

PE19-004
KIA
6/28/2019
DEFECT B
CA FILES
SOUL

2018 SOUL_ACCIDENT
SCRIPTS_ALLEGED DEFECT
B_EXPANDED SCOPE

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?

nobody

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

0

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?

No passenger

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?

10/07/2018 13:00:00

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

front and all windows

B-2) What time was 911 called?

no info

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

veh parked

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

no

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

vehicle burnt on a sunday, security guard across the street reported to fire dept

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

off

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

no

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

yes

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

parked at dealership

C-1) Which fire agency responded?

Palm beach county fire dept

C-2) What is the fire report number?

[REDACTED]

D-1) Where is the vehicle now?

dealership

D-2) Have any repairs been completed?

No

D-3) Was the insurance company contacted?

No

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

No

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

Agreement

PE19-004
KIA
6/28/2019
DEFECT B
CA FILES
SOUL

2018 SOUL_CA REPORTS_ALLEGED
DEFECT B_EXPANDED SCOPE

Kia Motors America Consumer Affairs Department

Page 1 of 11

Last name	First name	VIN of 2018 SOUL	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AA0 [REDACTED]	[REDACTED]	12.695
Palm Beach G FL , [REDACTED]		Prod. Date: 04/28/2017	Dealer: [REDACTED]	Napleton Northlake KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

*** 10/08/2018 12:59:50 (GMT-07:00) Arizona ***

Contact = VALUED CUSTOMER, Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 10/08/2018 13:00:12 (GMT-07:00) Arizona and created by Brenda Hernandez ***

Dealership alleges vehicle caught on fire when parked
Follow up with dealership and escalate case

*** 10/08/2018 13:00:55 (GMT-07:00) Arizona ***

Assigned to WIPBin 0. Default of Roxana Montano by Brenda Hernandez
Reason:

*** Phone - Call - Outbound created on 10/08/2018 13:42:30 (GMT-07:00) Arizona and created by Roxana Montano ***

Wrt contacted Anthony Rhoades [REDACTED]

Wrt

1. I am following on a fire report
2. 2018 Soul
3. Could I obtain info please

Serv mgr

1. I can help you

Wrt

1. Thank you

Wrt goes through fire script*

Wrt

1. Can I obtain cust info please

Serv mgr

1. [REDACTED]

4. Palm beach FL [REDACTED]

Wrt

1. Thank you

*** Note - Others created on 10/08/2018 14:27:20 (GMT-07:00) Arizona and created by Roxana Montano ***

*****CALL TO ACTION*****

Wrt is dispatching to NCA due to

1. Dealership alleges vehicle caught on fire
2. Vehicle is currently down at [REDACTED]
- 3 Customer is requesting coverage due to fire reports online
- 4 Please review and follow up accordingly

Kia Motors America

Consumer Affairs Department

Page 2 of 11

<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2018 SOUL	<u>Case Number</u>	<u>Mileage</u>
		KNDJX3AA0	12896507	12.695
Palm Beach G FL , 33403		Prod Date: 04/28/2017	Dealer: FL075 Napleton Northlake KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** 10/08/2018 14:30:01 (GMT-07:00) Arizona ***

Dispatched from WIPBin = 0. Default to Queue National CA by Roxana Montano

Reason:

*** 10/09/2018 07:43:37 (GMT-08:00) Pacific Time (US & Canada) ***

Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 10/09/2018 08:29:13 (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 10/09/2018 14:06:17 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wrt contacted the customer:

1. Hello, calling in regards to the vehicle.
2. I understand that your vehicle caught on fire.
3. Have you been provided a rental?

The customer replied:

1. Yes, I have.

Wrt replied;

1. I am glad to hear that.
2. Can you give me a description of what happened?

The customer replied;

1. I brought the vehicle in on Thursday.
2. It caught on fire Sunday morning at the dealer.
3. The svc mgr showed me the video.

Wrt replied;

1. Okay, I will contact the dealer.
2. We will want someone to inspect it, I am just not sure who yet.

The customer replied;

1. Okay, thanks for the call.

*** Phone - Call - Outbound created on 10/09/2018 14:25:21 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wrt contacted the dealer:

1. Requested video.
2. How long was the vehicle parked?

The svc mgr replied;

1. I will be able to provide the video.
2. It was parked since Friday.
3. We tried some repairs with the pcm and another module.

Wrt replied:

Kia Motors America

Consumer Affairs Department

Page 3 of 11

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2018 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJX3AA0			12.695
Palm Beach G FL ,		Prod. Date: 04/28/2017		Dealer:	Napleton Northlake KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

1. okay, thanks for the info.
2. I will have it reviewed and then call you back.

*** Others - Others commitment created on 10/09/2018 14:28:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/12/2018 and created by Ryan Ristow ***

*** 10/09/2018 14:28:40 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1. Intro Calls and Sub Status of Assigned

*** Others - Others commitment updated on 10/15/2018 14:52:02 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/12/2018 and updated by Ryan Ristow ***

Wrt reviewed with the KMA engineers:

1. Contact the customer, and ask about the after market part.

*** Phone - Call - Outbound created on 10/15/2018 14:52:21 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wrt contacted the customer:

1. Hello, seeking some info.
2. Have you ever installed any aftermarket parts?

The customer replied;

1. I did not.
2. The dealer told me about that wire and I am not familiar with it.
3. I have made no alterations since the vehicle was purchased.

Wrt replied:

1. Did the dealer sell you a remote start or alarm system?

The customer replied:

1. No.

Wrt replied;

1. Okay, I will review with the KMA engineers.

*** Others - Others commitment updated on 10/15/2018 14:55:40 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/17/2018 and updated by Ryan Ristow ***

*** Others - Others commitment fulfilled on 10/18/2018 08:52:14 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/17/2018 closed by Ryan Ristow ***

Wrt reviewed with the KMA engineers:

1. Request more info about the aftermarket part.

*** Others - Others created on 10/18/2018 08:53:10 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wrt requested more photos from the svc mgr.

*** Email - External Email Received commitment created on 10/18/2018 08:54:36 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/23/2018 and created by Ryan Ristow ***

*** Email - External Email Received commitment fulfilled on 10/22/2018 11:05:50 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/23/2018 closed by Ryan Ristow ***

Kia Motors America

Consumer Affairs Department

Page 4 of 11

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2018 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJX3AA0			12.695
Palm Beach G FL , 33403		Prod. Date: 04/28/2017		Dealer: FL075 Napleton Northlake KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Photos received.

*** Others - Others commitment created on 10/22/2018 11:06:05 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/23/2018 and created by Ryan Ristow ***

*** Phone - Call - Inbound created on 10/22/2018 11:05:38 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Customer called in:

1. The dealer is requesting I return the loaner car.

Wrt replied:

1. I will contact the dealer.

*** Others - Others created on 10/22/2018 11:06:44 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wrt contacted the svc mgr and authorized a rental extension.

*** Others - Others commitment fulfilled on 10/24/2018 13:15:08 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/23/2018 closed by Ryan Ristow ***
Wrt reviewed with the KMA engineers.

*** Others - Others created on 10/24/2018 13:15:32 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

PER LEGAL - WE HAVE BEEN INFORMED ABOUT THE OPERATIVE FACTS OF CASE . 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.

*** Others - Others created on 10/24/2018 13:17:17 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Pending inspection scheduling.

*** Others - Others commitment created on 10/24/2018 13:17:56 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/26/2018 and created by Ryan Ristow ***

*** Letter - Letter Received created on 10/26/2018 11:34:08 (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 within 10 business days.

Attaching and dispatching to National CA.

*** 10/26/2018 11:36:15 (GMT-08:00) Pacific Time (US & Canada) ***

Dispatched from WIPBin = Default to Queue National CA by Stephanie Mondragon

Reason:

*** Others - Others commitment created on 10/24/2018 13:17:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/29/2018 and created by Ryan Ristow ***

*** 10/29/2018 07:48:39 (GMT-08:00) Pacific Time (US & Canada) ***

Kia Motors America

Consumer Affairs Department

Page 5 of 11

<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2018 SOUL	<u>Case Number</u>	<u>Mileage</u>
		KNDJX3AA0		12.695
Palm Beach G FL ,		Prod. Date: 04/28/2017	Dealer:	Napleton Northlake KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 10/29/2018 07:57:28 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin 1. Intro Calls of Ryan Ristow by Jeff Stroup

Reason:

*** Others - Others commitment updated on 10/29/2018 08:38:00 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/02/2018 and updated by Ryan Ristow ***

*** Phone - Call - Outbound created on 10/29/2018 08:38:01 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wrt contacted the customer:

1. Hello, I received a letter from your insurance.
2. It appears that you have settled with them?

The customer replied;

1. I have not.
2. They just moved the car.
3. They probably won't even look at it.

Wrt replied;

1. Okay, it seems that they do want to look at it.
2. I will reach out to schedule a joint inspection, just be advised that this will take longer as more parties are now involved.

*** Phone - Call - Outbound created on 10/29/2018 08:40:32 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wrt left a VM for the insurance rep.

*** Email - External Email Sent created on 10/29/2018 08:40:58 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Email sent to the insurance rep:

Robert,

I am in receipt of your letter dated 10/19/18. We are interested in inspecting this vehicle, please provide the contact of your investigator so that I may put them in contact with ours.

Also, this customer advised that he has not settled with the insurance. Can you verify that for me?

Best,

*** Email - External Email Received commitment created on 10/29/2018 08:41:50 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/05/2018 and created by Ryan Ristow ***

*** 10/29/2018 08:42:02 (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 10/31/2018 16:28:44 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/05/2018 closed by Ryan Ristow ***

Good morning Ryan

Kia Motors America

Consumer Affairs Department

Page 6 of 11

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2018 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJX3AA0			12.695
Palm Beach G FL ,		Prod. Date: 04/28/2017		Dealer:	Napleton Northlake KIA
Kia Case Type Lvl1: Complaint			Kia Case Type Lvl3: Product Liability		
Kia Case Type Lvl2: Quality			Kia Case Type Lvl4: Fire/Explosion		

We have not settled this yet, also we are still waiting on the dealer to respond as we want to include them as well. In the meantime you can provide your investigator's contact info and when everything is ready to go we will reach out to them to schedule.

Thank you

*** Others - Others commitment created on 10/31/2018 16:29:07 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/07/2018 and created by Ryan Ristow ***

*** Others - Others commitment created on 10/24/2018 13:17:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/09/2018 and created by Ryan Ristow ***

*** Others - Others commitment updated on 11/07/2018 15:51:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/12/2018 and updated by Ryan Ristow ***

*** Others - Others commitment created on 10/24/2018 13:17:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/12/2018 and created by Ryan Ristow ***

*** Others - Others commitment created on 10/24/2018 13:17:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/12/2018 and created by Ryan Ristow ***
Wrt requested an update from the insurance.

*** Others - Others commitment created on 10/24/2018 13:17:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/19/2018 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 11/12/2018 14:34:59 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/15/2018 closed by Ryan Ristow ***

*** Others - Others commitment created on 10/24/2018 13:17:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/27/2018 and created by Ryan Ristow ***

*** Others - Others commitment created on 10/24/2018 13:17:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/11/2018 and created by Ryan Ristow ***

*** Phone - Call - Inbound created on 12/10/2018 13:26:57 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Customer left a VM requesting a C/B.

Wrt contacted the customer:

1. Returning your call.
2. Just wanted to provide an update.
3. We are currently awaiting the insurance to give us the go ahead to inspect the car.
4. They are waiting for someone else to say yes or no in regards to attending the inspection.

The customer replied:

1. Okay, I will contact Nationwide to check the status.

*** Others - Others commitment fulfilled on 12/10/2018 16:02:43 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/11/2018 closed by Ryan Ristow ***
insurance contacted Wrt:

Kia Motors America

Consumer Affairs Department

Page 7 of 11

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2018 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJX3AA0			12.695
Palm Beach G FL ,		Prod. Date: 04/28/2017	Dealer:		Napleton Northlake KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Good afternoon Ryan and Bob

I apologize for the delay, I learned that the facility's insurer may have coverage that would take us out of the equation. I was waiting to hear from them to confirm, I just called the adjuster again now and will hopefully get confirmation soon. If not I will move forward with our original plan.

Thank you

*** Email - External Email Received commitment created on 12/10/2018 16:03:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/17/2018 and created by Ryan Ristow ***

*** Email - External Email Received commitment updated on 12/17/2018 08:33:25 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/17/2018 and updated by Ryan Ristow ***
Wrt requested update from the insurance.

*** Email - External Email Received commitment updated on 12/17/2018 08:33:31 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/24/2018 and updated by Ryan Ristow ***

*** Email - External Email Received commitment created on 12/10/2018 16:02:53 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/03/2019 and created by Ryan Ristow ***

*** Email - External Email Received commitment fulfilled on 01/03/2019 08:17:52 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/03/2019 closed by Ryan Ristow ***
Current date for the joint inspection is 1/7/19.

*** Others - Others commitment created on 01/03/2019 08:18:46 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/11/2019 and created by Ryan Ristow ***

*** Others - Others created on 01/10/2019 10:44:42 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Tread review complete.

*** Others - Others commitment created on 01/03/2019 08:18:01 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/18/2019 and created by Ryan Ristow ***

*** Others - Others commitment updated on 01/16/2019 08:39:56 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/18/2019 and updated by Ryan Ristow ***
Wrt requested update from EFI.

EFI replied:

1. That they are waiting for the insurance to confirm a date.

*** Phone - Call - Outbound created on 01/16/2019 08:39:58 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt left a VM for the insurance rep Robert.

*** Phone - Call - Outbound created on 01/16/2019 08:45:19 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt contacted the customer:
1. I am still waiting on the insurance.
2. I will call you once I hear back from them.

Kia Motors America

Consumer Affairs Department

Page 8 of 11

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2018 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJX3AA0			12.695
Palm Beach G FL ,		Prod. Date: 04/28/2017		Dealer:	Napleton Northlake KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

The customer replied:

1. okay, thanks

*** Others - Others commitment updated on 01/16/2019 08:46:06 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/22/2019 and updated by Ryan Ristow ***

*** Others - Others commitment created on 01/03/2019 08:18:01 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/13/2019 and created by Ryan Ristow ***

*** Others - Others commitment created on 01/03/2019 08:18:01 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/14/2019 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 02/14/2019 08:27:03 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/14/2019 closed by Ryan Ristow ***

EFI advised of verbal results:

1. The cause is undetermined.
2. Aftermarket parts present.
3. The insurance investigator was leaning towards undetermined as well.

*** Phone - Call - Outbound created on 02/14/2019 08:31:49 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wrt contacted the customer:

1. Hello, I have the verbal report back.
2. Currently at this time, the cause is undetermined.
3. We will need the rental returned by tomorrow.

The customer replied:

1. Okay, I can do that.

Wrt replied;

1. There was an aftermarket wire in the vehicle.
2. Without being able to determine the cause, this isn't ruled out.

The customer replied:

1. I did not put that wire in there.

Wrt replied:

1. Okay, well send me the docs you do have and I can review.

*** Email - External Email Sent created on 02/14/2019 08:35:20 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Per our conversation, please send docs to this email address.

Best,

*** Email - External Email Received commitment created on 02/14/2019 08:35:56 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/19/2019 and created by Ryan Ristow ***

Kia Motors America Consumer Affairs Department

Page 9 of 11

<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2018 SOUL	<u>Case Number</u>	<u>Mileage</u>
		KNDJX3AA0		12.695
Palm Beach G FL ,		Prod. Date: 04/28/2017	Dealer:	Napleton Northlake KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** Email - External Email Received commitment created on 02/14/2019 08:35:32 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/22/2019 and created by Ryan Ristow ***

*** Email - External Email Received commitment fulfilled on 02/22/2019 09:24:33 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/22/2019 closed by Ryan Ristow ***
Customer docs received.

*** Others - Others commitment created on 02/22/2019 09:24:53 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/26/2019 and created by Ryan Ristow ***

*** Others - Others commitment created on 02/22/2019 09:24:35 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/26/2019 and created by Ryan Ristow ***
Wrt requested update on report from EFI.

*** Others - Others commitment created on 02/22/2019 09:24:35 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/01/2019 and created by Ryan Ristow ***

*** Others - Others commitment updated on 03/01/2019 09:04:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/01/2019 and updated by Ryan Ristow ***
Still pending EFI report

*** Others - Others commitment updated on 03/01/2019 09:04:30 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/12/2019 and updated by Ryan Ristow ***

*** Others - Others commitment updated on 03/01/2019 09:04:36 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/05/2019 and updated by Ryan Ristow ***

*** Others - Others commitment created on 02/22/2019 09:24:35 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/07/2019 and created by Ryan Ristow ***
Pending report

*** Others - Others commitment created on 02/22/2019 09:24:35 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/11/2019 and created by Ryan Ristow ***
Pending report

*** Others - Others commitment updated on 03/11/2019 10:23:14 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/14/2019 and updated by Ryan Ristow ***
Pending report from EFI

*** Others - Others commitment created on 02/22/2019 09:24:35 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/18/2019 and created by Ryan Ristow ***
Pending report

*** Others - Others commitment fulfilled on 03/18/2019 09:40:27 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/18/2019 closed by Ryan Ristow ***
Wrt received report and reviewed with the KMA engineers:
The cause of the fire was undetermined. Also, aftermarket parts were noted in the vehicle. KMA engineers recommend referring the customer to insurance.

*** Others - Others commitment created on 03/18/2019 09:42:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/19/2019 and created by Ryan Ristow ***

Kia Motors America
Consumer Affairs Department

Page 10 of 11

Last name	First name	VIN of 2018 SOUL	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AA0 [REDACTED]	[REDACTED]	12,695
Palm Beach G FL, [REDACTED]		Prod. Date: 04/28/2017	Dealer: [REDACTED]	Napleton Northlake KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** 03/19/2019 11:18:42 (GMT-08:00) Pacific Time (US & Canada) ***

Inspection requested by [REDACTED]

Request Code: PLThirdParty-[REDACTED]

Request Details:

*** Others - Others commitment fulfilled on 03/19/2019 14:26:17 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/19/2019 closed by Ryan Ristow ***
Wrt reviewed with CAFOM.

*** Phone - Call - Outbound created on 03/19/2019 14:32:02 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wrt contacted the customer:

1. Hello, I am calling to advise that we reviewed the info.
2. The cause was undetermined and aftermarket parts were noted on the vehicle.
3. At this time we'd be referring you to your insurance.

The customer replied:

1. I didn't install that part.
2. It came like that.

Wrt replied:

1. Maybe you want contact the insurance to see if they have any more info.
2. They inspected the vehicle as well and if they believe it is a Kia concern, they will subrogate.
3. If they believe it is someone else, they may subrogate against them.

The customer replied:

1. Okay, this will get ugly.
2. I will contact the insurance.
3. Have a nice day.

*** Others - Others commitment created on 03/19/2019 14:45:42 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/20/2019 and created by Ryan Ristow ***

*** Others - Others commitment updated on 03/19/2019 14:45:56 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/20/2019 and updated by Ryan Ristow ***

*** 03/20/2019 09:52:23 (GMT-08:00) Pacific Time (US & Canada) ***

Goodwill #: [REDACTED] Submitted

*** 03/20/2019 09:56:41 (GMT-08:00) Pacific Time (US & Canada) ***

Goodwill #: [REDACTED] Submitted

*** Others - Others commitment fulfilled on 03/20/2019 09:57:06 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/20/2019 closed by Ryan Ristow ***

Wrt submitted GW requests.

*** Others - Others commitment created on 03/20/2019 09:57:24 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/17/2019 and created by Ryan Ristow ***

*** 03/27/2019 08:06:49 ***

Goodwill #: [REDACTED] Submitted

Kia Motors America

Consumer Affairs Department

Page 11 of 11

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2018 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJX3AA0			12.695
Palm Beach G FL ,		Prod. Date: 04/28/2017		Dealer:	Napleton Northlake KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** 03/28/2019 17:24:39 (GMT-08:00) Pacific Time (US & Canada) ***

Goodwill #: Final Approved

*** 04/04/2019 08:22:23 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 2. Pending Customer Callback and Sub Status of Assigned

*** Others - Others commitment created on 03/20/2019 09:57:08 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/24/2019 and created by Ryan Ristow ***

*** 04/17/2019 14:15:31 ***

Goodwill #: Submitted

*** 04/22/2019 16:41:52 (GMT-08:00) Pacific Time (US & Canada) ***

Goodwill #: Final Approved

*** Others - Others commitment updated on 04/23/2019 11:03:47 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/01/2019 and updated by Ryan Ristow ***

Pending check

*** Others - Others commitment fulfilled on 04/25/2019 10:23:42 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/01/2019 closed by Ryan Ristow ***

Check to EFI sent this day.

*** 04/25/2019 10:25:10 (GMT-08:00) Pacific Time (US & Canada) ***

Closed by Ryan Ristow with Resolution Code : Information Given

[Resolution Summary]

Case closed pending further contact.

PE19-004
KIA
6/28/2019
DEFECT B
CA FILES
SOUL



NAPLETON'S NORTH PALM LINCOLN

CUSTOMER #: [REDACTED]

ACCOUNTING

Lake Park, FL [REDACTED]

Fax [REDACTED]
www.mynapleton.com

WEST PALM BCH, FL [REDACTED]

PAGE 1

VF# 1024070

MV# 79867

HOME [REDACTED] CONT [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 1565 RACHAEL BELVILLE

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/ OUT		TAG
	18	KIA SOUL		KNDJX3AA0			12695/12695		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
15DEC17 DE			17:00 16FEB19			129.00	CASH	21FEB19	
R.O. OPENED		READY		OPTIONS: ENG:1.6 Liter T/C					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	NAPLETON LOANER										
WHILE CUSTOMER HAD VEHICLE INSPECTED DUE TO FIRE LOANER NAPLETON LOANER VEHICLE 99 SHOPTECH LIC#: [REDACTED] WEXTK 0.00 0.00 0 0 0.00 0.00											
							0	0	0	0.00	0.00
							0	0	0	0.00	0.00
							0	0	0	0.00	0.00

MISC LOANER VEHICLE [REDACTED]

WRENK

462000 462000

4620.00 4620.00

VERSION 1 (EMP# [REDACTED], 20FEB19 07:50): CUSTOMER CAME IN ON 10/4/2018
WITH A COMPLAINT OF VEHICLE WOULD NOT COME OUT OF PARK. ON 10/7/2018
VEHICLE WAS REPORTED TO BE IN A FIRE AT THE DEALERSHIP. KIA PERFORMED
AN INVESTIGATION AND ALLOWED CUSTOMER TO STAY IN THE LOANER VEHICLE
UNTIL ALL INVESTIGATIONS WERE COMPLETE. ON 2/14/2019 [REDACTED] WAS
ADVISED HE NEEDED TO RETURN THE LOANER. SEE ATTACHED DOCUMENTS

THANK YOU FOR DOING BUSINESS WITH US. YOUR
COMPLETE SATISFACTION IS IMPORTANT TO US.
IF YOU HAVE ANY QUESTIONS OR CONCERNS
REGARDING YOUR SERVICE VISIT, PLEASE CONTACT
OUR SERVICE MANAGER AT [REDACTED]

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
[REDACTED]	0	0		[REDACTED]	462000	462000	
	0	*****			462000	*****	

SERVICE FILE COPY

COST, SALE, & COMP TOTALS 462000 462000 0

LIMITED WARRANTY The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first. Seller does not guarantee the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

"This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559.904(4)] The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185]

A STANDARD CHARGE FOR SUPPLIES AND MATERIALS IS MADE ON EACH REPAIR ORDER. THE AMOUNT OF THIS CHARGE WILL BE 10% OF THE TOTAL LABOR & PARTS. THIS WILL BE SHOWN IN THE LOWER RIGHT CORNER OF YOUR INVOICE IN THE SPACE PROVIDED. THE MAXIMUM AMOUNT CHARGED WILL BE \$50.00.

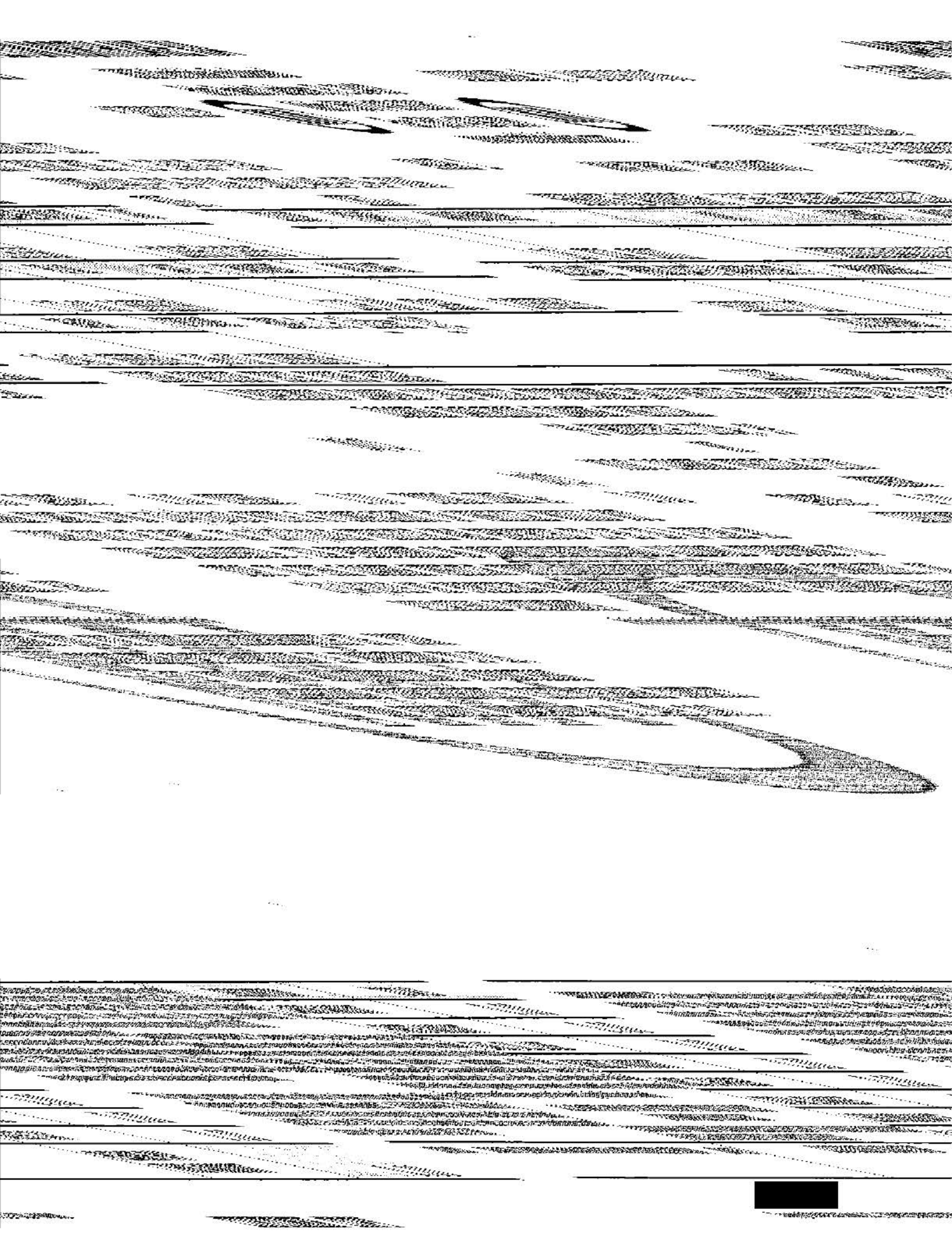
ALL PARTS NEW OR FACTORY REBUILT UNLESS OTHERWISE INDICATED.
CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF INVOICE HEREOF.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ACCOUNTING COPY



NAPLETON NORTHLAKE KIA

CUSTOMER #: [REDACTED]

ACCOUNTING

Palm Beach Gardens, FL

Main: [REDACTED]

Fax: [REDACTED]

www.northlakekia.com

WEST PALM BCH, FL

PAGE 1

MV# 79867 VF# 1024070

HOME [REDACTED] CONT: [REDACTED] ** PRE-INVOICE **

BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 1565 RACHAEL BELVILLE

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/ OUT		TAG
	18	KIA SOUL		KNDJX3AAC			12695/12695		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
15DEC17 DD			17:00 16FEB19			129.00	CASH	20FEB19	

R.O. OPENED [REDACTED] READY [REDACTED] OPTIONS: ENG:1.6 Liter T/C

16:40 16FEB19 08:02 20FEB19

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	NAPLETON LOANER										
WHILE CUSTOMER HAD VEHICLE INSPECTED DUE TO FIRE											
LOANER NAPLETON LOANER VEHICLE											
99 SHOPTECH LIC# [REDACTED]											
	WK	0.00	0.00			0	0			0.00	0.00
						0		0	TPARTS		
						0		0	TLABOR		

MISC LOANER VEHICLE [REDACTED] WRENK 462000 462000 4620.00 4620.00

VERSION 1 (EMP# [REDACTED] 20FEB19 07:50): CUSTOMER CAME IN ON 10/4/2018 WITH A COMPLAINT OF VEHICLE WOULD NOT COME OUT OF PARK. ON 10/7/2018 VEHICLE WAS REPORTED TO BE IN A FIRE AT THE DEALERSHIP. KIA PERFORMED AN INVESTIGATION AND ALLOWED CUSTOMER TO STAY IN THE LOANER VEHICLE UNTIL ALL INVESTIGATIONS WERE COMPLETE. ON 2/14/2019 [REDACTED] WAS ADVISED HE NEEDED TO RETURN THE LOANER. SEE ATTACHED DOCUMENTS

THANK YOU FOR DOING BUSINESS WITH US. YOUR COMPLETE SATISFACTION IS IMPORTANT TO US. IF YOU HAVE ANY QUESTIONS OR CONCERNS REGARDING YOUR SERVICE VISIT, PLEASE CONTACT OUR SERVICE MANAGER AT [REDACTED]

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
[REDACTED]	0	0		[REDACTED]	462000	462000	
[REDACTED]	462000	*****					

COST, SALE, & COMP TOTALS 462000 462000 0

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first. Seller does not guarantee the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal. (s.559.904(4)) The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718, and \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.7185))

A standard charge for supplies and materials is made on each repair order. The amount of this charge will be 10% of the total labor & parts charge. This will be shown in the lower right corner of your invoice in the space provided. The maximum amount charged will be \$50.00.

ALL PARTS NEW OR FACTORY REBUILT UNLESS OTHERWISE INDICATED.

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF INVOICE HEREOF.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

NAPLETON NORTHLAKE KIA

CUSTOMER #:

ACCOUNTING

Palm Beach Gardens, FL

Main:

Fax:

www.northlakekia.com

WEST PALM BCH, FL

PAGE 1

MV# 79887 VF# 1024070

HOME

CONT

** PRE-INVOICE **

BUS: CELL:

SERVICE ADVISOR: 1565 RACHAEL BELVILLE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	18	KIA SOUL	KNDJX3AA0		12695/12695		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
15DEC17 DL			17:00 16FEB19		129.00	CASH	20FEB19
R.O. OPENED		READY	OPTIONS: ENG:1.6 Liter T/C				

16:40 16FEB19 08:02 20FEB19

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	NAPLETON LOANER										
	WHILE CUSTOMER HAD VEHICLE INSPECTED DUE TO FIRE										
	LOANER NAPLETON LOANER VEHICLE										

99 SHOPTECH LIC#:

WK 0.00 0.00 0 0 0.00 0.00

0 TPARTS

0 TLABOR

MISC LOANER VEHICLE

WRENK

462000 462000

4620.00 4620.00

VERSION 1 (EMP# 20FEB19 07:50): CUSTOMER CAME IN ON 10/4/2018

WITH A COMPLAINT OF VEHICLE WOULD NOT COME OUT OF PARK. ON 10/7/2018

VEHICLE WAS REPORTED TO BE IN A FIRE AT THE DEALERSHIP. KIA PERFORMED

AN INVESTIGATION AND ALLOWED CUSTOMER TO STAY IN THE LOANER VEHICLE

UNTIL ALL INVESTIGATIONS WERE COMPLETE. ON 2/14/2019 WAS

ADVISED HE NEEDED TO RETURN THE LOANER. SEE ATTACHED DOCUMENTS

THANK YOU FOR DOING BUSINESS WITH US. YOUR

COMPLETE SATISFACTION IS IMPORTANT TO US.

IF YOU HAVE ANY QUESTIONS OR CONCERNS

REGARDING YOUR SERVICE VISIT, PLEASE CONTACT

OUR SERVICE MANAGER AT

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
	0	0			462000	462000	
	462000	*****					

COST, SALE, & COMP TOTALS 462000 462000 0

LIMITED WARRANTY: The only warranties applying to the parts installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first. Seller does not guarantee the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal. (s.559.904(4) The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718, and \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.718))

A standard charge for supplies and materials is made on each repair order. The amount of this charge will be 10% of the total labor & parts charge. This will be shown in the lower right corner of your invoice in the space provided. The maximum amount charged will be \$50.00.

ALL PARTS NEW OR FACTORY REBUILT UNLESS OTHERWISE INDICATED.

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF INVOICE HEREOF.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

NAPLETON NORTHLAKE KIA

CUSTOMER #:

WARRANTY

Palm Beach Gardens, FL

Main

Fax:

www.northlakekia.com

WEST PALM BCH, FL

PAGE 1

MV# 79867 VF# 1024070

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR:

RACHAEL BELVILLE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	18	KIA SOUL	KNDJX3AA0		12695/12695		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
15DEC17 DD			17:00 16FEB19		129.00	CASH	20FEB19

R.O. OPENED

READY

OPTIONS:

ENG:1.6_Liter_T/C

16:40 16FEB19 08:02 20FEB19

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A NAPLETON LOANER WHILE CUSTOMER HAD VEHICLE INSPECTED DUE TO FIRE

LOANER NAPLETON LOANER VEHICLE

99 SHOPTECH LIC#:

WK 0.00

0.00

0.00

0

0 TPARTS

0

0 TLABOR

MISC LOANER VEHICLE

WRENK

4620.00

4620.00

TECH: ACTUAL HRS.: 0.00 SOLD HRS.: 0.00

CUSTOMER CAME IN ON 10/4/2018 WITH A COMPLAINT OF VEHICLE WOULD NOT COME OUT OF PARK. ON 10/7/2018 VEHICLE WAS REPORTED TO BE IN A FIRE AT THE DEALERSHIP. KIA PERFORMED AN INVESTIGATION AND ALLOWED CUSTOMER TO STAY IN THE LOANER VEHICLE UNTIL ALL INVESTIGATIONS WERE COMPLETE. ON 2/14/2019 WAS ADVISED HE NEEDED TO RETURN THE LOANER. SEE ATTACHED DOCUMENTS

THANK YOU FOR DOING BUSINESS WITH US. YOUR COMPLETE SATISFACTION IS IMPORTANT TO US. IF YOU HAVE ANY QUESTIONS OR CONCERNS REGARDING YOUR SERVICE VISIT, PLEASE CONTACT OUR SERVICE MANAGER AT

TECH: ACTUAL HRS.: 0.00 SOLD HRS.: 0

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
	0	0			462000	462000	
	462000	*****					

COST, SALE, & COMP TOTALS 462000 462000 0

LIMITED WARRANTY: The only warranties applying to the parts installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first. Seller does not guarantee the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

"This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." (s.559.904(4) The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718, and \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.7185)

A standard charge for supplies and materials is made on each repair order. The amount of this charge will be 10% of the total labor & parts charge. This will be shown in the lower right corner of your invoice in the space provided. The maximum amount charged will be \$50.00.

ALL PARTS NEW OR FACTORY REBUILT UNLESS OTHERWISE INDICATED.

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF INVOICE HEREOF.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	4620.00
TOTAL CHARGES	4620.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	4620.00

NAPLETON NORTHLAKE KIA

CUSTOMER #: [REDACTED]

Palm Beach Gardens, FL [REDACTED]

WORKORDER



Main: [REDACTED]

Fax: [REDACTED]

www.northlakekia.com



WEST PALM BCH, FL [REDACTED]

PAGE 2

MV# 79867 VF# 1024070

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: [REDACTED] BELVILLE, RACHAEL

COLOR:	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	18	KIA SOUL	KNDJX3AA[REDACTED]		12695/	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
15DEC17 DD			17:00 16FEB19			CASH
R.O. OPENED		READY		OPTIONS: ENG:1.6_Liter_T/C		
16FEB2019 16:40						
LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS		
# A	LOANER		WK	NAPLETON LOANER [REDACTED] WHILE CUSTOMER HAD VEHICLE INSPECTED DUE TO FIRE		

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.00.

☐ I REQUEST A WRITTEN ESTIMATE.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED _____
OTHER PERSON WHO MAY AUTHORIZE REPAIRS

DATE: _____
TECHNICIAN COPY

ESTIMATE	DATE	TIME	BY.
CHARGES FOR SERVICES ARE COMPUTED AT A FLAT RATE DIAGNOSTICS CHARGE. THERE WILL BE A MINIMUM LABOR CHARGE OF 1/2 HOUR PER ITEM. THERE IS NO CHARGE FOR ESTIMATE.			
ALL PARTS REMOVED WILL BE DISCARDED UNLESS REQUESTED BY THE CUSTOMER. ☐ SAVE			
METHOD OF PAYMENT ☐ CASH ☐ CREDIT CARD ☐ CHECK			
THE CHARGES WILL BE BASED ON ☐ FLAT RATE ☐ HOURLY RATE ☐ BOTH			
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection.			
*This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal. 16.669.504(4) The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state 16.403.718, and \$1.50 fee to be collected for each new or remanufactured battery sold in the state 16.403.7185			
CUSTOMER'S SIGNATURE X _____			

CUSTOMER-PLEASE NOTE ADDITIONAL INFORMATION BELOW

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate and/or repair order are those that may be warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate and/or repair order. Parts and labor are guaranteed for 12 Months or 12,000 miles, whichever comes first. Seller does not guarantee that the work performed in accordance with this estimate and/or repair order will correct any problem specified on the description of the complaint.

I understand that all parts and accessories sold or used are subject to the Federal Magnusson-Moss Act and the consumer merchandise purchased is under LIMITED WARRANTY by the manufacturer and the written terms and conditions thereof are available for my inspection.

A standard charge for supplies and materials is made on each repair order. The amount of this charge will be 10% of the total labor & parts charge. This will be shown in the lower right corner of your invoice in the space provided. The maximum amount charged will be \$50.00.

STORAGE CHARGES: No storage charges shall accrue or be due and payable for a period of 3 working days from the date you are notified that the work on your vehicle has been completed. After that date, the daily charge or storage of your vehicle will be \$15.00.

CANCELLATION OF REPAIRS: In the event the customer cancels the repair work, the vehicle shall be reassembled to a condition reasonably similar as when received unless the customer waives reassembly or the reassembled vehicle would be unsafe. The repair shop may charge for the cost of teardown, the cost of parts and labor to replace items destroyed by teardown and the cost to reassemble the vehicle.

ARBITRATION AGREEMENT: Customer and the dealer agree that all claims, disputes, or controversies of every kind or nature that may arise between the customer and dealer related to the servicing of the vehicle shall be settled by binding arbitration in accordance with the "Supplementary Procedures For Consumer-Related Disputes" rules of the American Arbitration Association then in effect, such arbitration shall be held in Florida, and judgement upon reward rendered by the Arbitrator(s) may be entered by any court having jurisdiction thereof Initials. _____

NAPLETON NORTHLAKE KIA

CUSTOMER #:

WORKORDER

Palm Beach Gardens, FL



Main:
 Fax:
 www.northlakekia.com



PAGE 1

MV# 79867 VF# 1024070

WEST PALM BCH, FL

HOME: CONT:
 BUS: CELL:

SERVICE ADVISOR: BELVILLE, RACHAEL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	18	KIA SOUL	KNDJX3AA0		12695/	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
15DEC17 DD			17:00 16FEB19			CASH
R.O. OPENED	READY	OPTIONS: ENG:1.6_Liter_T/C				
16FEB2019 16:40						

VEHICLE SERVICE HISTORY

RO#	S/A	MILEAGE	OP CODE	TECH...	TYPE DESCRIPTION
		12695	06DEC18		CLSD DTE
			SUBLET		CRYA SUBLET REPAIR
			9999		CRYAN ALL TIME TOWING 300287
		12695	30OCT18		
			MISC		ISPK GENERAL REPAIR / ADJUSTMENT - SEE TECH
			KCP2		ISPK COMPLIMENTARY MULTI-POINT INSPECTION
			TOW		ISPK TOW IN

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.00.

☐ I REQUEST A WRITTEN ESTIMATE.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED _____ DATE: _____
OTHER PERSON WHO MAY AUTHORIZE REPAIRS _____ TECHNITIAN COPY

ESTIMATE	DATE	TIME	BY.
CHARGES FOR SERVICES ARE COMPUTED AT A FLAT RATE DIAGNOSTICS CHARGE. THERE WILL BE A MINIMUM LABOR CHARGE OF 1 HOUR PER ITEM. THERE IS NO CHARGE FOR ESTIMATE.			
ALL PARTS REMOVED WILL BE DISCARDED ☐ SAVE			
METHOD OF PAYMENT			
☐ CASH	☐ CREDIT CARD	☐ CHECK	
THE CHARGES WILL BE BASED ON			
☐ FLAT RATE	☐ HOURLY RATE	☐ BOTH	
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection.			
This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal. (s.559.904(4) The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718, and \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.7185)			
CUSTOMER'S SIGNATURE X _____			

CUSTOMER-PLEASE NOTE ADDITIONAL INFORMATION BELOW

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate and or repair order are those that may be warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate and or repair order. Parts and labor are guaranteed for 12 Months or 12,000 miles, whichever comes first. Seller does not guarantee that the work performed in accordance with this estimate and or repair order will correct any problem specified on the description of the complaint.	STORAGE CHARGES: No storage charges shall accrue or be due and payable for a period of 3 working days from the date you are notified that the work on your vehicle has been completed. After that date, the daily charge or storage of your vehicle will be \$15.00.
I understand that all parts and accessories sold or used are subject to the Federal Magnusson-Moss Act and the consumer merchandise purchased is under LIMITED WARRANTY by the manufacturer and the written terms and conditions thereof are available for my inspection.	CANCELLATION OF REPAIRS: In the event the customer cancels the repair work, the vehicle shall be reassembled to a condition reasonably similar as when received unless the customer waives reassembly or the reassembled vehicle would be unsafe. The repair shop may charge for the cost of teardown, the cost of parts and labor to replace items destroyed by teardown and the cost to reassemble the vehicle.
A standard charge for supplies and materials is made on each repair order. The amount of this charge will be 10% of the total labor & parts charge. This will be shown in the lower right corner of your invoice in the space provided. The maximum amount charged will be \$50.00.	ARBITRATION AGREEMENT: Customer and the dealer agree that all claims, disputes, or controversies of every kind or nature that may arise between the customer and dealer related to the servicing of the vehicle shall be settled by binding arbitration in accordance with the "Supplementary Procedures For Consumer-Related Disputes" rules of the American Arbitration Association then in effect, such arbitration shall be held in Florida, and judgement upon reward rendered by the Arbitrator(s) may be entered by any court having jurisdiction thereof Initials. _____

Napleton Northlake KIA

INVOICE

Lake Park, FL

Phone:

DATE

CONTRACT #

2/14/2019

BILL TO

VIN

5XXGT4L30

RO #

F252476512110, FL

LINE #	DESCRIPTION	AMOUNT
1	Daily charge for alternate transportation; 132 days at \$35.00	\$4,620.00

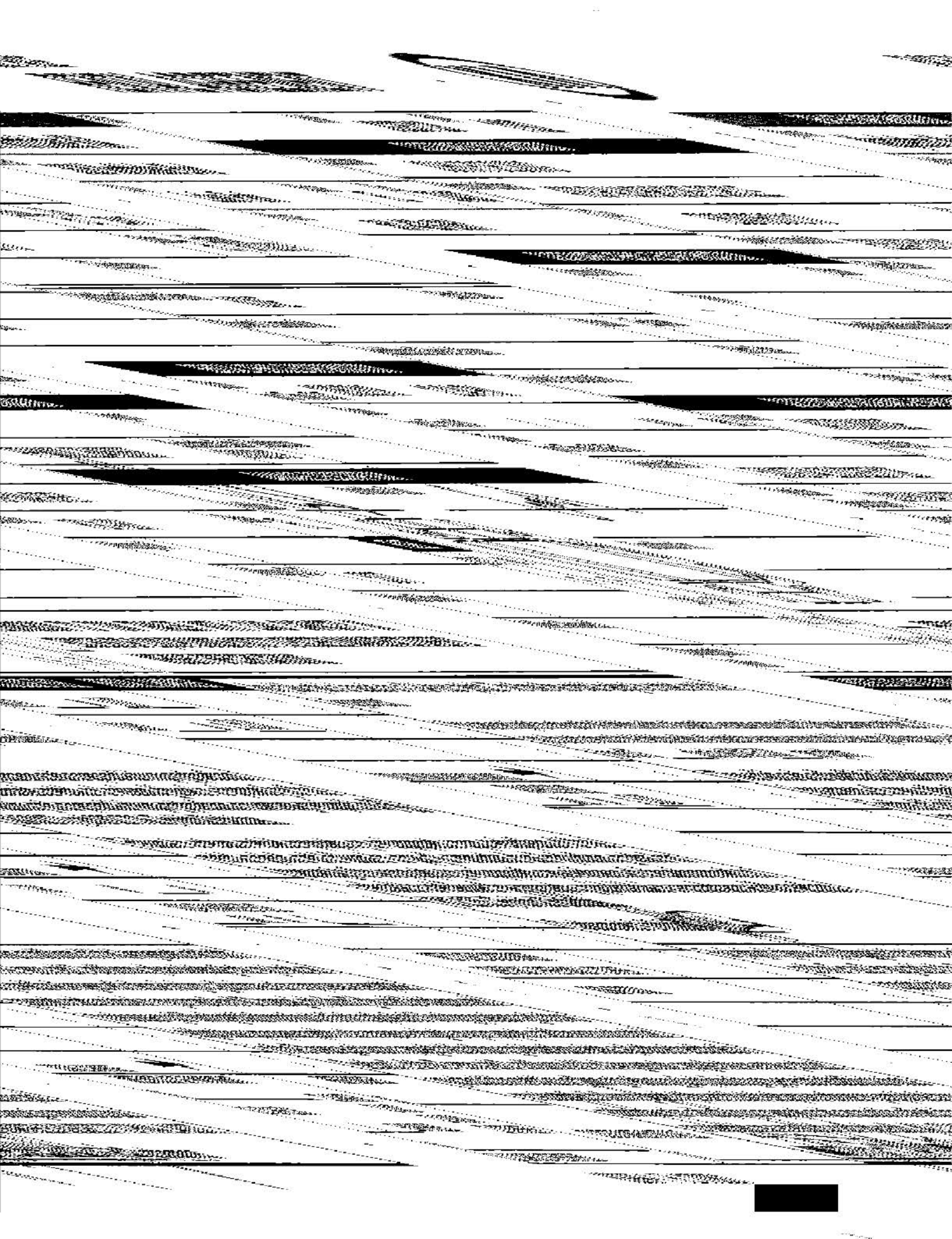
Invoice Total:

\$4,620.00

Invoice for Alternate Transportation

SERVICE ADVISOR	DATE/TIME OUT	DATE/TIME IN	VEHICLE
RACHAEL BELVILLE	10/6/2018 12:34 PM	2/14/2019 1:45 PM	2018 KIA OPTIMA

Thank you, we appreciate your business!



Multi-State Rental Agreement Terms and Conditions ("Terms and Conditions")

1. Definitions. "Agreement" means all terms and conditions found on the "Face Page" and in these Terms and Conditions. "You" or "your" means the person identified as the Customer on the Face Page, each person signing this Agreement, every Authorized Driver and each person or organization to whom charges are billed by us at its or the Customer's direction. You are jointly and severally bound by this Agreement. "We," "us" or "our" means the independent automobile dealer or its affiliate named elsewhere in this Agreement. "Vehicle" means the automobile or truck identified in this Agreement and each vehicle we substitute for it, and all its tires, tools, accessories, equipment, keys and documents. The Vehicle may be a temporary substitute for a Customer-owned or Customer-leased vehicle that you have given us the opportunity to service or repair ("Service Replacement Vehicle"). "Authorized Driver" means: (a) the Customer and the Customer's spouse; (b) additional drivers listed by us in this Agreement; and (c) if the Customer is a business entity, Customer employees who are permissible drivers on the business entity's auto insurance policy. Authorized Drivers are the only persons permitted to drive the Vehicle. Each Authorized Driver must possess a valid driver's license. If the Vehicle is a Service Replacement Vehicle, and the Customer is the title owner of that vehicle, then the Customer and the Customer's spouse must be at least age 18. All other Authorized Drivers must be at least age 21. "Loss of Use" means the loss of our ability to use the Vehicle for any purpose due to damage to it or loss of it during this rental, including uses other than for rental, such as display for rent, display for sale, opportunity to upgrade, opportunity to sell, or transportation of employees. "Daily Vehicle Rate" means the daily time and mileage fee that we typically charge for vehicles of the same type as the Vehicle. "Diminished Value" means the actual cash value of the Vehicle just prior to damage or loss less the value of the Vehicle after repair or replacement. "Charges" means the fees and charges that are incurred under this Agreement. "Vehicle License Fee" means our estimate of the average per day per vehicle portion of our total annual vehicle licensing, titling, and registration costs. "Rental Period" means the period between the time you take possession of the Vehicle until the Vehicle is either returned to or recovered by us and checked in by us.

2. Rental; Consideration; Indemnity and Warranties. This is a contract for rental of the Vehicle offered to you. Your signature on the Face Page is acceptance of this offer and acknowledgment that binding consideration exists, as follows: our opportunity to service or repair a vehicle you left with us; financial benefits we receive from others for the service/repair work; financial benefits we receive from others to obtain and use this Vehicle as a Service Replacement Vehicle; a fee you pay us; and/or the rights and obligations of this Agreement. We may repossess the Vehicle at your expense without notice to you if the Vehicle is abandoned or used in violation of law or this Agreement. You agree to indemnify us, defend us and hold us harmless from all claims, liability, costs and attorney fees we incur resulting from or arising out of this Agreement or your use of the Vehicle. We make no warranties, express, implied or apparent, regarding the Vehicle, no warranty of merchantability and no warranty that the Vehicle is fit for a particular purpose.

3. Inspection; Condition and Return of Vehicle. You must return the Vehicle to our office on the date and time specified on the Face Page with at least as much fuel as when rented, unless we offer, and you purchase, pre-paid fuel. You will check and maintain Vehicle fluid levels. You may extend the Rental Period for up to 1 week if you obtain our consent before the date due, and we may require you to return the Vehicle to our rental office for inspection. The total Rental Period may not exceed 30 days under any circumstances. The Vehicle must be returned in the same condition that you received it except for ordinary wear. If the Vehicle is returned after closing hours, you remain responsible for all damage to or loss of it until we inspect it on reopening for business, and all Charges may continue to accrue. You must obtain our prior written approval before servicing the Vehicle or replacing parts or accessories. You grant us, our agents, assigns and each person with a financial interest in the Vehicle the right to inspect the Vehicle during this rental.

4. Responsibility for Damage or Loss; Reporting to Police. Regardless of fault, you are responsible for theft or loss of the Vehicle and all damage to it, including damage caused by collision, weather, road conditions, acts of nature, theft, and vandalism. Your responsibility includes: (a) all physical damage to the Vehicle measured as follows: (i) if we determine that the Vehicle is a total loss, the actual cash value of the Vehicle; (ii) if we determine that the Vehicle is repairable: (A) the difference between the value of the Vehicle immediately before the damage and the value immediately after the damage; or (B) the reasonable estimated retail value or actual cost of repair plus Diminished Value; (b) Loss of Use, which shall be measured by multiplying the Daily Vehicle Rate by the actual or estimated number of days from the date the Vehicle is damaged until it is replaced or repaired, which you agree represents a reasonable estimate of Loss of Use damages and not a penalty. Loss of Use shall be payable regardless of fleet utilization; (c) a reasonable administrative fee; (d) towing, storage, and impound charges and other reasonable incidental and consequential damages; and (e) all costs associated with our enforcement of this Agreement or collection of Charges, including attorneys' fees, collection fees, and costs whether or not litigation is commenced. You are responsible for replacing missing equipment and Vehicle documents and keys. You must report all Vehicle accidents or incidents of theft and vandalism to us and the police upon discovery.

5. Prohibited Uses. The following uses of the Vehicle are prohibited and constitute material breaches of this Agreement. The Vehicle shall not be used: (a) by anyone who is not an Authorized Driver or not licensed to drive, or by anyone whose driving license is suspended; (b) by anyone under the influence of alcohol, prescription or non-prescription drugs; (c) by anyone who obtained the Vehicle or extended the Rental Period by giving us false, fraudulent or misleading information; (d) for an illegal purpose or in the commission of a crime; (e) to carry persons or property for hire; (f) to tow an object in excess of the 2,000 pounds, unless specifically approved by notation on the Face Page, or to push anything; (g) in a race or speed contest; (h) to teach anyone to drive; (i) outside the United States or Canada, or outside the geographic area described elsewhere in this Agreement, if any; (j) on an unpaved surface; (k) when the odometer has been tampered with or disconnected; (l) when it is reasonable to expect you to know that further operation of the Vehicle would damage it; (m) if applicable, by anyone who lacks experience driving a vehicle with manual transmission; (n) to transport an animal (other than a service animal); (o) to carry more passengers than the number of existing seatbelts; or (p) by anyone sending or reading an electronic message, including text (SMS) messages or emails, while operating the Vehicle. Smoking is prohibited in the Vehicle. PROHIBITED USE OF THE VEHICLE VIOLATES THIS AGREEMENT AND VOIDS ALL LIABILITY AND OTHER INSURANCE COVERAGE (WHERE PERMITTED BY LAW).

6. Insurance. You are responsible for all damage or loss you cause to others. You agree to maintain automobile insurance during the term of this rental agreement which provides to the owner, to us, and to you, the following primary coverage: (a) Bodily injury ("BI") and property damage ("PD") liability coverage; (b) Personal injury protection ("PIP"), no-fault, or similar coverage where required; (c) Uninsured/underinsured ("UM"/"UIM") coverage where required; and (d) Comprehensive and collision damage coverage extending to the Vehicle. Your insurance coverage will provide at least the minimum limits of coverage required by the financial responsibility laws of the state where the loss occurs. Where permitted by law, by signing this Agreement, you reject UM, UIM, and supplemental no-fault or PIP coverages. Where we are required to provide such coverage, you hereby select the minimum limits required by law. Because you are providing auto insurance, we are not. In states where the law requires us to provide insurance, your insurance will be primary. Any insurance we are required to provide applies only to claims of accidental BI and PD resulting from the use of the auto, and is excess to any other valid and collectible insurance whether primary, secondary, excess or contingent. Our insurance policy contains exclusions, conditions, and limitations applicable to anyone claiming coverage. You agree to cooperate with our insurer if any claim is made, and give us immediate notice of damage, claim, or lawsuit against you. Our insurance applies only in the United States and Canada. Engaging in a Prohibited Use described in paragraph 5 or any other material breach of this Agreement will void any insurance coverage.

7. Charges. You permit us to reserve against your payment card at the time of rental a reasonable amount in addition to the estimated total charges. We may use the reserve to pay all Charges. We will authorize the release of any excess reserve upon the completion of your rental. Your payment card issuer's rules will apply to your credit line or account being credited for the excess, which may not be immediately released by your card issuer. You will pay us all Charges, including: (a) taxes and surcharges; (b) a return check fee if you pay us with a check returned unpaid; (c) all expenses we incur recovering the Vehicle if it is not returned to the renting location on the date and time promised; (d) all costs we incur collecting payment from you or otherwise enforcing our rights under this Agreement; (e) a late fee on all Charges that are not paid when due; (f) a reasonable fee not to exceed \$350 to clean the Vehicle if it is returned substantially less clean than when rented; (g) fuel and a refueling fee if you return the Vehicle with less fuel than when rented; (h) applicable time and mileage fee; (i) a mileage charge based on our experience if the odometer is tampered with; (j) towing, storage charges, Tolls, Violations, forfeitures, court costs, penalties and all other costs we incur resulting from your use of the Vehicle; (k) a reasonable fee of up to \$500 if you lose the keys or toll transponder to the Vehicle; and (l) a late fee if you do not return the Vehicle as specified on the Face Page. All Charges are subject to our final audit.

8. Responsibility for Tolls, Traffic Violations, and Other Charges. You are responsible for paying the charging authorities directly all tolls ("Tolls") traffic violations, parking citations, fines for toll evasion, and other fines, fees, and penalties (each a "Violation") assessed against you, us or the Vehicle during the Rental Period. If we are notified that we may be responsible for payment of a Toll or Violation, you will pay us or a processing firm ("Processor") of our choosing an administrative fee of up to \$50 for each such notification. You authorize us to release your rental and payment card information to a Processor for processing and billing purposes. If we or the Processor pay a Toll or Violation, you authorize us or the Processor to charge all payments, service fees and administrative fees to the payment card you used in connection with this rental.

9. Personal Information; Telematic Devices; Communications. You agree that we may disclose personally identifiable information about you to applicable law enforcement agencies or to our affiliates or third parties in connection with our enforcement of our rights under this Agreement and for other legitimate business purposes. The Vehicle may be equipped with global positioning satellite technology or another telematics system, and/or an event data recorder. Your use of this Vehicle may be remotely monitored by us or on behalf of us through such systems. This remote monitoring may include collection of Vehicle data, such as: location, odometer, oil life, fuel level, tire pressure, battery state of charge, diagnostic trouble codes, and other elements we may deem necessary. You should have no expectation of privacy related to your use of this Vehicle. The Vehicle also may be equipped with devices that permit you to pair your own mobile devices, and which may download your personal contacts, communications, location or other digital data. You should delete all personal information from the Vehicle's systems before returning it. To service your account or recover amounts you owe, you agree that we or our assignee may contact you by calling or sending text messages or emails to any email address or telephone number you provide us, including wireless telephone numbers, which could result in additional charges to you. You represent that you are either the owner or primary user of the number(s) and email address you provided. Methods of contact may include pre-recorded/artificial voice messages and/or use of an automatic dialing device. You may revoke your consent at any time by contacting us in writing at the address on the Face Page.

10. Miscellaneous. No term of this Agreement can be waived or modified except by a writing that we have signed or on a form that we provide. This Agreement constitutes the entire agreement between you and us. All prior representations and agreements between you and us regarding the use of the Vehicle are void. Our waiver of a breach of this Agreement, our acceptance of payment from you, or our failure, refusal or neglect to exercise our rights under this Agreement does not constitute a waiver of another provision of this Agreement. You waive all recourse against us for criminal prosecutions we take against you for breach of this Agreement. You release us, our agents, and our employees from all claims for loss of or damage to personal property that was left with us or carried in the Vehicle. If you fail to claim property left in the Vehicle for more than 30 days, we may dispose of that property in a manner we choose. Unless prohibited by law, you release us from all liability for consequential, special or punitive damages in connection with this transaction or the reservation or use of a vehicle. If a provision of this Agreement is deemed void the remaining provisions are valid and enforceable.

RE: RE: MR.FOECKING SOUL

From: Ristow, Ryan [KMA] [REDACTED]

Sent: Thu, Feb 14, 2019 at 11:31 am

To: [REDACTED]

Cc: Valdes, Daniel [KMA]

Hello,

I spoke with the customer and advised that the rental needs to be returned by tomorrow. Any day after tomorrow becomes customer pay.

Best,

Ryan Ristow
National Consumer Affairs
Kia Motors America

Irvine, CA [REDACTED]

Phone: [REDACTED]

Fax: [REDACTED]

kiausa.com

-----Original Message-----

From: [REDACTED]

Sent: Thursday, January 31, 2019 1:00 PM

To: Ristow, Ryan [KMA]

Cc: Valdes, Daniel [KMA]

Subject: RE: RE: [REDACTED]

Good afternoon,

We are now at the end of the month and I still have not heard anything from you on [REDACTED]. I need the vehicle back. Can you please schedule to have it returned to my dealership.

Rachael

-----Original Message-----

From: "Valdes, Daniel [KMA]" [REDACTED]

Sent: Wednesday, January 16, 2019 4:41pm

To: "Ristow, Ryan [KMA]" [REDACTED]

Subject: RE: RE: [REDACTED]

Thank you for the updates.

-----Original Message-----

From: Ristow, Ryan [KMA]

Sent: Wednesday, January 16, 2019 11:35 AM

To: Valdes, Daniel [KMA]; [REDACTED]

Subject: RE: RE: [REDACTED]

Hey Guys,

I reviewed the case with management. I left a VM for the insurance. I am going to inform them if it doesn't happen soon we will pull the rental from the customer. I will advise as soon as I have an update.

Best,

Ryan Ristow
National Consumer Affairs
Kia Motors America
[REDACTED]

Irvine, CA [REDACTED]

Phone: [REDACTED]

Fax: [REDACTED]

[REDACTED]kiausa.com

-----Original Message-----

From: Ristow, Ryan [KMA]
Sent: Wednesday, January 16, 2019 8:03 AM
To: Valdes, Daniel [KMA]; [REDACTED]
Subject: RE: RE: [REDACTED]

Rachael

I apologize. The inspection of this vehicle keeps getting pushed back by a 3rd party. I will see if I can get the exact date. If you need to get that vehicle back, please contact the customer and do what you need to do to advise him the tags have expired. I am still happy to cover the rental cost if he needs to switch into another rental vehicle.

Best,

Ryan Ristow
National Consumer Affairs
Kia Motors America
[REDACTED]

Irvine, CA [REDACTED]

Phone: [REDACTED]

Fax: [REDACTED]

-----Original Message-----

From: Valdes, Daniel [KMA]
Sent: Wednesday, January 16, 2019 4:40 AM
To: [REDACTED] Ristow, Ryan [KMA]
Cc: Valdes, Daniel [KMA]
Subject: RE: RE: [REDACTED]
Importance: High

Hello Ryan,

Can you please assist the dealer with this situation. The dealer really needs to get this vehicle back especially with an expired tag and after 3 months on the road. Please advise at your earliest convenience.

Best Regards,

-----Original Message-----

From: [REDACTED]
Sent: Wednesday, January 16, 2019 7:32 AM



Service Manager
Napleton Northlake Kia
[REDACTED]

-----Original Message-----

From: "Ristow, Ryan [KMA]" [REDACTED]
Sent: Monday, October 29, 2018 11:22am
To: [REDACTED]
Subject: RE: [REDACTED]

Hi Rachael,

We will be sending someone to inspect the vehicle soon. I will advise as soon as I have a date.

Best,

Ryan Ristow
National Consumer Affairs
Kia Motors America
[REDACTED]

Irvine, CA
Phone: [REDACTED]
Fax: [REDACTED]
[REDACTED]

-----Original Message-----

From: Ristow, Ryan [KMA]
Sent: Monday, October 22, 2018 11:05 AM
To: [REDACTED]
Subject: RE: [REDACTED]

Hi Rachael,

The customer advised you are requesting the rental back. I would like to authorize an extension, until I am able to review the updated information with the KMA engineers.

Best,

Ryan Ristow
National Consumer Affairs
Kia Motors America
[REDACTED]

Irvine, CA
Phone: [REDACTED]
Fax: [REDACTED]
[REDACTED]

-----Original Message-----

From: [REDACTED]
Sent: Thursday, October 18, 2018 9:55 AM
To: Ristow, Ryan [KMA]
Subject: RE: [REDACTED]

...ប្រតិបត្តិការ...

...ក្នុងការអនុវត្តន៍...

...ការងារ...

...ការងារ...

...ការងារ...

...ការងារ...

...ការងារ...

...ការងារ...

...ការងារ...

...ការងារ...

...ការងារ...

...ការងារ...

...ការងារ...

...ការងារ...

...ការងារ...

...ការងារ...

...ការងារ...

...ការងារ...

...ការងារ...

...ការងារ...

...ការងារ...

...ការងារ...

...ការងារ...

...ការងារ...

...ការងារ...

...ការងារ...

...ការងារ...

...ការងារ...

...ការងារ...

...ការងារ...

...ការងារ...

...ការងារ...

...ការងារ...

...ការងារ...

...ការងារ...

...ការងារ...

...ការងារ...

...ការងារ...

...ការងារ...

Home > What's My Car Worth > Style > Options & Condition > ! Wagon 4D



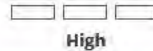
PRIVATE PARTY VALUE

Leverage this value to set your price and negotiate with private-party buyers.

Average Time to Sell:



Level of Effort:



[See Overview of Values](#)

2 See How Others Price Your Car

See what others are asking for your car.

[Search Cars for Sale Near You](#)

3 Place an Ad

Reach serious car shoppers on both KBB.com and Autotrader.

[Get Started](#)



Autotrader

Start the Trade-in Process Online

Plus, get a no-obligation quote for your next car.



Your Trade-in Vehicle
2018 Kia Soul ! Wagon 4D

[Change Vehicle](#)

What Vehicle Are You Shopping For?

Make



Model



[See Local Dealers](#)

Have You Considered

presented by **TOYOTA**



2019 Toyota Corolla



Options shown.

- Explore with more. The technology-packed Corolla.
- Travel fully equipped.
- Roll in style. The eye-catching Corolla.

[Explore now on toyota.com](https://toyota.com)

SPONSORED

Trade Up to a New Car

2019 Kia Soul

Est. \$343/mo*



2018 Volkswagen Golf SportWagen

Est. \$317/mo*



2018 Hyundai Elantra

Est. \$353/mo*



2019 Kia Optima

Est. \$348/mo*



*Based on the Blue Book® Fair Purchase Price (click vehicle to see) for 60 months, 3.19% APR, 20% down & 6.5% tax. For illustrative purposes only and not an offer/commitment to provide credit or financing.

New Car Price Quote

Take Control!

Ask dealers for their best price up front and be more prepared with your free, no-obligation price quote.

Kia

Soul

2018

Base Style

 Find Dealers

Sellers Tools

Give Buyers Confidence

Show them a clean AutoCheck vehicle history report.



Refinance Your Car

Compare loan offers from multiple lenders to see if you can lower your monthly payment.



Save on Auto Insurance

New car insurance customers report an average annual savings of over \$500 with Geico.



Sellers Information

10 Steps for Selling Your Car

Our experts walk you through the steps. [Get the Details](#)

How to Improve Resale Value

Whether selling or trading in, get the most for your car with these tips. [Watch video](#)

[Home](#) > [What's My Car Worth](#) > [Style](#) > [Options & Condition](#) > ! Wagon 4D**PRIVATE PARTY VALUE**

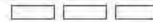
Leverage this value to set your price and negotiate with private-party buyers.

Average Time to Sell:



DAYS

Level of Effort:



High

[See Overview of Values](#)

2 See How Others Price Your Car

See what others are asking for your car.

[Search Cars for Sale Near You](#)

3 Place an Ad

Reach serious car shoppers on both KBB.com and Autotrader.

[Get Started](#)**Autotrader**

Start the Trade-in Process Online

Plus, get a no-obligation quote for your next car.



Your Trade-in Vehicle
2018 Kia Soul ! Wagon 4D

[Change Vehicle](#)

What Vehicle Are You Shopping For?

Make



Model

[See Local Dealers](#)

More Shopping Tools

presented by



The 2018 Kia Forte



- [Learn More](#)
- [Find a Dealer](#)
- [Special Offers](#)

- [Build & Price](#)
- [Inventory](#)
- [Gallery](#)

Disclaimer

SPONSORED

Trade Up to a New Car

2019 Kia Soul

Est. \$343/mo*

2018 Volkswagen Golf
SportWagen

Est. \$317/mo*



2018 Hyundai Elantra

Est. \$353/mo*



2019 Kia Optima

Est. \$348/mo*



*Based on the Blue Book® Fair Purchase Price (click vehicle to see) for 60 months, 3.19% APR, 20% down & 6.5% tax. For illustrative purposes only and not an offer/commitment to provide credit or financing.

New Car Price Quote

Take Control!

Ask dealers for their best price up front and be more prepared with your free, no-obligation price quote.

Kia ▼

Soul ▼

2018 ▼

Base Style ▼

 Find Dealers

Sellers Tools

Give Buyers Confidence

Show them a clean AutoCheck vehicle history report



Refinance Your Car

Compare loan offers from multiple lenders to see if you can lower your monthly payment



Save on Auto Insurance

New car insurance customers report an average annual savings of over \$500 with Geico



Sellers Information

10 Steps for Selling Your Car

Our experts walk you through the steps. [Get the Details](#)

How to Improve Resale Value

Whether selling or trading in, get the most for your car with these tips. [Watch video](#)

Home > What's My Car Worth > Style > Options & Condition > ! Wagon 4D



TRADE-IN VALUE

This estimated value helps you confidently negotiate with dealers.

Average Time to Trade-In:



DAYS

Level of Effort:



Medium

[See Overview of Values](#)

Condition: Good

Valid for ZIP Code [REDACTED] through 02/22/2019

Overall Consumer Rating 4.6 / 5

★★★★☆ 98 Ratings

[Write a review](#)

2 Start the Trade-in Process Online

Plus, get a no-obligation quote for your next car.



Your Trade-in Vehicle
2018 Kia Soul ! Wagon 4D

[Change Vehicle](#)

What Vehicle Are You Shopping For?

Make

Model

[See Local Dealers](#)

3 Shop for Your Next Car

Browse photos, read reviews, see pricing and more.

New

Make

Model

[Take a Look](#)

More Shopping Tools

presented by



The 2018 Kia Forte

- [Learn More](#)
- [Find a Dealer](#)
- [Special Offers](#)
- [Build & Price](#)
- [Inventory](#)
- [Gallery](#)

Disclaimer

SPONSORED

New Car Price Quote

Take Control!
Ask dealers for their best price up front and be more prepared with your free, no-obligation price quote.

Kia

Soul

2018

Base Style

Find Dealers

Sellers Tools

Give Buyers Confidence

Show them a clean AutoCheck vehicle history report



Refinance Your Car

Compare loan offers from multiple lenders to see if you can lower your monthly payment



Save on Auto Insurance

New car insurance customers report an average annual savings of over \$500 with Geico



Sellers Information

10 Steps for Selling Your Car

Our experts walk you through the steps. [Get the Details](#)

How to Improve Resale Value

Whether selling or trading in, get the most for your car with these tips. [Watch video](#)

THIS
SIDE
DOWN

SN: [REDACTED]



MEID: [REDACTED]



P/N: [REDACTED]

FCC ID: [REDACTED]



Kia Motors Corp. of America
Page 1 of 1

Date prepared October 19, 2018
Claim number [REDACTED]
Policy number [REDACTED]
Questions? Contact Claims Associate
Robert Opalenik
[REDACTED] nationwide.com
Phone [REDACTED]
Fax [REDACTED]

Kia Motors Corp. of America
[REDACTED]
Irvine, CA [REDACTED]

**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 October 7, 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:	October 7, 2018
Vehicle type:	2018 KIA SOUL EXCL
VIN:	KNDJX3AAC [REDACTED]
Vehicle location:	Copart, [REDACTED] West Palm Beach FL [REDACTED]

RECEIVED

OCT 26 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] nationwide.com.

Sincerely,

Robert Opalenik
Nationwide Insurance Company of America
One Nationwide Gateway
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.

14135006919016















