent to
☐ Directions

Number/Milepost | Prefix | Street or Highway | Street Type | Suffix

Apt./Suite/Room | City: Boise | State: ID | Zip Code: [redacted]

Cross street or directions, as applicable: N 44 19'.407" X W 116 13' 23.8"

C Incident Type *

131 Passenger vehicle fire

Incident Type

D Aid Given or Received*

1 ☐ Mutual aid received
2 ☐ Automatic aid recv.
3 ☐ Mutual aid given
4 ☐ Automatic aid given
5 ☐ Other aid given
N ☒ None

Their FDID | Their State | Their Incident Number

E1 Date & Times

Midnight is 0000

Check boxes if dates are the same as Alarm Date.

	Month	Day	Year	Hr Min Sec
ALARM always required				
Alarm *	09	10	2018	11:34:00
ARRIVAL required, unless canceled or did not arrive				
☒ Arrival *	09	10	2018	11:34:00
CONTROLLED Optional, Except for wildland fires				
☐ Controlled				
LAST UNIT CLEARED, required except for wildland fires				
☒ Last Unit Cleared	09	10	2018	14:30:00

E2 Shift & Alarms

Local Option

Shift or Platoon: 8 | Alarms: 01 | District: 99

E3 Special Studies

Local Option

Special Study ID# | Special Study Value

F Actions Taken *

11 Extinguishment by fire

Primary Action Taken (1)

82 Notify other agencies.

Additional Action Taken (2)

Additional Action Taken (3)

G1 Resources *

☒ Check this box and skip this section if an Apparatus or Personnel form is used.

	Apparatus	Personnel
Suppression	0001	0003
EMS		
Other		

☐ Check box if resource counts include aid received resources.

G2 Estimated Dollar Losses & Values

LOSSES: Required for all fires if known. Optional for non fires.

		None
Property $	018,000	☐
Contents $	000,000	☒

PRE-INCIDENT VALUE: Optional

Property $	018,000	☐
Contents $	000,000	☒

Completed Modules

☒ Fire-2
☐ Structure-3
☐ Civil Fire Cas.-4
☐ Fire Serv. Cas.-5
☐ EMS-6
☐ HazMat-7
☐ Wildland Fire-8
☒ Apparatus-9
☒ Personnel-10
☐ Arson-11

H1 Casualties * ☒ None

	Deaths	Injuries
Fire Service		
Civilian		

H2 Detector

Required for Confined Fires.

1 ☐ Detector alerted occupants
2 ☐ Detector did not alert them
U ☐ Unknown

H3 Hazardous Materials Release

N ☐ None
1 ☐ Natural Gas: slow leak, no evacuation or HazMat actions
2 ☐ Propane gas: <21 lb. tank (as in home BBQ grill)
3 ☐ Gasoline: vehicle fuel tank or portable container
4 ☐ Kerosene: fuel burning equipment or portable storage
5 ☐ Diesel fuel/fuel oil: vehicle fuel tank or portable
6 ☐ Household solvents: home/office spill, cleanup only
7 ☐ Motor oil: from engine or portable container
8 ☐ Paint: from paint cans totaling < 55 gallons
0 ☐ Other: Special HazMat actions required or spill > 55gal., Please complete the HazMat form

I Mixed Use Property

NN ☐ Not Mixed
10 ☐ Assembly use
20 ☐ Education use
33 ☐ Medical use
40 ☐ Residential use
51 ☐ Row of stores
53 ☐ Enclosed mall
58 ☐ Bus. & Residential
59 ☐ Office use
60 ☐ Industrial use
63 ☐ Military use
65 ☐ Farm use
00 ☐ Other mixed use

J Property Use* Structures

131 ☐ Church, place of worship
161 ☐ Restaurant or cafeteria
162 ☐ Bar/Tavern or nightclub
213 ☐ Elementary school or kindergarten
215 ☐ High school or junior high
241 ☐ College, adult education
311 ☐ Care facility for the aged
331 ☐ Hospital
341 ☐ Clinic,clinic type infirmary
342 ☐ Doctor/dentist office
361 ☐ Prison or jail, not juvenile
419 ☐ 1-or 2-family dwelling
429 ☐ Multi-family dwelling
439 ☐ Rooming/boarding house
449 ☐ Commercial hotel or motel
459 ☐ Residential, board and care
464 ☐ Dormitory/barracks
519 ☐ Food and beverage sales
539 ☐ Household goods,sales,repairs
579 ☐ Motor vehicle/boat sales/repair
571 ☐ Gas or service station
599 ☐ Business office
615 ☐ Electric generating plant
629 ☐ Laboratory/science lab
700 ☐ Manufacturing plant
819 ☐ Livestock/poultry storage(barn)
882 ☐ Non-residential parking garage
891 ☐ Warehouse

Outside

124 ☐ Playground or park
655 ☐ Crops or orchard
669 ☐ Forest (timberland)
807 ☐ Outdoor storage area
919 ☐ Dump or sanitary landfill
931 ☐ Open land or field
936 ☐ Vacant lot
938 ☐ Graded/care for plot of land
946 ☐ Lake, river, stream
951 ☐ Railroad right of way
960 ☐ Other street
961 ☐ Highway/divided highway
962 ☐ Residential street/driveway
981 ☐ Construction site
984 ☐ Industrial plant yard

Lookup and enter a Property Use code only if you have NOT checked a Property Use box:

Property Use 900

Outside or special property,

NFIRS-1 Revision 03/11/99

[redacted]

K1 Person/Entity Involved

Local Option

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

☐ Check This Box if same address as incident location. Then skip the three duplicate address lines.

Mr.,Ms., Mrs. | First Name | MI | Last Name | Suffix

Number | Prefix | Street or Highway | Street Type | Suffix

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

State | Zip Code

☐ More people involved? Check this box and attach Supplemental Forms (NFIRS-1S) as necessary

K2 Owner

☐ Same as person involved? Then check this box and skip the rest of this section.

Local Option

Business name (if Applicable) | Area Code: [redacted] | Phone Number: [redacted]

☐ Check this box if same address as incident location. Then skip the three duplicate address lines.

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

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

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

State: ID | Zip Code: [redacted]

L Remarks

Local Option

Farmington Fire Department Brush 6 was working for the Idaho Department of Lands based out of Boise, Idaho, during a wildland severity assignment. On July 31, 2018, while on patrol on [redacted] BR6 came across a truck parked in the road with a female flagging us down. She approached BR6 and said that a vehicle was on fire around the corner. The truck was moved out of the road in order for BR6 to gain access. Upon arriving at the vehicle we found a 2016 Kia Sorento with visible smoke and flames coming from the engine compartment. Boise dispatch was advised at 1134 hours of the vehicle fire located three miles west of [redacted] Boise dispatch contacted the Gem County Fire Department and Sheriff's Office along with a tow truck. The fire appeared to have been contained to the engine compartment with no extension into the passenger compartment.

FF Mohler and FF Hamblin stretched a 1 inch booster line for fire attack. Lt. Miller and FF Hamblin saw flames from the front right wheel well and began extinguishment. All four doors were closed and a search of the interior of the vehicle was conducted with no occupants found inside. Access to the engine compartment was done with a Pulaski tool and a set of bolt cutters, due to the hood release being damaged during the fire. Once access was made the fire was completely extinguished. The owner/occupant of the vehicle was located at a nearby vehicle. The driver [redacted] denied any injuries to her or her two year old daughter that was a passenger.

[redacted] made the following statement at the scene. [redacted] said that she was driving to [redacted] for a camping trip. She was traveling eastbound on [redacted] when a vehicle stopped her in the road and told her that her car was on fire. [redacted] stopped the vehicle and turned it off and the lady in the other vehicle took her daughter out of the rear passenger seat. She said that she had no idea that the vehicle was on fire.

L Authorization

Officer in charge ID	Signature	Position or rank	Assignment	Month	Day	Year
197	Miller, Tom	LT	[redacted]	09	12	2018

Check Box if same as Officer in charge.	Member making report ID	Signature	Position or rank	Assignment	Month	Day	Year
☒	197	Miller, Tom	LT	[redacted]	09	12	2018

FDID ★	State ★	Incident Date ★	Station	Incident Number ★	Exposure ★	
[redacted]	NM	9 / 10 / 2018	S	[redacted]	000	Complete Narrative

Narrative:

Farmington Fire Department Brush 6 was working for the Idaho Department of Lands based out of Boise, Idaho, during a wildland severity assignment. On July 31, 2018, while on patrol on [redacted] came across a truck parked in the road with a female flagging us down. She approached BR6 and said that a vehicle was on fire around the corner. The truck was moved out of the road in order for BR6 to gain access. Upon arriving at the vehicle we found a 2016 Kia Sorento with visible smoke and flames coming from the engine compartment. Boise dispatch was advised at 1134 hours of the vehicle fire located three miles west of [redacted] Boise dispatch contacted the Gem County Fire Department and Sheriff's Office along with a tow truck. The fire appeared to have been contained to the engine compartment with no extension into the passenger compartment.

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[redacted] made the following statement at the scene. [redacted] said that she was driving to [redacted] for a camping trip. She was traveling eastbound on [redacted] when a vehicle stopped her in the road and told her that her car was on fire. [redacted] stopped the vehicle and turned it off and the lady in the other vehicle took her daughter out of the rear passenger seat. She said that she had no idea that the vehicle was on fire. There were no signs of loss power, smell of smoke or fire seen as she drove down the road. Shortly after exiting the vehicle with her daughter, Farmington Brush 6 arrived on scene. She stated that there has not been any mechanical work done on her car since she bought it new, other than periodic oil changes.

During an initial examination of the engine compartment a heat and flame spread analysis was conducted. Oxidation was found along the firewall and extended upwards to the hood. Direction burn patterns indicated the fire origin was near the firewall and then spread forward towards the engine and front right tire. Just below the area of origin was the exhaust from the engine, which is a competent ignition source.
The scene was turned over to the Gem County Sheriff's Office and Gem County Volunteer Fire Department. Once the vehicle was loaded onto the tow truck Farmington Brush 6 cleared the scene with no further actions taken.

Lieutenant Tom Miller, CFEI, INVF
Farmington Fire Department

A

FDID *	State *	MM	DD	YYYY	Station	Incident Number *	Exposure *	Delete / Change / No Activity	NFIRS -2 Fire
[redacted]	NM	09	10	2018	S	[redacted]	000	Change	

B Property Details

B1 [ ] [X] Not Residential
Estimated Number of residential living units in building of origin whether or not all units became involved

B2 [ ] [X] Buildings not involved
Number of buildings involved

B3 [ ] [X] None
Acres burned (outside fires) [ ] Less than one acre

C On-Site Materials or Products [ ] None

Complete if there were any significant amounts of commercial,industrial, energy or agricultural products or materials on the Property, whether or not they became involved

Enter up to three codes. Check one or more boxes for each code entered.

On-site material (1)
1 [ ] Bulk storage or warehousing
2 [ ] Processing or manufacturing
3 [ ] Packaged goods for sale
4 [ ] Repair or service

On-site material (2)
1 [ ] Bulk storage or warehousing
2 [ ] Processing or manufacturing
3 [ ] Packaged goods for sale
4 [ ] Repair or service

On-site material (3)
1 [ ] Bulk storage or warehousing
2 [ ] Processing or manufacturing
3 [ ] Packaged goods for sale
4 [ ] Repair or service

D Ignition

D1 83 Engine area, running
Area of fire origin *

D2 UU Undetermined
Heat source *

D3 UU Undetermined
Item first ignited * 1 [ ] Check Box if fire spread was confined to object of origin

D4 [ ] [ ]
Type of material first ignited — Required only IF item first ignited code is 00 or <70

E1 Cause of Ignition

[ ] Check box if this is an exposure report. Skip to section G

1 [ ] Intentional
2 [ ] Unintentional
3 [ ] Failure of equipment or heat source
4 [ ] Act of nature
5 [X] Cause under investigation
U [ ] Cause undetermined after investigation

E2 Factors Contributing To Ignition

[X] None

UU Undetermined
Factor Contributing To Ignition (1)

[ ] [ ]
Factor Contributing To Ignition (2)

E3 Human Factors Contributing To Ignition

Check all applicable boxes

1 [ ] Asleep [X] None
2 [ ] Possibly impaired by alcohol or drugs
3 [ ] Unattended person
4 [ ] Possibly mental disabled
5 [ ] Physically Disabled
6 [ ] Multiple persons involved
7 [ ] Age was a factor

Estimated age of person envolved [ ]

1 [ ] Male 2 [ ] Female

F1 Equipment Involved In Ignition

[ ] None If Equipment was not involved, Skip to Section G

[ ] [ ]
Equipment Involved

Brand
Model
Serial #
Year

F2 Equipment Power

[ ] [ ]
Equipment Power Source

F3 Equipment Portability

1 [ ] Portable
2 [ ] Stationary

Portable equipment normally can be moved by one person, is designed to be use in multiple locations, and requires no tools to install.

G Fire Suppression Factors

Enter up to three codes. [X] None

NNN None
Fire suppression factor (1)

[ ] [ ]
Fire suppression factor (2)

[ ] [ ]
Fire suppression factor (3)

H1 Mobile Property Involved

[ ] None

1 [ ] Not involved in ignition, but burned
2 [ ] Involved in ignition, but did not burn
3 [X] Involved in ignition and burned

H2 Mobile Property Type & Make

11 Automobile, passenger
Mobile property type

KI Kia
Mobile property make

Sorento
Noblie property model

2016
Year

[redacted]
License Plate Number

ID
State

5XYPG4A31GG[redacted]
VIN Number

Local Use

[ ] Pre-Fire Plan Available

Some of the information presented in this report may be based upon reports from other Agencies

[ ] Arson report attached
[ ] Police report attached
[ ] Coroner report attached
[ ] Other reports attached

NFIRS-2 Revision 01/19/99

FDID *	State *	Incident Date *			Station	Incident Number *	Exposure *	Delete / Change	Accident Information
[redacted]	NM	9	10	2018	S	[redacted]	000	☐ Delete ☐ Change	

Mobile Property Type	11 Automobile, passenger car,	**Accident Type**	N002 Not Applicable
Vehicle Found	1 Upright	**Position in vehicle**	N002 Not Applicable
Ejection/Entrapment	0 Not Applicable		

Vehicle Make Kia **vehicle license** [redacted] **State** ID

VIN 5XYPG4A31GG[redacted] **Drivers's License#** **State**

Extrication Required? No **Minutes Required** **Extrication Agency**

A | FDID [redacted] ★ | State: NM ★ | Incident Date (MM DD YYYY): 9 10 2018 ★ | Station: S | Incident Number: [redacted] ★ | Exposure: 000 ★ | ☐ Delete ☐ Change | **NFIRS – 9 Apparatus or Resources**

B Apparatus or Resource ★	Date and Times (Check if same as alarm date)	Month	Day	Year	Hour	Min	Sent X	Number of People ★	Use (Check ONE box for each apparatus to indicate its main use at the incident.)	Actions Taken
1 ID: FBR6 Type: 16	Dispatch ☒	9	10	2018	11:34		X	3	☒ Suppression ☐ EMS ☐ Other	
	Arrival ☒	9	10	2018	11:34					
	Clear ☒	9	10	2018	14:30					
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 *	State *	Incident Date * (MM / DD / YYYY)	Station	Incident Number *	Exposure *		
[redacted]	NM	9 / 10 / 2018	S	[redacted]	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 [X]	Number of People *	Use (Check ONE box for each apparatus to indicate its main use at the incident.)	Actions Taken (List up to 4 actions for each apparatus and each personnel.)
1 ID [redacted] Type 16	Dispatch [X] 9 10 2018 11:34 Arrival [X] 9 10 2018 11:34 Clear [X] 9 10 2018 14:30	Sent [X]	3	[X] Suppression ☐ EMS ☐ Other	

Personnel ID	Name	Rank or Grade	Attend [X]	Action Taken	Action Taken	Action Taken	Action Taken
[redacted]	Miller, Tom	LT	X				
	Hamblin, Talon	FF	X				
	Mohler, Eric	WFF	X				

2 ID / Type	Dispatch / Arrival / Clear	Sent	Number of People	Use	Actions Taken
	☐	☐		☐ Suppression ☐ EMS ☐ Other	

Personnel ID	Name	Rank or Grade	Attend [X]	Action Taken	Action Taken	Action Taken	Action Taken
			☐				
			☐				
			☐				
			☐				
			☐				
			☐				

3 ID / Type	Dispatch / Arrival / Clear	Sent	Number of People	Use	Actions Taken
	☐	☐		☐ Suppression ☐ EMS ☐ Other	

Personnel ID	Name	Rank or Grade	Attend [X]	Action Taken	Action Taken	Action Taken	Action Taken
			☐				
			☐				
			☐				
			☐				
			☐				
			☐				

[redacted]	NM	9	10	2018	S	[redacted]	000	Responding Units/Personnel
FDID	State	Incident Date			Station	Incident Number	Exposure	

Unit	Notify Time	Enroute Time	Arrival Time	Cleared Time
FBR6 Brush 6	11:34:00		11:34:00	14:30:00

Staff ID\Staff Name	Activity	Rank	Position	Role
[redacted] Miller, Tom	Fire Response	Lieutenant	Captain	captain
Hamblin, Talon	Fire Response	Firefighter	Engineer	firefighter
Mohler, Eric	Fire Response	Wildland Fi	Firefighter	firefighter

FDID [redacted] * | State NM * | Incident Date 9 10 2018 * | Station 8 | Incident Number [redacted] * | Exposure 000 * | Responding Personnel

Staff ID\Staff Name	Unit	Activity	Position	Rank	PayScl	Hrs	HrsPd	Pts
[redacted] Miller, Tom	FBR6	FR Fire Response	CP	LT		2.93	2.93	0.00
[redacted] Hamblin, Talon	FBR6	FR Fire Response	EN	FF		2.93	2.93	0.00
[redacted] Mohler, Eric	FBR6	FR Fire Response	FF	WFF		2.93	2.93	0.00

Total Participants: 3 **Total Personnel Hours:** 8.79

An 'X' next to the unit denotes driver.

FDID	State	Incident Date	Station	Incident Number	Exposure
[redacted]	NM	9 10 2018	S	[redacted]	000

NFIRS - Involvement User Fields

Involvement Name:	Involvement Type:	Owner:	Occupant:
Studer, Jennifer	Driver	X	X

FDID *	State *	Incident Date *			Station	Incident Number *	Exposure *	NF... Incident User Fields
[redacted]	NM	9	10	2018	S	[redacted]	000	

Kia Motors America, Inc.
Corporate Headquarters
[redacted]
Irvine, CA [redacted] USA
[redacted]

August 30, 2018

[redacted]
Kuna, ID [redacted]

Re: 2016 Kia Sorento

Case #: [redacted]

Dear [redacted],

Thank you for calling Kia Motors America, Inc. and requesting assistance. A Kia representative has not been able to get a hold of you through the phone number provided.

In order to best assist you with your concerns, we need to be in contact with you. Please contact us at [redacted] reference your case number, and I will be able to assist you. Thank you again for taking the time to contact us. We look forward to hearing from you.

Sincerely,

Ryan Ristow
Kia Motors America, Inc.
National Consumer Affairs

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

SORENTO



Nationwide®

Date prepared September 17, 2018
Claim number [redacted]
Policy number [redacted]
Questions? Contact Claims Associate
Robert Opalenik
[redacted]
Phone [redacted]
Fax [redacted]

Kia Motors Corp of America
[redacted]
Irvine, CA [redacted]

14097003244012

You may be named in an upcoming claim

Dear Sir/Madam ,

Nationwide Insurance Company of America is the insurance provider for [redacted] whose vehicle sustained fire damage on September 8, 2018. Our preliminary investigation reveals this fire may have resulted from a defect in the automobile. We're notifying you a claim might be filed against you, and we're providing you the opportunity to attend a joint, destructive inspection of the vehicle.

Claim details

Insurer: Nationwide Insurance Company of America
Policyholder: [redacted]
Claimant: KIA MOTORS CORP OF AMERICA
Claim number: [redacted]
Loss date: September 8, 2018
Vehicle type: 2017 KIA SORENTO LX
VIN: 5XYPG4A38HG[redacted]
Vehicle location: Copart, [redacted] Colton CA [redacted]

RECEIVED
OCT 0 2 2018
CONSUMER AFFAIRS

Action requested

If you plan on attending the vehicle inspection, please contact me at [redacted] within 10 business days and let me know.

For more information

If you have any questions about this matter, please contact me at [redacted] or [redacted]

Sincerely,

Robert Opalenik
Nationwide Insurance Company of America
[redacted]
Des Moines, IA [redacted]

For your protection, California law requires the following to appear on this form. Any person who knowingly presents false or fraudulent claim for the payment of a loss is guilty of a crime and may be subject to fines and confinement in state prison.

[redacted]

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

SORENTO



Nationwide®

Date prepared December 17, 2018
Claim number [redacted]
Policy number [redacted]
Questions? Contact Claims Associate
Kathleen Styer
[redacted]
Phone
Fax [redacted]

Kia Motors of America
[redacted]
Irvine, CA [redacted]

14187008234018

You may be named in an upcoming claim

Dear Kia Motors of America ,

AMCO Insurance Company is the insurance provider for [redacted] whose vehicle sustained fire damage on December 8, 2018. Our preliminary investigation reveals this fire may have resulted from a defect in the automobile]. We're notifying you a claim might be filed against you, and we're providing you the opportunity to attend a joint, destructive inspection of the vehicle.

Claim details

Insurer:	AMCO Insurance Company
Policyholder:	[redacted]
Claimant:	Kia Motors
Claim number:	[redacted]
Loss date:	December 8, 2018
Vehicle type:	2016 KIA SORENTO L/
VIN:	5XYPG4A33GG[redacted]
Vehicle location:	COPART, CA - VALLEJO

Action requested

If you plan on attending the vehicle inspection, please contact me at [redacted] and let me know.

RECEIVED
JAN 04 2019
CONSUMER AFFAIRS

For more information

If you have any questions about this matter, please contact me at [redacted]

Sincerely,

Kathleen Styer
AMCO Insurance Company
[redacted]
Columbus, OH [redacted]

For your protection, California law requires the following to appear on this form. Any person who knowingly presents false or fraudulent claim for the payment of a loss is guilty of a crime and may be subject to fines and confinement in state prison.

[redacted]

Irvine, CA

CARFAX® Vehicle History Report™

An independent company established in 1986

US $39.99

Vehicle Information:
2016 KIA SORENTO LX/L
VIN: 5XYPG4A33GG[redacted]
4 DOOR WAGON/SPORT UTILITY
2.4L I4 F DOHC 16V
GASOLINE
FRONT WHEEL DRIVE
Standard Equipment | Safety Options
Original Window Sticker

CARFAX Report Provided By:
Kia Motors America
[redacted]
Irvine, CA
[redacted]

- **Branded Titles: Not Actual Mileage, Salvage**
- **3** Previous owners
- **2** Service history records
- Personal vehicle
- Last owned in California
- **14** Detailed records available



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 3/18/19 at 7:05:44 PM (CDT). 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 estimated

	Owner 1	Owner 2	Owner 3
Year purchased	2016	2017	2019
Type of owner	Personal	Personal	Personal
Estimated length of ownership	10 months	2 years	1 month
Owned in the following states/provinces	California	California	California
Estimated miles driven per year	---	---	---
Last reported odometer reading	10,452	---	---

CARFAX Title History

CARFAX guarantees the information in this section

	Owner 1	Owner 2	Owner 3
Salvage | Junk | Rebuilt | Fire | Flood | Hail | Lemon	No Problem	No Problem	**Alert!** Problem Found
Not Actual Mileage | Exceeds Mechanical Limits	No Problem	No Problem	**Alert!** Problem Found

ALERT!

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

CARFAX Additional History

Not all accidents / issues are reported to CARFAX

	Owner 1	Owner 2	Owner 3
Total Loss No total loss reported to CARFAX.	✓ No Issues Reported	✓ No Issues Reported	✓ No Issues Reported
Structural Damage No structural damage reported to CARFAX.	✓ No Issues Reported	✓ No Issues Reported	✓ No Issues Reported

Airbag Deployment No airbag deployment reported to CARFAX.	✓ No Issues Reported	✓ No Issues Reported	✓ No Issues Reported
Odometer Check DMV title problems reported.	✓ No Issues Indicated	✓ No Issues Indicated	! Odometer Problem
Accident / Damage DMV title problems reported.	✓ No Issues Reported	✓ No Issues Reported	! Severe Damage
Manufacturer Recall No open recalls reported to CARFAX.	✓ No Recalls Reported	✓ No Recalls Reported	✓ No Recalls Reported

CARFAX Detailed History

Glossary

Owner 1

Purchased: 2016
Type: Personal
Where: California
Est. length owned: 1/27/16 - 12/12/16 (10 months)

KIA CERTIFIED pre-owned

Date:	Mileage:	Source:	Comments:
Not Reported		Kia Motors America, Inc.	Vehicle manufactured and shipped to original dealer Original Window Sticker
09/23/2015	5	Kia of Cerritos Cerritos, CA [redacted] kiacerritos.com	Vehicle offered for sale
09/29/2015	11	Kia of Cerritos Cerritos, CA [redacted] kiacerritos.com	Pre-delivery inspection completed Mud flaps/splash guards installed
11/21/2015	13	Kia of Cerritos Cerritos, CA [redacted] kiacerritos.com	Vehicle serviced
01/27/2016		California Motor Vehicle Dept. Los Angeles, CA	Title issued or updated First owner reported Titled or registered as personal vehicle Loan or lien reported
11/14/2016		California Motor Vehicle Dept. Los Angeles, CA	Title issued or updated Loan or lien reported
12/12/2016	10,403	Auto Auction Pacific Region	Vehicle sold at auction
12/21/2016	10,416	California Inspection Station	Safety inspection performed Passed emissions inspection
12/21/2016		Kia Certified Dealer Santa Rosa, CA	Offered for sale as a Kia Certified Pre-Owned Vehicle Gray exterior
12/27/2016	10,449	California Inspection Station	Passed safety inspection Passed emissions inspection
12/28/2016	10,452	Kia Certified Dealer Santa Rosa, CA	Sold as a Kia Certified Pre-Owned Vehicle

Owner 2

Purchased: 2017
Type: Personal
Where: California
Est. length owned: 1/26/17 - 2/12/19 (2 years)

Date:	Mileage:	Source:	Comments:
01/26/2017		California Motor Vehicle Dept. Jenner, CA	Title issued or updated New owner reported Loan or lien reported
01/28/2019		California Motor Vehicle Dept. Jenner, CA	Title issued or updated Loan or lien reported

Owner 3

Purchased: 2019

Date:	Mileage:	Source:	Comments:
02/12/2019		California	New owner reported [redacted]

Type:	Personal	Motor Vehicle Dept.	SALVAGE TITLE/CERTIFICATE ISSUED
Where:	California	Sacramento, CA	NOT ACTUAL MILEAGE TITLE ISSUED
Est. length owned:	2/13/19 - present (1 month)		

CARFAX Advisor™
A NAM title is issued when the owner discloses to a DMV mileage fraud, a broken odometer or that the actual mileage of this vehicle is unknown.

Mileage reported after this reading is potentially unreliable.

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

CARFAX Glossary

View Full Glossary

Federal Odometer Act
The Federal Odometer Act requires a seller to disclose the vehicle's mileage on the title when ownership is transferred. Congress enacted this Act to prohibit odometer tampering and to protect consumers from mileage fraud. Under this act, sellers must disclose any issues with the vehicle's odometer. These disclosures translate into the Exceed Mechanical Limits and Not Actual Mileage titles.

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

New Owner Reported
When a vehicle is sold to a new owner, the Title must be transferred to the new owner(s) at a Department of Motor Vehicles.

Not Actual Mileage Title
When the seller certifies, under the Federal Odometer Act, that the odometer reading does not reflect the vehicle's actual mileage. This may occur because the odometer was tampered with, broken, or replaced.

Ownership History
CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

Salvage Title
A Salvage Title is issued on a vehicle damaged to the extent that the cost of repairing the vehicle exceeds approximately 75% of its pre-damage value. This damage threshold may vary by state. Some states treat Junk titles the same as Salvage but the majority use this title to indicate that a vehicle is not road worthy and cannot be titled again in that state. The following eleven states also use Salvage titles to identify stolen vehicles - AZ, FL, GA, IL, MD, MN, NJ, NM, NY, OK and OR.

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

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© 2019 CARFAX, Inc., a unit of IHS Markit. All rights reserved.
Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512, 8,600,823; 8,595,079; 8,606,648; 7,505,838.
3/18/19 7:05:44 PM (CDT)

Claim Number: 305243-GI

In your own words, describe how the fire occurred and what actions you took. Please use additional paper if necessary.

I pulled into a deggnated parking space. I got out and saw a lot of smoke coming out from under my hood. I Assumed I was over heating. I was getting back in my car to check the gauges. A Lady started yelling "back up - back-up" Your car is on fire. I thought she wanted me to get away from the cars next to me. Then she yelled "get out, Your car is on Fire." A woman handed me a bag of ice, I tried to throw that on the fire. Within minutes the car (Frontend) was completely on fire. The Fire dept. came to put out the fire, and a High way patrol came on Scene.

SECTION III. VEHICLE PURCHASE INFORMATION

Date vehicle purchased/leased 12/28/16 New ___ Used ✓ Purchase price $22345.00

Name of titled owner and complete address [redacted] Jenner CA [redacted]

State in which title is issued CALIF

How was the vehicle paid for? Cash ___ Check ___ Financed ✓

Lien holder? ☑ Yes ☐ No

If [redacted] address **and phone number** of the finance company: Redwood Credit Union [redacted] Santa Rosa CA [redacted]

Loan terms ___ months at $ 216.44 Balance due ___ Date of last payment 12/16/18

Is the account past due? NO How long? ___ Do you have GAP insurance? ☐ Yes ☑ No

Registration Current? ☑ Yes ☐ No

Do you have auto insurance with another company? NO Policy # ___

Name and address of insurance co. ___

Have you tried to sell or trade this vehicle recently? ☐ Yes ☑ No When? ___

If yes, please provide method of attempted sale i.e. Craigslist, Ebay, auto trader, dealership: ___

How many sets of keys were you given when you purchased your vehicle? 2

Have you had any duplicates made? ☐ Yes ☑ No If yes, how many? ___

Have you ever lost any keys to the vehicles? ☐ Yes ☑ No

Have you ever loaned the vehicle to anyone? ☐ Yes ☑ No

Were there any extra keys hidden/located in or on the vehicle to your knowledge at time of fire? ☐ Yes ☑ No

Are all of your keys accounted for at this time? ☑ Yes ☐ No

Does anyone else have access to your keys? ☐ Yes ☑ No If so, who? ___

Where were all keys located when the fire occurred? 1 in burned car - 1 at home

Are there any other vehicles in your household? ☑ Yes ☐ No

If yes, provide year, make and model of vehicle and insurance company for said vehicle: 1984 For pick-up F250 1997 Ford Ranger Both insured W/ Nationwide

SECTION IV. VEHICLE CONDITION INFORMATION

Year 2016 Make Sorento-KIA Model Sorento

Body type UT Color DK Grey Vehicle Identification Number 5XYPG4A33GG [redacted]

License plate # [redacted] State CA Mileage on vehicle 35,120 as of 11/5/18

Vehicle condition – Legend: F – Fair, G – Good, and E – Excellent (circle one for each category):

Paint	F	G	(E)	Transmission	F	G	(E)	Interior	F	G	(E)
Engine	F	G	(E)	Body	F	G	(E)	Tires	F	(G)	E

Initial(s): ___

Date: ___

[redacted]















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Lexis.com
Law Firm accounts
[redacted]

PAGE COUNT: 14

CLIENT : [redacted]
DIVISION :
ADJUSTER : TOMEYW1
CLAIM : [redacted]

TRANSACTION # : [redacted]
DATE : 12/27/2018

DATE OF LOSS : 12/08/2018 TIME OF LOSS : 06:00 PM
STREET : [redacted]
CITY : SEBASTOPOL
COUNTY : SONOMA
STATE : CA

INVESTIGATING AGENCY : GOLD RIDGE FD
REPORT NUMBER : [redacted]
REPORT TYPE : Auto Accident
PARTY 1 : [redacted]
PARTY 2 :
PARTY 3 :

CAR : MAKE : YEAR :
TAG :

DRIVER LICENSE : [redacted]
ADDITIONAL INFO :

POLICY #: [redacted]
POLICY STATE: CA
LOSS KIND:

NOTE :

THANK YOU FOR YOUR ORDER! [redacted]

GOLD RIDGE FIRE PROTECTION DISTRICT

INVESTIGATION REPORT

INCIDENT NUMBER: [redacted]

ADDRESS: [redacted]

DATE: 12/08/18

TIME: 1811 Hrs

TYPE OF INCIDENT: Vehicle Fire

OWNER: [redacted] Jenner, CA [redacted]

SUMMARY: On 12/08/18, the Gold Ridge Fire District "GRFD" was dispatched to a report of a vehicle fire at the [redacted] and [redacted] located at [redacted]

FIRE SCENE DESCRIPTION: Upon my arrival I saw a KIA Sorrento with a well involved engine compartment fire. Parked next to the Kia was a Toyota pickup that was receiving direct flame impingement from the fire in the Kia. The KIA had complete involvement of the engine compartment and prior to extinguishment the fire extended to the front driver side tire and front quarter panel of the Toyota pickup. The Cemetery property had hundreds of lit votive candles around the property including around the parking area for an annual memorial event.

DRIVER STATEMENTS: [redacted] told me in summary the following: [redacted] drove to [redacted] from her daughter's house in Santa Rosa. The trip took approximately twenty-five minutes and she did not experience any mechanical issues or warning lights on the vehicle. When [redacted] arrived, she parked her car in a designated parking spot and got out to take pictures of the candle display at [redacted] Approximately forty-five seconds later, she noticed smoke coming from her engine compartment. [redacted] said that she got in her vehicle to see if the dash gauge was indicating that the car was overheating. [redacted] also backed the car up approximately two feet to get away from the candle. While in the car, a nearby unidentified women yelled that her car was on fire and she exited the vehicle.

[redacted]

WITNESS STATEMENTS: [redacted] an off-duty firefighter told me that he was present at the event and noticed a small fire in the front of the KIA. He attempted to extinguish it with a fire extinguisher but was unable due to the growing side of the fire.

GENERAL LOCATION OF FIRE ORIGIN: The fire originated in the front center portion of the engine compartment of the KIA Sorrento.

POINT OF ORIGIN: The point of origin was located near the center of the front bumper of the KIA Sorrento. The intensity of the engine compartment fire completely consumed the bumper and front components of the engine.

SOURCE OF HEAT / IGNITION: The KIA had been parked over a votive candle in a paper bag. The driver of the KIA said that it had been parked for approximately forty-five seconds before she noticed smoke coming from her vehicle. Prior to the KIA being parked it had been driven for approximately twenty-five minutes.

CONSIDERATION OF OTHER FIRE CAUSES: The vehicle had been driven for approximately twenty-five minutes and the driver did not experience any mechanical or electrical issues. No recent repairs had been performed on the vehicle.

FIRE CAUSE: The owner parked the vehicle over a lit candle at the edge of the parking lot for what she estimated as forty-five seconds. This direct contact to an open flame exposed the combustible materials under the car to ignite and spread to the engine compartment.

EVIDENCE TAKEN: None

OPINIONS AND CONCLUSIONS: At the time of this investigation, I found no evidence of criminal conduct.

Report Completed By:

Shepley Schroth-Cary
Battalion Chief
Gold Ridge Fire Protection District
Sebastopol, CA [redacted]
[redacted]

[redacted]

A

FDID * [redacted] | State * CA | Incident Date * MM 12 DD 08 YYYY 2018 | Station 2 | Incident Number * [redacted] | Exposure * 000 | ☐ Delete ☐ Change ☐ No Activity | NFIRS -1 Basic

B Location *

☐ Check this box to Indicate that the address for this incident is provided on the Wildland Fire Module in Section B "Alternative Location Specification". Use only for wildland fires.

Census Tract [ ] - [ ]

☒ Street address
☐ Intersection
☐ In front of
☐ Rear of
☐ Adjacent to
☐ Directions

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

Apt./Suite/Room | City SEBASTOPOL | State CA | Zip Code [redacted]

Cross street or directions, as applicable

C Incident Type *

131 | Passenger vehicle fire

Incident Type

D Aid Given or Received *

1 ☐ Mutual aid received
2 ☐ Automatic aid recv.
3 ☐ Mutual aid given
4 ☐ Automatic aid given
5 ☐ Other aid given
N ☒ None

Their FDID | Their State

Their Incident Number

E1 Date & Times

Midnight is 0000

Check boxes if dates are the same as Alarm Date.

	Month	Day	Year	Hr Min Sec
Alarm * (ALARM always required)	12	08	2018	18:12:35
☒ Arrival * (ARRIVAL required, unless canceled or did not arrive)	12	08	2018	18:17:47
☐ Controlled (CONTROLLED Optional, Except for wildland fires)				
☒ Last Unit Cleared (LAST UNIT CLEARED, required except for wildland fires)	12	08	2018	19:47:34

E2 Shift & Alarms

Local Option

Shift or Platoon: A | Alarms | District: GFD

E3 Special Studies

Local Option

Special Study ID# | Special Study Value

F Actions Taken *

11 | Extinguishment by fire

Primary Action Taken (1)

Additional Action Taken (2)

Additional Action Taken (3)

G1 Resources *

☒ Check this box and skip this section if an Apparatus or Personnel form is used.

	Apparatus	Personnel
Suppression	0002	0004
EMS		
Other		

☐ Check box if resource counts include aid received resources.

G2 Estimated Dollar Losses & Values

LOSSES: Required for all fires if known. Optional for non fires.

		None
Property $	015,000	☐
Contents $	001,000	☐

PRE-INCIDENT VALUE: Optional

Property $	015,000	☐
Contents $	001,000	☐

Completed Modules

☒ Fire-2
☐ Structure-3
☐ Civil Fire Cas.-4
☐ Fire Serv. Cas.-5
☐ EMS-6
☐ HazMat-7
☐ Wildland Fire-8
☒ Apparatus-9
☒ Personnel-10
☐ Arson-11

H1 * Casualties ☐ None

	Deaths	Injuries
Fire Service		
Civilian		

H2 Detector

Required for Confined Fires.

1 ☐ Detector alerted occupants
2 ☐ Detector did not alert them
U ☐ Unknown

H3 Hazardous Materials Release

N ☐ None
1 ☐ Natural Gas: slow leak, no evacuation or HazMat actions
2 ☐ Propane gas: <21 lb. tank (as in home BBQ grill)
3 ☐ Gasoline: vehicle fuel tank or portable container
4 ☐ Kerosene: fuel burning equipment or portable storage
5 ☐ Diesel fuel/fuel oil: vehicle fuel tank or portable
6 ☐ Household solvents: home/office spill, cleanup only
7 ☐ Motor oil: from engine or portable container
8 ☐ Paint: from paint cans totaling < 55 gallons
0 ☐ Other: Special HazMat actions required or spill > 55gal., Please complete the HazMat form

I Mixed Use Property

NN ☐ Not Mixed
10 ☐ Assembly use
20 ☐ Education use
33 ☐ Medical use
40 ☐ Residential use
51 ☐ Row of stores
53 ☐ Enclosed mall
58 ☐ Bus. & Residential
59 ☐ Office use
60 ☐ Industrial use
63 ☐ Military use
65 ☐ Farm use
00 ☐ Other mixed use

J Property Use * Structures

131 ☐ Church, place of worship
161 ☐ Restaurant or cafeteria
162 ☐ Bar/Tavern or nightclub
213 ☐ Elementary school or kindergarten
215 ☐ High school or junior high
241 ☐ College, adult education
311 ☐ Care facility for the aged
331 ☐ Hospital
341 ☐ Clinic, clinic type infirmary
342 ☐ Doctor/dentist office
361 ☐ Prison or jail, not juvenile
419 ☐ 1-or 2-family dwelling
429 ☐ Multi-family dwelling
439 ☐ Rooming/boarding house
449 ☐ Commercial hotel or motel
459 ☐ Residential, board and care
464 ☐ Dormitory/barracks
519 ☐ Food and beverage sales
539 ☐ Household goods, sales, repairs
579 ☐ Motor vehicle/boat sales/repair
571 ☐ Gas or service station
599 ☐ Business office
615 ☐ Electric generating plant
629 ☐ Laboratory/science lab
700 ☐ Manufacturing plant
819 ☐ Livestock/poultry storage (barn)
882 ☐ Non-residential parking garage
891 ☐ Warehouse

Outside

124 ☐ Playground or park
655 ☐ Crops or orchard
669 ☐ Forest (timberland)
807 ☐ Outdoor storage area
919 ☐ Dump or sanitary landfill
931 ☐ Open land or field
936 ☐ Vacant lot
938 ☐ Graded/care for plot of land
946 ☐ Lake, river, stream
951 ☐ Railroad right of way
960 ☐ Other street
961 ☐ Highway/divided highway
962 ☐ Residential street/driveway
981 ☐ Construction site
984 ☐ Industrial plant yard

Lookup and enter a Property Use code only if you have NOT checked a Property Use box:

Property Use 130

Places of worship, funeral

NFIRS-1 Revision 03/11/99

[redacted]

K1 Person/Entity Involved

Local Option

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

☐ Check This Box if same address as incident location. Then skip the three duplicate address lines.

Mr.,Ms., Mrs. | First Name | MI | Last Name | Suffix

Number | Prefix | Street or Highway | Street Type | Suffix

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

State: CA | 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: SEBASTOPOL

State: CA | Zip Code

L Remarks

Local Option

8182 was dispatched to a report of a fully involved vehicle fire at the Pleasant Hill Cemetery.

8192 and B81 responded in place of 8182.

8192 and B81 arrived on scene to find Kia Sorento with a fully involved engine compartment fire in the parking lot of the cemetery, The fire had begun impinging on the toyota pickup truck parked next to it burning the left front tire and damaging the paint and door handle on the front driver side of the toyota.

I parked the engine a good distance away from the fire and instructed my crew to don their SCBA's while I stretched a 150' 1 3/4" attack line to the fire. I then charged the attack line and B81 began flowing water to protect the exposure as my crew finished donning their SCBA's.

Once my crew took over the nozzle, they began aggressively attacking the engine compartment fire and had it extinguished fairly quickly. We pulled all the contents out of the passenger compartment of the vehicle involved as we continued to extinguish any hot spots remaining in the engine compartment. Once it was confirmed the fire was completely extinguished B81 went available.

We remained on scene until tow arrived to move the 2 vehicles away and we cleaned up all the debris under and around the vehicles to the best of our ability. Once both vehicles were loaded on to the tow trucks 8192 went available.

L Authorization

Officer in charge ID	Signature	Position or rank	Assignment	Month	Day	Year
		BC		12	13	2018

Check Box if same as Officer in charge.	Member making report ID	Signature	Position or rank	Assignment	Month	Day	Year
☒			BC		12	13	2018

FDID *	State *	MM Incident Date *	DD	YYYY	Station	Incident Number *	Exposure *	Complete Narrative
[redacted]	CA	12	8	2018	2	[redacted]	000	

Narrative:

8182 was dispatched to a report of a fully involved vehicle fire at the Pleasant Hill Cemetery.

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That night the cemetery had been holding a memorial where candles in white paper bags had been placed on all of the graves. They had also lined the front of the parking spaces and driveways with the same candles. Based off of the location of the vehicle and reports of witnesses at scene, it is likely that the cause of the fire was that the driver of the Kia Sorento had pulled in to the parking spot and come in contact with the bag at the front of the parking spot causing the paper bag to ignite. Once the driver noticed smoke coming from the undercarriage of the car she then tried to reverse the car away from the ignition source but the car had already ignited at that point causing the engine compartment fire.

[redacted]

A

FDID * [redacted] | State * CA | Incident Date * MM 12 DD 08 YYYY 2018 | Station 2 | Incident Number * [redacted] | Exposure * 000 | ☐ Delete ☐ Change ☐ No Activity

NFIRS -2 Fire

B Property Details

B1 [ ] ☒ Not Residential
Estimated Number of residential living units in building of origin whether or not all units became involved

B2 [ ] ☒ Buildings not involved
Number of buildings involved

B3 [ ] ☐ None
Acres burned (outside fires) ☐ Less than one acre

C On-Site Materials or Products ☐ None

Complete if there were any significant amounts of commercial, industrial, energy or agricultural products or materials on the Property, whether or not they became involved

Enter up to three codes. Check one or more boxes for each code entered.

On-site material (1) [ ] [ ]
1 ☐ Bulk storage or warehousing
2 ☐ Processing or manufacturing
3 ☐ Packaged goods for sale
4 ☐ Repair or service

On-site material (2) [ ] [ ]
1 ☐ Bulk storage or warehousing
2 ☐ Processing or manufacturing
3 ☐ Packaged goods for sale
4 ☐ Repair or service

On-site material (3) [ ] [ ]
1 ☐ Bulk storage or warehousing
2 ☐ Processing or manufacturing
3 ☐ Packaged goods for sale
4 ☐ Repair or service

D Ignition

D1 92 | Highway, parking lot,
Area of fire origin *

D2 66 | Candle
Heat source *

D3 42 | Decoration
Item first ignited * 1 ☐ Check Box if fire spread was confined to object of origin

D4 60 | Wood or paper,
Type of material first ignited — Required only if item first ignited code is 00 or <70

E1 Cause of Ignition

☐ Check box if this is an exposure report. Skip to section G

1 ☐ Intentional
2 ☒ Unintentional
3 ☐ Failure of equipment or heat source
4 ☐ Act of nature
5 ☐ Cause under investigation
U ☐ Cause undetermined after investigation

E2 Factors Contributing To Ignition ☐ None

12 | Heat source too
Factor Contributing To Ignition (1)

[ ] [ ]
Factor Contributing To Ignition (2)

E3 Human Factors Contributing To Ignition

Check all applicable boxes ☐ None

1 ☒ Asleep
2 ☐ Possibly impaired by alcohol or drugs
3 ☐ ~~Unattended person~~
4 ☐ Possibly mental disabled
5 ☐ ~~Physically Disabled~~
6 ☐ Multiple persons involved
7 ☐ Age was a factor

Estimated age of person envolved [ ]

1 ☐ Male 2 ☐ Female

F1 Equipment Involved In Ignition

☐ None If Equipment was not involved, Skip to Section G

[ ] [ ]
Equipment Involved

Brand [ ]

Model Sorrento

Serial # [ ]

Year [ ]

F2 Equipment Power

[ ] [ ]
Equipment Power Source

F3 Equipment Portability

1 ☐ Portable
2 ☐ Stationary

Portable equipment normally can be moved by one person, is designed to be use in multiple locations, and requires no tools to install.

G Fire Suppression Factors

Enter up to three codes. ☐ None

[ ] [ ]
Fire suppression factor (1)

[ ] [ ]
Fire suppression factor (2)

[ ] [ ]
Fire suppression factor (3)

H1 Mobile Property Involved

☐ None

1 ☒ Not involved in ignition, but burned
2 ☐ Involved in ignition, but did not burn
3 ☐ Involved in ignition and burned

H2 Mobile Property Type & Make

10 | Passenger road vehicle,
Mobile property type

KI | Kia
Mobile property make

Sorrento
Moblie property model

2016
Year

[redacted]
License Plate Number

CA
State

5XYPG4A33GG[redacted]
VIN Number

Local Use

☐ Pre-Fire Plan Available
Some of the information presented in this report may be based upon reports from other Agencies

☐ Arson report attached
☐ Police report attached
☐ Coroner report attached
☐ Other reports attached

NFIRS-2 Revision 01/19/99

[redacted]

A

FDID *	State *	Incident Date * (MM)	(DD)	(YYYY)	Station	Incident Number *	Exposure *	Delete / Change
[redacted]	CA	12	8	2018	2	[redacted]	000	☐ / ☐

NFIRS - 9 Apparatus or Resources

B Apparatus or * Resource	Date and Times (Check if same as alarm date)	Month	Day	Year	Hour Min	Sent [X]	Number of * People	Use (Check ONE box for each apparatus to indicate its main use at the incident.)	Actions Taken
1 ID [redacted] Type 92	Dispatch	[X] 12	8	2018	18:12	[X]	1	[X] Suppression ☐ EMS ☐ Other	
	Arrival	[X] 12	8	2018	18:17				
	Clear	[X] 12	8	2018	18:51				
2 ID [redacted] Type 14	Dispatch	[X] 12	8	2018	18:12	[X]	2	[X] Suppression ☐ EMS ☐ Other	
	Arrival	[X] 12	8	2018	19:47				
	Clear	[X] 12	8	2018	19:47				
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

[redacted]

A

FDID *	State *	Incident Date * (MM / DD / YYYY)	Station	Incident Number *	Exposure *	Delete / Change	NFIRS - 10 Personnel
[redacted]	CA	12 / 8 / 2018	2	[redacted]	000	☐ / ☐	

B Apparatus or Resource * — Use codes listed below

Apparatus or Resource	Date and Times (Check if same as alarm date)	Month	Day	Year	Hours/mins	Sent [X]	Number of People *	Use (Check ONE box for each apparatus to indicate its main use at the incident.)	Actions Taken (List up to 4 actions for each apparatus and each personnel.)
1 ID: B81 Type: 92	Dispatch [X]	12	8	2018	18:12	Sent [X]	1	[X] Suppression ☐ EMS ☐ Other	
	Arrival [X]	12	8	2018	18:17				
	Clear [X]	12	8	2018	18:51				

Personnel ID	Name	Rank or Grade	Attend [X]	Action Taken	Action Taken	Action Taken	Action Taken
[redacted]	[redacted]	BC	X				

Apparatus or Resource	Date and Times (Check if same as alarm date)	Month	Day	Year	Hours/mins	Sent [X]	Number of People *	Use (Check ONE box for each apparatus to indicate its main use at the incident.)	Actions Taken (List up to 4 actions for each apparatus and each personnel.)
2 ID: WT8192 Type: 14	Dispatch [X]	12	8	2018	18:12	Sent [X]	2	[X] Suppression ☐ EMS ☐ Other	
	Arrival [X]	12	8	2018	19:47				
	Clear [X]	12	8	2018	19:47				

Personnel ID	Name	Rank or Grade	Attend [X]	Action Taken	Action Taken	Action Taken	Action Taken
[redacted]	[redacted]	ENG	X				
[redacted]	[redacted]	FF	X				

Apparatus or Resource	Date and Times (Check if same as alarm date)	Month	Day	Year	Hours/mins	Sent [ ]	Number of People *	Use (Check ONE box for each apparatus to indicate its main use at the incident.)	Actions Taken (List up to 4 actions for each apparatus and each personnel.)
3 ID: Type:	~~Dispatch~~ ☐					Sent ☐		☐ Suppression ☐ EMS ☐ Other	
	Arrival ☐								
	Clear ☐								

Personnel ID	Name	Rank or Grade	Attend [X]	Action Taken	Action Taken	Action Taken	Action Taken
			☐				
			☐				
			☐				
			☐				
			☐				
			☐				

[redacted]

49062	CA	12	8	2018	2	18-0001055	000	Responding Units/Personnel
FDID	State	Incident Date			Station	Incident Number	Exposure	

Unit	Notify Time	Enroute Time	Arrival Time	Cleared Time
B81 Batt. Chief Vehicle	18:12:35	18:14:45	18:17:47	18:51:10

Staff ID\Staff Name	Activity	Rank	Position	Role
[redacted]	Responded	Battalion C		

Unit	Notify Time	Enroute Time	Arrival Time	Cleared Time
WT8192 Watertender	18:12:35	18:14:19	19:47:34	19:47:34

Staff ID\Staff Name	Activity	Rank	Position	Role
[redacted]	Responded	Engineer		
[redacted]	Responded	Firefighter		

[redacted]

A

FDID * | State * CA | Incident Date * MM 12 DD 8 YYYY 2018 | Station 2 | Incident Number * [redacted] | Exposure * 000 | ☐ Delete ☐ Change

NFIRS - 1S Supplemental

K1 Person/Entity Involved

Business name if applicable | Phone Number [redacted]

☐ Check this box if same address as incident location. Then skip the three duplicate address lines.

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

Number | Prefix | Street or highway | Street Type | Suffix

Post office box [redacted] | Apt./Suite/Room | City SEBASTOPOL

State CA | Zip Code [redacted]

K2 Person/Entity Involved

Business name if applicable | 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

K3 Person/Entity Involved

Business name if applicable | 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

K4 Person/Entity Involved

Business name if applicable | 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

K5 Person/Entity Involved

Business name if applicable | 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

[redacted]

FDID	State	MM	DD	YYYY	Station	Incident Number	Exposure	NFIRS - Involvement User Fields
[redacted]	CA	12	8	2018	2	[redacted]	000	

Involvement Name:	Involvement Type:	Owner:	Occupant:
[redacted]		X	

Involvement Name:	Involvement Type:	Owner:	Occupant:
[redacted]	Other		

[redacted]

[redacted] - FDID	CA State	MM 12	DD 8	YYYY 2018 Incident Date	2 Station	[redacted] Incident Number	000 Exposure	NFIRS - Involvement User Fields

Involvement Name:	Involvement Type:	Owner:	Occupant:
[redacted]		X	

[redacted]

A

FDID * [redacted] | State * CA | Incident Date * MM 12 DD 8 YYYY 2018 | Station 2 | Incident Number * [redacted] | Exposure * 000 | ☐ Delete ☐ Change | Insurance and $Loss

B Estimated Dollar Loss & Value

	Pre-Incident Value	Estimated Loss	Insured Amount	Settlement Amount
Buildings	$0.00	$0.00	$0.00	$0.00
Vehicles	$15,000.00	$15,000.00	$0.00	$0.00
Contents	$1,000.00	$1,000.00	$0.00	$0.00

C Insurance Company

Business name if applicable

Contact Name

Street or highway

Post office box

City

State | Zip Code - [redacted]

Phone Number [redacted] - [redacted] - [redacted]

Agent Name

Policy Number

☐ Buildings ☐ Vehicles ☐ Contents

Policy Coverage

Jenner Weather History for December 8, 2018

Show weather for: December 1, 2018

12:09 am Sat, Dec 8		40 °F	Fog.	5 mph	↘	100%	30.28 "Hg	2 mi
12:19 am		40 °F	Fog.	No wind	↓	100%	30.28 "Hg	4 mi
12:31 am		39 °F	Fog.	No wind	↓	100%	30.28 "Hg	2 mi
1:00 am		39 °F	Fog.	No wind	↓	100%	30.28 "Hg	2 mi
1:14 am		39 °F	Clear.	No wind	↓	100%	30.28 "Hg	8 mi
1:53 am		39 °F	Clear.	No wind	↓	100%	30.27 "Hg	7 mi
2:53 am		38 °F	Clear.	No wind	↓	100%	30.28 "Hg	10 mi
3:53 am		38 °F	Passing clouds.	5 mph	↘	100%	30.28 "Hg	8 mi
5:01 am		36 °F	Fog.	No wind	↓	100%	30.31 "Hg	1 mi
5:37 am		36 °F	Fog.	No wind	↓	100%	30.31 "Hg	1 mi
6:01 am		36 °F	Fog.	No wind	↓	100%	30.31 "Hg	1 mi
6:53 am		34 °F	Clear.	No wind	↓	100%	30.30 "Hg	10 mi
7:53 am		36 °F	Sunny.	3 mph	↗	100%	30.31 "Hg	10 mi
8:53 am		41 °F	Light fog.	No wind	↓	100%	30.31 "Hg	10 mi
9:53 am		49 °F	Passing clouds.	No wind	↓	86%	30.32 "Hg	10 mi
10:53 am		54 °F	Passing clouds.	No wind	↓	72%	30.31 "Hg	10 mi
11:53 am		57 °F	Sunny.	No wind	↓	64%	30.29 "Hg	10 mi
12:53 pm		60 °F	Sunny.	6 mph	↖	60%	30.27 "Hg	10 mi
1:53 pm		61 °F	Sunny.	5 mph	↖	58%	30.24 "Hg	10 mi
2:53 pm		62 °F	Passing clouds.	6 mph	↑	58%	30.23 "Hg	10 mi
3:53 pm		60 °F	Passing clouds.	7 mph	↑	60%	30.22 "Hg	10 mi
4:53 pm		57 °F	Clear.	6 mph	↑	62%	30.23 "Hg	10 mi
5:53 pm		52 °F	Clear.	No wind	↓	75%	30.23 "Hg	10 mi
	Conditions			**Comfort**				

Time	Temp	Weather	Wind	Humidity	Barometer	Visibility
7:53 pm	46 °F	Clear.	No wind ↓	89%	30.25 "Hg	10 mi
8:53 pm	43 °F	Clear.	3 mph ↓	93%	30.26 "Hg	9 mi
9:53 pm	43 °F	Clear.	No wind ↓	97%	30.27 "Hg	8 mi
10:31 pm	40 °F	Fog.	3 mph ↓	100%	30.30 "Hg	3 mi
10:53 pm	40 °F	Fog.	5 mph ↘	100%	30.28 "Hg	5 mi
11:53 pm	41 °F	Clear.	No wind ↓	96%	30.28 "Hg	8 mi

Weather by CustomWeather, © 2019

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

SORENTO



[redacted]

[redacted]

SKOKIE IL [redacted]

Registration ID: [redacted] PIN: [redacted]

2019 Illinois Registration Identification Card

Jesse White, Illinois Secretary of State

CNVF08/02/18:01:8819: 101.00 CC1

[redacted]

Vehicle Year	Vehicle Make	VIN
2016	KIA	5XYPG4A30GG[redacted]

Weight or CC's	Body Style	Application Type
	UTILITY	PASSENGER

Axles	Leased/Rental	Unit Number	File Number	County	
				COOK	016

Driver's License Number(s) or FEIN(s)	Expiration Date
	JULY 31, 2019
	Plate Number [redacted]

Renewal Fee Due	
101.00	[redacted]

OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

KWAME RAOUL
ATTORNEY GENERAL

FAX TRANSMITTAL SHEET

FAX NUMBERS: [redacted]

TO Kia motors corporation

PHONE [redacted]

FROM Keya Green

Citizen's Advocate
[redacted]
Chicago, Il [redacted]

EMAIL [redacted]

DATE 5/7/19

MEMO Urgent please. Thank you!

Number of pages 19 (including this page)

Your prompt attention to this matter is appreciated. Please review and respond in writing directly to me via email, fax or post, if you have any questions please feel free to call me

---

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OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

KWAME RAOUL
ATTORNEY GENERAL

May 7, 2019

KIA Motors America Inc
Consumer Affairs
[redacted]
Irvine, CA [redacted]

Re: [redacted]
File No: [redacted]

Dear Sir/Madam:

The Consumer Protection Division, of the Office of the Attorney General received a consumer complaint involving your business. We have enclosed a copy of the complaint for your examination.

We would appreciate your review and response to the complaint, as well as any suggestions for a potential resolution. Please include copies of any substantiating documents which relate to this complaint with your response. If the matter has been resolved, we would appreciate knowing it.

Please provide a written response via US Mail and/or e-mail within ten business days of receipt. **All communications must be in writing**. Direct all correspondence to Keya Green, Office of the Attorney General, Consumer Protection Division, [redacted] Chicago, IL [redacted] Refer to the above mentioned file on all correspondence.

Sincerely,

ATTORNEY GENERAL
State of Illinois

[redacted]

Keya Green
Citizen's Advocate
Consumer Protection Bureau
[redacted]

Enclosure
/drf

[redacted]

KWAME RAOUL

Illinois Attorney General
Consumer Fraud Bureau
[redacted] th Fl.
Chicago, IL 6060[redacted]
[redacted] (Toll free in IL):
TTY: [redacted]
www.IllinoisAttorneyGen[redacted]

RECEIVED
ATTORNEY GENERAL
APR 11 2019
CONSUMER FRAUD
CHICAGO

Office Use Only
CEMS: [redacted]
AG:

YOUR INFORMATION:

[redacted]
Addres[redacted]
City: Skokie State: IL Zip code: [redacted] County: Cook
Your Te[redacted]
Daytime [redacted]
Evening ( )
[redacted]

Are you a senior citizen? Yes (No)
Are you a veteran? Yes (No)
Are you a service member? Yes (No)

NAME OF SELLER OR PROVIDER OF SERVICE:

Name: Kia Grossinger
Addre[redacted]
City: Lincolnwood State: Ill [redacted]
Telephone ( )
Website:

Additional seller or provider of service involved in transaction:
ame: ~~Founder~~ EXETER FINANCE LL[redacted]
City: Irvine State: TX [redacted]
Telephone [redacted]
Website:

Has this matter been submitted to another government agency, an arbitration service, or to an attorney: Yes (No)
If yes, please give name, address, telephone number.
Is court action pending? Yes (No)

INFORMATION ABOUT THE TRANSACTION

Date of Transaction: 6/8/17
Did you sign a contract? (Yes) No (If yes, please attach a copy)
Date contract was signed: 6/8/17
Was the product or service advertised? Yes (No) When? (Please attach a copy of the advertisement, if available)

How was the service advertised?
- ☐ Newspaper/magazine
- ☐ Radio advertisement
- ☐ Television advertisement
- ☐ Internet advertisement
- ☐ E-mail solicitation
- ☐ Direct mail solicitation
- ☐ Telephone solicitation
- ☐ Yellow pages of the telephone book
- ☐ Facsimile solicitation
- ☐ Door-to-door solicitation
- ☐ Display at merchant's place of business
- ☑ Display at a trade show/convention, etc.
- ☐ Other _____.

Total cost of product/service: $ 18,473.23

Amount paid to date/down payment: $_____

Method of payment (circle one) (Please attach a copy)
Cash Check Money Order (Credit Card) Debit Card Bank Draft
Wire Transfer Automatic Debit Other _____

If you paid with a credit card, have you contacted your credit card company to register a dispute? Yes (No)

(Under the Federal Fair Credit Billing Act, you have 60 days from the time that you receive your statement to dispute the charge.)

[redacted]

Where did the transaction take place?

☐ At my home

Have you complained to the company or individual?

Yes No

FAX COVER SHEET

TO	
COMPANY	
FAX NUMBER	[redacted]
FROM	Collection Letters 3
DATE	2019-03-11 11:19:04 CDT
RE	ATTN: RYAN RISTOW

COVER MESSAGE

Confidentiality Warning: This transmission is intended only for the proper recipient and may contain information that is confidential and/or privileged. If you received this message in error or are not the intended recipient, (A) you are hereby notified that the dissemination, distribution or copying of this message is strictly prohibited, (B) please notify the sender at either the e-mail address or telephone number above, and (C) delete this email from your computer. Thank you.

Exeter®

[redacted] // Irving, TX [redacted]

[redacted]
SKOKIE, IL [redacted]

ABOUT YOUR ACCOUNT

Date of Notice:	03/08/2019
Contract ("Agreement") Date:	07/08/2017
"Vehicle" Year/Make/Model:	2016 KIA SORENTO
Vehicle Identification Number:	5XYPG4A30GG[redacted]
Account Number:	[redacted]

QUESTIONS?

[redacted]
www.exeterfinance.com

Hours (Central Time):
7am - 8pm (M-Th)
7am - 7pm (F)
8am - 1pm (SAT)

Payoff Quote

Dear [redacted]

Thank you for contacting us. Here is the payoff quote that you requested:

Name:	[redacted]
Account Number:	
Vehicle:	2016 KIA SORENTO
VIN #:	5XYPG4A30GG[redacted]
Payoff Quote:	$3,538.51

The quote is good through 03/23/2019. After this date, the principal balance will continue to accrue interest at $1.49 per day. Please note that changes impacting the balance of this account including, but not limited to, payment reversals will invalidate the quoted amount disclosed above.

If you have any question or need additional information, please call us at [redacted]

Sincerely,

Exeter Finance LLC

[redacted]

Search

Search

Need Help?

Register | Sign In

Photos for Lot [redacted]

Back to Lot Details



Back to Top | Lot Details



Back to Top | Lot Details



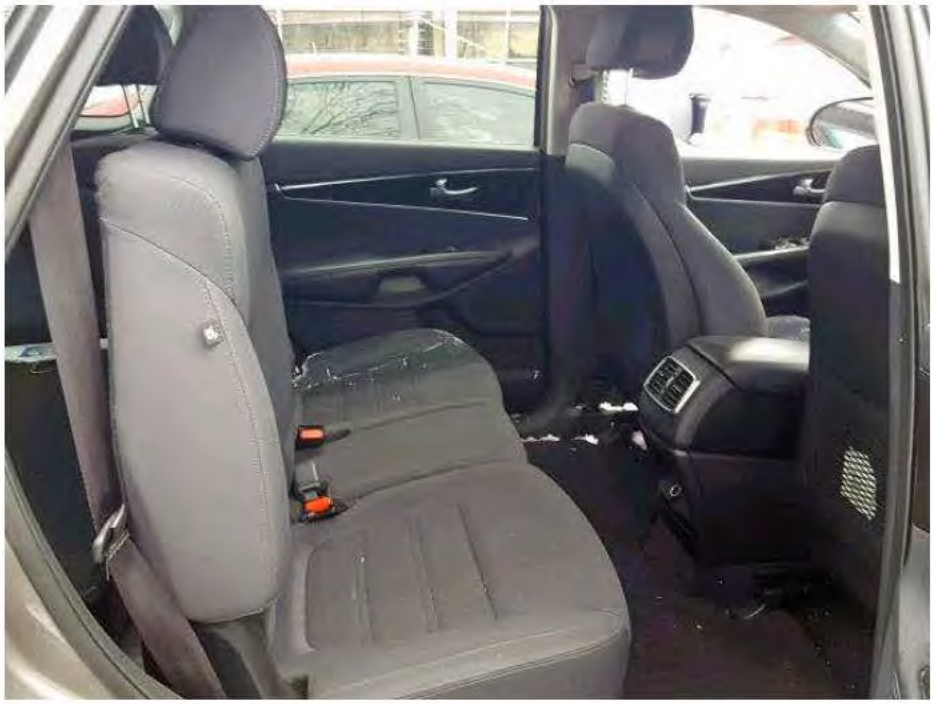
Back to Top | Lot Details



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|_ < Back to Lot Details

2016 KIA SORENTO LX E ★ Watch

Lot # [redacted]	Glossary ›
Doc Type:	
Odometer:	0 mi (NOT ACTUAL)
Highlights:	Enhanced Vehicles
Primary Damage:	BURN - ENGINE
Secondary Damage:	
Est. Retail Value:	$13,353 USD

Bid Information

Bid Status:	
Sale Status:	Pure Sale
Current Bid:	$0 USD
Starting Bid:	$

Incremental Bid Guidelines
($225 USD Bid Increment)

VIN:	5XYPG4A30GG******

Features

Body Style:	4DR SPOR
Color:	BEIGE
Engine Type:	2.4L 4
Cylinders:	4
Transmission:	AUTOMATIC
Drive:	Front-wheel Drive
Fuel:	GAS
Keys:	EXEMPT
Notes:	

Maximum Bid: $

Bid Now

This vehicle is being sold as "as is - where is". All bids are binding and all sales are final.

What This Means

Sale Information

Location:	IL - WHEELING Inspection Services
Lane/Item/Grid/Row:	-/-/J010
Sale Name:	IL - WHEELING
Sale Date:	Not Applicable
Last Updated:	01/22/2019 10:58 am

Site Map | Contact Us | Sell a Vehicle | Terms of Service | Privacy Policy | Copyright | Terms & Conditions | Cookie Policy

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PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

SORENTO



Claim Number: [redacted]

Save | Edit | Delete

Date 02-05-2019

Time 3:01pm

Attachment

Browse...

Note

Notes

By *		Date *	Note *
Brittney Hanks		02/05/2019 01:08pm	Brittney, I was driving the car heading up a road going about 10 mph and noticed smoke coming out of the AC vents. I pulled over as the smoke got more intense and stopped the car. I rolled down the windows and looked to the right and saw the right front of the hood was on fire. I immediately turned the vehicle off and jumped out of the car. The race director was in a truck across from me and immediately called the fire department. The entire front side of the car went into flames fairly quickly and I didn't have time to grab any of our things. It was pretty traumatizing when I thought the car was going to blow up on me. When [redacted] and I originally got in the car it smelled like gas. Avis had informed us when we picked up the rental that due to the cold temperatures they had started the cars 30 minutes prior to our arrival to get them warm. I assumed this is why it smelled like gas. Please let me know if you have any questions or need any additional information. Thank you. [redacted]
Brittney Hanks		02/05/2019 01:08pm	Hello [redacted] that is awful, sorry to hear that happened. The only contact I have at KIA is Deanna Brown not sure if she is the right person, but she can probably put you in contact with the right person if its not her: Deanna Brown Kia Motors America, Inc. O: [redacted] let me know if you need anything else. Thank you [redacted]
Brittney Hanks		02/05/2019 08:37am	Judy, I have a 2018 KIA Sorento LX that a customer had on rent in International Falls MN and started on fire and burnt completely - total loss. The unit was parked and idling and then the customer noticed the unit was burning and everyone got out. I have not run into this scenario before. Do you have a contact at KIA that we can report this to and is there an investigation that needs to happen by KIA? Passengers that were in the car that got out took a video of the unit burning and is on a rampage of pulling info from the web on other people that have experienced the same scenario. -- [redacted] City Manager Sonju Enterprises, Inc. d/b/a Avis Rent A Car System Licensee T & B Michigan, LLC d/b/a Budget Rent A Car Licensee W: [redacted] F: [redacted] [redacted] Duluth, MN [redacted]
Brittney Hanks		02/05/2019 08:00am	[redacted] Thank you for your email. I will need to get with Avis on this and get back to you. [redacted] will you please give me a written detailed email as to what happened? Sincerely,
Brittney Hanks		02/05/2019 07:57am	Video of Car Burning

[redacted]

By *		Date *	Note *
Brittney Hanks		02/05/2019 07:56am	Brittney, Please find attached a video of the Kia Sorrento burning. Also it appears that this issue has occurred on several other occasions with this model of vehicle. Please take a look at the two links below. There are many more reports available. https://www.wsbtv.com/news/2-investigates/string-of-engine-fires-tied-to-vehicles-coming-from-georgia-plant-investigation-finds/846034926 http://fortune.com/2018/10/14/kia-hyundai-demand-for-recall/ I have ccd [redacted] on this email. [redacted] was the second driver listed on the agreement. I look forward to hearing from you about next steps. Regards, Gavin Attwood [redacted]
Brittney Hanks		02/01/2019 03:41pm	Renter called and said that he was not in the car at the time of the incident. He said [redacted] was the one driving and she is an authorized driver on the contract. He said from what he knows he doesn't have the exact details, but he said that when the car was picked up it had a funny aroma but didn't think anything of it with it being a rental and a couple of days later [redacted] was driving the car and he said that it started on fire she had to jump out of the car. I asked if and where she was and he said I will need to talk to her for the full details because he wasn't in the car and he said that the fire department stated that it was caused from a cracked fuel line and [redacted] lost a lot of stuff in the car. He said he will email me with the police report and all of the photos and witness information. He said he will CC [redacted] as well so I can talk with her. He took down my email address.
Brittney Hanks		01/31/2019 10:41am	Called [redacted] at Avis and he said to pursue this as normal for now. He said that the renter went to the counter this morning in a hurry to catch a flight and told the guy at the counter that someone took a photo of the car showing the fire started under the hood and that you could smell fuel. The agent asked him to fill out an incident report and the renter told him he couldn't he had to go catch his flight. [redacted] stated that the guy that towed the car thought it was interesting because the people just stood there and didn't say a word. The guy thought their reaction was weird. [redacted] said he called the dealer to ask them about it and they told him if the car was moving then it could be a different story but with it parked in the woods and just sitting there is another story. I let [redacted] know that I tried to call the renter and have not received a call from him yet and he told me to keep him informed on what he has to say about the whole thing.
Brittney Hanks		01/31/2019 10:24am	Brittney can you call me on this one.... I can be reached today at [redacted] Thanks,
Jamie Dulany		01/29/2019 02:16pm	Total Loss Fact Sheet
Brittney Hanks		01/29/2019 01:03pm	Tried to call renter and get his story. I left a message.
Brittney Hanks		01/29/2019 12:59pm	Pictures
Twila Akers		01/29/2019 12:51pm	Email Header
Twila Akers		01/29/2019 12:51pm	Pictures

[redacted]

STATE OF MICHIGAN

CERTIFICATE OF TITLE

[redacted]

VEHICLE IDENTIFICATION NUMBER	YEAR	MAKE	MODEL	BODY STYLE
5XYPGDA3XJG[redacted]	2018	KIA	SORENTO	STA-WAGON

TITLE NUMBER	ISSUE DATE	ODOMETER	BRAND/LEGEND
[redacted]	11/21/2017	000006	

WEIGHT/FEE CATEGORY	ODOMETER BRAND
28	*ACTUAL MILEAGE*

[redacted]
DULUTH MN [redacted]

STATE OF MICHIGAN — SECRETARY OF STATE

First Secured Party: WELLS FARGO [redacted]
Filing Date: 11-20-2017
[redacted] AZ [redacted]
X [redacted] Release of First Lien: Wells Fargo Bank, N.A.
Signature of Agent — Date: 4/11/19

Title Assignment by Seller

State and federal laws require the seller(s) to indicate mileage when ownership is transferred. Failure to complete or providing false information may result in civil liability, fines and/or imprisonment. **ANY ALTERATION, ERASURE, FALSE STATEMENT, FORGERY OR FRAUD VOIDS THIS TITLE AND IS A CRIME.**

Completed by Seller

I warrant that the ownership of the vehicle described on Certificate of Title has been transferred to the following purchaser(s) and is free of all previous liens:

Printed Name of Purchaser(s)		Date of Sale	Selling Price
Purchaser's Street Address	City	State	Zip

I (we) certify that the odometer reading is: ☐☐☐☐☐☐.☒ (No Tenths) and that to the best of my knowledge the odometer mileage is:

☐ actual mileage ☐ not actual mileage - **WARNING ODOMETER DISCREPANCY** ☐ exceeds mechanical limits of odometer (odometer has rolled over)

[redacted] | [redacted] | [redacted]
Duluth | MN

A $15.00 Late Fee is Due for Failure to Apply for Title Within 15 Calendar Days of Date of Assignment

Completed by Buyer

"I am aware of the above odometer certification made by the seller(s)."

Signature of Purchaser(s)	Printed Name of Purchaser(s)
X	

NEW LIENHOLDER INFORMATION: The information below must be on an application for title and presented to the Michigan Department of State.

Secured Party:	Address:

The State of Michigan, Michigan Department of State certifies that this certificate of title is issued in compliance with the laws of Michigan and constitutes prima facie proof of ownership. Further, on the date of title issuance, the described vehicle was subject to the security interest(s) listed above.

MAILING ADDRESS

[redacted]
DULUTH MN [redacted]

[redacted]

****NOTICE TO SELLERS****
Sellers must keep a receipt or photocopy of the reassigned title for their records for 18 months or accompany the purchaser to a Secretary of State Office.

[redacted]

DO NOT ACCEPT TITLE SHOWING ANY ERASURES, ALTERATIONS OR MUTILATIONS [redacted]

Select	VIN	Stock	Year	Make	Model	Org Date	Org Amount	Balance
☐	5XYPGDA3XJG[redacted]	[redacted]	18	KIA	SORENTO	2017-11-09	$26,655.55	$17,592.68









Irvine, CA

CARFAX® Vehicle History Report™

An independent company established in 1986

US $39.99

Vehicle Information:
2018 KIA SORENTO LX/L
VIN: 5XYPGDA3XJG[redacted]
4 DOOR WAGON/SPORT UTILITY
2.4L I4 F DOHC 16V
GASOLINE
ALL WHEEL DRIVE
Standard Equipment | Safety Options
Original Window Sticker

CARFAX Report Provided By:
Kia Motors America
[redacted]
Irvine, CA[redacted]

- No accidents reported to CARFAX
- No damage reported to CARFAX
- CARFAX 1-Owner vehicle
- Regular oil changes
- Last owned in Michigan
- **12,207** Last reported odometer reading



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 2/6/19 at 12:12:47 PM (CST). 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 estimated

	Owner 1
Year purchased	2017
Type of owner	---
Estimated length of ownership	1 yr. 2 mo.
Owned in the following states/provinces	Michigan
Estimated miles driven per year	---
Last reported odometer reading	12,207

CARFAX 1 OWNER

CARFAX Title History

CARFAX guarantees the information in this section

	Owner 1
Salvage | Junk | Rebuilt | Fire | Flood | Hail | Lemon	Guaranteed No Problem
Not Actual Mileage | Exceeds Mechanical Limits	Guaranteed No Problem

BUYBACK CARFAX GUARANTEE

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

CARFAX Additional History

Not all accidents / issues are reported to CARFAX

	Owner 1
Total Loss No total loss reported to CARFAX.	✓ No Issues Reported
Structural Damage No structural damage reported to CARFAX.	✓ No Issues Reported

Airbag Deployment No airbag deployment reported to CARFAX.	✓ No Issues Reported
Odometer Check No indication of an odometer rollback.	✓ No Issues Indicated
Accident / Damage No accidents or damage reported to CARFAX.	✓ No Issues Reported
Manufacturer Recall No open recalls reported to CARFAX.	✓ No Recalls Reported

CARFAX Detailed History

Glossary

Owner 1
Purchased: 2017
Where: Michigan
Est. length owned: 11/20/17 - present (1 yr, 2 mo.)

Date:	Mileage:	Source:	Comments:
Not Reported		Kia Motors America, Inc.	Vehicle manufactured and shipped to original dealer Original Window Sticker
09/23/2017		Dealer Inventory	Vehicle offered for sale
10/10/2017	1	Kia Of St. Cloud Waite Park, MN [redacted] kiaofstcloud.com	Vehicle offered for sale
10/16/2017		Kia Of St. Cloud Waite Park, MN [redacted] kiaofstcloud.com	Pre-delivery inspection completed
10/26/2017		Kia Of St. Cloud Waite Park, MN [redacted] kiaofstcloud.com	Vehicle serviced
10/31/2017	7	Kia of St. Cloud Waite Park, MN [redacted] kiaofstcloud.com	Vehicle sold
11/20/2017		Michigan Motor Vehicle Dept. Duluth, MN	Registration issued or renewed
11/21/2017		Michigan Motor Vehicle Dept. Duluth, MN	Loan or lien reported
11/21/2017		Michigan Motor Vehicle Dept. Duluth, MN Title[redacted]	Title issued or updated First owner reported
12/27/2017	5,667	North Star Ford Duluth, MN [redacted] northstarford.net/	Maintenance inspection completed Oil and filter changed Tires rotated
04/10/2018	12,207	North Star Ford Duluth, MN [redacted] northstarford.net/	Maintenance inspection completed Oil and filter changed Tires rotated Battery/charging system checked Tire condition and pressure checked
05/16/2018		Michigan Motor Vehicle Dept. Duluth, MN	Registration issued or renewed



This vehicle's oil change history, as reported to CARFAX, follows the manufacturer's recommendation. Track your service history for free at myCARFAX.com.

[redacted]

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

CARFAX Glossary

CARFAX Well Maintained - Regular Oil Changes
CARFAX identifies a "Well Maintained - Regular Oil Change" vehicle as having a regular oil change history when all its recommended oil changes, based on the vehicle's maintenance schedule, have been reported to CARFAX. CARFAX uses the manufacturer's schedule and assumes normal driving conditions. When an oil change schedule is not available, CARFAX may analyze reported service events to determine what is typical for the same make and model vehicle. Dealers and service shops may publish different recommended service schedules.

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

Ownership History
CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

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

Follow Us: facebook.com/CARFAX @CarfaxReports CARFAX on Google+

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Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512, 8,600,823; 8,595,079; 8,606,648; 7,505,838.
2/6/19 12:12:47 PM (CST)

STATE OF MICHIGAN

CERTIFICATE OF TITLE

VEHICLE IDENTIFICATION NUMBER	YEAR	MAKE	MODEL	BODY STYLE
5XYPGDA3XJG[redacted]	2018	KIA	SORENTO	STA-WAGON

TITLE NUMBER	ISSUE DATE	ODOMETER	BRAND/LEGEND
[redacted]	11/21/2017	000006	

WEIGHT/FEE CATEGORY
28

ODOMETER BRAND
ACTUAL MILEAGE

OWNER(S) NAME AND ADDRESS
[redacted]
DULUTH MN [redacted]

STATE OF MICHIGAN — TUEBOR — SECRETARY OF STATE

First Secured Party
WELLS FARGO
[redacted]
PHOENIX AZ [redacted]

Filing Date
11-20-201[redacted]

Release of First Lien:
X _____ _____
Signature of Agent Date

Title Assignment by Seller

State and federal laws require the seller(s) to indicate mileage when ownership is transferred. Failure to complete or providing false information may result in civil liability, fines and/or imprisonment. **ANY ALTERATION, ERASURE, FALSE STATEMENT, FORGERY OR FRAUD VOIDS THIS TITLE AND IS A CRIME.**

Completed by Seller

I warrant that the ownership of the vehicle described on Certificate of Title has been transferred to the following purchaser(s) and is free of all previous liens:

Printed Name of Purchaser(s)		Date of Sale	Selling Price
Purchaser's Street Address	City	State	Zip

I (we) certify that the odometer reading is: ☐☐☐☐☐☐.☒ (No Tenths) and that to the best of my knowledge the odometer mileage is:

☐ actual mileage ☐ not actual mileage - **WARNING ODOMETER DISCREPANCY** ☐ exceeds mechanical limits of odometer (odometer has rolled over)

Signature of Seller(s) X	Printed Name of Seller(s)		
Seller's Street Address	City	State	Zip

Completed by Buyer

A $15.00 Late Fee is Due for Failure to Apply for Title Within 15 Calendar Days of Date of Assignment

"I am aware of the above odometer certification made by the seller(s)."

Signature of Purchaser(s) X	Printed Name of Purchaser(s)

NEW LIENHOLDER INFORMATION: The information below must be on an application for title and presented to the Michigan Department of State.

Secured Party:	Address:

The State of Michigan, Michigan Department of State certifies that this certificate of title is issued in compliance with the laws of Michigan and constitutes prima facie proof of ownership. Further, on the date of title issuance, the described vehicle was subject to the security interest(s) listed above.

MAILING ADDRESS
[redacted]
DULUTH MN [redacted]

[redacted]

****NOTICE TO SELLERS****
Sellers must keep a receipt or photocopy of the reassigned title for their records for 18 months or accompany the purchaser to a Secretary of State Office.

[redacted]

DO NOT ACCEPT TITLE SHOWING ANY ERASURES, ALTERATIONS OR MUTILATIONS [redacted]

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

SORENTO



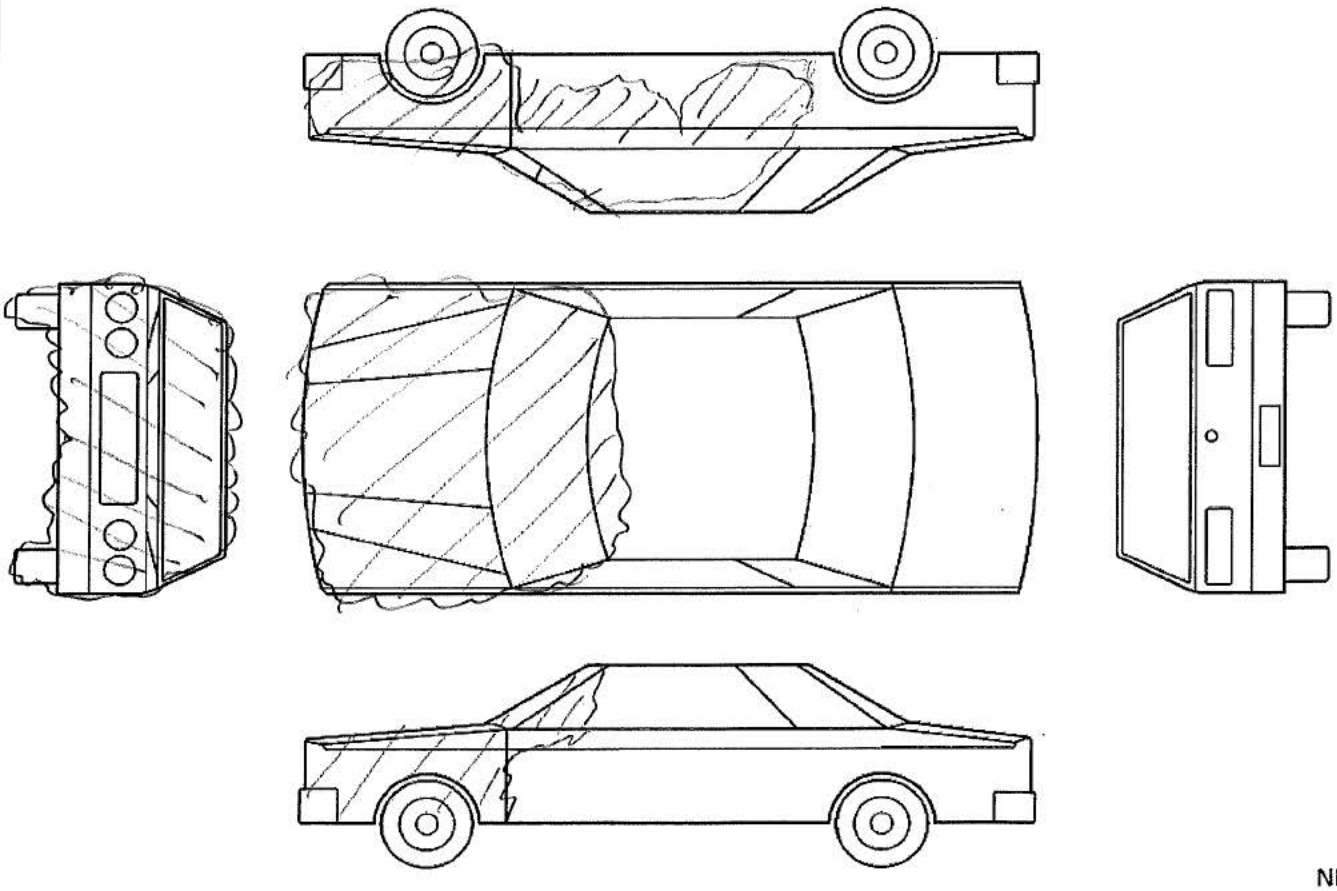
KIA INSPECTION DATA

EXTERIOR OBSERVATIONS

Include a thorough description of the condition of this portion of the vehicle. This includes a description of the heat or fire damage, oxidation or flame pattern analysis, loss of combustible mass, heat or fire damage to the tires, etc. Include multiple photos of this area. FIRE COMP OF ORIGIN IS ENGINE

FIRE PROGRESSED UP & REARWARD BREACHING INTO PASS. COMP. THROUGH BULKHEAD INTAKE PLENUM AND WINDSHIELD

EXTERIOR OBSERVATIONS SKETCH



NFPA 921

[redacted]

KIA INSPECTION DATA

INSPECTION CHECKLIST

PRE-INSPECTION

	YES	NO	N/A	NOTES
Available data received from KMA	☒	☐	☐	
Review of Fire Department report	☐	☐	☐	*Relevant details*
Weather report	☒	☐	☐	*Insert weather data location, distance from fire*
Confirm day/time/location for inspection	☐	☐	☐	
Confirm lift/rack is available at facility	☐	☐	☐	
Confirm availability of tools for inspection	☐	☐	☐	

INSPECTION

	YES	NO	N/A	NOTES
Signs of forced entry	☐	☒	☐	
Door window glass down during fire	☐	☒	☐	
Spare tire present	☐	☐	☒	
Trunk accessed	☒	☐	☒	GADGET
Doors openable	☒	☐	☐	
Doors opened during fire	☐	☒	☐	*State which doors (if any)*
Keys in ignition	☐	☐	☒	
Engine free to rotate	☐	☐	☐	
Hood openable	☒	☐	☐	
Ground strap fasteners secure	☒	☐	☐	
Battery terminals documented	☒	☐	☐	
Engine block/oil pan breached	☐	☐	☒	MAYBE, COULD NOT SEE EVERY WHERE
Starter and starter cable documented	☒	☐	☐	
Alternator/B+/terminal nut documented	☒	☐	☐	
Fluid levels documented	☒	☐	☐	
Fuse panel(s) documented	☒	☐	☐	
Cooling fan resistor(s) documented	☐	☐	☒	MISSING
Fuel filler cap present	☐	☐	☒	LOCKED
Fuel line connectors present	☐	☐	☒	BURNED
Oil filler cap present	☒	☐	☐	
Engine oil filter	☒	☐	☐	*Assess tightness, remove filter, document*
Other observations	☐	☐	☐	*Please note in detail* REMOVED, FULL OF OIL & WATER SEAL OK

NOTE- LARGE CAP IN OIL CHANGES WHEN 2ND OWNER HAD CAR

[redacted]






KIA
SORENTO
[redacted]

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

SORENTO



Robyn Hall

From: [redacted]
Sent: Tuesday, October 27, 2015 11:32 AM
To: [redacted]
Subject: Case #[redacted]

[redacted]

Per our conversation today, I have attached a copy of the most recent payment I made on my 2016 Kia Sorento for your review/reimbursement offer.

Thank you sooooo very much again for your assistance, understanding and professionalism regarding the situation with the factory plastic on the parts under the hood.

I appreciate all your hard work.

[redacted]

--

[redacted]

This email is intended solely for the use of the addressee and may
contain information that is confidential, proprietary, or both.
If you receive this email in error please immediately notify the

[redacted]

sender and delete the email.

[redacted]

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

SORENTO



TIPPY'S TOW SERVICE Inc.

[redacted] • RIVERSIDE, CA [redacted]

DATE IN 7-15-16 DATE OUT

NAME ENTERPRISE

STREET

CITY PHONE

LEGAL OWNER [redacted] REQUESTED BY

YEAR AND MAKE	MODEL	COLOR	LICENSE NO.
Kia	SORENTO		[redacted]

PURCHASE ORDER NO.	REPAIR ORDR NO.	VIN.
		5XYPG4A30G[redacted]

LOCATION OF PICKUP Dove Lounge (Running Springs)

TAKEN TO EM

REMARKS

EXTRA LABOR

ADDITIONAL TOWING

STORAGE FROM TO

NUMBER DAYS @ DAY

FRONT TOW ☐ REAR TOW ☐ F.B.

TIME OUT KEY: YES ☐

TIME IN NO ☐

TIME ODOMOTER N/A

INVOICE NO. DRIVER [redacted]

TOWING	235	00
DISCOUNT		
LABOR		
ADDL TOWING		
STORAGE		
MILEAGE		
ADVANCE PAYOUT	810	00
TOTAL	1045	00

CHECK NO. | CASH | CHARGE

I, THE UNDERSIGNED, D[redacted]SALLY AUTHORIZED AND ENT[redacted]F THE VEHICLE DESCRIBED A[redacted]ERTY THEREIN. I HAVE RECE[redacted]TORY CONDITION.

SIGNED

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT, OR ANY OTHER CAUSE BEYOND OUR CONTROL.

[redacted]

TRA LOT

DON'S GARAGE
RUNNING SPRINGS

24 Hour Tow Service
[redacted]
Running Springs, CA [redacted]

ROAD SERVICE

EWest Rose

TIME OF CALL A.M.	DATE IN	DATE OUT	TIME START A.M.	TIME FINISH A.M. P.M.	REQUESTED BY	P.O./CASE #	OFFICER NAME

NAME [redacted] PHONE #

ADDRESS

CITY STATE ZIP

YEAR	MAKE/MODEL	COLOR	ODOMETER	DRIVER
	Ford U in Van	Burgundy		

MARKER PLATE #	STATE	VIN #	REGISTERED OWNER

LOCATION OF VEHICLE: Passed Rays Station

TOWED TO: Dons garage

INSPECTED BY INSURANCE CO.	APPRAISER NAME	DATE	DRIVER

RELEASED BY	DATE	PHONE #

REASON FOR TOW
- ☐ ACCIDENT
- ☐ BREAK DOWN
- ☐ ABANDONED
- ☐ UNREGISTERED
- ☐ NO START
- ☐ OUT OF GAS
- ☐ FLAT TIRE
- ☐ FIRE LANE
- ☐ LOCK OUT
- ☐ NO TRESPASS
- ☐ TOW ZONE
- ☐ ARREST
- ☐ STOLEN
- ☐ IMPOUNDED
- ☐ SNOW REMOVAL
- ☑ Fire

TYPE OF TOW
- ☐ SLING/HOIST
- ☑ FLAT BED/RAMP
- ☐ WHEEL LIFT
- ☐ _____

TOWED PER ORDER OF
- ☑ STATE POLICE
- ☐ LOCAL POLICE
- ☐ OWNER OF A CAR
- ☐ DEALER

SPECIAL EQUIPMENT USED
- ☑ WINCH
- ☐ FLARES
- ☐ DOLLIES
- ☐ SCOTCH BLOCKS
- ☐ RAMPS
- ☐ _____
- ☐ SNATCH BLOCKS
- ☐ _____

OTHER SERVICES
- ☑ SWEEP
- ☐ FIRST AID
- ☐ REMOVE AXLE
- ☐ SECURE LOOSE PARTS

METHOD OF PAYMENT
- ☐ CASH ☐ CHECK DRIVER'S LIC. # _____
- ☐ MasterCard ☐ VISA ☐ Discover EXP. DATE _____
- CREDIT CARD #

AUTHORIZED SIGNATURE DATE

X _____

I agree to hold this company harmless for any damages due to towing or services rendered.

[redacted] DATE 2-14-16

PERSONAL'S TAKEN BY	DATE	PHONE#

VEHICLE STORAGE TIME
FROM _____ TO _____ DAYS @ $ _____

INDICATE DAMAGED AREA(S) ON VEHICLE:



KEYS LEFT Y N

RADIO Y N

MILEAGE 2 HOUR S

FINISH CUT

START Mont Tire

TOT [redacted]

L

FIN

STA

TOT

EX

FIN

START

TOTAL _____

DRIVER # _____ TRUCK # 05

TOWING CHARGE	540 00
MILEAGE	135 00
LABOR	
EXTRA PERSON	
SPECIAL EQUIPMENT	
STORAGE	200 00
	150 00
TOTAL	
TAX	
TOTAL	810 00

We cannot be responsible for damages caused by faulty tires, bumper brackets, etc. This company assumes no responsibility for loss or damage by theft, fire or any other cause beyond our control, to any vehicles placed with them for storage or repair.

© 2011 GHC Specialty Brands, LLC.

THANK YOU!

PRODUCT #760-3

[redacted]

[redacted]

STATE OF CALIFORNIA

CERTIFICATE OF TITLE

[redacted]

VEHICLE HISTORY

[redacted]

AUTOMOBILE

VEHICLE ID NUMBER: 5XYPG4A30G[redacted]

YR MODEL: 2016

MAKE: KIA

PLATE NUMBER: [redacted]

BODY TYPE MODEL	TAX	UNLADEN WEIGHT	FUEL	TRANSFER DATE	(FEES PAID)	EXPIRATION DATE
4W			G	04/21/16	$250	04/28/2017

YR, ST. SOLD	CLASS	YR	MO	EQUIPMT/TRUST NUMBER	ISSUE DATE
2015, EM		2016	XS	[redacted]	05/09/16

MOTORCYCLE ENGINE NUMBER

ODOMETER DATE: 04/21/2016

ODOMETER READING: 9790 MI

ACTUAL MILEAGE

REGISTERED OWNER(S)

[redacted]

TULSA

OK [redacted]

I certify (or declare) under penalty of perjury under the laws of the State of California that THE SIGNATURE(S) BELOW RELEASES INTEREST IN THE VEHICLE.

1a. X _____ DATE _____ SIGNATURE OF REGISTERED OWNER

1b. X _____ DATE _____ SIGNATURE OF REGISTERED OWNER

Federal and State law requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

The odometer now reads [| | | | |] (no tenths) miles and to the best of my knowledge reflects the actual mileage unless one of the following statements is checked.

WARNING ☐ Odometer reading is not the actual mileage. ☐ Mileage exceeds the odometer mechanical limits.

I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

DATE	TRANSFEROR/SELLER SIGNATURE(S)	DATE	TRANSFEREE/BUYER SIGNATURE(S)
	X		X

PRINTED NAME OF SELLER OR AGENT SIGNING FOR A COMPANY

PRINTED NAME OF BUYER OR AGENT SIGNING FOR A COMPANY

IMPORTANT, READ CAREFULLY

Any change of Lienholder (holder of security interest) must be reported to the Department of Motor Vehicles within 10 days.

LIENHOLDER(S)

2. X _____ Signature releases interest in vehicle. (Company names must be countersigned)

Release Date

[redacted]

REG 138 (REV. 10-2012)

[redacted]

KEEP IN A SAFE PLACE - VOID IF ALTERED

VOID WITHOUT BEAR WATERMARK. HOLD TO LIGHT TO VIEW.

VOID WITHOUT BEAR WATERMARK. HOLD TO LIGHT TO VIEW.

Vehicle Valuation Report

Prepared For EAN Services LLC [redacted]

mitchell

Claim Information

Claim Number	Policy Number	Loss Type	Insured
[redacted]		FIRE	[redacted]

Loss Date	Reported Date	Valuation Report Date	Valuation Report ID	Version Number
07/14/2016		02/23/2017	[redacted]	1

Vehicle Information

Year	Make	Model	Location	Mileage
2016	Kia	Sorento LX 4 Door Utility 109" WB 2.4L 4 Cyl Gas A FWD	CA 91767	15,989 miles

Ext Color	License	VIN
		5XYPG4A30GG[redacted]

Valuation Summary

Loss Vehicle Adjustments

Adjustments specific to your vehicle

Base Value =	$21,721.43
Condition +	$0.00
Prior Damage +	$0.00
Aftermarket Parts +	$0.00
Refurbishment +	$0.00
Market Value =	$21,721.43

Settlement Adjustments

Adjustments specific to your policy

Settlement Value =	$21,721.43

Settlement Value:

$21,721.43

J.D. POWER

[redacted]kCenter Loss
© 2017 Mitch[redacted]s Reserved.

Loss Vehicle Detail

Loss vehicle: 2016 Kia Sorento | LX 4 Door Utility 109" WB | 2.4L 4 Cyl Gas A FWD

Standard Equipment

Exterior

Black Bodyside Cladding and Black Wheel Well Trim	Black grille w/chrome surround
Black Side Windows Trim and Black Front Windshield Trim	Body-Colored Front Bumper w/Black Rub Strip/Fascia Accent
Body-Colored Power Heated Side Mirrors w/Manual Folding and Turn Signal Indicator	Body-Colored Rear Bumper w/Black Rub Strip/Fascia Accent
Chrome door handles	Clearcoat paint
Compact Spare Tire Stored Underbody w/Crankdown	Deep tinted glass
Fixed Rear Window w/Fixed Interval Wiper, Heated Wiper Park and Defroster	Front Windshield -inc: Sun Visor Strip
Fully Automatic Projector Beam Halogen Headlamps w/Delay-Off	Fully Galvanized Steel Panels
Liftgate Rear Cargo Access	Lip spoiler
Roof Rack Rails Only	Steel spare wheel
Tailgate/Rear Door Lock Included w/Power Door Locks	Tires: P235/65R17
Variable intermittent wipers	Wheels: 17" x 7.0 Alloy

Interior

2 LCD Monitors In The Front	3 12V DC Power Outlets
4-Way Passenger Seat -inc: Manual Recline and Fore/Aft Movement	40-20-40 Folding Split-Bench Front Facing Manual Reclining Fold Forward Seatback Rear Seat
5 Person Seating Capacity	6-Way Driver Seat -inc: Manual Recline, Height Adjustment and Fore/Aft Movement
Air filtration	Analog Display
Bluetooth Wireless Phone Connectivity	Cargo Area Concealed Storage
Cargo Space Lights	Carpet Floor Trim
Cruise control w/steering wheel controls	Day-night rearview mirror
Delayed Accessory Power	Driver And Passenger Visor Vanity Mirrors w/Driver And Passenger Illumination, Driver And Passenger Auxiliary Mirror
Driver foot rest	Fade-to-off interior lighting
FOB Controls -inc: Trunk/Hatch/Tailgate	Front Bucket Seats -inc: covered driver and passenger seatback pocket
Front Center Armrest and Rear Center Armrest	Front Cupholder
Front map lights	Full Carpet Floor Covering
Full cloth headliner	Full Floor Console w/Covered Storage, Mini Overhead Console w/Storage and 3 12V DC Power Outlets
HVAC -inc: Underseat Ducts, Headliner/Pillar Ducts and Console Ducts	Illuminated locking glove box
Instrument Panel Bin, Driver / Passenger And Rear Door Bins	Integrated Roof Antenna
Interior Trim -inc: Simulated Wood Instrument Panel Insert, Simulated Wood Door Panel Insert, Simulated Wood Console Insert and Metal-Look Interior Accents	Manual air conditioning
Manual Anti-Whiplash Adjustable Front Head Restraints and Manual Adjustable Rear Head Restraints	Manual tilt/telescoping steering column
Perimeter alarm	Power 1st Row Windows w/Driver 1-Touch Up/Down
Power Door Locks w/Autolock Feature	Power Rear Windows and Fixed 3rd Row Windows

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Radio w/Seek-Scan, Clock, Speed Compensated Volume Control, Steering Wheel Controls, Voice Activation and Internal Memory	Radio: AM/FM/CD/MP3/SiriusXM -inc: 6-speakers, Bluetooth control w/voice recognition, USB/auxiliary audio input jacks, 4.3 inch touch screen and rear view camera
Rear cupholder	Remote Keyless Entry w/Integrated Key Transmitter, Illuminated Entry and Panic Button
Remote Releases -Inc: Power Fuel	Trip computer
Urethane Gear Shift Knob	Wireless Streaming
YES Essentials Cloth Seat Trim	

Mechanical

110 amp alternator	18.8 Gal. Fuel Tank
3.51 Axle Ratio	4-Wheel Disc Brakes w/4-Wheel ABS, Front Vented Discs, Brake Assist and Hill Hold Control
54-Amp/Hr 600CCA Maintenance-Free Battery w/Run Down Protection	Electric Power-Assist Speed-Sensing Steering
Front And Rear Anti-Roll Bars	Front-wheel drive
Gas-pressurized shock absorbers	GVWR: 5,026 lbs
Multi-link rear suspension w/coil springs	Single stainless steel exhaust
Strut Front Suspension w/Coil Springs	

Safety

ABS And Driveline Traction Control	Airbag Occupancy Sensor
Curtain 1st And 2nd Row Airbags	Dual Stage Driver And Passenger Front Airbags
Dual Stage Driver And Passenger Seat-Mounted Side Airbags	Electronic Stability Control (ESC) And Roll Stability Control (RSC)
Outboard Front Lap And Shoulder Safety Belts -inc: Rear Center 3 Point, Height Adjusters and Pretensioners	Rear child safety locks
Side impact beams	Tire Specific Low Tire Pressure Warning

Packages

LX CONVENIENCE PACKAGE

-inc: Electrochromatic Rearview Mirror, UVO eServices, 10-Way Power Driver's Seat w/Power Lumbar, Rear Parking Assist System, Leather Wrapped Steering Wheel & Gear Shift Knob, Heated Front Seats

Optional Equipment

CARPET FLOOR MATS (7 SEAT)	LX 3RD ROW SEAT

***DIO/PIO =** Dealer/Port Installed Options

Loss Vehicle Base Value

Loss vehicle: 2016 Kia Sorento | LX 4 Door Utility 109" WB | 2.4L 4 Cyl Gas A FWD

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Comparable Vehicle Information

Search Radius used for this valuation: **50 miles from loss vehicle zip/postal code.**

Typical Mileage for this vehicle: **12,000 miles**

#	Vehicle Description	Mileage	Location	Distance From Loss Vehicle	Price	Adjusted Value
1	2016 KIA SORENTO LX 4D SUV 4 2.4NORMAL GAS A 2WD	13,693	91764	8 miles	$22,900.00 Sold Price	$22,665.50
2	2016 KIA SORENTO LX 4D SUV 4 2.4NORMAL GAS A 2WD	15,381	90703	24 miles	$22,500.00 Sold Price	$22,438.99
3	2016 KIA SORENTO LX 4D SUV 4 2.4NORMAL GAS A 2WD	17,007	90703	24 miles	$21,900.00 Sold Price	$21,874.05
4	2016 KIA SORENTO LX 4D SUV 4 2.4NORMAL GAS A 2WD	15,497	92844	26 miles	$20,700.00 Sold Price	$20,536.07
5	2016 KIA SORENTO LX 4D SUV 4 2.4NORMAL GAS A 2WD	14,042	92844	26 miles	$21,300.00 Sold Price	$21,115.04
6	2016 KIA SORENTO LX 4D SUV 4 2.4NORMAL GAS A 2WD	14,667	90007	32 miles	$20,700.00 Sold Price	$20,577.95
7	2016 KIA SORENTO LX 4D SUV 4 2.4NORMAL GAS A 2WD	19,955	90745	35 miles	$20,900.00 Sold Price	$21,150.04
8	2016 KIA SORENTO LX 4D SUV 4 2.4NORMAL GAS A 2WD	17,948	92394	41 miles	$21,900.00 Sold Price	$21,919.99
9	2016 KIA SORENTO LX 4D SUV 4 2.4NORMAL GAS A 2WD	11,784	92504	23 miles	$22,999.00 List Price	$22,526.05
10	2016 KIA SORENTO LX 4D SUV 4 2.4NORMAL GAS A 2WD	17,718	92840	23 miles	$21,999.00 List Price	$22,168.64
11	2016 KIA SORENTO LX 4D SUV 4 2.4NORMAL GAS A 2WD	12,493	92843	25 miles	$20,988.00 List Price	$20,616.70
12	2016 KIA SORENTO LX 4D SUV 4 2.4NORMAL GAS A 2WD	12,128	90755	32 miles	$21,493.00 List Price	$20,954.73
13	2016 KIA SORENTO LX 4D SUV 4 2.4NORMAL GAS A 2WD	17,920	90007	32 miles	$20,750.00 List Price	$20,928.70
14	2016 KIA SORENTO LX 4D SUV 4 2.4NORMAL GAS A 2WD	18,356	90745	35 miles	$22,991.00 List Price	$23,102.09
15	2016 KIA SORENTO LX 4D SUV 4 2.4NORMAL GAS A 2WD	18,455	91604	38 miles	$22,994.00 List Price	$23,246.90

Base Value: $21,721.43

Loss Vehicle Adjustments

Loss vehicle: **2016 Kia Sorento | LX 4 Door Utility 109" WB | 2.4L 4 Cyl Gas A FWD**

Condition Adjustments

Condition Adjustment: **$0.00** Overall Condition: **3.00-Good** Typical Vehicle Condition: **3.00**

Category	Condition	Comments
Interior	3 Good	
Exterior	3 Good	
Mechanical	3 Good	
Tire	3 Good	

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

Comments:

After Market Parts and OEM Equipment Adjustments

Category	Description	Adjustment Type	Purchase Date	Amount Paid	Adjustment Amount
OTHER	**FLEET**ADD 010 Option Group 010	QUOTE			$0.00

Comparable Vehicles

Loss vehicle: 2016 Kia Sorento | LX 4 Door Utility 109" WB | 2.4L 4 Cyl Gas A FWD

1 2016 KIA SORENTO LX 4D SUV 4 2.4 NORMAL GAS A2WD **Sold Price: $22,900.00**

VIN	Stock No	Listing Date	ZIP/Postal Code	Distance from Loss Vehicle
5XYPG4A32GG[redacted]		12/04/2016	[redacted]	8 miles

Source

DEALER SALE - BUILDSHEET - CALIFORNIA DMV

CARMAX/CARMAX THE AUTO SUPERSTORE

[redacted]

ONTARIO CA[redacted]

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	15,989	13,693	-$234.50
		Total Adjustments:	-$234.50
		Adjusted Price:	**$22,665.50**

Comparable Vehicle Package Details:

LX CONVENIENCE PACKAGE

Comparable Vehicle Option Details:

CARPET FLOOR MATS (7 SEAT), LX 3RD ROW SEAT

2 2016 KIA SORENTO LX 4D SUV 4 2.4 NORMAL GAS A2WD

Sold Price: $22,500.00

VIN	Stock No	Listing Date	ZIP/Postal Code	Distance from Loss Vehicle
5XYPG4A39GG[redacted]		01/02/2017	[redacted]	24 miles

Source

DEALER SALE - BUILDSHEET - CALIFORNIA DMV

KIA OF CERRITOS

[redacted]

CERRITOS CA[redacted]

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	15,989	15,381	-$61.01
		Total Adjustments:	-$61.01
		Adjusted Price:	**$22,438.99**

Comparable Vehicle Package Details:

LX CONVENIENCE PACKAGE

Comparable Vehicle Option Details:

CARPET FLOOR MATS (7 SEAT), LX 3RD ROW SEAT

3 2016 KIA SORENTO LX 4D SUV 4 2.4 NORMAL GAS A2WD

Sold Price: $21,900.00

VIN	Stock No	Listing Date	ZIP/Postal Code	Distance from Loss Vehicle
5XYPG4A35GG[redacted]		12/10/2016	90703	24 miles

Source

DEALER SALE - BUILDSHEET - CALIFORNIA DMV

KIA OF CERRITOS

[redacted]

CERRITOS CA[redacted]

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	15,989	17,007	$99.43
Equipment			
CARGO COVER	No	Yes	-$125.38
		Total Adjustments:	-$25.95
		Adjusted Price:	**$21,874.05**

Comparable Vehicle Package Details:

LX CONVENIENCE PACKAGE

Comparable Vehicle Option Details:

CARPET FLOOR MATS (7 SEAT), LX 3RD ROW SEAT, CARGO COVER

4 2016 KIA SORENTO LX 4D SUV 4 2.4 NORMAL GAS A2WD — Sold Price: $20,700.00

VIN	Stock No	Listing Date	ZIP/Postal Code	Distance from Loss Vehicle
5XYPG4A38GG[redacted]		01/08/2017	92844	26 miles

Source

DEALER SALE - BUILDSHEET - CALIFORNIA DMV
GARDEN GROVE KIA
10081 GARDEN GROVE BLVD
GARDEN GROVE CA[redacted]

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	15,989	15,497	-$45.42
Equipment			
CARGO COVER	No	Yes	-$118.51
		Total Adjustments:	-$163.93
		Adjusted Price:	**$20,536.07**

Comparable Vehicle Package Details:

LX CONVENIENCE PACKAGE

Comparable Vehicle Option Details:

CARPET FLOOR MATS (7 SEAT), LX 3RD ROW SEAT, CARGO COVER

5 2016 KIA SORENTO LX 4D SUV 4 2.4 NORMAL GAS A2WD — Sold Price: $21,300.00

VIN	Stock No	Listing Date	ZIP/Postal Code	Distance from Loss Vehicle
5XYPG4A34GG[redacted]		12/24/2016	[redacted]	26 miles

Source

DEALER SALE - BUILDSHEET - CALIFORNIA DMV
GARDEN GROVE KIA
[redacted]
GARDEN GROVE CA[redacted]

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	15,989	14,042	-$184.96
		Total Adjustments:	-$184.96
		Adjusted Price:	**$21,115.04**

Comparable Vehicle Package Details:

LX CONVENIENCE PACKAGE

Comparable Vehicle Option Details:

CARPET FLOOR MATS (7 SEAT), LX 3RD ROW SEAT

6 2016 KIA SORENTO LX 4D SUV 4 2.4 NORMAL GAS A2WD

Sold Price: $20,700.00

VIN	Stock No	Listing Date	ZIP/Postal Code	Distance from Loss Vehicle
5XYPG4A36GG[redacted]		12/17/2016	[redacted]	32 miles

Source

DEALER SALE - BUILDSHEET - CALIFORNIA DMV

KIA OF DOWNTOWN

[redacted]

LOS ANGELES CA[redacted]

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	15,989	14,667	-$122.05
		Total Adjustments:	-$122.05
		Adjusted Price:	**$20,577.95**

Comparable Vehicle Package Details:

LX CONVENIENCE PACKAGE

Comparable Vehicle Option Details:

CARPET FLOOR MATS (7 SEAT), LX 3RD ROW SEAT

7 2016 KIA SORENTO LX 4D SUV 4 2.4 NORMAL GAS A2WD

Sold Price: $20,900.00

VIN	Stock No	Listing Date	ZIP/Postal Code	Distance from Loss Vehicle
5XYPG4A34GG[redacted]		12/03/2016	[redacted]	35 miles

Source

DEALER SALE - BUILDSHEET - CALIFORNIA DMV

CAR PROS KIA

[redacted]

CARSON CA[redacted]

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	15,989	19,955	$369.69
Equipment			
CARGO COVER	No	Yes	-$119.65
		Total Adjustments:	$250.04
		Adjusted Price:	**$21,150.04**

Comparable Vehicle Package Details:

LX CONVENIENCE PACKAGE

Comparable Vehicle Option Details:

CARPET FLOOR MATS (7 SEAT), LX 3RD ROW SEAT, CARGO COVER

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8 2016 KIA SORENTO LX 4D SUV 4 2.4 NORMAL GAS A2WD

Sold Price: $21,900.00

VIN	Stock No	Listing Date	ZIP/Postal Code	Distance from Loss Vehicle
5XYPG4A37GG[redacted]		01/04/2017	[redacted]	41 miles

Source

DEALER SALE - BUILDSHEET - CALIFORNIA DMV

VALLEY HI KIA

[redacted]

VICTORVILLE CA[redacted]

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	15,989	17,948	$191.34
Equipment			
CARGO COVER	No	Yes	-$125.38
WHEEL LOCKS	No	Yes	-$45.97
		Total Adjustments:	$19.99
		Adjusted Price:	**$21,919.99**

Comparable Vehicle Package Details:

LX CONVENIENCE PACKAGE

Comparable Vehicle Option Details:

CARPET FLOOR MATS (7 SEAT), LX 3RD ROW SEAT, CARGO COVER, WHEEL LOCKS

9 2016 KIA SORENTO LX 4D SUV 4 2.4 NORMAL GAS A2WD

List Price: $22,999.00

VIN	Stock No	Listing Date	ZIP/Postal Code	Distance from Loss Vehicle
5XYPG4A35GG[redacted]	[redacted]	01/23/2017	[redacted]	23 miles

Source

DEALER WEB LISTING - BUILDSHEET - VAST.COM

RELIANCE REMARKETING

[redacted]

RIVERSIDE CA[redacted]

[redacted]

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	15,989	11,784	-$424.68
Equipment			
WHEEL LOCKS	No	Yes	-$48.27
		Total Adjustments:	-$472.95
		Adjusted Price:	**$22,526.05**

Comparable Vehicle Package Details:

LX CONVENIENCE PACKAGE

Comparable Vehicle Option Details:

CARPET FLOOR MATS (7 SEAT), LX 3RD ROW SEAT, WHEEL LOCKS

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10 2016 KIA SORENTO LX 4D SUV 4 2.4 NORMAL GAS A2WD

List Price: $21,999.00

VIN	Stock No	Listing Date	ZIP/Postal Code	Distance from Loss Vehicle
5XYPG4A31GG[redacted]	[redacted]	02/15/2017	[redacted]	23 miles

Source

DEALER WEB LISTING - BUILDSHEET - CARS.COM

GARDEN GROVE KIA

[redacted]

GARDEN GROVE CA[redacted]

[redacted]

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	15,989	17,718	$169.64
		Total Adjustments:	$169.64
		Adjusted Price:	**$22,168.64**

Comparable Vehicle Package Details:

LX CONVENIENCE PACKAGE

Comparable Vehicle Option Details:

CARPET FLOOR MATS (7 SEAT), LX 3RD ROW SEAT

11 2016 KIA SORENTO LX 4D SUV 4 2.4 NORMAL GAS A2WD

List Price: $20,988.00

VIN	Stock No	Listing Date	ZIP/Postal Code	Distance from Loss Vehicle
5XYPG4A36GG[redacted]	[redacted]	02/19/2017	[redacted]	25 miles

Source

DEALER WEB LISTING - BUILDSHEET - AUTOTRADER.COM

AUTO BOYZ

[redacted]

GARDEN GROVE CA[redacted]

[redacted]

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	15,989	12,493	-$327.25
Equipment			
WHEEL LOCKS	No	Yes	-$44.05
		Total Adjustments:	-$371.30
		Adjusted Price:	**$20,616.70**

Comparable Vehicle Package Details:

LX CONVENIENCE PACKAGE

Comparable Vehicle Option Details:

CARPET FLOOR MATS (7 SEAT), LX 3RD ROW SEAT, WHEEL LOCKS

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12 2016 KIA SORENTO LX 4D SUV 4 2.4 NORMAL GAS A2WD

List Price: $21,493.00

VIN	Stock No	Listing Date	ZIP/Postal Code	Distance from Loss Vehicle
5XYPG4A33GG[redacted]	[redacted]	12/31/2016	[redacted]	32 miles

Source

DEALER WEB LISTING - BUILDSHEET - VAST.COM

LONG BEACH HONDA

[redacted]

SIGNAL HILL CA[redacted]

[redacted]

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	15,989	12,128	-$370.11
Equipment			
CARGO COVER	No	Yes	-$123.05
WHEEL LOCKS	No	Yes	-$45.11
		Total Adjustments:	-$538.27
		Adjusted Price:	**$20,954.73**

Comparable Vehicle Package Details:

LX CONVENIENCE PACKAGE

Comparable Vehicle Option Details:

CARPET FLOOR MATS (7 SEAT), LX 3RD ROW SEAT, CARGO COVER, WHEEL LOCKS

13 2016 KIA SORENTO LX 4D SUV 4 2.4 NORMAL GAS A2WD

List Price: $20,750.00

VIN	Stock No	Listing Date	ZIP/Postal Code	Distance from Loss Vehicle
5XYPG4A36GG[redacted]	[redacted]	01/23/2017	[redacted]	32 miles

Source

DEALER WEB LISTING - BUILDSHEET - CARS.COM

KIA OF DOWNTOWN LOS ANGELES

[redacted]

LA CA[redacted]

[redacted]

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	15,989	17,920	$178.70
		Total Adjustments:	$178.70
		Adjusted Price:	**$20,928.70**

Comparable Vehicle Package Details:

LX CONVENIENCE PACKAGE

Comparable Vehicle Option Details:

CARPET FLOOR MATS (7 SEAT), LX 3RD ROW SEAT

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14 **2016 KIA SORENTO LX 4D SUV 4 2.4 NORMAL GAS A2WD** **List Price: $22,991.00**

VIN	Stock No	Listing Date	ZIP/Postal Code	Distance from Loss Vehicle
5XYPG4A38GG[redacted]	[redacted]	02/18/2017	[redacted]	35 miles

Source

DEALER WEB LISTING - BUILDSHEET - VAST.COM

CAR PROS KIA OF CARSON

[redacted]

CARSON CA [redacted]

[redacted]

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	15,989	18,356	$242.71
Equipment			
CARGO COVER	No	Yes	-$131.62
		Total Adjustments:	$111.09
		Adjusted Price:	**$23,102.09**

Comparable Vehicle Package Details:

LX CONVENIENCE PACKAGE

Comparable Vehicle Option Details:

CARPET FLOOR MATS (7 SEAT), LX 3RD ROW SEAT, CARGO COVER

15 **2016 KIA SORENTO LX 4D SUV 4 2.4 NORMAL GAS A2WD** **List Price: $22,994.00**

VIN	Stock No	Listing Date	ZIP/Postal Code	Distance from Loss Vehicle
5XYPG4A33GG[redacted]	[redacted]	02/03/2017	[redacted]	38 miles

Source

DEALER WEB LISTING - BUILDSHEET - TRUECAR.COM

SAGE PRE-OWNED

[redacted]

STUDIO CITY CA [redacted]

[redacted]

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	15,989	18,455	$252.90
		Total Adjustments:	$252.90
		Adjusted Price:	**$23,246.90**

Comparable Vehicle Package Details:

LX CONVENIENCE PACKAGE

Comparable Vehicle Option Details:

CARPET FLOOR MATS (7 SEAT), LX 3RD ROW SEAT

Sub-Model Comparison

Sub-Model Description	Configuration	Original MSRP
2016 Kia Sorento LX	4 Door Utility 109" WB 2.4L 4 Cyl Gas FWD	$26,200.00

Valuation Notes

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Research Performed By:
Total Loss Service Center

FLEETADD 010 Option Group 010 - No Cost Option

Vehicle Valuation Methodology Explanation

WorkCenter Total Loss was built through a joint partnership between J.D. Power and Associates vehicle valuation division Power Information Network (P.I.N.) and Mitchell International, a leading provider of claims processing solutions to private passenger insurers.

WorkCenter Total Loss produces accurate and easy-to-understand vehicle valuations via this five step process:

Step 1 - Locate Comparable Vehicles

Locate vehicles similar to the loss vehicle in the sam market area. WorkCenter Total Loss finds these vehicles in AutoTrader.com, Cars.com, Vast.com and directly from dealerships.

Step 2 - Adjust Comparable Vehicles

Make adjustments to the prices of the comparable vehicles. The comparable vehicles are identical to the loss vehicle except where adjustments are itemized. There are several types of comparable vehicle adjustments

- Mileage Adjustment - an adjustment for differences in mileage between the comparable vehicle and the loss vehicle.
- Equipment- adjustments for differences in equipment between the comparable vehicle (e.g. equipment packages and options) and the loss vehicle.

Step 3 - Calculate Base Vehicle Value

The base vehicle value is calculated by averaging the adjusted prices of the comparable vehicles.

Step 4 - Calculate Loss Vehicle Adjustments

There are four types of loss vehicle adjustments:

- Condition Adjustment:

  Adjustments to account for the condition of the loss vehicle prior to the loss.

- Prior Damage Adjustment:

  Adjustments to account for any prior damage present on the loss vehicle prior to the loss.

- After Market Part Adjustment:

  Adjustments to account for any after market parts present on the loss vehicle prior to the loss.

- Refurbishment Adjustment:

  Adjustments to account for any refurbishment performed on the loss vehicle prior to the loss.

Step 5 - Calculate the Market Value

The Market Value is calculated by applying the loss vehicle adjustments to the base value.

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

SORENTO



Jeff Wyler
EASTGATE AUTO MALL
[redacted]
BATAVIA, OHIO

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]
[redacted]
NEW RICHMOND, OH [redacted]
[redacted]
[redacted]

ADVISOR: DENNIS R COLLIER 6748 | TAG NO. [redacted] | INVOICE DATE: 08/04/17
LABOR DATE | LICENSE NO. | MILEAGE: 5,097 | [redacted]
YEAR/MAKE/MODEL: 17/KIA/SORENTO/LX | DELIVERY DATE: 01/14/17 | DELIVERY MILES: 8
VEHICLE I.D. NO: 5XYPG4A32HG [redacted] | SELLING DEALER NO. | PRODUCTION DATE
P.O. NO. | R.O. DATE: 07/22/17
COMMENTS

MO: 5353

LABOR

J/# 1 16K11 ELECTRICAL TECH(S):6758 WARRANTY:
CUSTOMER STATES CAR STALLED ON FREEWAY- RESTARTED BUT WOULD NOT MOVE NORMAL-SAME SYMPTOMS AS LAST VISIT-NCD LOANED CAR WAS UNABLE TO DUPLICATE STALLING, ENGINE LIGHT WAS OFF AT TIME OF DIAGOSTICS AND A HISTORY CODE P02000 WAS SET. WORKED WITH KIA TECH LINE TO CHECK INJECTION HARNESS AND GROUND FOR RESISTANCE, ALL CHECKED GOOD. HAD KIA FTR COME TO SHOP AND WORK WITH TECH TO FIND THE SOURCE OF THE INTER-MITTEN PERFORMANCE ISSUE AND POSSIABLE STALLING. FOUND TWO PINS WITH A LOSS OF TENSION AT ECM CONNECTOR TO BE THE CAUSE OF THE INTERMITTEN ISSUE.
ADJUSTED PIN TENSION, GRAPHED ECM FUNCTION ON SCOPE AND VERIFED THE PROBLEM IS RESOLVED, PERFORMED ROAD TEST OF APPROX 250 MILES TO VERIFY.

J/# 2 08K12 ENGINE/MECHANICAL TECH(S):6758 INTERNAL:
ADDITIONAL DIAGNOSTICS LABOR REQUIRED.
COMPLETED.

TOTAL - LABOR 0.00

COMMENTS
TOWED IN
CONTACED CUSTOMER ON 8/4/2017 TO LET HIM KNOW CAR IS FINISHED.

TOTALS

CASH[ ] CHECK[ ] CHARGE[ ]
MASTERCARD[ ] VISA[ ] AMEX[ ] DISCOVER[ ]

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

WE APPRECIATE YOUR BUSINESS!

JEFF WYLER EASTGATE AUTOMALL 513-752-3447

YOU MAY SOON RECEIVE A SURVEY FROM YOUR MANUFACTURER. IT IS IMPORTANT TO US THAT YOU FILL OUT THE SURVEY AND RETURN IT TO THE MANUFACTURER.
This facility charges 9% of the total labor charges, up to a maximum of $17.00, for miscellaneous materials & Supplies.

*INDICATES LIFETIME WARRANTY ON CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

LIMITED WARRANTY: The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

Forms Solutions from Dealer Services (800) 328-8324 SF000102 O

SF000102 O (11/10)

[redacted]

Jeff Wyler
EASTGATE AUTO MALL
[redacted]
BATAVIA, OHIO
[redacted]

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR ASHLEY T. SCHIRA	[redacted]	INVOICE DATE 06/21/17
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 4,640
NEW RICHMOND, OH [redacted]	YEAR/MAKE/MODEL 17/KIA/SORENTO/LX		DELIVERY DATE 01/14/17
MAWPAWG@GMAIL.COM	VEHICLE I.D. NO. 5XYPG4A32HG [redacted]		SELLING DEALER NO.
[redacted]	T. I. E. NO.	P.O. NO.	R.O. DATE 06/21/17
	COMMENTS		

COLOR REMINGTON R [redacted]
DELIVERY MILES 8
PRODUCTION DATE
MO: 4641

LABOR

J# 1 99K1ZZKCR2 MULTIPOINT INSPECT TECH(S): 20152 0.00
Kia Multi-Point Vehicle Inspection
KIA CUSTOMER LOYALTY COURTESY PROCESS.
PERFORMED MULTIPOINT INSPECTION AND DOCUMENTED FINDINGS AND
RECOMMENDATIONS

J# 2 55KIKESLOF LOF TECH(S): 20152 15.25
PERFORM OIL CHANGE SERVICE.
COMPLETED OIL CHANGE SERVICE.

TOTAL - LABOR 15.25

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1		26300-35504	FILTER ASSY-ENGI	6.60	6.60
JOB # 2	1		21513-23001	GASKET-OIL PLUG	1.07	1.07
JOB # 2	5		5W20	MOTOROIL	4.89	24.45
				TOTAL - PARTS		32.12

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	ASHOP	MISCELLANEOUS SUPPLIES		1.37
JOB # 1	WR	JEFF WYLER REWARDS		-30.90
JOB # 1	KIDISC	KIA CUSTOMER DISC OR COUPON		-19.71
		TOTAL - MISC		-49.24

TOTALS

CASH[ ] CHECK[ ] CHARGE[ ]
MASTERCARD[ ] VISA[ ] AMEX[ ] DISCOVER[ ]

WE APPRECIATE YOUR BUSINESS!

JEFF WYLER EASTGATE AUTOMALL 513-752-3447

YOU MAY SOON RECEIVE A SURVEY FROM YOUR MANUFACTURER.
IT IS IMPORTANT TO US THAT YOU FILL OUT THE SURVEY AND
RETURN IT TO THE MANUFACTURER.
This facility charges 9% of the total labor charges, up to a
maximum of $17.00, for miscellaneous materials & Supplies.

*INDICATES LIFETIME WARRANTY ON CUSTOMER PAY REPAIRS

TOTAL LABOR	15.25
TOTAL PARTS	32.12
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG	1.37
TOTAL MISC DISC	-50.61
TOTAL TAX	1.87
TOTAL INVOICE $	**0.00**

CUSTOMER SIGNATURE

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PAGE 1 OF 1 CUSTOMER COPY THANK YOU [END OF INVOICE] 07:13am

The Reynolds and Reynolds Company ENALINK CC2154690 Q (08/14)

RR660102 Q (11/10)

[redacted]

Jeff Wyler

[redacted]

BATAVIA, OHIO

CELL: [redacted]

CUSTOMER NO. [redacted]	SALESMAN DENNIS R COLLIER	G.NO. [redacted]	INVOICE DATE 03/08/17
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 1,465
NEW RICHMOND, OH [redacted]	YEAR/MAKE/MODEL 17/KIA/SORENTO/LX		COLOR REMINGTON R [redacted]
[redacted]	VEHICLE I.D.NO. 5XYPG4A32HG[redacted]		DELIVERY DATE 01/14/17
[redacted]	E.T.F. NO.	T.C. NO.	SELLING DEALER NO.
[redacted]	COMMENTS		P.O. DATE 03/08/17
			DELIVERY MILES 8
			PRODUCTION DATE
			MO: [redacted]

LABOR

J# 1:98K17 RECALL CHG(S):6758 WARRANTY

CUSTOMER STATES: [redacted] DRIVER SIDE HVAC TEMP OPTIMIZATION

COMPLETED SERVICE ACTION.

TOTAL - LABOR 0.00

COMMENTS

WATT created 2017-03-07 12:24:00pm taken by Dennis Collier

TOTALS

CASH[ ] CHECK[ ] CHARGE[ ]
MASTERCARD[ ] VISA[ ] AMEX[ ] DISCOVER[ ]

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

WE APPRECIATE YOUR BUSINESS!

JEFF WYLER EASTGATE AUTOMALL [redacted]

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This facility charges 9% of the total labor charges, up to a maximum of $17.00, for miscellaneous materials & Supplies.

*INDICATES LIFETIME WARRANTY ON CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE

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PAGE 1 OF 1 CUSTOMER COPY THANK YOU [END OF INVOICE] 07:13pm

[redacted]

Jeff Wyler
EASTGATE AUTO MALL
[redacted]
BATAVIA, OHIO [redacted]

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR DENNIS R COLLIER	[redacted] G NO.	INVOICE DATE 02/01/17 [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 240 COLOR REMINGTON R STOCK NO. [redacted]
NEW RICHMOND, OH [redacted]	YEAR / MAKE / MODEL 17/KIA/SORENTO/LX		DELIVERY DATE 01/14/17 DELIVERY MILES 8
[redacted]	VEHICLE I.D. NO. 5 X Y P G 4 A 3 2 H G [redacted]		SELLING DEALER NO. PRODUCTION DATE
T [redacted] [redacted]	R. T. E. NO.	P.O. NO.	R.O. DATE 01/21/17
	COMMENTS		MO: [redacted]

LABOR

O/# 1 16K11 ELECTRICAL TECH(S): 6758 WARRANTY

CUSTOMER STATES CK ENG LIGHT ON -STALLS AT STOPS
AND LACKS POWER
CODE P02000 SET. PERFORMED ALL TEST PROCEDURES CHECKED
HARNESS TO FUEL INJECTORS FROM PCM (ALL TEST GOOD) SWAPED
PCM WITH ANOTHER STOCK UNIT (PCM TESTED GOOD). CONSULTED
KIA TECH LINE WITH ALL FINDINGS AND WAS INSTRUCTED TO DO
A FINAL CIRCUIT TEST ON INJECTORS AND INDIVIDUAL POWER
AND GROND TEST WHICH RESULTED IN FINDING THE #4 INJECTOR
HAS AN INTERMITTEN FAULT.
REMOVED AND REPLACED #4 FUEL INJECTOR AND RESET ENGINE
MONITOR, PERFORMED FINAL ROAD TEST AND FOUND CAR TO BE
PERFORMING AT FACTORY STANDARDS NOW.

O/# 210BK1Z1 ENGINE MECHANICAL TECH(S): 6758 INTERNAL

ADDITIONAL DIAGNOSTICS LABOR REQUIRED.
COMPLETED.

TOTAL - LABOR 0.00

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	35305-2GGA0	PIPE ASSY-FUEL		WARRANTY
JOB # 1	4	35313-2B110	WASHER-INJECTOR		WARRANTY
JOB # 1	1	35310-2GGA0	INJECTOR ASSY-FU		WARRANTY

TOTAL - PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	ASHOPI	MISC SUPPLIES		INTERNAL

TOTAL - MISC 0.00

TOTALS

CASH[ ] CHECK[ ] CHARGE[ ]
MASTERCARD[ ] VISA[ ] AMEX[ ] DISCOVER[ ]

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

WE APPRECIATE YOUR BUSINESS!

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PAGE 1 OF 1 CUSTOMER COPY THANK YOU [END OF INVOICE] 07:13am

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The Reynolds and Reynolds Company (EROLZER.SYS) CC2153469 Q (09/14)

SF660102 Q (11/10)

[redacted]

Jeff Wyler
EASTGATE AUTO MALL
BATAVIA, OHIO

CELL:

CUSTOMER NO.	ADVISOR: DENNIS R COLLIER	AG NO.		INVOICE DATE: 01/17/17	
	LABOR RATE	LICENSE NO.	MILEAGE: 87	COLOR: REMINGTON R	
NEW RICHMOND, OH	YEAR / MAKE / MODEL: 17/KIA/SORENTO/LX			DELIVERY DATE: 01/14/17	DELIVERY MILES: 8
	VEHICLE I.D. NO.: 5XYPG4A32HG			SELLING DEALER NO.	PRODUCTION DATE
MAWPAWG@GMAIL.COM	R.T.E. NO.	P.O. NO.		R.O. DATE: 01/17/17	
	COMMENTS				MO: 94

LABOR

J# 1 1K121 ENGINE EMISSION TECH(S): 6758 WARRANTY

CUSTOMER STATES: PER CUSTOMER THE VEHICLE JUST STARTED TO BO
G DOWN FELT LIKE IT WAS MISSFIRING SPUTTERING AND WAS NOT
SURE IF HE COULD PULL OUT INTO TRAFFIC. AFTER HE TURNED CAR
OFF AND STARTED BACK ITS RUNNING FINE.
WAS UNABLE TO DUPLICATE THIS CONCERN, CHECKED ECM FOR CODES
NO CODES SET. CHECKED SCOPE FOR MISSFIRE NOTHING DETECTED.
PERFORMED ROAD TEST AND CHECKED PERFORMANCE FOUND CAR TO
BE PERFORMING AT FACTORY STANDARDS.
NO REPAIR IS NEEDED.

TOTAL - LABOR 0.00

COMMENTS
WAIT BDC created 2017-01-17 10:26:00am taken by Adam Kannenberg

TOTALS

CASH[ ] CHECK[ ] CHARGE[ ]
MASTERCARD[ ] VISA[ ] AMEX[ ] DISCOVER[ ]

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

*INDICATES LIFETIME WARRANTY ON CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE

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PAGE 1 OF 1 CUSTOMER COPY **THANK YOU** [END OF INVOICE] 07:13am

The Reynolds and Reynolds Company (ERA-IGNITE) CC2154459.Q (08/14)

8F660192.Q (11/10)

9-7-17

TO: CASEY @ KIA [redacted]

FROM: [redacted] [redacted]

RE: COPY OF SALES AGREEMENT

CASEY, PLEASE CONFIRM RECIPT OF DOCUMENT.

THKS,

[redacted]

[redacted]

RETAIL BUYERS ORDER

JEFF WYLER EASTGATE, INC. [redacted]

DAVID B. WATSON
AARON RASHAWN HUNTER

CUSTOMER NO: [redacted]
EMAIL: [redacted]

STOCK NO. [redacted]
DEAL NO. [redacted]

PURCHASER'S NAME [redacted] DATE 01/14/2017

STREET ADDRESS [redacted] PHONE

CITY NEW RICHMOND COUNTY CLERMONT STATE OH ZIP [redacted] SALESPERSON DAVID B. WATS

ENTER MY ORDER FOR ONE ☒ NEW ☐ USED ☐ CAR ☒ TRUCK ☐ DEMONSTRATOR ☐ FACTORY OFFICIAL ☐ RENTAL VEHICLE AS FOLLO

YEAR	MAKE	MODEL	BODY TYPE	COLOR	TRIM
2017	KIA	SORENTO	LX	REMINGTON RED	BLACK

VIN 5XYPG4A32HG[redacted] TO BE DELIVERED ON OR ABOUT 01/14/17 STOCK NO. [redacted]

PRICE OF VEHICLE	$ 28239.50
OTHER GOODS & SERVICES	N/A
N/A	N/A
N/A	N/A
N/A	N/A
N/A	N/A
N/A	N/A
N/A	N/A
N/A	N/A
DOCUMENTARY FEE	250.00
TAXABLE PRICE	28488.50
N/A	N/A
LESS: TRADE IN ALLOWANCE(S)	N/A
N/A	N/A
N/A	N/A
TAX BASE $ 28488.50	[redacted]
SALES TAX 6.75 %	1922.98
VSI	40.00
N/A	N/A
OTHER FEES	10.00
TITLE FEE	20.00
REGISTRATION FEE	18.50
CREDIT LIFE AND DISABILITY	N/A
PLUS: PAYOFF ON TRADE VEHICLE(S)	N/A
TOTAL DUE	$ 30499.98
LESS INITIAL PAYMENT/CASH DOWN	N/A
LESS REBATE/FACTORY INCENTIVE	1500.00
OTHER	N/A
BALANCE DUE	$ 28999.98

REMARKS 1500.00 HUNTINGTON NATIONAL BANK

ODOMETER MILEAGE STATEMENT

THE ODOMETER OF THE PURCHASED VEHICLE NOW REA[redacted] MILES/KILOMETERS AND IS ACCURATE UNLESS CHECK BELOW.

☐ ODOMETER MILEAGE IS NOT ACCURATE. REFER TO THE FEDEF MILEAGE STATEMENT FOR FULL DISCLOSURE.

TRADE-IN RECORD 1

YEAR	MAKE	MODEL	TYPE

VIN # MILEAGE

PAYOFF $ N/A Trade In Allowance N/A

TRADE-IN RECORD 2

YEAR	MAKE	MODEL	TYPE

VIN # MILEAGE

PAYOFF $ N/A Trade In Allowance N/A

NEGATIVE EQUITY DISCLOSURE & CONSENT:

I am aware that the balance owed on my trade-in vehicle(s) or the amo[redacted] owed on my lease turn in vehicle(s) exceeds the trade in allowance from the dealer. As a result, I have requested that the "Total Due" increased by the difference, $ N/A (known as negative equi[redacted]

☒ ☐ SEE VEHICLE DELIVERY REPORT ATTACHED

☐ SEE USED VEHICLE LIMITED WARRANTY ATTACHED

☒ ☐ LIMITED RIGHT TO CANCEL APPLIES: If you have entered into a S[redacted] Delivery Agreement-Limited Right to Cancel, the sale of the Vehicle conditioned on final approval of financing by, or assignment of the Re[redacted] Installment Sale Contract to a lender. If final financing approval is not obtair[redacted] and/or the Contract cannot be assigned, you or the Dealership may cancel Contract in accordance with this Agreement, the Spot Delivery Agreeme[redacted] Limited Right to Cancel, and the Retail Installment Sale Contract. S[redacted] **ATTACHED DOCUMENT FOR IMPORTANT DETAILS**

☐ **DEPOSIT RECEIPT:** Dealer hereby acknowledges receipt of the sum $ N/A as a deposit or partial payment for the vehicle described above this receipt is for a deposit, Dealer will refrain from selling the described vehi[redacted] for [redacted] days. This Deposit:

☐ IS ☐ IS NOT REFUNDABLE, subject to the conditions on the reverse s[redacted] and the following:

Notice to the Buyer: If the dealer has assisted you in obtaining financing, the dealer may be paid compensation by the lending institution for its servic[redacted] in obtaining financing, the preparation of loan documents and the execution of those documents.

ALL WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER OTHER THAN DEALER ARE THEIRS, NOT DEALERS, AND ONLY SUC[redacted] MANUFACTURER OR OTHER SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. UNLESS DEALE[redacted] FURNISHES PURCHASER WITH A SEPARATE WRITTEN WARRANTY OR SERVICE CONTRACT MADE BY DEALER ON ITS OWN BEHAL[redacted] DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILI[redacted] OR FITNESS FOR A PARTICULAR PURPOSE IN CONNECTION WITH THE VEHICLE AND ANY RELATED PRODUCTS AND SERVICES SOLD E[redacted] DEALER. DEALER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WI[redacted] THE SALE OF THE VEHICLE AND THE RELATED PRODUCTS AND SERVICES. IN THE EVENT THAT A WRITTEN WARRANTY IS PROVIDED E[redacted] DEALER OR A SERVICE CONTRACT IS SOLD BY DEALER ON ITS OWN BEHALF, ANY IMPLIED WARRANTIES ARE LIMITED IN DURATION T[redacted] THE TERM OF THE WRITTEN WARRANTY/SERVICE CONTRACT.

GOVERNING LAW: THE TERMS AND CONDITIONS OF THIS AGREEMENT [redacted]

[redacted]

[redacted]

OCT 3 2017

TO: CASEY CROWEL

FAX # [redacted]

FROM: [redacted]

RES.

CELL [redacted]

RE: SETTLEMENT AGREEMENT AND GENERAL RELEASE SIGNED

3 PG INCLUDING COVER SHEET

CASEY,

WE PURCHASED ANOTHER SORENTO, NEED CHECK ASAP TO APPLY TO LOAN + LOAN PAYOFF.

THKS,

[redacted]