

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

SPORTAGE

2017 SPORTAGE_ACCIDENT
SCRIPTS_ALLEGED DEFECT
B_EXPANDED SCOPE

Accident Report

Case [REDACTED]

Report Details

1. Who owns the vehicle?

[REDACTED] <Provide driver's name, address & phone>

2. Who was driving the vehicle or who was the last person to drive the vehicle?

[REDACTED] <Provide driver's name, address & phone number>

3. What is the age of the driver?

[REDACTED] <Driver's age>

4. How many other passengers were in the vehicle?

None
<Number of passengers>

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

n/a <Passenger positions, names & ages>

6. Were there any objects in the luggage compartment, passenger compartment, being towed, or otherwise attached to the vehicle's exterior?

No

7. What was the date & time of the incident?

4/30/17 about 6-6:30 pm <Date & time>

8. What time was 911 called?

no <Time>

9. Describe the road & weather conditions at the time of the incident.

Cloudy not raining and the road was dry
<Road & weather conditions>

10. Were there any injuries (describe injuries)?

No No

11. Describe the incident in detail including when & where the burning smell, smoke, and fire were first observed.

As he was coming up [REDACTED] Pkwy it started to buck and just died
he tried to restart it
He was in the right lane - there was no where for him to pull over it just stopped He put the hazards
He checked to see if there was anything on in the dash - he tried to turn on the radio or anything
He called me and while he was sitting in the car he saw smoke coming from under the hood
I told him to call the towing company and get out of the car
He waited until the tow truck got there - there was a bad burning smell
there was never any flames -
the tow truck told us to get away from the car and he opened the hood
the smoke kept billowing out of the car
then the tow truck towed it to Gateway Kia

<Description of incident>

12. Was the engine on, off or in accessory mode?

<Engine On> How long was the engine running before the incident occurred?

13. Were any warning lights on or recent service done prior to the incident?

No

14. Have there ever been any aftermarket accessories installed on the vehicle?

When we bought the car they put in an automatic start
They threw that in with the sale
I think they took it somewhere to have it installed
Yes <Description>

15. What is the closest address or cross streets, city, and state to where the incident happened?

Roseland NJ on [REDACTED] and [REDACTED]
<Location info>

16. Describe all structures and/or vehicles involved & any damage that occurred to each one. <Document vehicle information - make, model, model year>

There was not structures involved
The whole motor is shot and has to be replaced
<Description>

If any structure or other vehicle was involved, what was their distance & orientation with respect to the Kia vehicle?

17. Which fire agency responded?

No <Name of fire department>

18. What is the fire report number?

N/A <Fire report number>

19. Where is the vehicle now?

At Gateway Kia <Vehicle location>

20. Have any repairs been completed?

They tried to put in a new starter on Mon but the car died again Yes <Description>

21. Was the insurance company contacted?

No

22. Have you settled with the insurance company?

No

23. What action are you requesting of Kia?

I just never had this happen

I am leery about taking the veh back

I asked a lemon law attorney and he said that I had to take the car back because it was only one time
the attorney did suggest that I call Kia

the dealer didnt even tell us about how to get reimbursed for the tow <Resolution sought>

In order to consider your request, we will need you to provide us with copies of:

(1) Fire report (if available)

(2) Clear pictures of vehicle (front, rear, side views) and any damage

Accident Report

Case



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?

1

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

Driver's seat

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?

09/06/2018 18:49:00

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

Just our Vehicle.

B-2) What time was 911 called?

11:49

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

Sunny

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

The engine had been running rough over the weekend. The engine was smoking. [REDACTED] thought veh was out of coolant. Tried to get to the main road and flames started coming out from the hood.

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

Yes

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

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?

Davenport, Florida Intersection of [REDACTED] and [REDACTED]

C-1) Which fire agency responded?

Unknown

C-2) What is the fire report number?

Unknown

D-1) Where is the vehicle now?

Unknown. Geico Towed

D-2) Have any repairs been completed?

N. Vehicle is a total loss

D-3) Was the insurance company contacted?

Yes

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

Yes

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

The insurance only paid part. The GAP insurance will not pay off the remaining \$3000+, and assistance with getting another vehicle.

Accident Report

Case [REDACTED]

Report Details

A-1) Who owns the vehicle?

[REDACTED]

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

[REDACTED]

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

[REDACTED]

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

0

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

NA

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?

05/23/2017 22:20:00

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

NA

B-2) What time was 911 called?

3:20pm, right when it happen

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

It was mid-day traffic. Sunny probably low to mid 80's. It was a regular Rd, normal condition.

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

No

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

I just got off interstate and I was sitting 3rd car back at red light. And I first smelt what was like an electrical smell, right after that brown smoke starting rolling out from under the hood. Within seconds flams start from the side to the hood. So I went to unlock the door or roll down the window but neither one would work, so I was trapped in the veh. Im not sure how, I dont know if I turned the veh off or what, but I was able to open the door. All I rememeber is grabbing my phone and getting out of there.

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?

Yes, I just left the DLR probably at 245PM and this happened at 320PM. This was my first oil change.

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?

████ and Highway █████ New Braunfels, TX

C-1) Which fire agency responded?

The New Braunfels Fire Department

C-2) What is the fire report number?

I wasn't given one

D-1) Where is the vehicle now?

Its in a wrecker yard. Acer's Towing. [REDACTED] New Braunfels TX [REDACTED] 3.

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?

My insurance adjuster said that they were going to meet with the Kia people there at the yard. At this point I don't really know.

Accident Report

Case [REDACTED]

Report Details

1. Who Owns the Vehicle?

[REDACTED]
[REDACTED]

Stafford, VA

claim no. usaa [REDACTED] <Provide Owner Name, Address, and Phone>

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

[REDACTED]
[REDACTED]

Stafford, VA [REDACTED] <Provide Driver's Name, Address, and Phone>

3. Do You Own the Vehicle?

No

4. What is the Age of the Driver?

[REDACTED] <Driver's Age>

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

January 4, 2017, 9 am <DATE> and <TIME>

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

Weather was clear, roads were dry. <ROAD & WEATHER CONDITIONS>

7. What Speed was the Vehicle Traveling?

35 mph <VEHICLE SPEED>

8. Were any Other Vehicles Involved in the Accident?

No

9. Were There Any Injuries?

No

10. Was Anyone Taken by Ambulance to The Hospital?

No

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

No

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

This took place on [REDACTED]

I had driven about 20 miles after I picked veh up.

About 1/4 mile from the gate, I though I smelled smoke.

There were no warning lights or indicators on.

I noticed the car in back of me was flashing its lights at me.

I pulled over and saw flames from under the hood.

I turned the ignition off and got out of the car.

There were flames around the driver's door.

The flames were about 20' high.

I walked about 50 yards away and the car was engulfed in flames.

It burned to the ground.

A Colonel I work with was approaching from the other direction and called 911.

Base police and fire departments responded.

As I looked at the car, I saw fluid dripping and on fire under the car.

There was a trail of fluid for about 50 yards before I pulled over.

I called [REDACTED] and they towed the vehicle away. <INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>

13. Were the Police Contacted?

Yes

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

Quantico military police and fire <Officer Name, Department, Badge>

15. What is the Police Report Number?

Unknown <POLICE REPORT NUMBER>

16. Was the Insurance Company Contacted?

USAA

Claim no. usaa [REDACTED] 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?

Unknown. Enterprise took it. <VEHICLE LOCATION>

20. Have Any Repairs Been Completed?

No

21. Were Parties Wearing Seatbelts?

Yes

22. Did the Airbag(s) Deploy?

No

23. Was Airbag Light on prior to accident?

No

24. What action are you requesting of Kia?

I just want to start this and see where it goes.

I've been in the Marine Corps for 27 years, a jet pilot.

This was a life-threatening event.

I walked away, but my wife would have panicked and been burned alive.

Enterprise does not seem to care at all. They have not called or anything. <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)

Not Applicable

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?

no one

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?

none

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?

07/23/2017 21:15:00

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

no other damage

B-2) What time was 911 called?

5:15 pm

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

clear and hot, this is AZ

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

the vehicle had been off for a couple of hours, a neighbor knocked on my door and told me that my vehicle was on fire

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

engine off, vehicle locked

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?

home address, in the driveway

C-1) Which fire agency responded?

Bullhead City Fire and Police

C-2) What is the fire report number?

no, i dont have it

D-1) Where is the vehicle now?

home address

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 need to know if this is a common thing with your vehicles. I would like KIA to look at the vehicle, i might not ever buy another KIA because of this.

Accident Report

Case [REDACTED]

Report Details

1. Who owns the vehicle?

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

2. Who was driving the vehicle?

no one was driving <Provide Driver's Name, Address, and Phone>

3. What is the age of the driver?

[REDACTED] vehicle was parked <Driver's Age>

4. How many other passengers were in the vehicle?

no passengers <Number of passengers in the vehicle>

5. Where was each passenger sitting in the vehicle & what is each person's name & age?

no passengers <Provide passenger(s) location in the vehicle, name & age.>

6. Was each occupant wearing his/her seatbelt and if children involved, were they secured in child seats?

no passengers Yes <If children involved & secured in child seats, what type of child seat (rear facing, forward facing, booster), attachment method used to secure the child seat to the vehicle (vehicle's seatbelt or latch system).>

7. Were there any objects in the luggage compartment, in the passenger compartment, being towed or attached to the vehicle's exterior?

No

8. What was the date and time of the accident?

3/5/17 approx about midnight to 12:30 am <DATE> and <TIME>

9. Describe the road & weather conditions at the time of the accident.

weather was clear <ROAD & WEATHER CONDITIONS>

10. Did the airbag(s) deploy?

n/a Yes <Document which airbags deployed.>

11. Was airbag light on prior to accident?

n/a Yes <Please describe where the light is located (i.e. on the instrument cluster or near the center of dashboard)>

12. Were there any injuries?

No

13. Was anyone taken by ambulance to the hospital?

No

14. Is anyone currently under medical attention for this incident?

No

15. Describe the incident in detail, including the approximate vehicle speeds at the time of the incident.

vehicle was parked on the street, the vehicle had been parked since 10:30. It was right in front of a park, locked the doors and went home. Ate dinner, fell asleep, i woke up to firefighters putting out my car. It was completely gone. the only thing left was the alternator. <INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>

16. What is the closest address or cross streets, city, and state to where the incident happened?

██████████, parked in front of <Provide address or cross streets, city, state>

17. Describe all vehicles involved & any damage that occurred to each one.

just this vehicle <Document vehicle information - make, model, model year>

18. Were the police contacted?

Yes

19. Which police agency was contacted?

LA county sherrif's dept <Name of local police, sheriff, or state/highway patrol agency.>

20. What is the name of the officer, department, and badge number?

V Rodriguez, Norwalk Sherriff's station <Officer Name, Department, Badge>

21. What is the police report number?

 <POLICE REPORT NUMBER>

22. What is the Kia license plate & state?

No response selected.

23. Was the vehicle driven or towed from the scene?

neither, vehicle is where the incident occurred. Driven

24. Where is the vehicle now?

 Norwalk CA  <VEHICLE LOCATION>

25. Have any repairs been completed?

No

26. Was the insurance company contacted?

Wawanesa [REDACTED], no assigned agent, tracking number [REDACTED] Yes, <Name, Address, and Phone of Insurance Company, Policy #, and Claim #>

27. Have you settled with the insurance company?

No

28. What action are you requesting of Kia?

I want to know this happened, what happened. I want KIA to pay off this vehicle, reimburse me. KIA needs to make this right. My kids could have been in that car. <RESOLUTION SOUGHT>

29. 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)

Not Applicable

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?

n/a

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

0

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?

0

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?

09/25/2017 17:45:00

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

only damage was to entire front end of veh and slight damage to interior dash

B-2) What time was 911 called?

1:45pm

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

Clear and sunny

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

n/a

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

Got a call at 1:45 pm stating veh was on fire.

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

off

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

no

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

no

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

██████████ rock hill sc ██████████

C-1) Which fire agency responded?

City of Rock Hill FD

C-2) What is the fire report number?

don't have right now

D-1) Where is the vehicle now?

Service Kings Collision Center in Rock Hill. Think Insurance company is going to relocate it.

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?

Been a Kia owner for 20 years. Not sure what would like from Kia.

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

just [REDACTED]/was not in the veh

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?

10/02/2017 20:45:00

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

clear/sunny

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

C-1) Was the Police Contacted?

Yes

C-2) Was the Insurance Company Contacted?

Yes

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

Metlife, claim [REDACTED]

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.

salvage yard

C-5) Have Any Repairs Been Completed?

No

C-6) Were Parties Wearing Seatbelts?

Yes

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

the dlr changed my Oil, and i drove away, i smelled burning oil, but i thought it would go away, i drove 23 miles i was in there 5 mins and the car caught fire

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?

The sales person from the dealership was driving it and delivering it to the house.

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

NA

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

Driver side

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?

04/13/2016 20:00:00

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

It burnt the inside of my engine compartment

B-2) What time was 911 called?

NA

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

It was average temperature, no rain, it was a normal 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

The sales person drove the vehicle up. When he parked the car there was smoke that was coming out of the hood. The salesman got out of the car and lifted the hood. The engine compartment was on fire. My landscaper happened to be there and had water to put out the fire. Had he not been there it may have been worse.

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

The engine was on and running but that is all I know because I wasn't driving it.

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

I don't know I wasn't driving the vehicle.

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

Not that I know of

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

██████████ WASHOUGAL, WA ██████████

C-1) Which fire agency responded?

NA

C-2) What is the fire report number?

NA

D-1) Where is the vehicle now?

At home.

D-2) Have any repairs been completed?

Yes

D-3) Was the insurance company contacted?

No

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

NA

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

It's not for this incident but should be combined with the recent engine replacement as well as the damage that was done due to the fire. I want to be totally fair about what happened. I don't want to scam anyone. Whatever Kia feels would be appropriate.

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

RENTER [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?

02/11/2018 23:30:00

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

IN PARKING LOT AT [REDACTED]

A-7) What Speed was the Vehicle Traveling?

0

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?

0

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

0

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

0

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

02/11/2018 23:31:00

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

NONE JUST THE CAR

B-2) What time was 911 called?

3:10

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

clear /34 degrees

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

Cust had rented car only had it for 2 hours brought it back because of it smoking and once she dropped the veh off is when it caught on fire and the fire dept came and put it out

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

engine was off

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?

██████████ SHREEVPORT ,LA ██████████

C-1) Which fire agency responded?

SHREEVPORT FIRE DEPT (AIRPORT)

C-2) What is the fire report number?

NONE AS OF YET

D-1) Where is the vehicle now?

████ LOT

D-2) Have any repairs been completed?

NONE TOTAL LOSS

D-3) Was the insurance company contacted?

NO SELF INSURED

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

NO

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

TO REPLACE VEH OR GET VREFUND FOR VEH

Accident Report

Case [REDACTED]

Report Details

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

SPORTAGE

2017 SPORTAGE_CA
REPORTS_ALLEGED DEFECT
B_EXPANDED SCOPE

Kia Motors America

Consumer Affairs Department

Page 1 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDPM3AC1H7	[REDACTED]	[REDACTED]	4,150
San Antonio TX, [REDACTED]	Prod. Date: 05/18/2016		Dealer: [REDACTED]	World Car KIA North	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

*** 05/25/2017 08:07:18 (GMT-07:00) Arizona ***

Contact = [REDACTED], Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 05/25/2017 08:06:39 (GMT-07:00) Arizona and created by Justina Sinclair ***

Customer alleges vehicle caught on fire, contact customer. Gather script and dispatch case to NCA

*** 05/25/2017 08:21:12 (GMT-07:00) Arizona ***

Assigned to WIPBin default of Jessica Weaver by Justina Sinclair

Reason:

*** Phone - Call - Outbound created on 05/25/2017 08:24:18 (GMT-07:00) Arizona and created by Jessica Weaver ***

Writer called cust @ [REDACTED]

Writer states:

1. KMA has been alerted of concerns with veh
2. Would like to collect information
3. Would you have the time?

Cust states:

1. I am currently driving
2. Can I call back

Writer states:

1. Yes, please call the 1800#, option 4 , and reference your phone number

Cust states:

1. Ok thank you

*** 05/25/2017 09:52:34 (GMT-07:00) Arizona ***

Case moved into WIPBin default and Sub Status of Assigned

*** Phone - Call - Outbound created on 05/25/2017 08:28:20 (GMT-07:00) Arizona and created by Jessica Weaver ***

Writer called cust @ [REDACTED]

Writer states:

1. Calling to follow up
2. Would you have the time to answer a few questions?

Cust states:

1. Yes

Writer states:

1. Ran accident script
2. Informed case will be sent to another department for handling
3. Will receive callback within 1-2 business days
4. Are you able to take case number ?

Cust states:

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPM3AC1H7			4,150
San Antonio TX,		Prod. Date: 05/18/2016	Dealer:		World Car KIA North

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

1. I don't have a pen

Writer states:

1. If questions, please call the 1800#, option 4 , and reference your phone number

Cust states:

1. Ok thank you

*** 05/25/2017 14:27:15 (GMT-07:00) Arizona ***

Case moved into WIPBin 4. Thursday and Sub Status of Assigned

*** Phone - Call - Inbound created on 05/25/2017 17:46:43 (GMT-07:00) Mountain Time (US & Canada) and created by Julie Miller ***

Declined for:

1. Complete "draft" activity

*** Phone - Others created on 05/25/2017 14:23:49 (GMT-07:00) Arizona and created by Jessica Weaver ***
Dispatching to NCA

1. Cust alleges veh caught fire
2. Cust aware case being sent
3. Please review and assist

*** 05/26/2017 06:23:48 (GMT-07:00) Arizona ***

Dispatched from WIPBin = ECR to Queue National CA by Jessica Weaver

Reason: Cust alleges fire

*** 05/26/2017 07:43:06 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** 05/26/2017 07:49:05 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin 1. Call to Customer of Ryan Ristow by Jeff Stroup

Reason:

*** Phone - Call - Inbound created on 05/26/2017 08:03:49 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wrt left a VM for the customer. Pending a C/B.

*** Others - Others created on 05/26/2017 08:04:55 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

*** 05/25/2017 08:08:10 (GMT-07:00) Arizona ***

Contact = , Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 05/25/2017 08:06:38 (GMT-07:00) Arizona and created by Erika Lento ***

Eileen Insurance agent:
my customer's vehicle caught on fire

Wrt states:

- 1.apologized
- 2.ran script
- 3.Our national team will be in contact

Insurance states:

- 1.Please have them keep me in the loop

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Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPM3AC1H7			4,150
San Antonio TX,		Prod. Date: 05/18/2016	Dealer:		World Car KIA North

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** 05/25/2017 15:31:30 (GMT-07:00) Arizona ***

Dispatched from WIPBin = default to Queue National CA by Erika Lento

Reason:

*** 05/26/2017 07:43:26 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** 05/26/2017 07:52:07 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin 1. Call to Customer of Ryan Ristow by Jeff Stroup

Reason:

*** Others - Others created on 05/26/2017 08:05:15 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Previous logged note is duplicated case notes.

*** Phone - Call - Outbound created on 05/26/2017 13:06:24 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wrt left a VM for insurance rep Eileen.

*** Phone - Call - Inbound created on 05/26/2017 13:08:04 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Customer left a VM requesting a C/B.

Wrt left the customer a VM.

*** Phone - Call - Inbound commitment created on 05/26/2017 13:08:35 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/02/2017 and created by Ryan Ristow ***

*** 05/26/2017 13:09:03 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 1. Call to Customer and Sub Status of Assigned

*** Phone - Call - Inbound commitment fulfilled on 05/26/2017 14:39:50 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/02/2017 closed by Ryan Ristow ***

The customer called in:

1. Returning your call.

Wrt replied:

1. Yes, wanted to request a photo of the concern to go over with out Kia engineers.
2. Please email it to me and I will review it with them as quickly as possible.

The customer replied;

1. Okay, thanks for the help.

*** Phone - Call - Inbound commitment created on 05/26/2017 14:40:02 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/02/2017 and created by Ryan Ristow ***

*** 05/30/2017 09:36:07 (GMT-08:00) Pacific Time (US & Canada) ***

Hart photo.jpg added by Ryan Ristow on 05/30/2017 09:36:07

*** Phone - Call - Inbound commitment fulfilled on 05/31/2017 15:56:41 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/02/2017 closed by Ryan Ristow ***

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		C	KNDPM3AC1H7		4,150
San Antonio TX,		Prod. Date: 05/18/2016	Dealer:		World Car KIA North

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Photo was attached to the case.

*** Phone - Call - Outbound created on 05/31/2017 15:56:43 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wrt contacted the customer:

1. Calling in regards to the vehicle.
2. I reviewed with the KMA engineers and they recommended treating this as an insurance claim.
3. If the insurance found a manufacturers defect the would reach out us in a subrogation.
4. Explained subrogation.

The customer replied:

1. How would this happen right after an oil change?

Wrt replied:

1. That would be based off of what the insurance finds in their investigation.

*** Phone - Call - Outbound created on 05/31/2017 16:00:07 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wrt contacted the insurance rep and left a VM:

1. Please give me a call back

*** Phone - Call - Inbound commitment created on 05/31/2017 16:01:01 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/01/2017 and created by Ryan Ristow ***

*** 05/31/2017 16:07:56 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 5. Review and Sub Status of Assigned

*** Phone - Call - Inbound commitment fulfilled on 06/02/2017 08:03:25 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/01/2017 closed by Ryan Ristow ***

Wrt contacted the customer:

1. Calling in regards to the customer's claim.
2. We feel that this would best be served as an insurance claim.
- 3.If you are able to find a concern, we would expect you to subrogate.
4. Maybe you would like to invite the people who performed the initial oil change to the inspection.

Eileen replied;

- 1.Okay, that is fine.

*** 06/02/2017 08:03:48 (GMT-08:00) Pacific Time (US & Canada) ***

Closed with Resolution Code : Information Given

*** 06/30/2017 16:13:07 (GMT-08:00) Pacific Time (US & Canada) ***

Reopened with Sub Status of Working

*** Others - Others created on 06/30/2017 16:13:15 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Tread review complete.

*** 06/30/2017 16:13:53 (GMT-08:00) Pacific Time (US & Canada) ***

Closed with Resolution Code : Information Given

[Resolution Summary]

Case closed pending customer contact.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPM3AC1H7			4,150
San Antonio	TX,	Prod. Date: 05/18/2016	Dealer:		World Car KIA North

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** 08/23/2017 08:33:38 (GMT-08:00) Pacific Time (US & Canada) ***

Reopened with Sub Status of Working

*** Phone - Call - Outbound commitment created on 08/23/2017 08:33:41 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/30/2017 and created by Ryan Ristow ***

*** 08/23/2017 08:34:15 (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 08/23/2017 08:38:46 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/30/2017 closed by Ryan Ristow ***

Insurance rep called back:

1. We are planning a joint inspection soon.
2. Would you like to attend?

Wrt replied;

1. Please send the letter and I can review with the KMA engineers.

*** Email - External Email Received commitment created on 08/23/2017 08:38:48 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/30/2017 and created by Ryan Ristow ***

*** Fax - Fax Received created on 08/24/2017 11:37:47 (GMT-08:00) Pacific Time (US & Canada) and created by Brecon Crosby ***

NCA rec'd fax. States:

1. We are independent adjusters assisting Hochheim Prairie Insurance.
2. Please direct all responses and future correspondence to the address below.
3. Fire occurred shortly after an oil change.

Attaching to case.

*** Others - Others commitment created on 08/24/2017 12:31:52 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/25/2017 and created by Ryan Ristow ***

*** Others - Others commitment created on 08/24/2017 12:31:52 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/28/2017 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 08/28/2017 11:20:36 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/28/2017 closed by Ryan Ristow ***

Wrt reviewed with the KMA engineers.

*** Email - External Email Sent created on 08/28/2017 11:20:37 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Eileen,

I was able to review with the KMA engineers. They informed me that they would not be able to make the inspection in a timely manner. They requested that the inspection continue without them. Please keep us updated with what is found and I will review any new information with the KMA engineers.

Best,

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPM3AC1H7			4,150
San Antonio TX,		Prod. Date: 05/18/2016	Dealer:		World Car KIA North

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 fulfilled on 08/28/2017 11:21:11 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/30/2017 closed by Ryan Ristow ***

*** 08/28/2017 11:21:14 (GMT-08:00) Pacific Time (US & Canada) ***

Closed with Resolution Code : Information Given

[Resolution Summary]

Case closed pending customer contact.

*** 02/19/2018 10:24:27 (GMT-08:00) Pacific Time (US & Canada) ***

Reopened with Sub Status of Working

*** Others - Others commitment created on 02/19/2018 10:24:33 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/20/2018 and created by Ryan Ristow ***

*** 02/19/2018 10:48:23 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 1. Intro Calls and Sub Status of Working

*** Others - Others commitment created on 02/19/2018 10:24:33 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/22/2018 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 02/21/2018 13:07:17 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/22/2018 closed by Ryan Ristow ***

Wrt reviewed with KMA engineers:

1. Contact dealer and request what they found from their inspection as well.

*** Email - External Email Received created on 02/21/2018 13:07:43 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Mr. Ristow,

Please find attached the C&O report completed by Rimkus, Inc. and the associated update from our independent adjuster. If you require anything further, I will be the point of contact from this point forward and will be happy to assist.

Thank you,

*** Email - External Email Sent created on 02/21/2018 13:09:04 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Hello ,

It appears that your dispute is with the dealership, however if you are putting KMA on notice as well please keep the vehicle available for inspection.

Best,

*** Phone - Call - Outbound created on 02/21/2018 14:01:18 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wrt left a VM for the svc mgr.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPM3AC1H7			4,150
San Antonio TX,		Prod. Date: 05/18/2016	Dealer:		World Car KIA North

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** Phone - Call - Inbound commitment created on 02/21/2018 14:01:37 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/23/2018 and created by Ryan Ristow ***

*** 02/21/2018 14:02:00 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1. Intro Calls and Sub Status of Working

*** Phone - Call - Inbound commitment fulfilled on 02/21/2018 14:28:53 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/23/2018 closed by Ryan Ristow ***

Svc mgr contact wrt:

1. I am new.
2. I am unaware of anything like this.
3. I will ask around and get back to you.

Wrt replied:

1. Okay, I appreciate it!

*** Phone - Call - Outbound created on 03/06/2018 15:29:13 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wrt contacted the svc mgr:

1. Requested info.

Svc Mgr replied;

- 1 I passed that off to the GM.

Wrt replied:

1. Can you provide his contact?

The svc Mgr replied:

- 1 worldcar.com

*** Email - External Email Sent created on 03/06/2018 15:30:21 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wrt emailed the general manager:

Hello,

I received your email from the service manager Matthew. I am reaching out in regards to the above VIN. The insurance reached out to us stating that they inspected the vehicle with your dealer and would be pursuing the claim with you. I was wondering if you would be willing to share the report from your side of the inspection so that I may review and compare that to what the insurance provided with the engineers.

Best,

*** Email - External Email Received commitment created on 03/06/2018 15:30:50 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/08/2018 and created by Ryan Ristow ***

*** Email - External Email Received commitment created on 03/06/2018 15:30:50 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/08/2018 and created by Ryan Ristow ***

Wrt left a message for the GM.

*** Email - External Email Received commitment created on 03/06/2018 15:30:50 (GMT-08:00) Pacific Time (US &

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDPM3AC1H7	[REDACTED]	[REDACTED]	4,150
San Antonio TX, [REDACTED]	Prod. Date: 05/18/2016		Dealer: [REDACTED]	World Car KIA North	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Canada) with Commitment Date 03/09/2018 and created by Ryan Ristow ***

*** Email - External Email Received commitment created on 03/06/2018 15:30:50 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/14/2018 and created by Ryan Ristow ***

*** Email - External Email Received commitment fulfilled on 03/14/2018 08:42:36 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/14/2018 closed by Ryan Ristow ***
No contact from GM.

*** 03/14/2018 08:42:45 (GMT-08:00) Pacific Time (US & Canada) ***

Closed with Resolution Code : Information Given

[Resolution Summary]

Case closed pending customer contact.

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Last name	First name	VIN of 2017 SPORTAGE	Case Number	Mileage
		KNDPM3AC8H7		29,000
		Prod. Date: 05/16/2016	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

*** 07/25/2017 16:09:30 (GMT-05:00) Eastern Time (US & Canada) ***

Contact = , Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 07/25/2017 16:21:59 (GMT-05:00) Eastern Time (US & Canada) and created by Morgan Morgan ***

Cust states:

1. I bought my KIA 3 weeks ago the first of July.
2. My car caught on fire on 7/23/17.
3. No one was in it.
4. I am calling to see if this is a common issue.

Wrt states:

1. Apologized.
2. Not a common issue.
3. Did you purchase the vehicle at a KIA dlr?

Cust states:

1. I bought it from another dlr, Automobile Consulting Services in Bullhead City AZ.
2. It is a 2017 Sportage.
3. It is at home now.
4. I just want to know if this is a common thing, and I want KIA to come and inspect the vehicle.
5. My insurance is coming to take a look at the car.

**Automobile Consulting Services Bullhead City AZ address , Bullhead City, AZ *

Wrt states:

1. **completed fire script**
2. Will send to National team.
3. Someone from National team will follow up and contact you within 2-3 business days with more information.
4. Apologized.

Cust states:

1. OK, thank you.
2. No other questions.

Wrt states:

1. Thank you.

*** Note - Others created on 07/25/2017 16:23:51 (GMT-05:00) Eastern Time (US & Canada) and created by Morgan Morgan ***

*****Call-to-Action*****

Forwarding to NCA.

1. Customer alleges the vehicle caught fire while turned off.
2. Vehicle is currently at the customer's home address.
3. Customer is requesting KIA inspect vehicle, more information about whether this is a common thing with vehicle.
4. Please contact the customer with resolution.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2017 SPORTAGE	<u>Case Number</u>	<u>Mileage</u>
		KNDPM3AC8H7		29.000
		Prod. Date: 05/16/2016	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** 07/25/2017 16:24:42 (GMT-05:00) Eastern Time (US & Canada) ***

Dispatched from WIPBin = Default to Queue National CA by Morgan Morgan
Reason:

*** 07/26/2017 07:18:02 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** 07/26/2017 07:23:58 (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 07/26/2017 09:13:01 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wrt contacted the customer:

1. Calling in regards to the vehicle.
2. How long was it parked prior to the vehicle catching on fire?

The customer replied;

1. It was about 3 hours.
2. I am surprised that this happened because the car was performing so well.
3. I only had it 3 weeks.

Wrt replied:

1. please send photos and I will review as soon as I can.

*** Email - External Email Received commitment created on 07/26/2017 09:14:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/02/2017 and created by Ryan Ristow ***

*** 07/26/2017 09:15:25 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 1. Intro Calls and Sub Status of Assigned

*** Phone - Call - Inbound created on 07/31/2017 12:23:10 (GMT-07:00) Mountain Time (US & Canada) and created by Harold Noyes ***

Cust States:

1. I want to know what is happening with my caes.
2. The pictures have been sent.
3. The cehicle is sitting in my drive way.
4. I don't know what to do with it.
5. I would like my case manager to call me back.

wrtr sates:

1. I will update your concerns.
2. Your Case manager will be contacting you
3. Thank you for calling Kia consumer affairs.

Wrtr States:

1. Apologizes.
2. TCS will follow up with you as soon as available.
3. Thank you for calling Kia consumer affairs.

*** Email - External Email Received commitment fulfilled on 07/31/2017 12:34:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/02/2017 closed by Ryan Ristow ***

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPM3AC8H7			29.000
		Prod. Date: 05/16/2016	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Wrt attached the photos to the case.

*** Others - Others commitment created on 07/31/2017 12:34:42 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/01/2017 and created by Ryan Ristow ***

*** Phone - Call - Outbound created on 08/01/2017 11:02:37 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wrt contacted the customer:

1. Did the insurance look at the car yet?

The customer replied:

1. I believe they looked at it yesterday.

2. I haven't heard from them yet.

Wrt replied:

1. okay, thanks for the info.

The customer replied:

1. You can reach them at [REDACTED] Claim number [REDACTED].

*** Phone - Call - Outbound created on 08/01/2017 14:40:08 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wrt left a VM for the insurance rep.

*** Phone - Call - Outbound created on 08/01/2017 14:40:27 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wtr contacted the customer and left a VM:

1. Following up to see if you heard from the insurance.

2. Please give me a call back.

*** Phone - Call - Outbound commitment created on 08/01/2017 14:41:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/02/2017 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 08/01/2017 14:42:40 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/01/2017 closed by Ryan Ristow ***

Wrt reviewed with KMA engineers.

*** Phone - Call - Outbound commitment created on 08/01/2017 14:41:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/02/2017 and created by Ryan Ristow ***

Customer left a VM requesting a C/B.

*** Phone - Call - Outbound commitment fulfilled on 08/02/2017 13:39:39 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/02/2017 closed by Ryan Ristow ***

Wrt contacted the customer:

1. Have you heard from the insurance?

The customer replied;

1. Yes and they gave me a new adjustor named Shaun.

2. His number is [REDACTED].

3. They did not give me any other info.

*** Phone - Call - Outbound created on 08/02/2017 13:39:41 (GMT-08:00) Pacific Time (US & Canada) and

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPM3AC8H7			29.000
		Prod. Date: 05/16/2016	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

created by Ryan Ristow ***

Wrt contacted Shaun the insurance rep;

1. Has the vehicle been thoroughly inspected?

2. Did you find any obvious concerns?

Shaun replied;

1. it is currently just in the estimate process.

2. We are totaling it out.

3. We are moving it tomorrow.

Wrt replied;

1. okay, thanks for the info

2. Did the customer settle?

Shaun replied;

1. Not yet.

2. We are still in the preliminary stages.

*** Others - Others commitment created on 08/02/2017 13:45:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/04/2017 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 08/04/2017 08:10:04 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/04/2017 closed by Ryan Ristow ***
Wrt reviewed with KMA engineers.

*** Phone - Call - Outbound created on 08/04/2017 08:12:10 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wrt attempted to contact the insurance rep:

1. The answering machine stated that he will be out of office until 8/7/17.

*** Phone - Call - Outbound commitment created on 08/04/2017 08:14:47 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/07/2017 and created by Ryan Ristow ***

*** Phone - Call - Outbound commitment fulfilled on 08/07/2017 09:01:27 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/07/2017 closed by Ryan Ristow ***

Wrt left a VM for the insurance rep requesting a C/B.

*** Phone - Call - Inbound created on 08/07/2017 09:02:49 (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. Has the insurance taken the vehicle yet?

The customer replied;

1. no it is still in the drive way.

Wrt replied:

1. okay, the engineers informed me they want to look at the vehicle.

2. We can wait until the insurance moves it.

3. Once they move it please give me a call.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPM3AC8H7			29.000
		Prod. Date: 05/16/2016	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** Phone - Call - Outbound commitment created on 08/07/2017 09:04:40 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/08/2017 and created by Ryan Ristow ***

*** Phone - Call - Outbound commitment created on 08/07/2017 09:04:40 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/10/2017 and created by Ryan Ristow ***

*** Phone - Call - Outbound commitment fulfilled on 08/09/2017 15:08:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/10/2017 closed by Ryan Ristow ***

Wrt contacted Shaun in Svc:

1. it looks like the vehicle is at the IAA in Phoenix.
2. Can you give our guys permission to inspect?

Shaun replied:

1. not a problem.
2. I will send the note now.

*** Phone - Call - Inbound created on 08/09/2017 15:53:35 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

The customer called in:

1. Returning your call.

Wrt replied;

1. thank you.
2. The insurance moved the car to the IAA in Phoenix.
3. The engineers will be looking at it soon.

The customer replied:

1. Okay.
2. I really like that car.

Wrt replied;

1. did you settle with the insurance?

The customer replied:

1. yes, I did.

Wrt replied:

1. explained subrogation.

Customer replied:

1. Can you offer any assistance if I purchase a new Kia?

Wrt replied:

1. I can for sure provide a maintenance plan or extended warranty.
2. I am not sure if I can do anything else.
3. I will have to see.

The customer replied:

1. Okay, I will go car shopping soon and call you.

*** Others - Others commitment created on 08/09/2017 15:57:25 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/11/2017 and created by Ryan Ristow ***

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPM3AC8H7			29.000
		Prod. Date: 05/16/2016	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** Others - Others commitment fulfilled on 08/10/2017 10:59:45 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/11/2017 closed by Ryan Ristow ***
Wrt reviewed with KMA engineer.

*** Others - Others commitment created on 08/10/2017 10:59:47 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/17/2017 and created by Ryan Ristow ***

*** Others - Others commitment created on 08/10/2017 10:59:47 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/18/2017 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 08/18/2017 12:57:40 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/18/2017 closed by Ryan Ristow ***
Wrt reviewed with the engineer:

1. The engine seized.
2. the cause and origin is unknown.

*** Phone - Call - Outbound created on 08/18/2017 12:57:42 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wrt contacted the customer:

1. Calling in regards to the vehicle.
2. The engineers were unable to find the cause and origin.
3. However, if you elect to buy a new Kia as you stated before, I am happy to provide a maintenance plan or an extended warranty.

The customer replied;

1. I'll keep that in mind.
2. Thanks for the help.

*** 08/18/2017 12:59:24 (GMT-08:00) Pacific Time (US & Canada) ***

Closed with Resolution Code : Information Given

[Resolution Summary]

Case closed pending customer contact.

*** 09/29/2017 14:11:53 (GMT-08:00) Pacific Time (US & Canada) ***

Reopened with Sub Status of Working

*** Others - Others created on 09/29/2017 14:12:03 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Tread review complete

*** 09/29/2017 14:12:22 (GMT-08:00) Pacific Time (US & Canada) ***

Closed with Resolution Code : Information Given

[Resolution Summary]

Case closed pending customer contact.

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Last name	First name	VIN of	2017 SPORTAGE	Case Number	Mileage
		KNDPRCA65H7			29,323
Bohemia	, NY,		Prod. Date: 04/22/2016	Dealer:	Generation KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

Case History

Dealer : Generation Kia

Technician : David Nourse

Service Manager :

Dealer Phone :

DPSM : Christopher Capuzzo

Vehicle Model : SPORTAGE SX AWD AUTO

Model Year : 2017

Mileage : 29323

Initial comments by Technician found in TL Case :

[Problem Description]

engine running rough and oil leaking causing smoke

[Diagnostics Performed]

check and found oil leak at center plug for Ecvvt scan ,scan engine and found codes

p0030300,p039b00,p030af00,p03b900,p03a500 cylinders 1,2,3 and 4 pressure too high and p001400 ehaust cam timing overadvanced,perform leak down on all cylinders,5% on all except no 3 which is at 96% leak down ,can hear leak at oil filler hole . no leak at intake or at o2 sensor hole ,add oil to cylinder no difference in readings.note vehicle had no oil in engine had to add 4 quarts. use bore scope and could not see any damage to top of piston

*** Assigned to WIPBin default-1 of Randy Chacon on 08/09/2017 07:06:22 (PST)

*** 08/09/2017 09:22:36 (GMT-07:00) Arizona ***

Dispatched from WIP default-1 to Queue by

*** 08/25/2017 06:54:51 (GMT-05:00) Eastern Time (US & Canada) ***

Accepted from Queue KCAC SA/TL East to WIPBin 0. Inbox by Micah Reese

*** 08/25/2017 06:56:50 (GMT-05:00) Eastern Time (US & Canada) ***

Dispatched from WIP 0. Inbox to Queue by Randy Chacon

*** 08/25/2017 13:38:02 (GMT-07:00) Arizona ***

Accepted from Queue ZZ David Holly to WIPBin Techline/SA by David Holly

*** Email - External Email Received created on 08/31/2017 16:36:25 (GMT-08:00) Pacific Time (US & Canada) and created by Brecon Crosby ***

NCA was forwarded customer email below:

From

Sent: Wednesday, August 30, 2017 04:53 PM Pacific Standard Time

To: zenogroup.com

Cc: Bell, James [KMA]; Hope, James [KMA]

Subject: 2017 Kia Sportage SX

Dear Mr. Joyer:

It is with great displeasure and grief that I am contacting you regarding the engine problem and safety concerns with my 2017 Kia Sportage SX. I purchased the brand new vehicle and an additional

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPRCA65H7			29,323
Bohemia	, NY,	Prod. Date: 04/22/2016	Dealer:		Generation KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

vehicle service package on June 20, 2016 at Generation Kia in Bohemia, NY. I purchased the vehicle to have peace of mind regarding my safety and the safety of my passengers.

On July 14, 2017, I called the dealership and told them a check engine light came on. They said to bring car in, which I began to do. As I was driving to the dealership, the engine made a strange noise and began smoking heavily and spewing oil from both the front and rear of the car. I waited several hours in dealership before finally being told there were no loaner cars available. I was told by Matt the service manager, that I will have to rent a car and would be reimbursed for the rental cost. I asked to speak to the owner, Joseph Catalanotto, and was told he was away on vacation. I proceeded to rent a car from Enterprise and I was called the next day and told a loaner car is available. I brought rental to the dealership and I was given a filthy loaner car with very little gas, on empty.

On Monday August 28, 2017, I received a call from the dealership and was told that my Sportage was fully repaired with new engine installed and ready to be picked up. On Tuesday August 29, 2017, I went to the dealership and asked for the general manager (GM), George. George met me, heard my concerns and got service department assistant manager named Manny who then told an unknown employee to retrieve the car. The car was not readily found.

The car was eventually found by an employee and driven to Manny and I in front of the dealership. I first noticed the car still had oil from the engine explosion on the paint and exterior, and apparently had not been cleaned since the explosion. Hot oil left on the paint of the car cannot be good! I complained to Manny and the employee about the exterior and Manny stated his department is not responsible for cleaning the car. I then requested that they open the hood so we could examine the alleged new engine and to my dismay, a burned part was put back on top of the engine and the dirty engine definitely did not appear to be new! I told them the car is unacceptable and I went to seek out the GM George. He was not available to discuss the situation so I left in the courtesy car. George phoned later in the day and agreed the car was unacceptable and would try and rectify this situation. I no longer have any faith in a Kia vehicle or the Generation Kia service department.

I do not believe the situation can be rectified and I no longer want this unsafe car and subpar maintenance service that I received at the dealership.

What can KIA offer me before I proceed with the New York State Lemon Law and or other legal remedies?

Thank you for your attention to this matter.

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Last name	First name	VIN of 2017 SPORTAGE	Case Number	Mileage
Bohemia	NY	KNDPRCA65H7		29,323
Prod. Date: 04/22/2016		Dealer:		Generation KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

Sincerely,

*** 08/31/2017 16:38:24 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin Techline/SA of David Holly by Brecon Crosby

Reason:

*** 09/12/2017 16:25:16 (GMT-07:00) Arizona ***

Assigned to WIPBin Default of Octavia Murray by David Holly

Reason:

*** Phone - Call - Outbound created on 09/13/2017 07:52:39 (GMT-07:00) Mountain Time (US & Canada) and created by Octavia Murray ***

Writer states:

Called TJ

Customer Name:

Customer Phone #:

Customer Address: Middle Island NY

VIN: KNDPRCA65H7

MY and Mileage: Sportage 2017, 29,323

Most recent RO# and Open Date: 7/13/2017

Days Down at initial Service Alert report (if applicable): 15

Most recent Repair Issue and Diagnosis:

A) Concern: Engine

B) Cause: Oil leak

C) Correction: Replacement

Able to Duplicate (Y or N): Y

Repeat Repair (Y/N), if so, how many times? N

Repair History of current concern with dates and mileage:

ETA for completion of repairs (if applicable): Complete

Parts on order (Y/N), if so obtain part#, order#: N

Techline Case (if applicable):

Rental / Loaner Provided? If so, since when? Y since 7/13

Dealer contacted DPSM (if needed): Y

Vehicle repaired? Y

Customer has possession? Y

Dealer Code/Selling Dealer (Y or N): / Y

Original Owner (Y or N): Y

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

If HEV vehicle, is dealer HEV certified (if needed): N/A N/A

*** Note - Others created on 09/13/2017 08:19:35 (GMT-07:00) Mountain Time (US & Canada) and created by Octavia Murray ***

Writer Emailed DPSM advising of escalation to ECRs due to customer states no longer wants vehicle due to engine replacement threatening lemon law.

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Last name	First name	VIN of	2017 SPORTAGE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPRCA65H7	[REDACTED]	[REDACTED]	29,323
Bohemia ,	NY, [REDACTED]	Prod. Date:	04/22/2016	Dealer:	Generation KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

*** Note - Others created on 09/13/2017 08:24:45 (GMT-07:00) Mountain Time (US & Canada) and created by Octavia Murray ***

Forward to ECR

- 1 Customer states engine running rough and oil leaking causing smoke
- 2 [REDACTED] states engine needed to be replaced, ([REDACTED] replaced engine)
- 3 Dispatching because customer states getting or filing (attorney/lemon law/buyback)
- 4 DPSM has been advised and customer referred to WCIM
- 5 Please review and follow up accordingly

*** 09/13/2017 08:30:41 (GMT-07:00) Mountain Time (US & Canada) ***

Dispatched from WIPBin = Default to Queue Eastern Region ECR by Octavia Murray
Reason:

*** 09/13/2017 09:11:38 (GMT-08:00) Pacific Time (US & Canada) ***

Accepted from Queue Eastern Region ECR to WIPBin 0. default by Esther Kong

*** 09/13/2017 09:13:11 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin Default of Jeannie Mojica by Esther Kong
Reason:

*** 09/15/2017 14:35:30 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin 1. Default of Melissa Diaz by Jeannie Mojica
Reason:

*** Phone - Call - Outbound created on 09/15/2017 15:11:10 (GMT-08:00) Pacific Time (US & Canada) and created by Melissa Diaz ***

ECR tried calling [REDACTED]

1. Number was for Generation Kia.

*** Email - External Email Sent created on 09/15/2017 15:20:19 (GMT-08:00) Pacific Time (US & Canada) and created by Melissa Diaz ***

ECR emailed [REDACTED]

Hello [REDACTED]

I am contacting you in regards to an email that you sent Kia Motors America regarding your engine repair at Generation Kia. Please contact me at your earliest convenience to discuss your case. My direct number is [REDACTED]

Thank you,

*** Phone - Call - Outbound created on 09/18/2017 07:56:00 (GMT-08:00) Pacific Time (US & Canada) and created by Melissa Diaz ***

ECR contacted service:

1. Dlr advised that she has customer's named [REDACTED]
2. Two numbers on file: [REDACTED] and [REDACTED]
3. Confirmed email address.

ECR said:

1. Thank you

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of	2017 SPORTAGE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPRCA65H7	[REDACTED]	[REDACTED]	29,323
Bohemia	NY, [REDACTED]	Prod. Date:	04/22/2016	Dealer:	Generation KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

*** 09/19/2017 16:31:39 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 4. Wednesday and Sub Status of Assigned

*** Phone - Call - Outbound created on 09/20/2017 10:18:08 (GMT-08:00) Pacific Time (US & Canada) and created by Melissa Diaz ***

ECR LVM for [REDACTED]

1. Introduced self.
2. Calling from KMA about email that was sent.
3. Please contact writer when available to discuss.

*** Phone - Call - Outbound created on 09/20/2017 10:23:55 (GMT-08:00) Pacific Time (US & Canada) and created by Melissa Diaz ***

ECR tried contacting [REDACTED]:

1. Rang then disconnected.

*** Email - External Email Sent created on 09/20/2017 10:26:01 (GMT-08:00) Pacific Time (US & Canada) and created by Melissa Diaz ***

From: Diaz, Melissa [KMA]

Sent: Wednesday, September 20, 2017 10:26 AM

To: [REDACTED]

Subject: KMA Case # [REDACTED]

Hello [REDACTED]

I am contacting you in regards to an email that you sent Kia Motors America regarding your engine repair at Generation Kia. Please contact me at your earliest convenience to discuss your case. My direct number is [REDACTED]

Thank you,

*** Note - Others created on 09/20/2017 10:29:37 (GMT-08:00) Pacific Time (US & Canada) and created by Melissa Diaz ***

Writer received an email delivery failure to [REDACTED]

*** 09/22/2017 15:49:36 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 2. Monday and Sub Status of Assigned

*** Phone - Call - Outbound created on 09/25/2017 07:29:33 (GMT-08:00) Pacific Time (US & Canada) and created by Melissa Diaz ***

ECR spoke with [REDACTED]:

Writer stated:

1. Introduced self.
2. Calling in regards to your case about the engine repair.
3. I apologize that you had to experience this and will have this reviewed. What are you requesting from Kia at this time? Requested sales contract via email. Provided customer with writer's email.
4. How's the vehicle running at this time? Writer will be gathering the docs.
5. Advised that writer will follow up with customer once information has been gathered and reviewed. Will keep customer up to date with the process. Thank you.

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Last name	First name	VIN of	2017 SPORTAGE	Case Number	Mileage
		KNDPRCA65H7			29.323
Bohemia	, NY,		Prod. Date: 04/22/2016	Dealer:	Generation KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

Customer stated:

1. Yes, I am actually going to the dealership to talk to them about my vehicle.
2. On a brand new vehicle, I am shocked that it would need a new engine already. After the vehicle was repaired, the dealer told me that they could get me into a 2018 vehicle, however, I would be responsible for the sales tax and what not which I don't think that is fair. I am going to take back my deposit. I feel that it has been one thing after another with this vehicle. I had to pay my rental since they didn't have one available which was only one day but they said their limit was \$40 and Enterprise charged me \$45 which I didn't car. I needed a vehicle to get me somewhere and then they were able to put me in another vehicle the next day.
3. I am just asking for something. I don't want to go through the legal route since I feel this can be handled without it. The vehicle is running fine as I had decided to pick it up.
4. I am just thankful that the gentleman that I take care of is fine and that I'm okay but it was terrifying that the engine blew up.
5. Thank you, I appreciate you calling me about it. I will get that sent over to you soon.

*** Phone - Call - Outbound created on 09/25/2017 07:50:13 (GMT-08:00) Pacific Time (US & Canada) and created by Melissa Diaz ***
ECR left message for service department. Awaiting C/B.

*** 09/27/2017 07:01:48 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 4. Wednesday and Sub Status of Assigned

*** Phone - Call - Outbound created on 09/28/2017 06:36:31 (GMT-08:00) Pacific Time (US & Canada) and created by Melissa Diaz ***
ECR spoke with Svc Mgr Manny:
1. Writer asked if customer has had other concerns/services? Yes, she had a recall performed but no other concerns besides engine.
2. Requested ROs to be emailed over. Dlr will them shortly.

*** 10/02/2017 15:29:47 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 3. Tuesday and Sub Status of Assigned

*** Phone - Call - Outbound created on 10/03/2017 13:27:18 (GMT-08:00) Pacific Time (US & Canada) and created by Melissa Diaz ***
ECR left message for service department. Awaiting C/B.

*** Phone - Call - Outbound created on 10/03/2017 13:30:08 (GMT-08:00) Pacific Time (US & Canada) and created by Melissa Diaz ***
ECR LVM for [REDACTED]
1. Calling in regards to your case.
2. Advised that writer is still reviewing info and waiting for dlr to provide docs. Apologize that it is taking a while but wanted to let you know that I am still in the process.
3. If you have any questions please contact writer. Thank you.

*** 10/04/2017 15:55:04 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 5. Thursday and Sub Status of Assigned

*** Phone - Call - Outbound created on 10/06/2017 07:50:35 (GMT-08:00) Pacific Time (US & Canada) and created by Melissa Diaz ***
ECR spoke with Svc Adv TJ:
1. Writer requested ROs.

*** Note - Others created on 10/06/2017 07:58:47 (GMT-08:00) Pacific Time (US & Canada) and created by

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Last name	First name	VIN of	2017 SPORTAGE	Case Number	Mileage
		KNDPRCA65H7			29,323
Bohemia	, NY,		Prod. Date: 04/22/2016	Dealer:	Generation KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

Melissa Diaz ***

ECR received ROs from the dlr.

*** Phone - Call - Outbound created on 10/06/2017 07:59:00 (GMT-08:00) Pacific Time (US & Canada) and created by Melissa Diaz ***

ECR spoke with

Writer stated:

1. Introduced self.
2. Advised that writer does have the ROs just need sales contract and I will try to get it from the dlr. Wanted to advise that they may not provide it due to needing to verify information but writer will try to contact them.
3. Thank you. Writer will follow up next week.

Customer stated:

1. Hello, my husband is in the hospital so that is why I haven't been able to contact you back.
2. I tried contacting Patti from sales about my contract and she mentioned something about it being somewhere else not sure but maybe you would be able to get it?
3. If not I will try to get this done next week and we could discuss this. I am about to get my husband and it has been tiresome.
4. Thank you for your call. Bye.

*** 10/06/2017 08:04:51 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 1. Default and Sub Status of Assigned

*** 10/10/2017 16:52:13 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 4. Wednesday and Sub Status of Assigned

*** Phone - Call - Outbound created on 10/11/2017 14:05:46 (GMT-08:00) Pacific Time (US & Canada) and created by Melissa Diaz ***

ECR left message for Patti, sales. Awaiting C/B.

*** 10/16/2017 16:06:56 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 3. Tuesday and Sub Status of Assigned

*** Phone - Call - Outbound created on 10/17/2017 13:38:50 (GMT-08:00) Pacific Time (US & Canada) and created by Melissa Diaz ***

ECR LVM for Patti, sales. Awaiting C/B.

*** Phone - Call - Outbound created on 10/17/2017 13:40:20 (GMT-08:00) Pacific Time (US & Canada) and created by Melissa Diaz ***

ECR spoke with

Writer stated:

1. Introduced self.
2. Following up on case.
3. Apologized as I have not been able to get in contact with Patti. I have left her message but she hasn't returned my call.
4. Needing sales contract to review case.
5. Thanked customer.

Customer stated:

1. Hello, I talked to her last week about getting that over to you.

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Last name	First name	VIN of 2017 SPORTAGE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPRCA65H7 [REDACTED]	[REDACTED]	29,323
Bohemia , NY, [REDACTED]	Prod. Date: 04/22/2016		Dealer: [REDACTED]	Generation KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

2. I have been pretty busy but I appreciate you working on this so I will try to get that document over to you and hopefully by Thursday, you should have it.
3. I will contact you then. Thank you.

*** Phone - Call - Inbound created on 10/19/2017 14:52:38 (GMT-08:00) Pacific Time (US & Canada) and created by Melissa Diaz ***

ECR received vm from [REDACTED]

1. Hello, this is [REDACTED] calling about my case.
2. I was just getting back to you about the sales contract. I just remembered that they entered the wrong VIN so contract in my safe is wrong. I cannot find the new one that I have but I will be looking for it. Call me back sometime tomorrow as I will be available to assist. Thank you for your time to help me on this and hopefully we can discuss once I get that. Thank you.

*** 10/20/2017 06:29:04 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 6. Friday and Sub Status of Assigned

*** Phone - Call - Outbound created on 10/20/2017 06:45:03 (GMT-08:00) Pacific Time (US & Canada) and created by Melissa Diaz ***

ECR spoke with [REDACTED]

Writer stated:

1. Introduced self.
2. Advised that writer did receive your message about the sales contract. Apologize for your experience.
3. Asked customer if she could send a copy of your monthly car payments and registration for the vehicle.
4. Writer will send an email requesting information and you may respond with attachments. Once received, we can discuss on Monday about your GW.
5. Writer thanked.

Customer stated:

1. Yes, I forgot to tell you that they put the wrong VIN on my paperwork. So they had to call me back to get the correct documents signed and then I was getting two bills from your company. I cannot begin to say how much I have been through with this vehicle.
2. GM gave me a remote start to keep me happy. Problems with the two bills were resolved. But then I was dealing with this engine and I didn't feel safe in the vehicle and my nephew was also in the car so it has been an experience.
3. Thank you and I apologize that I didn't remember until now. Yes, I can provide that information over to you and we can talk Monday.
4. Thank you.

*** Email - External Email Sent created on 10/20/2017 07:06:59 (GMT-08:00) Pacific Time (US & Canada) and created by Melissa Diaz ***

From: Diaz, Melissa [KMA]

Sent: Friday, October 20, 2017 7:07 AM

To: [REDACTED]

Subject: Case # [REDACTED]

Hello [REDACTED]

Per our conversation, please send me copies of your statement for your monthly car payments as well as the vehicle's registration. Once I have those, I can review for some goodwill assistance for the experience you had.

Thank you,

Kia Motors America

Consumer Affairs Department

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Last name	First name	VIN of	2017 SPORTAGE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPRCA65H7	[REDACTED]	[REDACTED]	29,323
Bohemia	, NY, [REDACTED]	Prod. Date:	04/22/2016	Dealer:	Generation KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

*** 10/23/2017 07:21:17 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 2. Monday and Sub Status of Assigned

*** Phone - Call - Outbound created on 10/23/2017 12:00:26 (GMT-08:00) Pacific Time (US & Canada) and created by Melissa Diaz ***

ECR LVM for [REDACTED]

1. Introduced self.
2. Calling in regards to your case.
3. Wanted to make sure customer received email. Please contact writer if you did not. Thank you.

*** 10/23/2017 12:01:40 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 6. Friday and Sub Status of Assigned

*** Email - External Email Received created on 10/24/2017 08:04:31 (GMT-08:00) Pacific Time (US & Canada) and created by Melissa Diaz ***

From: [REDACTED]

Sent: Monday, October 23, 2017 1:31 PM

To: Diaz, Melissa [KMA]

Subject: RE: Case # [REDACTED]

Hi Ms. Diaz:

Please see the attached copy of my statement for October 2017 and my registration.

Thank you for you time and concern.

Sincerely,

[REDACTED]

*** Phone - Call - Inbound created on 10/24/2017 10:31:40 (GMT-08:00) Pacific Time (US & Canada) and created by Melissa Diaz ***

ECR received 3 vms from Margaret Penski advising that customer will be sending the docs over. Prior to writer receiving email with docs.

*** Phone - Call - Outbound created on 10/24/2017 10:35:40 (GMT-08:00) Pacific Time (US & Canada) and created by Melissa Diaz ***

ECR spoke with [REDACTED]:

Writer stated:

1. Introduced self.
2. Obtained the docs. Will look them over and advise what decision is. Thank you for providing those. Writer will review and contact customer by end of this week. Bye.

Customer stated:

1. Hello, I just wanted to make sure you received the docs to review my case.
2. Thank you for your call. I will wait to hear from you.

*** 10/27/2017 16:57:33 (GMT-08:00) Pacific Time (US & Canada) ***

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Last name	First name	VIN of	2017 SPORTAGE	Case Number	Mileage
		KNDPRCA65H7			29,323
Bohemia	, NY,		Prod. Date: 04/22/2016	Dealer:	Generation KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

Case moved into WIPBin 2. Monday and Sub Status of Assigned

*** Note - Others created on 10/30/2017 12:17:56 (GMT-08:00) Pacific Time (US & Canada) and created by Melissa Diaz ***

<For Internal Use Only

ECR reviewed case with ECA - can provide customer 3 car payments.>

*** Phone - Call - Outbound created on 10/30/2017 12:31:49 (GMT-08:00) Pacific Time (US & Canada) and created by Melissa Diaz ***

ECR spoke with

Writer stated:

1. Introduced self.
2. Calling in regards to your case.
3. Asked if customer has any concerns/issues with the car.
4. Understand that recent repair was an inconvenience to customer and has left bad taste. Writer has reviewed information and would like to offer customer 3 car payments totaling in \$1600.22 as a one-time GW gesture.
5. Writer will need docs to be signed and returned. Advised that from writer's understanding of the docs is that concern has been address and has been settled. Warranty is not affected by this and remains in place.
6. Writer requested the new registration that has customer name to confirm if there is a 2nd co buyer. Writer will put together docs and send to customer via email.

Customer stated:

1. Hello, yes my car is doing fine at this time. There are no issues with the vehicle since the repair.
2. Wow! I cannot believe it and yes, I would accept this. You have kept your word and managed to make my day about this issue.
3. Thank you for your help on this. I didn't feel comfortable about this issue at all and didn't want the vehicle. I appreciate all your efforts on my case and you have really taken care of me.
4. I will take a look of the docs and to my understanding, release is that I release Kia from concern? Okay, I will take a look at it and sign off when you are able to get that to me.
5. Yes, I just received the actual registration so I will send a copy. I think I should be able to get that to you tomorrow. Thank you for your help. You have kept your word on following up with me. Thank you.

*** Email - External Email Received created on 10/30/2017 15:44:05 (GMT-08:00) Pacific Time (US & Canada) and created by Melissa Diaz ***

From:

Sent: Monday, October 30, 2017 1:13 PM

To: Diaz, Melissa [KMA]

Subject: RE: Case # 2017 Kia Sportage

Hi Ms. Diaz:

Attached please find a copy of my registration for the 2017 KIA Sportage.

Thank you,

*** Email - External Email Sent created on 10/31/2017 07:26:11 (GMT-08:00) Pacific Time (US & Canada) and created by Melissa Diaz ***

From: Diaz, Melissa [KMA]

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Last name	First name	VIN of	2017 SPORTAGE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPRCA65H7	[REDACTED]	[REDACTED]	29,323
Bohemia	NY,	Prod. Date:	04/22/2016	Dealer:	Generation KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

Sent: Tuesday, October 31, 2017 7:26 AM

To: [REDACTED]

Subject: Case # [REDACTED]

Good morning [REDACTED]

This email is a follow up to our previous conversation about your 2017 Kia Sportage. As we had discussed over the phone, Kia Motors America would like offer you goodwill for the inconvenience you have experienced. I have attached the offer letter and release so that you can review. If you choose to accept, please sign off and return so that I can process the reimbursement.

Please let me know if you have any questions.

Thank you,

*** Phone - Call - Inbound created on 11/02/2017 13:48:52 (GMT-08:00) Pacific Time (US & Canada) and created by Melissa Diaz ***

ECR received vm from [REDACTED]

1. Hello, this is [REDACTED] I just faxed over the docs. Please call to confirm. Thank you.

*** Phone - Call - Outbound created on 11/02/2017 13:51:15 (GMT-08:00) Pacific Time (US & Canada) and created by Melissa Diaz ***

ECR spoke with [REDACTED]

Writer stated:

1. Hello, calling to advise that docs were received. Writer will process GW. Thank you for sending them over.
2. You're welcome. Have a good one as well. Thank you.

Customer stated:

1. I just want to thank you for your diligence on this matter. I appreciate your help. I hope you have a great weekend.

*** 11/09/2017 14:05:58 (GMT-08:00) Pacific Time (US & Canada) ***

Goodwill #: [REDACTED] Submitted

*** Phone - Call - Outbound created on 12/14/2017 14:24:15 (GMT-08:00) Pacific Time (US & Canada) and created by Melissa Diaz ***

ECR received vm from [REDACTED]

1. Hello, wanted to get an update on my reimbursement. Please call me when you can. Thank you.

ECR spoke with [REDACTED]

Writer stated:

1. Hello. Returning your message.
2. Wanted to advise that it is still being reviewed but will contact you once check is ready.
3. Thank you.

Customer stated:

1. Hello. Thank you for the update and responding quickly. I'll talk to you soon.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDPRCA65H7	██████████	██████████	29,323
Bohemia ,	NY, ██████████	Prod. Date: 04/22/2016	Dealer: ██████████	Generation KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

*** 12/21/2017 13:18:11 (GMT-08:00) Pacific Time (US & Canada) ***

Goodwill #: ██████████ Submitted

*** 12/21/2017 15:26:41 (GMT-08:00) Pacific Time (US & Canada) ***

Goodwill #: ██████████ Submitted

*** 12/21/2017 15:31:03 (GMT-08:00) Pacific Time (US & Canada) ***

Goodwill #: ██████████ Submitted

*** 12/25/2017 10:53:33 (GMT-08:00) Pacific Time (US & Canada) ***

Goodwill #: ██████████ Final Approved

*** Phone - Call - Inbound created on 01/05/2018 08:12:37 (GMT-08:00) Pacific Time (US & Canada) and created by Melissa Diaz ***

ECR received vm from Margaret Penski:

1. Hello, this is ██████████ I am just following up on my case.
2. Wanted to see what is going on. Please call me. Thank you.

*** Phone - Call - Outbound created on 01/05/2018 08:15:50 (GMT-08:00) Pacific Time (US & Canada) and created by Melissa Diaz ***

ECR spoke with ██████████

Writer stated:

1. Introduced self.
2. Calling in regards to your case. Received your vm.
3. Wanted to advise check was received. Writer will be mailing it out.
4. Thank you wish you the same. I hope you enjoy the rest of your day.

Customer stated:

1. Hello. Thank you for letting me know. I appreciate you calling me back and always returning my calls quickly.
2. Have a Happy New Year. Thank you.

*** Letter - Letter Sent created on 01/05/2018 14:34:56 (GMT-08:00) Pacific Time (US & Canada) and created by Melissa Diaz ***

ECR mailed out letter

*** 01/05/2018 14:35:35 (GMT-08:00) Pacific Time (US & Canada) ***

Closed with Resolution Code : Goodwill Issued

[Resolution Summary]

Closing pending further contact.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPR3A62H7			1
		Prod. Date: 02/07/2017	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

*** 09/25/2017 14:01:02 ***

Contact = Priority = Standard, Sub Status = Dispatched

*** 09/25/2017 14:01:02 ***

Web - Note created on 09/25/2017 14:01:02 and created by

Car caught fire and is totaled

*** 09/25/2017 14:01:05 ***

20170925_143154.jpg added by on 09/25/2017 14:01:02

*** 09/26/2017 08:40:19 (GMT-07:00) Arizona ***

Accepted from Queue eWebSupport to WIPBin default by Diana Thacker

*** 09/26/2017 09:07:02 (GMT-07:00) Arizona ***

Dispatched from WIP default to Queue by

*** 09/26/2017 10:01:38 (GMT-07:00) Arizona ***

Accepted from Queue ZZ Trevor Clay to WIPBin Trevor's Inbound by Trevor Clay

*** Note - Others created on 09/29/2017 07:58:20 (GMT-05:00) Eastern Time (US & Canada) and created by Eric Swecker ***

*** DUP CASE NOTES Begin ***

*** 09/26/2017 14:57:22 ***

Contact = , Priority = Standard, Sub Status = Dispatched

*** 09/26/2017 14:57:23 ***

Web - Note created on 09/26/2017 14:57:23 and created by

I've owned 5 different Kia vehicles. I bought our newest in April of this year. We enjoyed this car for 4 1/2 months. My wife drove it to work this past Monday and parked it at 6:45am. This car sits parked all day until around 2 pm and decides to burst into flames under the hood. What can Kia do for me?

*** 09/26/2017 14:57:23 ***

sportage.jpg added by KEITH BORDERS on 09/26/2017 14:57:23

*** 09/27/2017 07:27:09 (GMT-07:00) Arizona ***

Accepted from Queue eWebSupport to WIPBin default by Diana Thacker

*** 09/27/2017 08:17:17 (GMT-07:00) Arizona ***

Dispatched from WIP default to Queue by

*** 09/28/2017 05:01:54 (GMT-05:00) Eastern Time (US & Canada) ***

Accepted from Queue ZZ Eric Swecker to WIPBin 94-No Commitments by Eric Swecker

*** DUP CASE NOTES End ***

*** Phone - Call - Inbound created on 10/05/2017 07:51:00 (GMT-07:00) Arizona and created by Trevor Clay ***
Called cust and left VM

Wrt States:

1. Calling to follow up on concern.

Kia Motors America

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPR3A62H7			1
		Prod. Date: 02/07/2017	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

2. Please call back.
3. Gave 800# and case ID.

*** Phone - Call - Inbound commitment created on 10/05/2017 07:52:07 (GMT-07:00) Arizona with Commitment Date 10/06/2017 and created by Trevor Clay ***

*** Phone - Call - Inbound commitment fulfilled on 10/05/2017 11:13:29 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 10/06/2017 closed by Tracey Icenhour ***

*** Phone - Call - Inbound created on 10/05/2017 11:16:08 (GMT-05:00) Eastern Time (US & Canada) and created by Tracey Icenhour ***

Cust states

- 1
- 2 Returning call
- 3 Veh caught fire and is now totaled.

Wrt states

- 1 Apologized
- 2 Run script
- 3 Advised would get additional resources involved and member of NCA will follow up with customer
- 4 If cust has anything additional to add to case, can upload or add note online.
- 5 What action are you requesting of Kia?

Cust states

- 1 Been a Kia owner for 20 years. Not sure what would like from Kia.
- 2 Thank you for your time

Wrt states

- 1 Thank you

*** Note - Others created on 10/05/2017 15:49:49 (GMT-05:00) Eastern Time (US & Canada) and created by Tracey Icenhour ***

Forward to NCA

- 1 Customer alleges veh caught fire.
- 2 Vehicle is currently at Service Kings Collision Center in Rock Hill SC but insurance company may be moving it.
- 3 Customer does not know what to request.
- 4 Please review and follow up accordingly

*** 10/05/2017 15:50:09 (GMT-05:00) Eastern Time (US & Canada) ***

Dispatched from WIPBin = Review for Dispatch to Queue National CA by Tracey Icenhour
Reason:

*** 10/06/2017 07:52:17 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** 10/06/2017 12:32:41 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin default of Alex Villalpando by Jeff Stroup
Reason:

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPR3A62H7			1
		Prod. Date: 02/07/2017	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** Phone - Call - Outbound created on 10/09/2017 08:51:10 (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 10/09/2017 08:51:23 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/10/2017 and created by Alex Villalpando ***

*** 10/10/2017 08:08:26 ***
karen.kane_9-26-2017_9-29-58.pdf added by on 10/10/2017 08:08:24

*** 10/10/2017 08:08:27 ***
IMG_0851.jpg added by on 10/10/2017 08:08:26

*** Note - Others created on 10/11/2017 11:14:29 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Reviewed with KMA engineers.

*** Phone - Call - Outbound created on 10/11/2017 11:16:02 (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 10/09/2017 08:51:23 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/13/2017 and created by Alex Villalpando ***

*** Email - External Email Sent created on 10/13/2017 08:15:47 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt attempted contact. Left message for CB

*** Email - External Email Sent created on 10/13/2017 08:20:36 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
From: Villalpando, Alex [KMA]
Sent: Friday, October 13, 2017 8:20 AM
To:
Subject: Kia Motors America

Good morning,

I have been trying to contact you in regards to your claim but have been unsuccessful. Please contact me at your earliest convenience or reply back to this email with your contact information and a time that you are available.

Thank you,

*** Phone - Call - Inbound commitment created on 10/09/2017 08:51:23 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/18/2017 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on 10/17/2017 10:53:47 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt contacted Copart. Copart advised insurance for customer is Allstate.

*** Phone - Call - Outbound created on 10/17/2017 11:11:13 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

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Last name	First name	VIN of 2017 SPORTAGE	Case Number	Mileage
		KNDPR3A62H7		1
		Prod. Date: 02/07/2017	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Wrt contacted Natalie with insurance. Natalie advised they are preparing settlement with customer and that Cause and origin has been completed.

Natalie

Claim

*** Phone - Call - Outbound created on 10/17/2017 11:30:35 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt states

1. Hello contacting in regards to case
2. Have attempted contact by phone and email but have not received response
3. Have spoken to Natalie at Insurance and she has advised that they are completing a cause and origin report

Cust states

1. That is my husbands information and his phone is broken
2. I have not spoken to her for about a week
3. We honestly just do not know what to think about this situation
4. We have owned Kias for 20 years
5. Car was parked there and just caught on fire
6. There is also a surveillance video of when this all happened.

Wrt states

1. Apologize
2. We do have interest in looking at vehicle
3. Will work with your insurance
4. Currently waiting on update from insurance
5. Please contact me if you have any questions.

Cust states

1. thank you

*** Phone - Call - Inbound commitment created on 10/09/2017 08:51:23 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/20/2017 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 10/09/2017 08:51:23 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/19/2017 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 10/09/2017 08:51:23 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/24/2017 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 10/09/2017 08:51:23 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/31/2017 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment fulfilled on 10/31/2017 08:41:16 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/31/2017 closed by Alex Villalpando ***

*** 10/31/2017 08:41:34 (GMT-08:00) Pacific Time (US & Canada) ***

Closed with Resolution Code : Concerns Recorded

[Resolution Summary]

Pending further contact.

Kia Motors America Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPR3A62H7			1
		Prod. Date: 02/07/2017	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** 10/31/2017 10:39:46 (GMT-08:00) Pacific Time (US & Canada) ***

Reopened with Sub Status of Working

*** Phone - Call - Inbound commitment created on 10/31/2017 10:40:05 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/17/2017 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 10/31/2017 10:40:05 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/21/2017 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 10/31/2017 10:40:05 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/28/2017 and created by Alex Villalpando ***

*** Note - Others created on 11/28/2017 11:19:06 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

KMA engineer will be performing joint inspection 11/30/17

*** Phone - Call - Inbound commitment created on 10/31/2017 10:40:05 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/01/2017 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 10/31/2017 10:40:05 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/05/2017 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 10/31/2017 10:40:05 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/08/2017 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 10/31/2017 10:40:05 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/15/2017 and created by Alex Villalpando ***

*** Note - Others created on 12/15/2017 14:39:38 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

KMA engineer inspected vehicle on 11/30/17

Result: fire origin in the right rear of engine compartment, cause undetermined

*** Phone - Call - Inbound commitment created on 10/31/2017 10:40:05 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/18/2017 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 10/31/2017 10:40:05 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/02/2018 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on 01/03/2018 09:33:09 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt contacted Natalie at insurance. Wrt requested subro demand and advised would like vehicle returned.

*** Phone - Call - Inbound commitment fulfilled on 01/03/2018 09:34:05 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/05/2018 closed by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 02/27/2018 16:21:02 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/02/2018 and created by Alex Villalpando ***

*** Letter - Letter Received created on 03/01/2018 14:29:46 and created by Jazmin Diaz ***

NCA rec'd letter from Allstate. Letter states:

1. The above noted subrogation claim has been identified as a product liability loss.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPR3A62H7			1
		Prod. Date: 02/07/2017	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

2. Expert report with photos, fire report, and estimate and proof of payments attached.

Attaching to case.

*** 03/01/2018 14:32:37 ***

Assigned to WIPBin default of Alex Villalpando by Jazmin Diaz

Reason:

*** Note - Others created on 03/06/2018 10:20:23 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Reviewed with KMA engineers.

*** Phone - Call - Outbound created on 03/06/2018 10:20:47 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt contacted insurance and spoke to Nancy

Wrt states

1. Hello contacting in regards to claim
2. Have had a chance to review
3. If we do settle, will vehicle be available for us to pick up
4. Will amount change

Nancy states

1. Will review for any changes and follow up
2. Unsure of Copart fees

Wrt states

1. Thank you

*** Phone - Call - Inbound commitment created on 02/27/2018 16:21:02 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/07/2018 and created by Alex Villalpando ***

*** Note - Others created on 03/06/2018 10:42:53 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Vehicle location

Copart - China Grove, NC

*** Phone - Call - Inbound commitment created on 02/27/2018 16:21:02 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/08/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 02/27/2018 16:21:02 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/09/2018 and created by Alex Villalpando ***

*** Email - External Email Received created on 03/09/2018 11:41:44 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Subject: Allstate Claim [REDACTED] Your ifle # [REDACTED]

Hi Alex,

I spoke to Copart and obtained some info. Here's my proposal. Allstate will accept \$28,525.18 and KIA can retain the salvage. KIA would also be responsible for all charges from Copart (including advance towing charges and lot

Kia Motors America
Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPR3A62H7			1
		Prod. Date: 02/07/2017	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

charges) and would need to pay Copart directly for the same when you pick up the salvage.

Please let me know if that is acceptable. I will need to notify Copart of our agreement.

Thank you,

Nancy

Subject: RE: Allstate Claim [REDACTED]. Your ifle # [REDACTED]

Hi Nancy,

Could you please advise how much the total Copart fees would be? I contacted Copart just now but they are unable to release this information to me.

Thank you,

Subject:[External] FW: Allstate Claim [REDACTED] Your ifle # [REDACTED]

Good morning Nancy,

I was just wondering If you were able to find out how much the Copart fees would be?

Thank you,

Subject:[External] FW: Allstate Claim [REDACTED] Your ifle # [REDACTED]

Hi Alex,

I just spoke to Copart. The advance charge is \$85 and title fee is \$15. However, he can't give me the final figures until the car is removed. So it will go up. I don't know by how much... But once we settle, I'll give them the go ahead to speak to you and you can work that out.

Nancy

Nancy Daveldek

*** Email - External Email Sent created on 03/09/2018 11:59:27 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Sent: Friday, March 09, 2018 11:59 AM

To: [REDACTED]

Subject: RE: [External] FW: Allstate Claim [REDACTED]. Your ifle # [REDACTED]

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPR3A62H7			1
		Prod. Date: 02/07/2017	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Hi Nancy,

Thank you for your assistance with this claim. Please see attached release.

Please contact me if you have any questions.

Thank you,

*** Phone - Call - Inbound commitment created on 02/27/2018 16:21:02 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/12/2018 and created by Alex Villalpando ***

*** Email - External Email Received created on 03/12/2018 09:54:23 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Subject: RE: [External] FW: Allstate Claim [REDACTED] Your ifle # [REDACTED]

Good Morning,

The vehicle was released from the salvage hold today. You should be able to contact Copart directly. Please contact me if you have any issues.

Nancy

*** Phone - Call - Inbound commitment created on 02/27/2018 16:21:02 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/13/2018 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on 03/13/2018 09:13:37 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt contacted Hilda at Copart. Hilda states

1. Bill is \$155
2. Can be payed when vehicle is picked up
3. Check payable to Copart

Wrt states

1. Thank you
2. Please provide copy of bill

Hilda states

1. Will fax it to you

Vehicle location

Copart - [REDACTED]

#43317757

*** Phone - Call - Inbound commitment created on 02/27/2018 16:21:02 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/15/2018 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on 03/13/2018 09:51:47 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPR3A62H7			1
		Prod. Date: 02/07/2017	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Wrt contacted Nancy at insurance

Wrt states

1. Have contacted Copart
2. Will begin process to pick up vehicle
3. Would it be okay to pick up vehicle once you have sent back the signed release

Nancy states

1. that would be fine
2. do not have a problem with that

Wrt states

1. great thank you
2. Once release is received, will expedite process

Nancy states

1. Thank you

*** 03/13/2018 10:13:30 (GMT-08:00) Pacific Time (US & Canada) ***

Goodwill #: Submitted

*** 03/13/2018 11:08:28 (GMT-08:00) Pacific Time (US & Canada) ***

Goodwill #: Submitted

*** 03/13/2018 11:15:31 (GMT-08:00) Pacific Time (US & Canada) ***

Goodwill #: Submitted

*** 03/14/2018 08:21:15 (GMT-08:00) Pacific Time (US & Canada) ***

Goodwill #: Final Approved

*** Phone - Call - Outbound created on 03/15/2018 13:28:03 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt contacted Copart and advised sending check today.

*** Phone - Call - Inbound commitment created on 02/27/2018 16:21:02 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/16/2018 and created by Alex Villalpando ***

*** Email - External Email Received created on 03/15/2018 16:18:05 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Subject: RE: FW: Allstate Claim . Your ifle #

Hi Alex,

Here's the signed release. Please forward settlement check with our claim number to: Allstate
Dallas, TX

Thank you,

Nancy

Nancy Daveldek

Allstate Fire and Casualty Insurance Company

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPR3A62H7			1
		Prod. Date: 02/07/2017	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Phone 7

*** Phone - Call - Inbound commitment created on 02/27/2018 16:21:02 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/19/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 02/27/2018 16:21:02 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/02/2018 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on 03/20/2018 08:37:51 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt contacted Copart. Copart advised received payment today and can pick up vehicle.

*** Phone - Call - Inbound commitment created on 02/27/2018 16:21:02 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/06/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 02/27/2018 16:21:02 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/13/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 02/27/2018 16:21:02 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/18/2018 and created by Alex Villalpando ***

*** Note - Others created on 04/18/2018 13:54:52 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Received check.

*** Email - External Email Sent created on 04/18/2018 13:55:09 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Subject: RE: [External] FW: Allstate Claim Your ifle #

Hi Nancy,

Thank you for speaking with me. As discussed, I will be mailing the settlement check today. Could you please provide a copy of the title in the meantime or advise as to when we will be receiving the title.

Thank you,

*** Phone - Call - Inbound commitment updated on 04/18/2018 13:55:37 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/24/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 04/24/2018 10:45:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/25/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 04/25/2018 11:09:40 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/27/2018 and updated by Alex Villalpando ***

*** Email - External Email Received created on 04/27/2018 09:57:28 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Subject: RE: [External] FW: Allstate Claim . Your ifle #

Thank you Alex,

Kia Motors America
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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDPR3A62H7	[REDACTED]	[REDACTED]	1
		Prod. Date: 02/07/2017	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

I have a call into the locate office regarding how to get the title to you. I'll let you know.
Nancy

To: [REDACTED]@copart.com

Cc: Villalpando, Alex [KMA]

Subject: Allstate claim # [REDACTED]. Lot # [REDACTED]

Importance: High

Good Afternoon Jarrod,

KIA purchased the salvage as part of their settlement and would now like to receive the title. Can you please advise us as to how they can obtain it?

Thank you,

Nancy

Nancy Daveldek SCLA
Senior Subrogation Service Representative

Subject: [External] Re: Title for 2017 Kia Sportage

Nancy,

The Fed Ex tracking # is [REDACTED]. Do you have a phone # for Alex so I can write on the Fed Ex slip.

Thank you,

Bonnie Albright
Title Clerk
Copart
[REDACTED]

Subject: FW: Title for 2017 Kia Sportage

Hi Alex,

FYI....

Here's the tracking number for the title.

Nancy.

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPR3A62H7			1
		Prod. Date: 02/07/2017	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Nancy Daveldek SCLA

*** Phone - Call - Inbound commitment updated on 04/27/2018 10:00:55 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/01/2018 and updated by Alex Villalpando ***

*** Note - Others created on 05/01/2018 09:22:40 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Received Title.

*** Phone - Call - Inbound commitment fulfilled on 05/01/2018 09:23:03 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/01/2018 closed by Alex Villalpando ***

*** 05/01/2018 09:23:18 (GMT-08:00) Pacific Time (US & Canada) ***

Closed with Resolution Code : Goodwill Issued

[Resolution Summary]

Pending further contact.

*** 07/27/2018 09:40:59 ***

Reopened by Jazmin Diaz with Sub Status of Working

*** 07/27/2018 09:41:06 ***

Closed by Jazmin Diaz with Resolution Code : Goodwill Issued

[Resolution Summary]

Pending further contact.

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of	2017 SPORTAGE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPNCAC3H7	[REDACTED]	[REDACTED]	15,000
Watertown, CT,	[REDACTED]	Prod. Date:	02/16/2016	Dealer:	Shaker's 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

*** 10/17/2017 08:28:44 (GMT-07:00) Mountain Time (US & Canada) ***

Contact = [REDACTED], Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 10/17/2017 08:25:45 (GMT-07:00) Mountain Time (US & Canada) and created by Helena Camacho ***

KNDPNCAC3H7

Daughter of [REDACTED] ab states:

1. im calling for my mother
2. on 10/2/2017 @230 pm the veh caught on fire
3. she took it in for an oil change
4. about 15 mins after leaving the dlr she got something to eat
5. parked the car and went inside
6. while she was waiting a man came running inside stating the veh was on fire
7. thankfully she didnt have my kids and she wasnt in the veh
8. insurance called her to today and told her its a total loss
9. shaker kia did a reg oil change
10. dlr said "i dont know what to tell you"
11. she lost her phone/gps
12. she cleans offices on the weekend so she had cleaning equipment, a vacuum
13. Metlife is the insurance company

writer states:

1. thank you for contacting us
2. i will need to speak to [REDACTED]
3. was there anything else i can do for you?

caller states:

1. no, thank you

*** Phone - Call - Inbound created on 10/17/2017 11:02:58 (GMT-07:00) Mountain Time (US & Canada) and created by Helena Camacho ***

call to [REDACTED]

*not able to get through

*left VM

*provided case#/1800#

*requested a call back

CTA

Forward to NCA

- 1 Customer alleges the vehicle caught on fire
- 2 Vehicle is currently at salvage
- 3 Customer is requesting assistance in GW, states fire happened because of the oil change it just had
- 4 Please review and follow up accordingly

*** 10/17/2017 11:11:21 (GMT-07:00) Mountain Time (US & Canada) ***

Dispatched from WIPBin = Auto Assign to Queue National CA by Helena Camacho

Reason:

*** Phone - Call - Inbound created on 10/17/2017 12:08:20 (GMT-07:00) Arizona and created by LaKindra Sims

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPNCAC3H7			15.000
Watertown, CT,		Prod. Date: 02/16/2016	Dealer:		Shaker's KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Caller stated

1. I need to speak to Helena

wtr transferred caller to Helena

*** 10/17/2017 13:15:38 (GMT-07:00) Mountain Time (US & Canada) ***

Dispatched from WIPBin = Auto Assign to Queue National CA by Helena Camacho

Reason: cust states veh caught on fire

*** 10/18/2017 08:03:27 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** 10/18/2017 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 10/18/2017 10:13:38 (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?

The customer replied:

1. I just got an oil change and the vehicle caught on fire.

Wrt replied;

1. okay please email the photos and I will review with the KMA engineers.

*** Email - External Email Received commitment created on 10/18/2017 10:16:36 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/25/2017 and created by Ryan Ristow ***

*** 10/18/2017 11:19:31 (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 10/25/2017 08:52:14 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/25/2017 closed by Ryan Ristow ***

Wrt received photos and reviewed them with the KMA engineers.

*** Phone - Call - Outbound created on 10/25/2017 08:52:16 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wrt left a VM for the customer.

*** Phone - Call - Inbound commitment created on 10/25/2017 08:52:35 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/01/2017 and created by Ryan Ristow ***

*** Phone - Call - Inbound commitment fulfilled on 10/30/2017 10:50:45 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/01/2017 closed by Ryan Ristow ***

The customer called in:

1. Returning your call.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDPNCAC3H7	[REDACTED]	[REDACTED]	15,000
Watertown, CT, [REDACTED]	Prod. Date: 02/16/2016		Dealer: [REDACTED]	Shaker's KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Wrt replied:

1. Thanks, I wanted to see where the location of the vehicle is?

The customer replied;

1. The insurance took it to New Brighton, CT.

Wrt replied:

1. Have you settled with the insurance?

The customer replied:

1. Yes I have.
2. I needed a new car.

Wrt replied;

1. if that is the case, we will be awaiting a subrogation from the insurance.
- 2.Explained subrogation.

The customer replied:

1. Well I am degusted with how I have been treated.

Wrt replied:

1. I am happy to follow up with the insurance to see what they are planning to do.

The customer replied:

1. I am sure they will subrogate you.

*** 10/30/2017 10:51:02 (GMT-08:00) Pacific Time (US & Canada) ***

Closed with Resolution Code : Information Given

[Resolution Summary]

Case closed. Pending customer contact.

Kia Motors America
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Last name	First name	VIN of 2017 SPORTAGE	Case Number	Mileage
		KNDPMCAC3H7		11,100
		Prod. Date: 11/26/2016	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

*** 11/22/2017 07:55:55 ***

Contact = Priority = Standard, Sub Status = Dispatched

*** 11/22/2017 07:55:55 ***

Web - Note created on 11/22/2017 07:55:55 and created by Mark Warchal

On November 8th, 2017 at about 6:50pm the subject vehicle (VIN# KNDPMCAC3H7) was being returned to the Avis Rental Facility at Newark Airport, Newark, NJ, upon entry to facility smoke was coming from under engine hood area. Employee opened engine hood, found engine engulfed in flames, 4 other vehicles were damage in close proximity to subject vehicle. Avis Budget Group is requesting Kia open a Product Allegation Case, perform inspection to determine cause. Employee statements and photo's of subject vehicle are attached. If anything else is needed I my contact information is below.

Thank you,

|Senior Warranty Analyst, Warranty & Vehicle Maintenance Admin
Avis Budget Group, Inc.

W | F
|Parsippany, NJ |

E-Mail -

*** 11/22/2017 07:55:56 ***

Kia 1.jpg added by on 11/22/2017 07:55:56

*** 11/22/2017 07:55:56 ***

Kia 2.jpg added by on 11/22/2017 07:55:56

*** 11/22/2017 07:55:56 ***

Kia 3.jpg added by on 11/22/2017 07:55:56

*** 11/22/2017 07:55:57 ***

Report 1.pdf added by on 11/22/2017 07:55:56

*** 11/22/2017 07:55:57 ***

Report 2.pdf added by on 11/22/2017 07:55:57

*** 11/22/2017 07:55:58 ***

Report 3.pdf added by on 11/22/2017 07:55:57

*** 11/22/2017 08:14:59 ***

Web - Note created on 11/22/2017 08:14:59 and created by
Mileage is 11,104 ,mileage entered 17,982 is incorrect.

*** 11/27/2017 06:05:33 (GMT-07:00) Arizona ***

Accepted from Queue eWebSupport to WIPBin default by Diana Thacker

*** 11/27/2017 09:38:42 (GMT-07:00) Arizona ***

Dispatched from WIP default to Queue by

*** 11/27/2017 12:37:30 (GMT-05:00) Eastern Time (US & Canada) ***

Accepted from Queue ZZ Travis Widener to WIPBin INBOX by Travis Widener

*** Phone - Call - Inbound commitment created on 11/27/2017 16:12:39 (GMT-05:00) Eastern Time (US &

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Last name	First name	VIN of 2017 SPORTAGE	Case Number	Mileage
		KNDPMCAC3H7		11,100
		Prod. Date: 11/26/2016	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Canada) with Commitment Date 11/28/2017 and created by Travis Widener ***
Fire

*** Phone - Call - Inbound commitment fulfilled on 11/29/2017 08:46:00 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/28/2017 closed by Alex Villalpando ***

*** Phone - Call - Inbound created on 11/29/2017 08:44:39 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt states

1. Hello contacting in regards to case
2. Please advise
3. Wrt completes script

Cust states

1. Renter was driving car into check in lane when this happened
2. Affected four other vehicles
3. Have not been able to get a hold of the renter since this happened.
4. Contacting Kia to rule out any Product Liability

Wrt states

1. Thank you for information
2. Please provide any additional information and photos
3. Will review and follow up
4. Please contact me if you have any questions.

Cust states

1. thank you

*** Phone - Call - Inbound commitment created on 11/29/2017 08:48:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/01/2017 and created by Alex Villalpando ***

*** Note - Others created on 11/29/2017 08:52:57 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

<For Internal Use Only

Please refer to Attachments for case script.>

*** Email - External Email Received created on 12/01/2017 08:34:05 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

From:

Subject: RE: Kia Motors America / Fire Incident November 8th, 2017, Newark, NJ - Kia VIN# KNDPMCACH7 - Kia Case Number

Alex,

Good afternoon, thank you very much for getting back to me. I'm attaching more pictures of the vehicles (4 in addition to the subject vehicle that were on fire) and also some estimates of the damage. If I received more information I will forward. Thank you for your time.

Regards,

P.S - I've added to the subject line of this e-mail for internal search purposes.

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2017 SPORTAGE	Case Number	Mileage
		KNDPMCAC3H7		11,100
		Prod. Date: 11/26/2016	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** Note - Others created on 12/01/2017 13:06:47 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Reviewed with KMA engineers.

*** Phone - Call - Outbound created on 12/01/2017 13:07:02 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt attempted contact. Left message for CB and for
1. Maintenance / repair records
2. How long cust was in vehicle
3. Have interested to inspect vehicle
4. If contact was made with customer yet?

*** Phone - Call - Inbound commitment created on 11/29/2017 08:48:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/05/2017 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on 12/05/2017 08:40:50 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt contacted [REDACTED] at Insurance
1. Wrt asked for maintenance/repair history, duration of rental, and if any customer contact.
2. [REDACTED] advised will provide history, will check to see duration of rental, and no contact has been made with customer yet.
3. [REDACTED] advised port authority are looking for the guy.

*** Phone - Call - Inbound commitment created on 11/29/2017 08:48:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/08/2017 and created by Alex Villalpando ***

*** Email - External Email Received created on 12/05/2017 09:05:30 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
From [REDACTED]
Sent: Tuesday, December 05, 2017 9:01 AM
Cc: Lang, Bob; Vanderslice, Tom; Creeden, Joseph
Subject: FW: Kia Motors America [REDACTED] / Fire Incident November 8th, 2017, Newark, NJ - Kia VIN# KNDPMCACH7 [REDACTED] - Kia Case Number [REDACTED]

Alex,
Good morning, I've taken a look at our service history and there is none available. Attached is the only information I have in regards to this vehicle / incident. The vehicle is located in Newark, NJ. Address is below, I've also cc'd the location managers (Bob Lang and Tom Vanderslice) so when an inspector is dispatched they can be contacted directly to set up a date and time for an inspection.
[REDACTED]

Location Manager
Tom Vanderslice (NYO SC Mgr)
Bob Lang(MM) [REDACTED]
[REDACTED]

Office

Cell

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPMCAC3H7			11,100
		Prod. Date: 11/26/2016	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

86 Olympia Drive Newark NJ 07114-3120

*** Phone - Call - Inbound commitment created on 11/29/2017 08:48:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/15/2017 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 11/29/2017 08:48:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/19/2017 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 11/29/2017 08:48:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/20/2017 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 11/29/2017 08:48:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/21/2017 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on 12/21/2017 09:58:27 (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 11/29/2017 08:48:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/22/2017 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 11/29/2017 08:48:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/26/2017 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on 12/26/2017 11:02:57 (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 11/29/2017 08:48:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/03/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 11/29/2017 08:48:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/09/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 11/29/2017 08:48:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/10/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 11/29/2017 08:48:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/11/2018 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on 01/17/2018 13:24:38 (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 11/29/2017 08:48:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/18/2018 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on 01/18/2018 09:20:46 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPMCAC3H7			11,100
		Prod. Date: 11/26/2016	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Wrt contacted

1. Mark states have not heard from customer
2. Wrt advised Mark to provide any additional footage, videos, pictures, etc., available for review
3. Wrt advised Mark would like to have employees review photos and identify where they first saw flames

*** Email - External Email Sent created on 01/18/2018 09:27:45 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Sent: Thursday, January 18, 2018 9:28 AM

To:

Subject: RE: Kia Motors America / Fire Incident November 8th, 2017, Newark, NJ - Kia VIN# KNDPMCACH7 - Kia Case Number

Hello

Thank you for speaking with me. As discussed, could you please send me any videos and photos available including any that the employees took. I would also like to have the two employees who wrote the incident reports and witnessed the event to complete the attached document and have it returned back to me.

Please let me know if there are any questions.

Thank you,

*** Phone - Call - Inbound commitment created on 11/29/2017 08:48:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/23/2018 and created by Alex Villalpando ***

*** Email - External Email Received created on 01/23/2018 09:21:43 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Subject: RE: Kia Motors America / Fire Incident November 8th, 2017, Newark, NJ - Kia VIN# KNDPMCACH7 - Kia Case Number

Thanks Alex, I'll get this over to the employees who were involved in this incident.

*** Phone - Call - Inbound commitment created on 11/29/2017 08:48:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/25/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 11/29/2017 08:48:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/30/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 11/29/2017 08:48:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/06/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 11/29/2017 08:48:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/09/2018 and created by Alex Villalpando ***

*** Email - External Email Received created on 02/07/2018 12:26:07 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

To: Sauck, Eric [KMA]; Villalpando, Alex [KMA]

Cc: Vanderslice, Tom; Lang, Bob; Creeden, Joseph; Goswick, Jean

Subject: FW: Kia Motors America / Fire Incident November 8th, 2017, Newark, NJ - Kia VIN#

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Consumer Affairs Department

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Last name	First name	VIN of 2017 SPORTAGE	Case Number	Mileage
		KNDPMCACH7		11,100
		Prod. Date: 11/26/2016	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

KNDPMCACH7 - Kia Case Number

Importance: High

Eric, Alex,

Good morning, any updates on this case? please advise.

Thank you,

Mark Warchal |Senior Warranty Analyst, Warranty & Vehicle Maintenance Admin
Avis Budget Group, Inc.

W: | F:
|Parsippany, NJ

To: Warchal, Mark; Sauck, Eric [KMA]

Cc: Vanderslice, Tom; Lang, Bob; Creeden, Joseph; Goswick, Jean

Subject: RE: Kia Motors America / Fire Incident November 8th, 2017, Newark, NJ - Kia VIN#

KNDPMCACH7 - Kia Case Number

Hello

Per our last conversation, I have not yet received any of the additional information. Do you know the current status of this?

From: Naveed, Zeeshan

Sent: Wednesday, February 07, 2018 12:26 PM

To: Durante, Stephen;

Cc: Creeden, Joseph; Vanderslice, Tom; Lang, Bob; Goswick, Jean; Mark Haeussler

Subject: RE: Kia Motors America / Fire Incident November 8th, 2017, Newark, NJ - Kia VIN#

KNDPMCACH7 - Kia Case Number

I attached the photos as requested. To be perfectly honest, we never opened the hood of the vehicle fully. We pulled the hood release and when it popped up, from my viewing point which was the the driver side of the vehicle, noticed the orange glow under the hood. At that point, I was not about to put my hand underneath to open it fully. However, it seemed most of the glow was from center of engine compartment to the driver side from my vantage point. Let me know if you have any further questions.

Zeeshan Naveed|Operations Manager| Newark Liberty Int'l Airport
Avis Budget Group, Inc.

W: | F:
| Newark, NJ
@avisbudget.com

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPMCACH7			11,100
		Prod. Date: 11/26/2016	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Cc: Vanderslice, Tom; Lang, Bob; Creeden, Joseph; Goswick, Jean

Subject: RE: Kia Motors America / Fire Incident November 8th, 2017, Newark, NJ - Kia VIN#

KNDPMCACH7 - Kia Case Number 03

Importance: High

Alex,

Good afternoon, this is the only other information that we have. Please see below, and attached. If there are any other questions Zeeshan's contact information is below.

Regards,

To: Warchal, Mark; Villalpando, Alex [KMA]; Sauck, Eric [KMA]

Cc: Vanderslice, Tom; Lang, Bob; Goswick, Jean

Subject: RE: Kia Motors America / Fire Incident November 8th, 2017, Newark, NJ - Kia VIN#

KNDPMCACH7 - Kia Case Number

FYI – KIA, The hood was never fully opened so we could not see the exact location of the fire or the origin.

*** Email - External Email Received created on 02/08/2018 16:38:05 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Subject: RE: Kia Motors America / Fire Incident November 8th, 2017, Newark, NJ - Kia VIN#

KNDPMCACH7 - Kia Case Number

Alex, Eric,

Good morning, I'm attaching an additional information I received yesterday evening.

Regards,

*** Phone - Call - Inbound commitment created on 11/29/2017 08:48:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/13/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 11/29/2017 08:48:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/27/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 11/29/2017 08:48:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/02/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 11/29/2017 08:48:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/09/2018 and created by Alex Villalpando ***

*** Email - External Email Sent created on 03/09/2018 15:30:32 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Subject: RE: Kia Motors America / Fire Incident November 8th, 2017, Newark, NJ - Kia VIN#

KNDPMCACH7 - Kia Case Number

Importance: High

Alex,

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2017 SPORTAGE	Case Number	Mileage
██████████	██████████	KNDPMCAC3H7██████████	██████████	11,100
		Prod. Date: 11/26/2016	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Good morning, has there been any movement on this case? Please advise.

Thank you,

██████████

Hi ██████████,

We are currently reviewing the information. Is a copy of the rental agreement and maintenance history available?

Thank you,

Subject: RE: Kia Motors America ██████████ / Fire Incident November 8th, 2017, Newark, NJ - Kia VIN# KNDPMCAC3H7██████████ - Kia Case Number ██████████
Importance: High

Alex,

Good morning. I've updated the subject line to include the correct VIN # (it was missing the 9th digit) Additionally, I've attached the maintenance history for this vehicle. Avis Budget Group has made it a practice to not provide rental agreements to protect the identity of the renter as it has personal / payment information on the document. If anything else is needed to move this investigation along (this case was opened with Kia Consumer Assistance on November 22, 2017), please contact me.

Regards,

██████████

VEHID ██████████
HOME PHONE N/A

SERIAL NO. KNDPMCAC3H7██████████
WAR.EXP.DATE KEY ██████████ STKR ██████████

BUS. PHONE N/A EXT.

LICENSE NO. ██████████

CELL PHONE N/A

UNIT N/A

PAGER N/A CODE

SA

E-MAIL

DLR LOYALTY

STOCK # ██████████

17 KIA Sportage ██████████

--- 1 of 1 - Dealer: EWR-S -----

RO No: ██████████ Opened: 02NOV17 Closed: 02NOV17 Mileage: 10982

Line Code: A Booker: ██████████ Comeback: N

Complaint: ██████████ QUICK RO PMSCRT

Cause:

SA..... TECH... TYPE. OPCODE.. CB-RO..... DESCRIPTION.....

██████████

██████████ I PMSCR2 QUICK RO PMSCRT

PARTS\$ 0.00 LABOR\$ 0.00 MISC\$ 0.00

Subject: RE: Kia Motors America ██████████ / Fire Incident November 8th, 2017, Newark, NJ - Kia VIN# KNDPMCAC3H7██████████ - Kia Case Number ██████████

Kia Motors America
Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPMCAC3H7			11,100
		Prod. Date: 11/26/2016	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Hello ,

Thank you. In the attachment that you provided (RO for 10,982 miles), I am unfamiliar with "A quick RO PMSCRT." What was done in this RO?

Although the documents that you have already provided on this matter identify the rental customer by name, address, phone, email, and company, we are not looking to get any personal/payment information. You might be able to redact that information from the rental agreement before you send it to us—I hope this is acceptable to you.

In very recent matters with Avis Budget, we have obtained RAs (with only the last four digits of driver's license and credit card numbers visible). An RA would help us to have a complete file on this vehicle, as well.

Thanks for your patience as we finish our investigation of the matter.

Eric Sauck

Subject: RE: Kia Motors America / Fire Incident November 8th, 2017, Newark, NJ - Kia VIN# KNDPMCAC3H7219972 - Kia Case Number 12554403

Eric,

Good afternoon. a Quick RO is an internal repair order / document for a procedure which includes an oil and filter change and also a safety inspection. Unfortunately Avis Budget Group will not be able to provide the Rental Agreement with the Renters driver's license number, or parts of it. The personal information that Kia received in the initial e-mail for this case was sent in error, and we ask that Kia not contact the renter in this case, as the renters personal information was not meant to be shared.

Regards,

Sent: Thursday, February 22, 2018 12:29 PM

To: k'

Cc: Villalpando, Alex [KMA]

Subject: RE: Kia Motors America / Fire Incident November 8th, 2017, Newark, NJ - Kia VIN# KNDPMCAC3H7 - Kia Ca N ber

, thanks for that explanation.

I think I miscommunicated: Kia does not need ANY customer personally identifiable information (PII) from the renter. Furthermore, Kia will not contact your renter on our own (if at some time we do feel the need to do so, we would ask permission from you and coordinate with you first, but we do not foresee that need).

All of that PII can be redacted from the RA. The important information from the RA is the VIN, rental date, and outgoing mileage.

If you cannot provide a redacted RA, please provide the outgoing date/mileage.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPMCAC3H7			11,100
		Prod. Date: 11/26/2016	Dealer:		

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Fire/Explosion

Regards,
Eric Sauck

Sent: Tuesday, March 06, 2018 6:09 PM

To [REDACTED]

Cc: Sauck, Eric [KMA]

Subject: FW: Kia Motors America [REDACTED] / Fire Incident November 8th, 2017, Newark, NJ - Kia VIN# KNDPMCAC3H7 [REDACTED] - Kia Cas N ber [REDACTED]

Hi [REDACTED],

I just wanted to follow up with you in regards to this case. Is there an update as to whether we can receive the rental agreement requested without the customer's personal information?

Thank you,

Subject: RE: Kia Motors America [REDACTED] / Fire Incident November 8th, 2017, Newark, NJ - Kia VIN# KNDPMCAC3H7 [REDACTED] - Kia Ca N be [REDACTED]

Alex,

Good morning, Avis Budget Group will not release the Rental Agreement. Please let me know if anything else is needed.

Thank you,

[REDACTED]

*** Note - Others created on 03/09/2018 15:51:26 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Reviewed with KMA engineers

*** Phone - Call - Inbound commitment created on 11/29/2017 08:48:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/12/2018 and created by Alex Villalpando ***

*** Email - External Email Received created on 03/13/2018 10:30:23 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Subject: RE: Kia Motors America [REDACTED] / Fire Incident November 8th, 2017, Newark, NJ - Kia VIN# KNDPMCAC3H7 [REDACTED] - Kia Cas N ber [REDACTED]
Importance: High

Kia Motors America Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPMCAC3H7		3	11,100
		Prod. Date: 11/26/2016	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Alex,

Good afternoon, are there any update on this case? Please advise.

Thank you,

*** Phone - Call - Inbound commitment created on 11/29/2017 08:48:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/16/2018 and created by Alex Villalpando ***

*** Email - External Email Received created on 03/13/2018 10:33:46 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

From: Creeden, Joseph

Sent: Tuesday, March 13, 2018 10:31 AM

To: ; Villalpando, Alex [KMA]; Sauck, Eric [KMA]

Cc: Goswick, Jean

Subject: RE: Kia Motors America / Fire Incident November 8th, 2017, Newark, NJ - Kia VIN# KNDPMCAC3H7 - Kia Case Number

The customer was in this vehicle for TWO DAYS from Nov 6th at 9:15am, 10,983 miles to Nov 8th at 7:00pm 11,100 miles.

*** Phone - Call - Inbound commitment created on 11/29/2017 08:48:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/20/2018 and created by Alex Villalpando ***

*** Email - External Email Received created on 04/03/2018 08:57:47 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Subject: RE: Kia Motors America / Fire Incident November 8th, 2017, Newark, NJ - Kia VIN# KNDPMCAC3H7 - Kia Case Number

Hi ,

In speaking with our engineers, we would like to setup a joint inspection date. Does Avis have an insurance company we can reach out to or if self-insured, would an Avis representative be available to attend?

At the time of the inspection, would it be possible to use a lift in order to inspect under the vehicle?

Thank you,

Subject: RE: Kia Motors America / Fire Incident November 8th, 2017, Newark, NJ - Kia VIN# KNDPMCAC3H7 - Kia Case Number

Alex,

Good morning. Avis is self-insured. When would Kia like to set up a joint inspection? I will have to check with the location manager to see when would be a good time to do this.

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPMCAC3H7			11,100
		Prod. Date: 11/26/2016	Dealer:		

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Fire/Explosion

Subject: RE: Kia Motors America / Fire Incident November 8th, 2017, Newark, NJ - Kia VIN# KNDPMCAC3H7 - Kia Case Number

I would like to set up a joint inspection on 4/19 in the morning (8:30-9AM start time). Would that work?

Thanks, and I hope you have (or had) a nice weekend.

Subject: RE: Kia Motors America / Fire Incident November 8th, 2017, Newark, NJ - Kia VIN# KNDPMCAC3H7 - Kia Case Number

Hello ,

Following up on my email below. Any thoughts on that date and time? I need to know so that I can make my flight reservations.

Thanks,

Subject: RE: Kia Motors America / Fire Incident November 8th, 2017, Newark, NJ - Kia VIN# KNDPMCAC3H7 - Kia Case Number

Eric,

Good morning, I thought we were trying to set this up on 4/19 from an earlier e-mail. Would that date work? – please reply to all.

Thank you,

Subject: RE: Kia Motors America / Fire Incident November 8th, 2017, Newark, NJ - Kia VIN# KNDPMCAC3H7 - Kia Case Number

thanks. Yes, 4/19 works for me. I would like to start at 8:30 AM, if that works with the others.

Please confirm if we can get the Sportage onto a lift.

Eric

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPMCAC3H7		3	11,100
		Prod. Date: 11/26/2016	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Sent: Tuesday, April 03, 2018 06:27 AM Pacific Standard Time

To: Sauck, Eric [KMA]

Cc: Villalpando, Alex [KMA]; Vanderslice, Tom; Creeden, Joseph; Goswick, Jean

Subject: RE: Kia Motors America / Fire Incident November 8th, 2017, Newark, NJ - Kia VIN# KNDPMCAC3H7 - Kia Case Number

Will move it onto a lift for the morning of 4/19

Subject: RE: Kia Motors America / Fire Incident November 8th, 2017, Newark, NJ - Kia VIN# KNDPMCAC3H7 - Kia Case Number

Thank you, Bob. I will make my travel arrangements.

See you then.

Eric

*** Phone - Call - Inbound commitment created on 11/29/2017 08:48:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/20/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 04/20/2018 13:44:54 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/24/2018 and updated by Alex Villalpando ***

*** Note - Others created on 04/23/2018 10:26:32 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

KMA engineer inspected vehicle for second time. Underneath vehicle there was oil residue. The engine oil was low. Remints of oil fill cap was not visible.

Origin of fire is on the exhaust area of engine. Probable cause is engine oil leaking onto hot exhaust manifold.

*** Phone - Call - Inbound commitment updated on 04/24/2018 10:45:35 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/25/2018 and updated by Alex Villalpando ***

*** Phone - Call - Outbound created on 04/25/2018 11:25:35 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt states

1. Hi contacting in regards to case
2. Have you heard back from inspection results

Cust states

1. I have not yet

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPMCAC3H7			11,100
		Prod. Date: 11/26/2016	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Wrt states

1. During the joint inspection
2. Oil residue was found underneath vehicle and engine oil was low
3. remnants of oil fill cap was not visible
4. Origin of fire is on the exhaust area of engine. Probable cause is engine oil leaking onto hot exhaust manifold.

Cust states

1. Okay then
2. Is it possible to get a report of that for our database
3. There was other damages involved and just need something

Wrt states

1. Discussion was verbal.
2. Can check and follow up

Cust states

1. Thank you

*** Phone - Call - Inbound commitment updated on 04/25/2018 12:04:34 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/26/2018 and updated by Alex Villalpando ***

*** Phone - Call - Outbound created on 05/02/2018 12:52:41 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt attempted contact. Left message for CB

*** Phone - Call - Inbound commitment updated on 05/02/2018 12:53:03 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/03/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 05/07/2018 14:11:47 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/08/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 05/09/2018 12:49:45 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/10/2018 and updated by Alex Villalpando ***

*** Note - Others created on 05/11/2018 09:56:01 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Reviewed with Legal

*** Phone - Call - Outbound created on 05/11/2018 10:06:08 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt states

1. Hello calling to follow up
2. Would not be able to provide report, a physical report was not created

Mark states

1. Okay
2. I just need something that I can send up

Wrt states

1. Can send letter

states

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPMCAC3H7			11,100
		Prod. Date: 11/26/2016	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

1. Thank you

*** Email - External Email Sent created on 05/15/2018 16:27:40 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Sent: Tuesday, May 15, 2018 4:27 PM

To:

Subject: Kia Motors America / Fire Incident November 8th, 2017, Newark, NJ - Kia VIN# KNDPMCAC3H7

Hello

Thank you for your assistance with this case. As discussed, please see attached letter.

Please contact me if you have any questions.

Thank you,

*** Phone - Call - Inbound commitment fulfilled on 05/15/2018 16:27:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/10/2018 closed by Alex Villalpando ***

*** 05/15/2018 16:28:09 (GMT-08:00) Pacific Time (US & Canada) ***

Closed with Resolution Code : Letter Sent

[Resolution Summary]

Pending further contact.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDPRCA68H7	[REDACTED]	[REDACTED]	11.000
Vancouver,	WA,	[REDACTED]	Prod. Date: 03/10/2016	Dealer: [REDACTED]	Dick Hannah KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

Case History

*** 11/30/2017 16:52:58 (GMT-07:00) Arizona ***

Contact = [REDACTED] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 11/30/2017 16:44:16 (GMT-07:00) Arizona and created by Yeimy Armenta ***

Customer states:

- 1 vehicle broke down last night
- 2 vehicle was tow to dealer
- 3 there was a problem with spark plugs
- 4 due to the spark plug issue the engine was damage
- 5 now the engine needs to be replaced
- 6 Dealer just called and advice is going to take 10 weeks to replace it
- 7 last night they placed us in a loaner so that we could get home

Writer states:

- 1 Apologize for the situation
- 2 will open case
- 3 contact dealer
- 4 get part into UPPER
- 5 Can follow up with customer and repair

Customer states:

- 1 thank you
- 2 we have had multiple issues with the car
- 3 when vehicle was delivered the vehicle started smoke was
- 4 smoke was coming out from the hood
- 5 it actually cut on fire
- 6 there was an oil leak that got into turbo charger
- 7 with the heat of the charger when the car stop the oil ignited under the hood
- 8 The vehicle was at 1700 miles
- 9 the loaner that dealer gave us is a mini van
- 10 does not compare to the car we have
- 11 want to know what can you do to maybe get us into another car

Writer states:

- 1 Apologize for the situtaion
- 2 Understand concern
- 3 will open case
- 4 will contact dealer to get more informaiton
- 5 for loaner vehicle will need to talk to dealer if able to get you into another vehicle
- 6 additional transportation is a courtesy due to warranty does not include additional transportation or compensation for vehicle being down
- 7 referred to WCIM

Customer state:

- 1 Understand
- 2 well not sure if we will be able to keep this loaner until the repair is done
- 3 if anything can I call you back if need help

Writer states:

- 1 Definitely please do so
- 2 will contact dealer

Kia Motors America
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Last name	First name	VIN of	2017 SPORTAGE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPRCA68H7	[REDACTED]	[REDACTED]	11,000
Vancouver,	WA,	Prod. Date:	03/10/2016	Dealer:	Dick Hannah KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

3 and will be following up on the repair

Customer states: 1 ok thank you

*** Phone - Call - Outbound commitment created on 11/30/2017 18:26:42 (GMT-07:00) Arizona with Commitment Date 12/04/2017 and created by Yeimy Armenta ***

*** Phone - Call - Outbound commitment fulfilled on 12/23/2017 09:38:06 (GMT-07:00) Arizona with Commitment Date 12/04/2017 closed by Yeimy Armenta ***

*** Phone - Call - Outbound created on 12/23/2017 09:38:08 (GMT-07:00) Arizona and created by Yeimy Armenta ***

Writer states:

1 called dealer [REDACTED]

2 spoke with Thomas service adviser

Customer Name: [REDACTED]

Customer phone #: [REDACTED]

Customer address: [REDACTED] WASHOUGAL WA [REDACTED]

VIN: KNDPRCA68H7 [REDACTED]

MY and Mileage: 2017 / 11773 MILES

Most recent RO# Open Date and Close date (if applicable): [REDACTED], 11/30/2017- still open

Days Down at initial Service Alert report (if applicable):

Most recent Repair Issue and Diagnosis:

Customer says, CEL flashing vehicle died, when started, sounded funny,

Diagnose: tech line with issues, tech line ended up approving replacement of engine, spark plug blew up on the engine, no start on cracking low compression crack, pending history, block damage, and fuel contaminated with carbon removed plugs

Able to Duplicate (Y or N): Y

Repeat Repair (Y/N), if so, how many times? N

Repair History of current concern with RO#, Open and Closed dates with mileage: N/A

ETA for completion of repairs (if applicable):

Parts on order (Y/N), if so obtain part#, order#: waiting on engine, 11/30/17 long block roder bo 12/13 upgrade on upper stat, part # [REDACTED]

Tech line Case (if applicable): [REDACTED]

Rental / Loaner Provided? If so, since when? Y, 11/30/2017

Dealer contacted DPSM (if needed): Y

Vehicle repaired? N

Customer has possession? N

Dealer Code/Selling Dealer (Y or N) [REDACTED] N

Original Owner (Y or N): Y

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

*** Note - Others created on 12/23/2017 09:41:41 (GMT-07:00) Arizona and created by Yeimy Armenta ***
Forward to ECR

1 Customer states vehicle needs new engine

2 [REDACTED] states engine needs to be replaced, engine on BO

3 Dispatching because vehicle has been down over 20 days

4 DPSM has been advise

5 Please review and follow up accordingly

Kia Motors America

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDPRCA68H7	[REDACTED]	[REDACTED] 1	11.000
Vancouver, WA,	[REDACTED]	Prod. Date: 03/10/2016	Dealer: [REDACTED]	Dick Hannah KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

*** Email - Internal Email Sent created on 12/23/2017 09:44:12 (GMT-07:00) Arizona and created by Yeimy Armenta ***

Writer states:

1 Email DPSM to advise of escalation due to vehicle being down over 20 days

*** 12/23/2017 09:47:28 (GMT-07:00) Arizona ***

Dispatched from WIPBin = Dispatch to Queue Western Region ECR by Yeimy Armenta

Reason: vehicle being down over 20 days

*** 12/26/2017 10:11:29 (GMT-07:00) Arizona ***

Accepted from Queue Western Region ECR to WIPBin default-1 by Randy Chacon

*** 12/26/2017 11:12:13 (GMT-07:00) Arizona ***

Assigned to WIPBin ECR of Jessica Weaver by Randy Chacon

Reason:

*** Phone - Call - Inbound commitment created on 12/28/2017 17:13:54 (GMT-07:00) Arizona with Commitment Date 12/29/2017 and created by Jessica Weaver ***

*** 01/02/2018 15:59:30 (GMT-07:00) Arizona ***

Case moved into WIPBin ECR and Sub Status of Assigned

*** Phone - Call - Outbound created on 01/02/2018 17:06:29 (GMT-07:00) Arizona and created by Jessica Weaver ***

Writer called cust @ [REDACTED]

Writer states:

1. Introduced self
2. Apologized for veh dying
3. Calling to follow up
4. Are there questions or concerns

Cust states:

1. Not at this time - I am just very surprised to find out that my spark plugs caused my engine to fail

Writer states:

1. Understood - will be looking into something for inconvenience once veh has been repaired and returned
2. Will be following along with repairs and assisting where needed
3. If anything arises please feel free to call
4. Provided ECR phone number

Cust states:

1. Ok thank you

*** Phone - Call - Outbound created on 01/02/2018 17:12:05 (GMT-07:00) Arizona and created by Jessica Weaver ***

Writer called [REDACTED] - placed on extended hold, writer disconnected

*** Phone - Call - Inbound commitment created on 12/28/2017 17:13:54 (GMT-07:00) Arizona with Commitment Date 01/05/2018 and created by Jessica Weaver ***

*** Phone - Call - Inbound created on 01/05/2018 09:28:12 (GMT-07:00) Arizona and created by Jessica Weaver

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDPRCA68H7	██████████	██████████	11.000
Vancouver, WA, ██████████	Prod. Date: 03/10/2016		Dealer: ██████████	Dick Hannah KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

Writer called ██████████ spoke to Thomas Service Adviser

Writer states:

1. Calling for status

Thomas states:

1. The vehicle has been repaired and returned to customer

Writer states:

1. Please send all RO's you have on file for customer
2. Provided email

Cust states:

1. I will send them now

Writer thanked

*** Phone - Call - Outbound created on 01/05/2018 09:33:45 (GMT-07:00) Arizona and created by Jessica Weaver ***

Writer called ██████████ spoke to Jeff Service

Writer states:

1. Please send all customer copy RO's -including maintenance
2. Provided email

Jeff states:

1. I will get them sent out

Writer thanked

*** Phone - Call - Outbound created on 01/05/2018 09:39:08 (GMT-07:00) Arizona and created by Jessica Weaver ***

Writer called cust @ ██████████

Writer states:

1. Calling to follow up on repairs

Cust states:

1. Everything is great thank you

Writer states:

1. Should anything arise regarding the engine please call writer directly
2. Provided ECR phone number

Cust states:

1. Ok thank you

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPRCA68H7			11.000
Vancouver,	WA,		Prod. Date: 03/10/2016	Dealer:	Dick Hannah KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

*** Phone - Call - Inbound commitment fulfilled on 01/05/2018 09:42:24 (GMT-07:00) Arizona with Commitment Date 01/05/2018 closed by Jessica Weaver ***

*** Note - Others created on 01/05/2018 09:42:28 (GMT-07:00) Arizona and created by Jessica Weaver ***

<For Internal Use Only

Closing case pending customer callback. Vehicle has been repaired and returned to customer>

*** 01/05/2018 09:43:55 (GMT-07:00) Arizona ***

Closed with Resolution Code : Repaired at Dlr

[Resolution Summary]

*** 01/05/2018 14:58:18 (GMT-07:00) Arizona ***

Reopened with Sub Status of Working

*** Phone - Call - Inbound created on 01/05/2018 14:59:24 (GMT-07:00) Arizona and created by Jessica Weaver ***

Cust states:

1. Calling back

Writer states:

1. Would like to review something for inconvenience - please send sales contract

Cust states:

1. When bought this vehicle is OR
2. The first day the vehicle was brought down from the DLR - it caught fire in the driveway
3. It wasn't so much the veh but the service people negligence
4. The person that serviced it prior left the oil cap off and oil splashed all over the hood
5. So it caught fire under the hood
6. They had to tow it back to their service center and it took them awhile for parts
7. When they brought it back it also has a broken headlight - so they then
8. When the engine had blown up it was right at the intersection of a entrance to a highway
9. Now it has a replacement motor and I feel that I am driving a used car
10. The DLR has been great in following through and fixing the vehicle

Writer states:

1. Apologized
2. What are you requesting of Kia

Cust states:

1. I don't know what you are able to do
2. It has just been one process after another and now I have low confidence in the car
3. Once the engine gets replaced you don't have the same vehicle

Writer states:

1. Would like to ask a few questions regarding fire
2. Ran fire script
3. Will be forwarding case to another department for handling
4. Can still send sales contract to writer and will attach to case
5. Please allow 2-3 business days for follow up
6. Please feel free to call if questions

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPRCA68H7			11.000
Vancouver,	WA,		Prod. Date: 03/10/2016	Dealer:	Dick Hannah KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

Cust states:

1. Ok thank you

*** Others - Others created on 01/05/2018 17:12:45 (GMT-07:00) Arizona and created by Jessica Weaver ***
Dispatching to NCA

1. Customer alleges vehicle caught fire
2. Please review and assist

*** 01/05/2018 17:14:59 (GMT-07:00) Arizona ***
Dispatched from WIPBin = ECR to Queue National CA by Jessica Weaver
Reason:

*** 01/08/2018 08:02:48 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted, from Queue = National CA to WIPBin Inbox/Need To Call

*** 01/08/2018 08:23:35 (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 01/08/2018 09:35:21 (GMT-08:00) Pacific Time (US & Canada) and
created by Ryan Ristow ***
Wrt left a VM for the customer.

*** Phone - Call - Inbound commitment created on 01/08/2018 09:35:35 (GMT-08:00) Pacific Time (US & Canada)
with Commitment Date 01/16/2018 and created by Ryan Ristow ***

*** Email - External Email Received created on 01/08/2018 12:12:09 (GMT-07:00) Arizona and created by Jessica
Weaver ***
Email received from customer with purchase agreement and title attached

Hi Jessica,

Per our telephone conversation, I'm forwarding you our Purchase Agreement and Title.

Please let us know if further documentation is required.

Regards,

*** Phone - Call - Inbound commitment fulfilled on 01/08/2018 11:15:42 (GMT-08:00) Pacific Time (US & Canada)
with Commitment Date 01/16/2018 closed by Ryan Ristow ***

The customer called back in:

1. Returning your call.
2. I sent documents to Jessica.
3. I have had multiple concerns.
4. most recently a fire that led to an engine replacement.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDPRCA68H7	[REDACTED]	[REDACTED]	11.000
Vancouver,	WA,	[REDACTED]	Prod. Date: 03/10/2016	Dealer: [REDACTED]	Dick Hannah KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

Wrt replied:

1. Okay, I will gather all the docs and get back to you ASAP.

*** Phone - Call - Outbound commitment created on 01/08/2018 11:15:44 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/09/2018 and created by Ryan Ristow ***

*** Phone - Call - Outbound commitment created on 01/08/2018 11:15:44 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/09/2018 and created by Ryan Ristow ***

*** Phone - Call - Outbound commitment created on 01/08/2018 11:15:44 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/09/2018 and created by Ryan Ristow ***

*** Phone - Call - Outbound commitment created on 01/08/2018 11:15:44 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/09/2018 and created by Ryan Ristow ***

Wrt left a VM for the dealer.

*** Phone - Call - Outbound commitment created on 01/08/2018 11:15:44 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/10/2018 and created by Ryan Ristow ***

*** Phone - Call - Outbound commitment fulfilled on 01/10/2018 13:21:43 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/10/2018 closed by Ryan Ristow ***

Wrt contacted [REDACTED]:

1. The customer claimed that their vehicle caught on fire.
2. is this true?

Svc mgr replied;

1. That is not the case.
2. However, there was an engine replacement.

The svc mgr replied:

1. There was no fire.
2. There was just smoke.

*** 01/10/2018 13:27:44 (GMT-08:00) Pacific Time (US & Canada) ***

Dispatched from WIPBin = 2. Pending Customer Callback to Queue Western Region Admin by Ryan Ristow
Reason: Wrt reviewed with ECAM.

*** Phone - Call - Outbound created on 01/10/2018 13:46:00 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wrt contacted the customer:

1. Calling in regards to the vehicle.
2. I have reviewed and I am able to send you case to the appropriate department to review your request for a repurchase.

The customer replied:

1. I do not want a repurchase.
2. I just want either a dealer maintenance plan and an adjustment to my extended warranty.

Wrt replied:

1. okay, I will review and see what I am able to offer and get back to you ASAP.

*** Phone - Call - Outbound created on 01/16/2018 13:15:42 (GMT-08:00) Pacific Time (US & Canada) and

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDPRCA68H7	[REDACTED]	[REDACTED]	11,000
Vancouver,	WA,	[REDACTED]	Prod. Date: 03/10/2016	Dealer:	Dick Hannah KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

created by Ryan Ristow ***

Wrt contacted the customer:

1. I was able to review your request for a maintenance plan.
2. I can offer one for 84 months, 15K per year at 5,000 mile intervals.

The customer replied:

1. Does it include engine and transmission fluids?

Wrt replied:

1. It does not.
2. it does check all the fluids every time it is used though.

The customer replied;

1. that is not much help then.
2. We already have oil changes for life.

Wrt replied:

1. Well the plan I am offering costs about \$1,200.00.
2. I could offer you that.

The customer replied;

1. I will double check with my wife and then give you a call back.

*** Phone - Call - Inbound commitment created on 01/16/2018 13:19:35 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/23/2018 and created by Ryan Ristow ***

*** Phone - Call - Inbound commitment fulfilled on 01/16/2018 13:35:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/23/2018 closed by Ryan Ristow ***

Customer called in:

1. We reviewed and we would just like to accept the cash settlement.

Wrt replied:

1. okay, I will review and get the release out to you.

*** Email - External Email Sent commitment created on 01/16/2018 13:35:40 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/17/2018 and created by Ryan Ristow ***

*** Email - External Email Sent commitment fulfilled on 01/17/2018 08:29:09 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/17/2018 closed by Ryan Ristow ***

Hello [REDACTED]

Per my discussion with [REDACTED] I am emailing the release to you. Please review, sign, and return it to me. Once returned, I will be able to submit for the check.

Best,

*** Email - External Email Received commitment created on 01/17/2018 08:29:10 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/24/2018 and created by Ryan Ristow ***

*** Email - External Email Received commitment fulfilled on 01/17/2018 13:08:15 (GMT-08:00) Pacific Time (US &

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPRCA68H7		1	11.000
Vancouver,	WA,		Prod. Date: 03/10/2016	Dealer:	Dick Hannah KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

Canada) with Commitment Date 01/24/2018 closed by Ryan Ristow ***

Customer called in:

1. Left VM
2. the vehicle is now leaking motor oil.
3. This feels like a junk yard car.
4. please escalate this case to the other department we were discussing.

*** 01/17/2018 13:09:17 (GMT-08:00) Pacific Time (US & Canada) ***

Dispatched from WIPBin = 2. Pending Customer Callback to Queue Western Region Admin by Ryan Ristow
Reason: Customer requests buyback. Reviewed with ECAM.

*** 01/18/2018 13:21:41 (GMT-08:00) Pacific Time (US & Canada) ***

Accepted, from Queue = Western Region Admin to WIPBin Default

*** Phone - Call - Inbound commitment created on 01/18/2018 13:21:50 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/19/2018 and created by Casey Crowell ***

*** Phone - Call - Outbound created on 01/19/2018 13:34:27 (GMT-08:00) Pacific Time (US & Canada) and created by Casey Crowell ***

ECA called cust on primary #.

LVM introducing self - requesting call back

*** Phone - Call - Inbound commitment created on 01/19/2018 13:37:19 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/22/2018 and created by Casey Crowell ***

*** Phone - Call - Inbound commitment fulfilled on 01/19/2018 13:54:42 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/19/2018 closed by Casey Crowell ***

*** Phone - Call - Inbound commitment fulfilled on 01/25/2018 13:25:43 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/24/2018 closed by Casey Crowell ***

*** Phone - Call - Outbound created on 02/05/2018 16:23:36 (GMT-08:00) Pacific Time (US & Canada) and created by Casey Crowell ***

ECA called cust on primary #:

1. adv working on review of your offer
2. need most recent RO
3. will obtain from dlr
4. will also need sales contract

Cust:

1. got veh back
2. seems ok now
3. will consider g/w, but would like to see your offer
4. let me know if you need anything

*** Phone - Call - Inbound commitment created on 02/05/2018 16:25:07 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/07/2018 and created by Casey Crowell ***

*** Phone - Call - Inbound commitment created on 02/05/2018 16:25:07 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/12/2018 and created by Casey Crowell ***

From: Crowell, Casey [KMA]

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Last name	First name	VIN of	2017 SPORTAGE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPRCA68H7	[REDACTED]	[REDACTED]	11,000
Vancouver,	WA,	Prod. Date:	03/10/2016	Dealer:	Dick Hannah KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

Sent: Thursday, February 08, 2018 4:47 PM

To: [REDACTED]

Subject: RO Request - [REDACTED] - KNDPRCA68H7 [REDACTED]

Hi Devin,

I need all customer SIGNED copies of all warranty ROs you have for this VIN #.

The customer is seeking a repurchase under Lemon Law, and I'll need these documents to properly verify the number of days down.

Thanks for your help.

Best,

*** Phone - Call - Inbound commitment fulfilled on 02/08/2018 17:06:16 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/12/2018 closed by Casey Crowell ***

ECA called dlr SD Devin

1. cust has 2 ROs, one is still open, will close today.
2. other RO has no signature as they picked up after hours.
3. will send tomorrow morning.

*** Phone - Call - Inbound commitment created on 02/08/2018 17:06:18 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/09/2018 and created by Casey Crowell ***

*** Phone - Call - Inbound commitment fulfilled on 02/09/2018 13:07:00 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/09/2018 closed by Casey Crowell ***

*** Email - External Email Received created on 02/09/2018 13:07:15 (GMT-08:00) Pacific Time (US & Canada) and created by Casey Crowell ***

From: [REDACTED]@dickhannah.com]

Sent: Friday, February 09, 2018 12:42 PM

To: Crowell, Casey [KMA]

Subject: [REDACTED]

Morning,

I am still tracking down the hard copy of the last repair order. But this is a copy of their first visit.

*** Phone - Call - Inbound commitment created on 02/09/2018 13:07:34 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/12/2018 and created by Casey Crowell ***

*** Phone - Call - Inbound commitment created on 02/09/2018 13:07:34 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/14/2018 and created by Casey Crowell ***

*** Phone - Call - Inbound commitment created on 02/09/2018 13:07:34 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/19/2018 and created by Casey Crowell ***

*** Phone - Call - Inbound commitment created on 02/09/2018 13:07:34 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/19/2018 and created by Casey Crowell ***

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDPRCA68H7	[REDACTED]	[REDACTED]	11.000
Vancouver,	WA,	[REDACTED]	Prod. Date: 03/10/2016	Dealer: [REDACTED]	Dick Hannah KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

From: Crowell, Casey [KMA]

Sent: Monday, February 19, 2018 1:38 PM

To: 'Devin Henry'

Subject: RE: [REDACTED]

Hi Devin,

Any chance you were able to locate the most recent RO?

Thanks,

*** Phone - Call - Inbound commitment created on 02/09/2018 13:07:34 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/20/2018 and created by Casey Crowell ***

*** Phone - Call - Inbound commitment created on 02/09/2018 13:07:34 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/21/2018 and created by Casey Crowell ***

*** Phone - Call - Inbound commitment fulfilled on 02/21/2018 15:20:28 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/21/2018 closed by Casey Crowell ***

From: Devin Henry [REDACTED]

Sent: Tuesday, February 20, 2018 2:34 PM

To: Crowell, Casey [KMA]

Subject: FW: [REDACTED].pdf

Casey,

Sorry it took me so long to retrieve it....

Devin Henry

*** Phone - Call - Inbound commitment created on 02/21/2018 15:20:30 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/22/2018 and created by Casey Crowell ***

*** Phone - Call - Inbound commitment fulfilled on 02/23/2018 13:27:16 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/22/2018 closed by Casey Crowell ***

*** Phone - Call - Inbound commitment created on 02/23/2018 13:37:12 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/27/2018 and created by Casey Crowell ***

*** Phone - Call - Inbound commitment fulfilled on 03/01/2018 16:57:24 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/28/2018 closed by Casey Crowell ***

ECA called cust on primary#:

1. LVM requesting s/c.
2. may send via email or call back to get info

*** Phone - Call - Inbound commitment created on 03/01/2018 16:57:27 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/05/2018 and created by Casey Crowell ***

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPRCA68H7			11.000
Vancouver,	WA,		Prod. Date: 03/10/2016	Dealer:	Dick Hannah KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

*** Phone - Call - Inbound commitment fulfilled on 03/07/2018 14:21:48 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/07/2018 closed by Casey Crowell ***

*** Phone - Call - Inbound commitment created on 03/16/2018 14:05:51 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/19/2018 and created by Casey Crowell ***

*** Phone - Call - Inbound commitment created on 03/16/2018 14:05:51 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/19/2018 and created by Casey Crowell ***
CSA - 3-option

*** Phone - Call - Outbound created on 03/19/2018 11:06:36 (GMT-08:00) Pacific Time (US & Canada) and created by Casey Crowell ***
ECA called cust:
1. LVM for return call.

*** Phone - Call - Inbound commitment created on 03/16/2018 14:05:51 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/20/2018 and created by Casey Crowell ***
need more info to complete CSA - pending cust call back

*** Phone - Call - Inbound commitment fulfilled on 03/21/2018 15:39:17 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/21/2018 closed by Casey Crowell ***
ECA called cust:
1. offered \$4k for inconvenience

Cust accepted

*** Phone - Call - Inbound commitment created on 03/21/2018 15:39:19 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/22/2018 and created by Casey Crowell ***

*** Phone - Call - Inbound commitment fulfilled on 03/22/2018 16:47:36 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/22/2018 closed by Casey Crowell ***
sent release for signature

*** 03/23/2018 16:58:12 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: Submitted

*** 04/20/2018 13:43:43 ***
Goodwill # Submitted

*** 04/20/2018 13:44:29 ***
Goodwill # Submitted

*** 04/24/2018 09:21:00 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill # Final Approved

*** 04/27/2018 16:22:57 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Goodwill Issued
[Resolution Summary]
Settled w/ cust for concerns, provided g/w

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPM3AC9H7			1
		Prod. Date: 11/10/2016	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

*** 01/30/2018 13:46:19 ***

Contact = , Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 01/30/2018 13:40:53 and created by Susan Torborg ***

states:

1. I am calling to open a case on a vehicle that we had that caught fire.
2. You can follow up with Mary Lockhart/Legal Department

Writer states:

1. Did you file a report with police/insurance?

RM states:

1. Mary can provide you with all that information needed.
2. Mary can be reached at

Writer states:

1. Ok I will forward this to our National department.
2. Someone will be in touch.

RM states:

1. Ok thank you

Writer states:

1. Thank you for calling Kia

*** 01/30/2018 13:46:46 ***

Dispatched from WIPBin = Default to Queue National CA by Susan Torborg

Reason:

*** 01/31/2018 08:18:38 (GMT-08:00) Pacific Time (US & Canada) ***

Accepted, from Queue = National CA to WIPBin Inbox/Need To Call

*** 01/31/2018 08:40:39 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin default of Alex Villalpando by Jeff Stroup

Reason:

*** Phone - Call - Outbound created on 01/31/2018 09:32:27 (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 01/31/2018 09:32:41 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/02/2018 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on 02/02/2018 08:55:12 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt states

1. Hello contacting in regards to case
2. Please advise
3. Please provide photos, reports, statements, etc.

Mary states

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPM3AC9H7			1
		Prod. Date: 11/10/2016	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

1. Unit #NH
2. Renters just left lot 15-20 minutes
3. car began to smoke and someone in another vehicle advised that the car was on fire
4. Car caught on fire and renters loss personal belongings
5. this occurred on 1/11/18
6. We are self insured.
7. Will be able to send you docs.

Wrt states

1. Thank you

*** Phone - Call - Inbound commitment created on 01/31/2018 09:32:41 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/06/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 01/31/2018 09:32:41 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/09/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 01/31/2018 09:32:41 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/13/2018 and created by Alex Villalpando ***

*** Note - Others created on 02/12/2018 11:28:17 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Reviewed with KMA engineers.

*** Email - External Email Sent created on 02/12/2018 11:28:44 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Sent: Monday, February 12, 2018 11:28 AM

To: 'Mary Lockhart'

Subject: RE: TPA- SPORTAGE | KIA #

Hi Mary,

I am reviewing the case with my KMA engineers and we are working on setting a date for inspection.

Please let me know if you have any questions.

Thank you,

*** Email - External Email Received created on 02/13/2018 13:27:01 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Cc: John Clark

Subject: Re: TPA- SPORTAGE | KIA

Hi Alex,

Can you please include Edgar Hernandez and Laura Zapata when scheduling, as one of them will be attending. They are both on this email.

Thanks,

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2017 SPORTAGE	Case Number	Mileage
		KNDPM3AC9H7		1
		Prod. Date: 11/10/2016	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Mary Lockhart
Liability Claims Manager

Tulsa, OK

office
cell
fax

*** Note - Others created on 02/13/2018 13:27:09 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 01/31/2018 09:32:41 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/16/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 01/31/2018 09:32:41 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/20/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 01/31/2018 09:32:41 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/22/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 01/31/2018 09:32:41 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/26/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 01/31/2018 09:32:41 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/27/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 01/31/2018 09:32:41 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/02/2018 and created by Alex Villalpando ***

*** Note - Others created on 03/05/2018 09:21:41 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

FL - TAMPA SOUTH
COPART AUTO AUCTIONS

RIVERVIEW FL

Phone

*** Email - External Email Sent created on 03/05/2018 09:26:04 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Subject: RE: TPA SPORTAGE | KIA

Kia Motors America

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPM3AC9H7			1
		Prod. Date: 11/10/2016	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Good morning Mary,

Would we be able to set up an inspection for 3/14/18 at 1pm?

Thank you,

*** Phone - Call - Inbound commitment created on 01/31/2018 09:32:41 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/06/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 01/31/2018 09:32:41 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/09/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 01/31/2018 09:32:41 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/16/2018 and created by Alex Villalpando ***

*** Note - Others created on 03/19/2018 08:53:54 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Reviewed with KMA engineers.

*** Phone - Call - Outbound created on 03/19/2018 08:54:10 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt states

1. Hello contacting in regards to case
2. Have reviewed case with engineer
3. Cause was not found to be manufacturer defect
4. Oil fill cap is missing
5. Reviewing maintenance history, see oil change was performed right before event.

Mary states

1. Do you have a written report or photos
2. Can you send it to me

Wrt states

1. Do not have written report
2. Can provide you photo

Mary states

1. Thank you

*** Email - External Email Sent created on 03/19/2018 08:58:19 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Sent: Monday, March 19, 2018 8:58 AM

To: 'Mary Lockhart'

Subject: RE: [REDACTED] TPA-[REDACTED] SPORTAGE | KIA # [REDACTED]

Good morning Mary,

Thank you for speaking with me. Per our conversation, please see attached photo.

Thank you,

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPM3AC9H7			1
		Prod. Date: 11/10/2016	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** Phone - Call - Inbound commitment fulfilled on 03/19/2018 08:59:39 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/21/2018 closed by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 03/19/2018 08:59:53 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/21/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 03/19/2018 08:59:53 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/04/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment fulfilled on 04/11/2018 09:19:03 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/04/2018 closed by Alex Villalpando ***

*** 04/11/2018 09:19:14 (GMT-08:00) Pacific Time (US & Canada) ***

Closed with Resolution Code : Information Given

[Resolution Summary]

Pending further contact.

Kia Motors America

Consumer Affairs Department

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Last name	First name	VIN of	2017 SPORTAGE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPM3ACXH7	[REDACTED]	[REDACTED]	25.783
Shreveport, LA,	[REDACTED]	Prod. Date: 10/14/2016	Dealer: [REDACTED]	Orr KIA of Shreveport Bo	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Overheat

Case History

*** 02/12/2018 07:25:06 ***

Contact = [REDACTED] R, Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 02/12/2018 07:25:27 and created by Edward Blair ***

1. Yesterday the veh had to be brought back to lot because it was smoking really bad
2. It actually went up in flames and the fire dept had to come put it out

Writer

1. I am sorry about that veh
2. I have created a case for you and I will send this up to our national team to help you out with this

*** 02/12/2018 07:47:49 ***

Dispatched from WIPBin = Default to Queue Southwest Region Admin by Edward Blair

Reason:

*** Phone - Call - Inbound created on 02/12/2018 07:48:25 and created by Edward Blair ***

Spoke with

[REDACTED]
[REDACTED]
is the primary contact .

*** 02/12/2018 08:06:06 (GMT-08:00) Pacific Time (US & Canada) ***

Dispatched from WIPBin = _New_ to Queue National CA by Kristen Schaefer

Reason:

*** 02/13/2018 07:55:14 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** 02/13/2018 08:03:32 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin Default of Gustavo Villela by Jeff Stroup

Reason:

*** Phone - Call - Inbound created on 02/13/2018 11:27:39 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr Spoke with [REDACTED] n, with airline company:

1. Asked for description
2. [REDACTED] advised customer was driving and the car started smoking.
3. ... After she pulled over the car caught fire
4. Wtr asked for pics/ service history/ Fire report
5. [REDACTED] advised will email them
6. Wtr gave email and call ended

*** Phone - Call - Inbound created on 02/13/2018 12:01:18 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr uploaded carfax

*** Phone - Call - Inbound commitment created on 02/13/2018 12:01:33 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/20/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 02/13/2018 12:51:34 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/20/2018 closed by Gustavo Villela ***

Kia Motors America

Consumer Affairs Department

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Last name	First name	VIN of	2017 SPORTAGE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPM3ACXH7	[REDACTED]	[REDACTED]	25.783
Shreveport, LA,	[REDACTED]	Prod. Date: 10/14/2016	Dealer: [REDACTED]	Orr KIA of Shreveport Bo	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Overheat

*** Phone - Call - Inbound commitment created on 02/13/2018 12:51:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/13/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 02/13/2018 14:12:42 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/13/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 02/13/2018 14:12:44 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr reviewed case with engineer

*** Phone - Call - Inbound created on 02/13/2018 15:17:29 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr spoke with [REDACTED], avis:

1. Advised case was reviewed
2. Asked for permission to inspect
3. asked for a copy of rental agreement
4. Asked if facilities had way to lift vehicle
5. [REDACTED] granted permission, advised will email agreement and will follow up on lift, and advised mon and fridays were bad days
6. Wtr thanked and advised will get back with inspection day

call ended

*** Phone - Call - Inbound commitment created on 02/13/2018 15:27:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/16/2018 and created by Gustavo Villela ***

*** 02/14/2018 10:20:42 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin Thermal Event and Sub Status of Assigned

*** Phone - Call - Inbound commitment fulfilled on 02/16/2018 09:33:53 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/16/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 02/16/2018 09:33:54 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr spoke with [REDACTED]

1. Asked if lift was available for inspection
2. [REDACTED] stated yes
3. Wtr advised engineer coming 2/20 around 8:30am
4. [REDACTED] thanked call ended

*** Phone - Call - Inbound commitment created on 02/16/2018 13:34:28 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/23/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 02/27/2018 16:05:06 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/23/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 02/27/2018 16:05:08 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

reviewed with engineers

*** Phone - Call - Inbound commitment created on 02/27/2018 16:08:57 (GMT-08:00) Pacific Time (US & Canada)

Kia Motors America

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Last name	First name	VIN of	2017 SPORTAGE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPM3ACXH7	[REDACTED]	[REDACTED]	25.783
Shreveport, LA,	[REDACTED]	Prod. Date: 10/14/2016	Dealer: [REDACTED]	Orr KIA of Shreveport Bo	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Overheat

with Commitment Date 03/01/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 03/01/2018 15:34:22 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/01/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound commitment created on 03/01/2018 15:34:24 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/08/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound created on 03/02/2018 13:45:41 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr spoke with [REDACTED]

1. Advised calling on behalf of customer
2. Customer claiming injuries
3. Wtr advised to have customer email me with info
4. [REDACTED] agreed

call ended

*** Phone - Call - Inbound commitment created on 03/01/2018 15:34:24 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/08/2018 and created by Gustavo Villela ***

*** Note - Others created on 03/06/2018 11:31:29 (GMT-07:00) Arizona and created by Robert Bauer ***

*****Notes from Duplicate Case*****

*** 03/05/2018 19:54:10 (GMT-08:00) Pacific Time (US & Canada) ***

Contact = [REDACTED], Priority = Standard, Sub Status = Working

*** Email - Internal Email Received created on 03/05/2018 19:54:12 (GMT-08:00) Pacific Time (US & Canada) and created by Sandra Guindi ***

NCA was contacted by KMA Marketing who received a copy of a post from Kia Motors India. Post was from a US-based customer who indicated a Sportage had caught fire while his wife was driving. Attaching copy of post to case.

Please follow up with customer accordingly.

*** 03/05/2018 19:57:28 (GMT-08:00) Pacific Time (US & Canada) ***

Dispatched from WIPBin = default to Queue Callcenter by Sandra Guindi

Reason:

*** 03/06/2018 08:57:46 (GMT-07:00) Arizona ***

Accepted from Queue Callcenter to WIPBin default by Diana Thacker

*** 03/06/2018 10:52:29 (GMT-07:00) Mountain Time (US & Canada) ***

Assigned to WIPBin Inbox of Robert Bauer by Julie Miller

Reason:

*** Phone - Call - Outbound created on 03/06/2018 11:09:16 (GMT-07:00) Arizona and created by Robert Bauer ***

Writer states:

1. Calling to follow up on case.
2. Advised that writer was provided information that the Veh may have caught fire.
3. Can you explain the situation?

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of	2017 SPORTAGE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPM3ACXH7	[REDACTED]	[REDACTED]	25,783
Shreveport, LA,	[REDACTED]	Prod. Date: 10/14/2016	Dealer: [REDACTED]	Orr KIA of Shreveport Bo	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Overheat

Customer states:

1. We have been waiting to hear back on this.
2. This is a rental car.
3. We have spoken to the rental company and they advised that they are working with Kia on this.
4. We have left multiple messages for Gustavo at Kia [REDACTED]
5. We have yet to hear back.

Writer states:

1. I apologize.
2. Advised that writer would be happy to see if he is available.

*****Transferred to NCA

*****end of Duplicate Case Notes*****

*** Phone - Call - Inbound created on 03/06/2018 10:31:23 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

WTr spoke with [REDACTED]

1. Wtr advised spoken with [REDACTED] from insurance
2. Asked to send over documentation
3. Cus advised will send to wtrs email

call ended

*** Phone - Call - Inbound created on 03/12/2018 09:03:22 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

wtr entering notes from DUP case [REDACTED]

*** 03/01/2018 18:59:18 (GMT-07:00) Arizona ***

Contact = [REDACTED] Priority = Standard, Sub Status = Working

*** Web - Note created on 03/01/2018 18:59:10 (GMT-07:00) Arizona and created by Mariella Campos ***
SOCIAL MEDIA CONTACT 2/27/2018

CUSTOMER [REDACTED]

Wife is 4 months pregnant and was in a Kia Sportage engine fire no call back from Kia representatives yet.. only on move now [REDACTED]

Wife is 4 months pregnant and was in a Kia Sportage engine fire no call back from Kia representatives yet.. only on move now [REDACTED]

Wife is 4 months pregnant and was in a Kia Sportage MALFUNCTIONS engine fire no call back from Kia representatives yet.. only on move now [REDACTED]

Wife is 4 months pregnant and was in a Kia Sportage MALFUNCTIONS engine fire no call back from Kia representatives yet.. only on move now [REDACTED]

Wife is 4 months pregnant and was in a 2017 or 16 Kia Sportage MALFUNCTIONS engine fire . 2 weeks ago. She

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Last name	First name	VIN of 2017 SPORTAGE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPM3ACXH7 [REDACTED]	[REDACTED]	25,783
Shreveport, LA, [REDACTED]		Prod. Date: 10/14/2016	Dealer: [REDACTED]	Orr KIA of Shreveport Bo

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Overheat

has reached out and no call back from Kia representatives yet.. she has shortness of breath and I'm scared for my unborn child ..only on move now

Wife is 4 months pregnant and was in a 2017 or 16 Kia Sportage MALFUNCTIONS engine fire . 2 weeks ago. She has reached out and no call back from Kia representatives yet.. she has shortness of breath and I'm scared for my unborn child ..only on move now

KMA

Hello [REDACTED] - We understand your concerns. Please private message your VIN and contact number so we may have a member of our team follow up with you. Note that once you select the 'Get Started' icon off our page, you will be greeted by our bot, Kian. Please select the 'VIN and Contact Info' button and then begin typing your message. This will ensure it gets routed to our team for follow up. ^MC

CUSTOMER 2/27/18

Kia Motors America Wife is 4 months pregnant and was in a Kia Sportage engine fire no call back from Kia representatives yet.. only on move now

My wife was in it also

Wife is 4 months pregnant and was in a Kia Sportage engine fire no call back from Kia representatives yet.. only on move now [REDACTED] my info if Kia wants to get I contact with me as well

KMA 2/27/18

Hello [REDACTED] - Thank you for providing your contact number. Could you also private message your VIN so we may have a member of our team review your concerns? Please note that upon your response, you may be greeted by our new bot, Kian. Please type 'Consumer Affairs' to ensure your message gets routed to our team for follow up. Thank you! ^MC

CUSTOMER 2/27/18

My wife was in this car and we have called several times

Consumer affairs .. Wife is 4 months pregnant and was in a Kia Sportage engine fire no call back from Kia representatives yet..

CUSTOMER 3/1/18

We have not got any kind of resolution for this .. my wife is 4 months pregnant ☐ and no one have contacted her she has left message after message with consumers affairs and no call back

* Cust included video attachment *

KMA 3/1/18

Hello [REDACTED] We apologize, we are unable to locate your information. Please private message your VIN so we may have a member of our team follow up with you. ^MC

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Last name	First name	VIN of	2017 SPORTAGE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPM3ACXH7	[REDACTED]	[REDACTED]	25,783
Shreveport, LA,	[REDACTED]	Prod. Date: 10/14/2016	Dealer: [REDACTED]	Orr KIA of Shreveport Bo	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Overheat

CUSTOMER 3/1/18

I'm sorry if no one can call us back at [REDACTED] or [REDACTED] 1 for [REDACTED] or [REDACTED]

KMA

[REDACTED] - Please allow 2-3 business days for a member of our team to follow up with you. ^MC

=====

*** 03/01/2018 18:59:59 (GMT-07:00) Arizona ***

Assigned to WIPBin Inbox of Jason Henry by Mariella Campos

Reason:

*** Phone - Call - Inbound commitment created on 03/02/2018 17:27:05 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 03/06/2018 and created by Jason Henry ***

*** Web - Call - Inbound created on 03/05/2018 17:26:31 (GMT-07:00) Arizona and created by Lonnie Thayer ***
Social Media contact

[REDACTED]
We have left our number to customer affairs several times and no answer Kia has a class action law suit and my wife suffered smoke damage and she is 4months pregnant... still no answer from them

picture of possible engine compartment :

[REDACTED]

Picture of front end :

[REDACTED]

We have left our number to customer affairs several times and no answer Kia has a class action law suit and my wife suffered smoke damage and she is 4months pregnant... still no answer from them

Picture of driver seat :

[REDACTED]

We have left our number to customer affairs several times and no answer Kia has a class action law suit and my wife suffered smoke damage and she is 4months pregnant... still no answer from them Kia say that have left a messages but haven't saw one yet or a call [REDACTED] my wife keeps going to the hospital for my baby again

=====

*** Phone - Call - Inbound commitment fulfilled on 03/07/2018 12:25:55 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 03/06/2018 closed by Jason Henry ***

*** Phone - Call - Outbound created on 03/07/2018 12:26:44 (GMT-05:00) Eastern Time (US & Canada) and created by Jason Henry ***

Wrt called cust to follow up:

1. Left VM with KCAC# and Case ID
2. Calling to follow up on veh concerns

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPM3ACXH7			25.783
Shreveport, LA,		Prod. Date: 10/14/2016	Dealer:		Orr KIA of Shreveport Bo

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Overheat

3. Please call to discuss

4. Thank you

*** Phone - Call - Inbound commitment created on 03/07/2018 12:27:04 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 03/08/2018 and created by Jason Henry ***

*** Phone - Call - Inbound commitment created on 03/07/2018 12:27:04 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 03/08/2018 and created by Jason Henry ***

*** Phone - Call - Inbound commitment created on 03/07/2018 12:27:04 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 03/08/2018 and created by Jason Henry ***

*** Phone - Call - Inbound commitment fulfilled on 03/09/2018 12:26:49 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 03/08/2018 closed by Jason Henry ***

*** Phone - Call - Outbound created on 03/09/2018 12:28:04 (GMT-05:00) Eastern Time (US & Canada) and created by Jason Henry ***

Wrt called cust to follow up:

1. Left VM with KCAC# and Case ID
2. Calling to follow up on veh concerns
3. Please call to discuss
4. Thank you

*** Note - Others created on 03/09/2018 12:28:29 (GMT-05:00) Eastern Time (US & Canada) and created by Jason Henry ***

*****ESCALATING CASE TO NCA PER PL*****

1. Cust alleges veh caught fire while driving
2. Multiple pictures and videos posted to Social Media (links above)
3. Wrt has been unable to make contact with customer to get details
4. Please review and follow up accordingly

*** 03/09/2018 12:30:25 (GMT-05:00) Eastern Time (US & Canada) ***

Dispatched from WIPBin = In Progress to Queue National CA by Jason Henry

Reason:

*** 03/12/2018 08:26:05 (GMT-08:00) Pacific Time (US & Canada) ***

Accepted, from Queue = National CA to WIPBin Inbox/Need To Call

*** Phone - Call - Inbound commitment fulfilled on 03/14/2018 15:29:08 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/08/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound commitment created on 03/14/2018 15:29:10 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/16/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment created on 03/14/2018 15:29:10 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/19/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 03/20/2018 07:45:10 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/19/2018 closed by Gustavo Villela ***

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Last name	First name	VIN of	2017 SPORTAGE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPM3ACXH7	[REDACTED]	[REDACTED]	25.783
Shreveport, LA,	[REDACTED]	Prod. Date: 10/14/2016	Dealer: [REDACTED]	Orr KIA of Shreveport Bo	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Overheat

*** Phone - Call - Inbound created on 03/20/2018 07:45:13 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr reviewed case with engineers

*** Phone - Call - Inbound commitment created on 03/20/2018 07:45:25 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/21/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound created on 03/21/2018 09:14:34 (GMT-07:00) Arizona and created by Sasha Kerns ***
Customer states:
1: Missed call from JHenry
2: Was unsure what the message was about

Writer states:
1: Apologized
2: Advised case was sent to NCA

Customer states:
1: Gustavo has been the CM
2: I cant get a hold of him
3: My attorney cant reach Gustavo

Writer states:
1: Apologized
2: Advised will document in case
**Transferred to JHenry voice mail

*** Phone - Call - Inbound created on 03/27/2018 15:49:30 (GMT-05:00) Eastern Time (US & Canada) and created by Tracey Icenhour ***
Becky with William Long's Office [REDACTED]

Cust states

1 [REDACTED]
2 Need to know how to send letter of representation to Gustavo
3 Cust rented Kia from Avis and Kia is accepting liability for accident
4 Cust has spoken with Jovana Richard

Wrt states

1 Apologized
2 Advised called GVillela [REDACTED] and he was not available
3 Left VM to have NCA call Becky back and provided why Becky needs to speak with NCA

Cust states

1 Thank you

*** Phone - Call - Inbound created on 03/30/2018 16:12:18 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Tread Review Completed

*** Letter - Letter Sent created on 04/09/2018 11:01:49 (GMT-08:00) Pacific Time (US & Canada) and created by Brecon Crosby ***

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Last name	First name	VIN of	2017 SPORTAGE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPM3ACXH7	[REDACTED]	[REDACTED]	25,783
Shreveport, LA,	[REDACTED]	Prod. Date: 10/14/2016	Dealer: [REDACTED]	Orr KIA of Shreveport Bo	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Overheat

NCA rec'd letter from William R Long. Letter states:

1. Please find enclosed the following concerning the above referenced matter: medical reports & wage information.

Attaching to case.

*** Phone - Call - Inbound created on 04/10/2018 12:13:40 (GMT-05:00) Eastern Time (US & Canada) and created by Jada Jones ***

cust states

1. I am checking on my case I haven't heard anything and I want to know something

wrt states

1. apologized and advised cust that I will note case and case manager will reach back out to him

cust states

1. I have left him 4 vms and emailed three times

*** Phone - Call - Inbound commitment fulfilled on 04/18/2018 08:38:56 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/21/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 04/18/2018 08:38:57 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr spoke with [REDACTED]s;

1. Apologized for the wait
 2. Advised received letter of rep from cust in regards to med. bills
 3. Will review with our legal team
 4. Will follow up with you for next steps today or tomorrow
 5. [REDACTED] thanked
- call ended

*** Phone - Call - Inbound commitment created on 04/18/2018 08:47:45 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/19/2018 and created by Gustavo Villela ***

*** Web - Note created on 05/03/2018 06:46:52 (GMT-07:00) Arizona and created by Mariella Campos ***
SOCIAL MEDIA CONTACT 5/3/18

CUSTOMER

Kia car fire

I'm in need of help .. my pregnant wife rented a Kia Sportage this year and the car busted in flames causing her to have smoke damage. I have video and reached out to Kia and they have ignored me. Can someone please helps us with this matter. This is not a case that's by its self my reach shows several cases that has happened. This was not only Kia but also the airport rental company that's decided not to be concerned about the situation. If you guys can help me please contact me and my wife at [REDACTED]

=====

*** Phone - Call - Inbound created on 05/08/2018 16:02:27 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr spoke with [REDACTED]:

1. [REDACTED] looking for update
2. Wtr advised will follow up tomorrow morning

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Last name	First name	VIN of 2017 SPORTAGE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPM3ACXH7 [REDACTED]	[REDACTED]	25,783
Shreveport, LA, [REDACTED]		Prod. Date: 10/14/2016	Dealer: [REDACTED]	Orr KIA of Shreveport Bo

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Overheat

call ended

*** Phone - Call - Inbound commitment updated on 05/08/2018 16:07:50 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/19/2018 and updated by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 05/08/2018 16:07:51 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/19/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound commitment created on 05/08/2018 16:08:06 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/09/2018 and created by Gustavo Villela ***

*** Web - Note created on 06/06/2018 10:43:53 (GMT-07:00) Arizona and created by Mariella Campos ***
SOCIAL MEDIA CONTACT 6/5/18

CUSTOMER

I have got nothing and my wife's having complications with her pregnancy

=====

*** Phone - Call - Inbound commitment updated on 06/13/2018 16:07:37 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/14/2018 and updated by Gustavo Villela ***

*** Fax - Fax Received created on 06/21/2018 10:19:43 (GMT-08:00) Pacific Time (US & Canada) and created by Brecon Crosby ***

NCA rec'd letter from William R Long. Letter states:

1. Please find enclosed the following concerning the above referenced matter: medical reports.

Attaching to case.

*** Letter - Letter Received created on 06/27/2018 09:51:29 (GMT-08:00) Pacific Time (US & Canada) and created by Brecon Crosby ***

NCA rec'd letter from William R Long. Letter states:

1. Please find enclosed the following concerning the above referenced matter: medical reports.

Attaching to case.

*** Phone - Call - Inbound created on 06/27/2018 18:39:52 (GMT-08:00) Pacific Time (US & Canada) and created by Bradley Holt ***

Called [REDACTED] LVM that either Jeff Stroup or I would call, or to call one of us.

*** Email - External Email Sent created on 06/28/2018 10:56:05 (GMT-08:00) Pacific Time (US & Canada) and created by Michele Cameron ***

Writer called [REDACTED] to follow-up on his earlier VM message since B. Holt was unable to actually speak to him. Writer advised:

1. Apologize for delays with this case resolution
2. Writer reviewed with team and apparently the medical claim by the renter has delayed resolution
3. Writer has asked that the [REDACTED] and renter claims be separated so that we can resolve separately
4. Asked team to provide [REDACTED] with settlement details by COB tomorrow, 6/29, so that we can provide resolution next week if all documentation is received
5. Will send [REDACTED] a confirming email and provide his email address to the case owner

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Last name	First name	VIN of 2017 SPORTAGE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPM3ACXH7 [REDACTED]	[REDACTED]	25,783
Shreveport, LA, [REDACTED]		Prod. Date: 10/14/2016	Dealer: [REDACTED]	Orr KIA of Shreveport Bo

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

[REDACTED] stated:

1. Thank you very much for the call
2. Did receive a message from Mr. Holt but have been traveling & unable to call him back yet
3. Appreciate the effort to expedite resolution and will look for an email with the details to be received on Friday and will work to expedite

Writer sent the following email:

From: Cameron, Michele [KMA]
Sent: Thursday, June 28, 2018 10:55 AM
To: [REDACTED]
Cc: Holt, Bradley (Brad) [KMA]; Stroup, Jeff [KMA]; Villela, Gustavo [KMA]
Subject: UPDATE: 2017 Sportage Case [REDACTED]

[REDACTED],

Per our telephone conversation today, assuming we have no outstanding issues that I'm unaware of, we will work to get you confirmation of the exact settlement details by tomorrow so that we can issue Avis a check to resolve this matter next week.

I have added Messrs. Jeff Stroup and Gus Villela to this email chain so that they have your email address and can email you any necessary documents. I apologize for the delay in resolving this matter but I believe we're on the right track now. Thank you for reaching out.

Best,

Michele Cameron
Director, Consumer Affairs & Warranty Operations
Kia Motors America, Inc. | Email: [REDACTED]@kiausa.com
Direct Telephone: [REDACTED] | Fax: [REDACTED]

J. Stroup/G. Villela to address directly with [REDACTED].

*** Phone - Call - Outbound created on 06/29/2018 16:35:31 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

wtr spoke with [REDACTED]

1. wtr advised of dollar findings (purchase price minus mileage fee)
2. wtr advised will forward settlement agreement for review
3. [REDACTED] advised would review it and contact wtr Monday with any questions.

*** Email - External Email Sent created on 06/29/2018 16:37:18 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

[REDACTED]

Thank you for speaking with me over the phone. As I advised, the settlement agreement is attached. If you have any questions, please let me know.

Thank you,

*** Email - External Email Received created on 07/02/2018 08:51:48 (GMT-08:00) Pacific Time (US & Canada)

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*** Phone - Call - Inbound created on 07/31/2018 08:39:11 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDPM3ACXH7	[REDACTED]	[REDACTED]	25.783
Shreveport, LA, [REDACTED]	Prod. Date: 10/14/2016		Dealer: [REDACTED]	Orr KIA of Shreveport Bo	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Overheat

Morley completed transaction

*** 07/31/2018 08:39:48 (GMT-08:00) Pacific Time (US & Canada) ***

Closed by Gustavo Villela with Resolution Code : Repurchase/SOC

[Resolution Summary]

No further contact required

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPMCAC2H7			26,907
Rocky Mount NC,		Prod. Date: 05/13/2016	Dealer:		Joey Griffin 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

*** 03/07/2018 15:17:27 (GMT-08:00) Pacific Time (US & Canada) ***

Contact = Priority = Standard, Sub Status = Working

*** Email - External Email Received created on 03/07/2018 15:13:15 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt received an email 1/23/18:

Ryan – Attached are the following items to set up a case for this thermal incident. There was an oil change done by Mr. Tire the day before the fire and Mr. Tire has also been “put on notice”. Will probably need to do a dual inspection so spoliation of evidence doesn’t occur. Let me know if you need anything additional. Deborah

- Kia Incident Report
- Driver statement
- Fire estimate & pictures (19 pages)
- Copy of rental agreement
- Maintenance/service records (11 pages)

*** Email - External Email Sent created on 03/07/2018 15:15:40 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Deborah,

Thank you. I will get this info review and get back to you.

Best,

*** Email - External Email Received created on 03/07/2018 15:18:29 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
What case number did you assign to this one? Also, where are we in the process? Deborah

*** Email - External Email Sent created on 03/07/2018 15:18:46 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Ryan – Hope everything is okay; haven’t heard anything on this case. Even a case number would help get people of my back. Deborah

*** Email - External Email Sent created on 03/07/2018 15:19:08 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Deborah,

The dealer is still repairing the vehicle. They are currently waiting on a back ordered part. The case number is
Best,

*** Email - External Email Sent created on 03/07/2018 15:19:29 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Kia # is for VIN H6. VIN H7 (above) is for vehicle picture below; and I don’t have that case #. Deborah

*** Others - Others commitment created on 03/07/2018 15:27:28 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/09/2018 and created by Ryan Ristow ***

*** Email - External Email Sent created on 03/07/2018 15:28:12 (GMT-08:00) Pacific Time (US & Canada) and

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPMCAC2H7			26,907
Rocky Mount NC,		Prod. Date: 05/13/2016	Dealer:		Joey Griffin KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

created by Ryan Ristow ***
Deborah,

I apologize for the confusion and delay. The case number is [REDACTED]. I will review with the engineers and give you a call this Friday with an update.

Best,

*** 03/07/2018 15:28:31 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 1. Intro Calls and Sub Status of Working

*** Others - Others commitment fulfilled on 03/09/2018 14:15:13 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/09/2018 closed by Ryan Ristow ***

Wrt reviewed with the KMA engineers:

1. they would like to inspect the vehicle.
2. Get location.

*** Phone - Call - Outbound created on 03/09/2018 14:15:14 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wrt contact ELCO:

1. We would like to inspect the vehicle.
2. Where is it located?

Elco replied:

1 [REDACTED]

Wrt replied;

1. okay, I will review with the KMA engineers and get back to you with the dates they choose.

*** Others - Others commitment created on 03/09/2018 14:16:30 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/13/2018 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 03/09/2018 14:29:34 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/13/2018 closed by Ryan Ristow ***

Engineer available to inspect 3/21 or 3/28.

*** Email - External Email Sent created on 03/09/2018 14:29:39 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wrt sent email to ELCO rep stating available inspection times.

*** Others - Others commitment created on 03/09/2018 14:30:09 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/21/2018 and created by Ryan Ristow ***

*** Others - Others commitment created on 03/09/2018 14:30:09 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/30/2018 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 03/29/2018 10:42:09 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/30/2018 closed by Ryan Ristow ***

Wrt reviewed with KMA engineer:

1. The origin is the area of the exhaust manifold.
2. The cause is the oil fill cap not being on, causing oil to leak onto the exhaust.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPMCAC2H7			26,907
Rocky Mount NC,		Prod. Date: 05/13/2016	Dealer:		Joey Griffin 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 Sent created on 03/29/2018 10:46:12 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Hi Deborah,

I was able to review the results of the inspection with Eric. He stated that the origin of the fire is the exhaust manifold and the cause appears to be the failure of the oil cap not being on. This led to oil leaking onto the exhaust and causing the fire.

KMA will not be taking responsibility for this case.

Let me know if you have any questions.

Best,

*** 03/29/2018 10:46:47 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Information Given
[Resolution Summary]
Case closed pending customer contact.

*** 03/29/2018 12:53:09 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened with Sub Status of Working

*** Email - External Email Received created on 03/29/2018 12:53:22 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Would you mind emailing me an official denial letter so we can use it to pursue Mr. Tire? I'd feel uncomfortable using this email string...unless you are okay with that? Deborah

*** Email - External Email Sent created on 03/29/2018 12:53:52 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Deborah,

No problem. Please see the attached.

Best,

*** 03/29/2018 12:54:35 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Information Given
[Resolution Summary]
Case closed pending customer contact.

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Last name	First name	VIN of	2017 SPORTAGE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPNCAC6H7	[REDACTED]	[REDACTED]	24,000
Lancaster, MA	[REDACTED]	Prod. Date: 05/03/2016	Dealer: [REDACTED]	Ron Bouchard KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Warning Light

Case History

*** 06/28/2018 12:06:36 (GMT-05:00) Eastern Time (US & Canada) ***

Contact = [REDACTED], Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 06/28/2018 12:03:15 (GMT-05:00) Eastern Time (US & Canada) and created by Craig Williams ***

Cust states

1. This is my second Kia.
2. A month ago took to a dealer in Lancaster MA.
3. Next day the check engine light came on indicating an emissions issue.
4. Called dlr and they stated if it didn't go off to call back.
5. The light did go out.
6. Drove it for 3 weeks.
7. It came back on and the vehicle was very sluggish.
8. There was an accelration issue and it smelled like something was burning.
9. Found nothing.
10. Took it to the dlr yesterday to let them do the service on it.
11. He called me back and said that the connection for the ignition timing.
12. The connection was melted.
13. The dlr states that he needs to change the wiring harness.
14. I'm kind of leery of driving it until we get a full diagnosis of what is going on.
15. Bottom line is I'm concerned about getting the cause determined.
16. I will proceed to social media with this as in addition to word of mouth.
17. I just don't feel safe with the response from the dlr.

Wrt states

1. Apologize.
2. I'm going to set up a case on this.
3. I will need to get info from the dlr and once I get that I will escalate the case to our escalation team.

Cust states

1. Thanks

*** Phone - Call - Inbound commitment created on 06/28/2018 12:07:40 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 06/29/2018 and created by Craig Williams ***

*** Phone - Call - Inbound commitment updated on 06/28/2018 12:33:56 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 06/28/2018 and updated by Craig Williams ***

*** Phone - Call - Inbound created on 06/28/2018 13:50:37 (GMT-05:00) Eastern Time (US & Canada) and created by Craig Williams ***

****CALL TO ACTION****

Forwarding to ECR

1. Customer states CEL light is on vehicle is sluggish.
2. [REDACTED] states replacing the wiring harness.
3. DPSM has been advised.
4. Dispatching because customer states feels unsafe driving the vehicle until the cause of the issue is known.
5. Please review and follow up accordingly.

*** Case [REDACTED] is sent on 6/28/2018 11:34:12 by Craig Williams

To: [REDACTED]@KIAUSA.COM

Cc: [REDACTED]@kiaconsumeraffairs.com

Title: NO ACTION REQUIRED - Case Escalation [REDACTED]

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Last name	First name	VIN of 2017 SPORTAGE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPNCAC6H7 [REDACTED]	[REDACTED]	24,000
Lancaster , MA	[REDACTED]	Prod. Date: 05/03/2016	Dealer: [REDACTED]	Ron Bouchard KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Warning Light

*** 06/28/2018 14:34:52 (GMT-05:00) Eastern Time (US & Canada) ***

Dispatched from WIPBin = Default to Queue Eastern Region ECR by Craig Williams

Reason:

*** Phone - Call - Inbound commitment fulfilled on 06/28/2018 14:44:09 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 06/28/2018 closed by Craig Williams ***

--Customer Name: [REDACTED]

--Customer phone #: [REDACTED]

--Customer address: [REDACTED] Shirley MA [REDACTED]

--VIN: KNDPNCAC6H7 [REDACTED]

--MY and Mileage: 2017 / 24000

--Most recent RO# Open/Close Date: [REDACTED] 6/27/18 - Present

--Days Down at initial Service Alert report

--Most recent Repair Issue and Diagnosis:

--Concern: No power when accelerating

--Cause: CVVT cover melted to connector

--Correction: Replace wiring harness

--Able to Duplicate (Y or N): Y

--Repeat Repair (Y/N), if so, how many times?: N

--Repair History of current concern: N/A

--ETA for completion of repairs: End of next week

--Parts on order- part# order#: [REDACTED]

--Techline Case: [REDACTED]

--Rental / Loaner Provided? Dates: Not yet

--Dealer contacted DPSM: N

--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):-None at this time

*** 06/29/2018 07:53:00 (GMT-07:00) Arizona ***

Accepted from Queue Eastern Region ECR to WIPBin default-1 by Randy Chacon

*** 06/29/2018 07:57:04 (GMT-07:00) Arizona ***

Assigned to WIPBin Trevor's Inbound of Trevor Clay by Randy Chacon

Reason:

*** Phone - Call - Outbound created on 07/03/2018 15:51:55 (GMT-07:00) Arizona and created by Trevor Clay ***

Called cust at [REDACTED] and left VM

Wrt States:

1. Calling to follow up.
2. Apologize for CEL.
3. Please call back.
4. Gave contact info and case ID.

*** Phone - Call - Outbound created on 07/03/2018 15:54:01 (GMT-07:00) Arizona and created by Trevor Clay ***

Called cust at [REDACTED] and left VM

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Last name	First name	VIN of 2017 SPORTAGE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPNCAC6H7 [REDACTED]	[REDACTED]	24,000
Lancaster, MA	[REDACTED]	Prod. Date: 05/03/2016	Dealer: [REDACTED]	Ron Bouchard KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Warning Light

Wrt States:

1. Calling to follow up.
2. Apologize for CEL.
3. Please call back.
4. Gave contact info and case ID.

*** Email - External Email Sent created on 07/03/2018 15:57:43 (GMT-07:00) Arizona and created by Trevor Clay

Hello,

This email is in regards to a case for a [REDACTED], owner of a 2017 Sportage. If you are not this customer please advise so that I may remove your email from this case. If you are [REDACTED] please feel free to either reply via email or contact me at the information below so that we can discuss your case. Thank you.

Trevor Clay | Escalated Case Representative

Kia Motors America, Inc. Eastern Region

[REDACTED], Irvine, CA [REDACTED]

[REDACTED] kiaconsumeraffairs.com

*** Phone - Call - Inbound commitment created on 07/03/2018 15:58:12 (GMT-07:00) Arizona with Commitment Date 07/05/2018 and created by Trevor Clay ***

*** Phone - Call - Inbound commitment fulfilled on 07/05/2018 07:35:12 (GMT-07:00) Arizona with Commitment Date 07/05/2018 closed by Trevor Clay ***

*** Phone - Call - Outbound created on 07/05/2018 07:35:24 (GMT-07:00) Arizona and created by Trevor Clay ***
Called [REDACTED] and spoke to Anna Svc Adv

Wrt States:

1. Calling to follow up on this case.

Anna Sates:

1. The harness is in and should be done today.
2. It was delayed because of the holidays.

Wrt States:

1. Thank you.
2. What is the best contact number to get the customer at?

Anna Sates:

1. The only number he answers is [REDACTED]

Wrt States:

1. Thank you.

*** Phone - Call - Inbound commitment created on 07/05/2018 07:37:37 (GMT-07:00) Arizona with Commitment Date 07/06/2018 and created by Trevor Clay ***

*** Phone - Call - Inbound commitment fulfilled on 07/09/2018 07:24:44 (GMT-07:00) Arizona with Commitment

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Last name	First name	VIN of	2017 SPORTAGE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPNCAC6H7	[REDACTED]	[REDACTED]	24,000
Lancaster ,	MA	Prod. Date:	05/03/2016	Dealer:	Ron Bouchard KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Warning Light

Date 07/06/2018 closed by Trevor Clay ***

*** Phone - [REDACTED]
[REDACTED] MA020 and spoke to Svc Adv

Wrt States:

1. Calling to get an update on this case.

Svc States:

1. It left Friday 7/6

Wrt States:

1. Thank you.

*** Phone - Call - Outbound created on 07/09/2018 07:30:47 (GMT-07:00) Arizona and created by Trevor Clay ***
Called cust at [REDACTED] and left VM

Wrt States:

1. Calling to follow up.
2. Please call back.
3. Gave contact info and case ID.

*** Email - External Email Sent created on 07/09/2018 07:32:38 (GMT-07:00) Arizona and created by Trevor Clay ***

Hello,

This email is in regards to a case for a [REDACTED], owner of a 2017 Sportage. If you are not this customer please advise so that I may remove your email from this case. If you are [REDACTED] please feel free to either reply via email or contact me at the information below so that we can discuss your case. Thank you.

Trevor Clay | Escalated Case Representative

Kia Motors America, Inc. Eastern Region

[REDACTED], Irvine, CA [REDACTED]
[REDACTED]
[REDACTED]

*** Phone - Call - Inbound commitment created on 07/09/2018 07:33:10 (GMT-07:00) Arizona with Commitment Date 07/10/2018 and created by Trevor Clay ***

*** Phone - Call - Outbound created on 07/10/2018 12:27:10 (GMT-07:00) Arizona and created by Trevor Clay ***
Called cust a [REDACTED] and left VM

Wrt States:

1. Calling to follow up.
2. Please call back.
3. Gave contact info and case ID.

*** Phone - Call - Inbound commitment fulfilled on 07/10/2018 12:27:18 (GMT-07:00) Arizona with Commitment Date 07/10/2018 closed by Trevor Clay ***

*** Email - External Email Sent created on 07/10/2018 12:27:28 (GMT-07:00) Arizona and created by Trevor Clay

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Last name	First name	VIN of 2017 SPORTAGE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPNCAC6H7 [REDACTED]	[REDACTED]	24,000
Lancaster , MA	[REDACTED]	Prod. Date: 05/03/2016	Dealer: [REDACTED]	Ron Bouchard KIA

Kia Case Type Lv1: Complaint

Kia Case Type Lv3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lv2: Quality

Kia Case Type Lv4: Engine Warning Light

Hello,

This email is in regards to a case for a [REDACTED], owner of a 2017 Sportage. If you are not this customer please advise so that I may remove your email from this case. If you are [REDACTED] please feel free to either reply via email or contact me at the information below so that we can discuss your case. Thank you.

Trevor Clay | Escalated Case Representative

Kia Motors America, Inc. Eastern Region

[REDACTED] Irvine, CA [REDACTED]
[REDACTED]
[REDACTED]

*** 07/10/2018 12:28:51 (GMT-07:00) Arizona ***

Closed by Trevor Clay with Resolution Code : Information Given
[Resolution Summary]

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDPNCAC4H7	[REDACTED]	[REDACTED]	10.000
Altoona	, PA ,	Prod. Date: 04/27/2016	Dealer:	[REDACTED]	Altoona Courtesy KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

Case History

*** 06/29/2018 14:24:45 (GMT-07:00) Mountain Time (US & Canada) ***

Contact = [REDACTED], Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 06/29/2018 14:15:37 (GMT-07:00) Mountain Time (US & Canada) and created by Helena Camacho ***

cust states:

1. took the veh in for oil change, the 7th i beleive
2. i was told there was a recall on my car
3. after the appointment i came home parked the car and didnt go anywhere until the next morning
4. after completing my errands for the
smoke was pouring out of the car
the whole front end was covered in smoke
after it cooled down, they didnt put the oil cap back on after my visit
there wasnt much oil in my engine
refilled my oil and sent me home
over the weekend it was smelling really bad
took it to the dlr, i ask for a loaner
they didnt have one
they would tell me when one was available, i said i would wait
the mgr came out and said the oil was all over the engine, they ordered a new matt
they called told me it was ready but the smell was still there
i said keep it till the smell is gone
the dip stick was bunt at the bottom
they told me it was normal, i said no its not
i love kia's i have had a few of them, love every one of them
i was thinking about keeping after the lease but now i dont
i just want to get out of this car, i would perfer a kia

writer states:

1. apologized
2. thank you for being a loyal kia customer
3. i would like to see what we can do to help
4. please allow me 2-3 days to review your concerns
5. once i have an update i will give you a call back

cust states:

1. ok, thank you
- call disconnected with cust
-agent calls dlr

call to [REDACTED]

writer states:

1. looking to speak to Svc Adv/Mgr
2. req veh history

Michelle svc adv states:

1. was here 6/19/2018 RO was closed, RO [REDACTED] 6/8/2018
2. replace incabin filter/new hood insalator
3. cust states, we changed the oil yest and there is spots on his floor
4. oil cap was not tight on veh, cleaned and decreased it
5. we detailed the car and gave it back to cust
6. its not burnt, thats what it looks like after being in the oil

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Last name	First name	VIN of 2017 SPORTAGE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPNCAC4H7 [REDACTED]	[REDACTED]	10,000
Altoona, PA, [REDACTED]		Prod. Date: 04/27/2016	Dealer: [REDACTED]	Altoona Courtesy KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

7. the car is running as designed
8. you might want to talk to the svc mgr about this
9. he is with a cust right now but i can connect you to his VM

writer states:

1. thank you
- LVM for Chuck, adv cust concerns, req CB, adv 800# and case#
- emailed DPSM to adv of complaint

<For Internal Use Only

****Multiple Kia Owner****

[REDACTED] -2017 Sportage
[REDACTED] -2001 Sephia
[REDACTED] -2009 Optima
[REDACTED] -2015 Sorento
[REDACTED] -2012 Sportage
[REDACTED] -1999 Sportage>

*** Case 12775547 is sent on 6/29/2018 13:46:3 by Helena Camacho

To: [REDACTED]@KIAUSA.COM; [REDACTED]@KIAUSA.COM

Cc: [REDACTED]@kiaconsumeraffairs.com

Title: NO ACTION REQUIRED - Dealer Complaint [REDACTED]

*** Phone - Call - Outbound commitment created on 06/29/2018 14:48:36 (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 07/03/2018 and created by Helena Camacho ***

*** Phone - Call - Inbound created on 07/02/2018 10:55:16 (GMT-07:00) Arizona and created by Jim Smith ***

Customer [REDACTED] states:

1. I need to talk to the person assigned to my case

Writer states:

1. Apologize for inconvenience
2. HCamacho is currently unavailable
3. HCamacho states - still reviewing, no updates at this time, she will try to call you today

Cust states:

1. I will wait for HCamacho to return my call
2. Thank You

Writer states:

1. Thank You

<For Internal Use Only

Skype MCamacho - currently unavailable - still reviewing, no updates at this time, i will try to call the cust today>

*** Phone - Call - Outbound commitment fulfilled on 07/05/2018 19:20:14 (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 07/03/2018 closed by Helena Camacho ***

Writer calls customer and LVM:

1. calling from KCAC
2. following up on your case
3. adv cust would be escalating your case for further review

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Last name	First name	VIN of	2017 SPORTAGE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPNCAC4H7	[REDACTED]	[REDACTED]	10,000
Altoona	PA	Prod. Date: 04/27/2016	Dealer: [REDACTED]	Altoona Courtesy KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

4. please allow 2-3 business days for follow up
5. if you have any other questions please call us back
- provided case number/1-800#

*** CALL TO ACTION ***

Forward to ECR

- 1 Customer states multiple kia owner, dlr did not put my oil cap on right after a service visit, now i dont trust veh, it almost caught fire, lots of smoke came out, oil leaked on my driveway
- 2 [REDACTED] states oil cap was not tight, replaced incabin filter and replaced hood insalator
- 3 Dispatching because customer states buyback, dont trust veh
- 4 DPSM has been advised and customer referred to WCIM
- 5 Please review and follow up accordingly

*** Case [REDACTED] is sent on 7/5/2018 18:20:30 by Helena Camacho

To [REDACTED]@KIAUSA.COM

Cc: [REDACTED]@kiaconsumeraffairs.com

Title: NO ACTION REQUIRED - Case Escalation [REDACTED]

*** 07/05/2018 19:20:58 (GMT-07:00) Mountain Time (US & Canada) ***

Dispatched from WIPBin = 3. Working to Queue Eastern Region ECR by Helena Camacho

Reason:

*** 07/06/2018 07:14:28 (GMT-07:00) Arizona ***

Accepted from Queue Eastern Region ECR to WIPBin Wednesday-1 by Randy Chacon

*** 07/06/2018 07:29:10 (GMT-07:00) Arizona ***

Case moved into WIPBin Wednesday-1 and Sub Status of Working

*** 07/06/2018 07:40:31 (GMT-07:00) Arizona ***

Assigned to WIPBin 0 - Default of Bruce Hardt by Randy Chacon

Reason:

*** 07/06/2018 08:12:26 (GMT-07:00) Arizona ***

Case moved into WIPBin 0 - Default and Sub Status of Assigned

*** 07/06/2018 13:19:50 (GMT-07:00) Mountain Time (US & Canada) ***

Assigned to WIPBin 0 - Default of Bruce Hardt by Julie Miller

Reason:

*** 07/06/2018 12:24:04 (GMT-07:00) Arizona ***

Case moved into WIPBin 0 - Default and Sub Status of Assigned

*** Phone - Call - Inbound created on 07/09/2018 08:09:00 (GMT-07:00) Arizona and created by Bruce Hardt ***

Called cust:

1. Apologized for engine concern.
2. Verifying concerns were resolved.
3. What are you requesting from KMA?

Cust:

1. Veh is running ok.
2. You can see on dipstick that it was burnt by motor when it was hot.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPNCAC4H7			10.000
Altoona	PA	Prod. Date: 04/27/2016	Dealer:	Altoona Courtesy KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

3. I can't trust the veh, worried that it'll freeze up if far from home.
4. Don't trust engine.
5. I don't know what Kia can do for us, I don't know.
6. I don't trust veh and i want to get rid of it, but would lose money on 39 mo. lease.
7. Engine was enough that it was smoking off, almost had to call fire dept.
8. It was Courtesy Ford's fault, they offered free oil change.
9. Loves Kias, have owned several.
10. Wants to be placed into a new veh or have lease terminated or something, thinks dlr should do something.

Wrt:

1. Apologized.
2. As manufacturer, we may be able to assist with lease payment reimbursement or a similar item.
3. Will review with dlr and f/u late this / early next week.

Cust thanked.

Wrt thanked.

*** Phone - Call - Outbound created on 07/09/2018 08:26:18 (GMT-07:00) Arizona and created by Bruce Hardt ***
Called svc, transferred twice with no option to LVM.

*** Phone - Call - Inbound commitment created on 07/09/2018 08:31:25 (GMT-07:00) Arizona with Commitment Date 07/16/2018 and created by Bruce Hardt ***

*** 07/09/2018 08:31:45 (GMT-07:00) Arizona ***
Case moved into WIPBin 1 - Monday and Sub Status of Assigned

*** 07/10/2018 05:38:04 (GMT-07:00) Arizona ***
Case moved into WIPBin 0 - Hold and Sub Status of Assigned

*** Phone - Call - Inbound created on 07/13/2018 11:45:10 and created by Heather Jessee ***
Cust states:

1. Calling to check status of case, can you help?

Writer states:

1. Apologized.
2. Adv that the case is being handled by our ECR team.
3. Adv per case notes we are waiting to get additional info back from the dlr.

Cust states:

1. I don't want this vehicle anymore.
2. I don't trust this veh.
3. As soon as I have a resolution on this, I want to trade in this one and perhaps get another one.
4. Someone offered me to

Writer states:

1. Apologized.
2. Adv will make ECR aware of you contacting us today.
3. Provided case # and contacting info.

Cust states:

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPNCAC4H7			10.000
Altoona	PA	Prod. Date: 04/27/2016	Dealer:	Altoona Courtesy KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

1. Thank you

*** Phone - Call - Inbound commitment fulfilled on 07/16/2018 06:22:18 (GMT-07:00) Arizona with Commitment Date 07/16/2018 closed by Bruce Hardt ***
Email sent to SM requesting cust copy ROs.

*** Phone - Call - Outbound created on 07/16/2018 06:23:46 (GMT-07:00) Arizona and created by Bruce Hardt ***
Called cust, connection lost post-greeting.

*** Phone - Call - Inbound created on 07/16/2018 06:24:17 (GMT-07:00) Arizona and created by Bruce Hardt ***
LVM:
1. Calling in f/u to case; apologized for delayed c/b and poor connection on last call.
2. ECR remains involved and will f/u.
3. Provided contact info.

*** Phone - Call - Outbound commitment created on 07/16/2018 06:26:31 (GMT-07:00) Arizona with Commitment Date 07/19/2018 and created by Bruce Hardt ***

*** 07/16/2018 06:26:49 (GMT-07:00) Arizona ***
Case moved into WIPBin 1 - Monday and Sub Status of Assigned

*** Letter - Letter Received created on 07/17/2018 12:14:59 and created by Jazmin Diaz ***
NCA rec'd letter from customer. Letter states:
1. Purchased 12/4/16
2. 1st oil change & inspection 3735 miles 6/27/17.
3. 2nd oil change & inspection 9775 on 6/7/18, service done at Courtesy Ford.
4. Recall done.
5. 6/8/18, drove about, car sat on driveway for about 1 1/2 hours.
6. Wife said she smelled Deisel fuel, then I noticed a large amount of oil on driveway.
7. I went straight over to courtesy For to service Dept. where the engine was pouring white smoke and thought it was on fire.
8. The smell in my car makes my wife and me sick.
9. I don't trust this engine.

Attaching to case.

*** Phone - Call - Inbound created on 07/18/2018 06:15:13 (GMT-07:00) Arizona and created by Bruce Hardt ***
VM received from cust 746 AM on 7/17.

*** Phone - Call - Outbound commitment fulfilled on 07/18/2018 13:31:30 (GMT-07:00) Arizona with Commitment Date 07/19/2018 closed by Bruce Hardt ***
Cust:
1. Had issue with veh and dlr last month.
2. Called leasing co and they put me straight to CA.
3. They agreed with me that engine was hurt.
4. Someone said they'd provide a CP and that won't resolve our problem.
5. Dlr did oil change in June and went back home after and next day, drove some 50 mi and noticed there was oil puddle in driveway.
6 Took to dlr and the veh had smoke, couldn't see front of veh.
7. Mechanic had forgotten to put oil cap back on and oil went everywhere.
8. Dipstick bottom was burnt, engine was that hot.
9. They fixed the veh but there was still a smell and told them to fix it correctly.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPNCAC4H7			10.000
Altoona	PA	Prod. Date: 04/27/2016	Dealer: PA013	Altoona Courtesy KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

10. They said it was okay and gave veh back. Claims engine is now louder.
11. Dlr wanted to deny it and said not to worry about it that there's a wty; that doesn't give me satisfaction.
12. Dlr can't work out deal with me, sales / lease wise.
13. Dlr forgot to put cap on now they're denying it.
14. Know it is dlr's fault but what KMA do?

Wrt:

1. apologized.
2. What are you requesting from KMA?

Cust:

1. Want you to get dlr to get us into a new car at lower price.
2. They wanted to jump payment, that's not fair.

Wrt:

1. If veh is louder or your alleging is not working correctly, please set appt with svc.
2. Will file complaint with DPSM.
3. Your sales-related request would be resolved between yourself and sales.

Cust thanked.

Wrt thnaked.

*** Phone - Call - Outbound commitment created on 07/19/2018 10:00:29 (GMT-07:00) Arizona with Commitment Date 07/24/2018 and created by Bruce Hardt ***

*** 07/19/2018 10:00:41 (GMT-07:00) Arizona ***

Case moved into WIPBin 4 - Thursday and Sub Status of Assigned

*** Phone - Call - Outbound commitment fulfilled on 07/24/2018 07:18:13 (GMT-07:00) Arizona with Commitment Date 07/24/2018 closed by Bruce Hardt ***

LVM:

1. Calling in f/u to engine concern; request c/b.

*** Phone - Call - Inbound commitment created on 07/24/2018 07:19:19 (GMT-07:00) Arizona with Commitment Date 07/30/2018 and created by Bruce Hardt ***

*** 07/24/2018 07:23:08 (GMT-07:00) Arizona ***

Case moved into WIPBin 2 - Tuesday and Sub Status of Assigned

*** 07/24/2018 13:47:08 (GMT-07:00) Arizona ***

Case moved into WIPBin 0 - Hold and Sub Status of Assigned

*** Phone - Call - Inbound commitment fulfilled on 07/31/2018 06:52:27 (GMT-07:00) Arizona with Commitment Date 07/30/2018 closed by Bruce Hardt ***

Email sent to cust requesting c/b or f/u on status.

*** 07/31/2018 06:52:40 (GMT-07:00) Arizona ***

Closed by Bruce Hardt with Resolution Code : Concerns Recorded

[Resolution Summary]

Fire TREAD completed - JM

*** 09/26/2018 18:15:04 (GMT-07:00) Arizona ***

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDPNCAC4H7	[REDACTED]	[REDACTED]	10.000
Altoona	, PA , [REDACTED]	Prod. Date: 04/27/2016	Dealer: [REDACTED]	Altoona Courtesy KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

Reopened by Bonnie Bauer with Sub Status of Working

*** 09/26/2018 18:22:10 (GMT-07:00) Arizona ***

Closed by Bonnie Bauer with Resolution Code : Concerns Recorded
[Resolution Summary]

Fire Tread Review Complete-BB

*** 09/27/2018 18:12:36 (GMT-07:00) Arizona ***

Reopened by Bonnie Bauer with Sub Status of Working

*** 09/27/2018 18:12:52 (GMT-07:00) Arizona ***

Closed by Bonnie Bauer with Resolution Code : Concerns Recorded
[Resolution Summary]

Fire Tread Review Complete-BB

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Last name	First name	VIN of	Case Number	Mileage
				11,000
		Prod. Date: 05/18/2016	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

*** 09/26/2018 12:03:18 (GMT-08:00) Pacific Time (US & Canada) ***

Contact = E, Priority = Standard, Sub Status = Working

*** Others - Others created on 09/26/2018 12:04:48 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

- 1.KMA engineers requested permission inspect the vehicle.
2. Wrt confirmed inspection of the vehicle with the insurance.
- 3.Insurance contact is
4. Ph# is

*** Others - Others commitment created on 09/26/2018 12:06:50 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/31/2018 and created by Ryan Ristow ***

*** 09/26/2018 12:08:24 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 1. Intro Calls and Sub Status of Working

*** Others - Others commitment updated on 10/03/2018 06:31:13 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/31/2018 and updated by Ryan Ristow ***

Inspection scheduled for 10/9/18.

*** Others - Others commitment updated on 10/03/2018 06:31:31 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/09/2018 and updated by Ryan Ristow ***

*** Others - Others commitment updated on 10/09/2018 15:29:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/12/2018 and updated by Ryan Ristow ***

*** Others - Others commitment created on 09/26/2018 12:06:33 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/17/2018 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 10/17/2018 12:59:18 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/17/2018 closed by Ryan Ristow ***

*** Others - Others commitment created on 10/17/2018 12:59:33 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/23/2018 and created by Ryan Ristow ***

*** Others - Others commitment created on 10/17/2018 12:59:19 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/23/2018 and created by Ryan Ristow ***

Pending contact from KMA engineer.

*** Others - Others commitment created on 10/17/2018 12:59:19 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/30/2018 and created by Ryan Ristow ***

*** Others - Others commitment updated on 10/30/2018 10:46:12 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/02/2018 and updated by Ryan Ristow ***

*** Others - Others commitment fulfilled on 11/02/2018 14:42:52 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/02/2018 closed by Ryan Ristow ***

Wrt reviewed with the KMA engineers:

The preliminary inspection indicated the origin was the engine compartment and the cause was undetermined.

*** 11/02/2018 14:43:08 (GMT-08:00) Pacific Time (US & Canada) ***

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPMCAC7H7			11,000
		Prod. Date: 05/18/2016		Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Closed by Ryan Ristow with Resolution Code : Concerns Recorded

[Resolution Summary]

Case closed pending further contact.

*** 03/20/2019 14:44:53 ***

Reopened by Ashley Vazquez with Sub Status of Working

*** 03/20/2019 14:45:19 ***

Inspection requested by

Request Code: PLLegal-

Request Details:

*** 03/20/2019 14:47:18 ***

Closed by Ashley Vazquez with Resolution Code : Concerns Recorded

[Resolution Summary]

Case closed pending further contact.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDPR3A69H7	[REDACTED]	[REDACTED]	10.600
Deland	, FL , [REDACTED]	Prod. Date: 03/08/2017	Dealer: [REDACTED]	Deland 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

*** 10/04/2018 11:53:56 ***

Contact = [REDACTED], Priority = Standard, Sub Status = Working

*** Note - Others created on 10/04/2018 12:16:36 and created by DANIELLE GANGEWERE ***

CUSTOMER "ALLEGES" PRODUCT LIABILITY

Forward to NCA

1 Customer alleges thermal even occurred.

2 Vehicle is currently down at Unknown as Geico towed veh.

3 Customer is requesting KIA payoff remaining balance of veh, and assist with getting a new veh.

4 Please review and follow up accordingly

*** Phone - Call - Inbound created on 10/04/2018 12:07:34 and created by DANIELLE GANGEWERE ***

Cust states-

1 September 6, 2018.

2 Veh caught on fire.

3 The veh is a total loss.

4 Geico payed off most of the veh.

5 KMF deferred our payments.

6 We contacted gap insurance.

7 They stated the fire doesn't classify under their guidelines.

8 They won't cover the payoff.

9 By the grace of God Nobody was injured.

10 I am wanting to see if KIA can pay off remaining balance of veh.

11 Also, trying to see if they will assist with getting another veh.

Wrt states-

1 Apologized.

2 Glad to hear nobody was injured.

3 Completed Fire script.

4 I will send your case to NCA.

5 They will review your case.

6 Once they have reviewed your case, they will be contacting you.

7 Typically takes 2-3 business days.

8 Provided case#/contact info.

cust states-

1 Thank you.

*** 10/04/2018 12:31:22 ***

Dispatched from WIPBin = Default to Queue National CA by DANIELLE GANGEWERE

Reason:

*** 10/05/2018 08:09:36 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** 10/09/2018 08:17:02 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin Default of Gustavo Villela by Jeff Stroup

Reason:

*** Phone - Call - Inbound created on 10/11/2018 09:49:09 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDPR3A69H7	[REDACTED]	[REDACTED]	10.600
Deland	, FL , [REDACTED]	Prod. Date: 03/08/2017	Dealer: [REDACTED]	Deland KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Wtr LVM fo [REDACTED]

*** Phone - Call - Inbound commitment created on 10/11/2018 09:51:50 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/16/2018 and created by Gustavo Villela ***

*** 10/15/2018 14:28:51 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin Inbox/Need To Call and Sub Status of Working

*** Phone - No Callback created on 10/16/2018 06:48:16 and created by Sarah Samples ***
cust states:

1. I have been calling Gustavo repeatedly and he has not called me back
2. I am needing someone to call me back asap.

wrt states;

1. apologized
2. advised will have my supervisor reach out and obtain you a call back today.

cust states:

1. This is just very frustrating but thank you so much.

*** Phone - Call - Outbound created on 10/16/2018 11:52:06 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

wtr spoke with [REDACTED]

1. customer advised insurance has paid the vehicle and GAP covered the remainder
2. customer advised he has now bought a new vehicle but wasn't able to get financing through KMF and had to get a different financing
3. wtr advised would be happy to contact insurance to see if vehicle has been inspected or next steps
4. wtr advised would email customer

*** Email - External Email Sent created on 10/16/2018 11:54:27 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

Thank you for speaking with me over the phone. As we discussed can you please provide photos of the vehicle and contact information for the insurance company. If you have any questions in the meantime, please let me know.

Thank you,

*** Note - Others created on 10/16/2018 13:21:10 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

wtr found vehicle at IAAI

*** Phone - No Callback created on 10/29/2018 10:08:31 (GMT-07:00) Arizona and created by Jim Smith ***

Customer [REDACTED] states:

1. JStroup has not responded to my phone calls and emails

Writer states:

1. Apologize for inconvenience
2. I have documented your information

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Last name	First name	VIN of	2017 SPORTAGE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPR3A69H7	[REDACTED]	[REDACTED]	10.600
Deland	, FL ,	[REDACTED]	Prod. Date: 03/08/2017	Dealer: [REDACTED]	Deland KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Customer [REDACTED] states:

1. Ok
2. Thank You

Writer states:

1. Thank You

*** Email - External Email Received created on 10/29/2018 11:41:26 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

From [REDACTED]
Sent: Thursday, October 18, 2018 12:06 PM
To: Stroup, Jeff [KMA]
Subject: Re: Kia Motors America reference [REDACTED]

Hi Jeff,

As per our conversation on Tuesdsy, October 16th, I have attached the documents and information you requested on our 2017 KIA Sportage.

If you have any further questions or concerns please do not hesitate to contact me at the listing below.

Insurance Auto Auctions

[REDACTED]
Palmetto, FL [REDACTED]

Stock # [REDACTED]

[REDACTED]
Davenport, FL [REDACTED]

A: [REDACTED]

R: [REDACTED]

E: [REDACTED]

*** Email - External Email Received created on 10/29/2018 11:41:46 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

From: [REDACTED]
Sent: Thursday, October 25, 2018 9:11 AM
To: Stroup, Jeff [KMA]
Subject: Follow Up - Kia Motors America Reference [REDACTED]

Hi Jeff,

Following up with you regarding the above reference number. I left several voicemail messages for you this week, we would love to hear back from you.

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Last name	First name	VIN of	2017 SPORTAGE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPR3A69H7	[REDACTED]	[REDACTED]	10.600
Deland	, FL	[REDACTED]	Prod. Date: 03/08/2017	Dealer: [REDACTED]	Deland KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Please contact us at the listing below.

Thank you in advance.

[REDACTED]
Davenport, FL
[REDACTED]

*** 10/29/2018 15:23:24 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin Intro Calls of Ashley Vasquez by Jeff Stroup

Reason:

*** Note - Others created on 10/29/2018 15:23:54 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

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.

*** Email - External Email Sent created on 10/30/2018 09:00:22 and created by Ashley Vasquez ***

Wtr emailed customer:

Hi [REDACTED]

Moving forward I will be your main point of contact as I will be taking over your case.

We would like to go ahead and inspect the vehicle. At this point, I do have most of your information on my end. However, I am missing your insurance information. At your convenience, can you please provide me with your insurance company name, representative name/phone number and claim number?

Any further questions, please feel free to contact me.

Thank you,

*** 10/30/2018 09:01:20 ***

Case moved into WIPBin Intro Calls and Sub Status of Assigned

*** Phone - Call - Inbound created on 10/30/2018 14:29:02 (GMT-07:00) Arizona and created by William Bushong ***

cust states

1. what is my next step?

writer states

1. looks like your CM has sent you an email today

2. read email to cust

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Last name	First name	VIN of	2017 SPORTAGE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPR3A69H7	[REDACTED]	[REDACTED]	10.600
Deland	, FL , [REDACTED]	Prod. Date: 03/08/2017	Dealer: [REDACTED]	Deland KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

cust states

1. my correct email is: [REDACTED]
2. please have ashley vasquez email my correct email
3. the vehicle is in the impound and they are getting ready to auction it
4. i don't know how she can look at the vehicle

*** Phone - Call - Outbound created on 10/30/2018 14:59:25 and created by Ashley Vasquez ***

Wtr gave customer a call

1. Could not be reached
2. Will try back

*** 10/30/2018 15:02:32 ***

Case moved into WIPBin Pending Customer Docs and Sub Status of Assigned

*** Phone - Call - Outbound commitment created on 10/30/2018 15:14:32 with Commitment Date 10/31/2018 and created by Ashley Vasquez ***

*** Phone - Call - Outbound created on 10/30/2018 15:56:17 and created by Ashley Vasquez ***

Wtr contacted customer stating:

1. Calling in regards to case

Customer states:

1. My phone number to contact me is: [REDACTED]
2. I wanted an update on case

Wtr states:

1. We would like to go ahead and inspect the vehicle, but it looks like the information that I am missing is your insurance.

Customer states:

1. I can go provide that for you
2. But right now car is getting ready to get auctioned
3. It is at IAA [REDACTED] Palmetto, FL [REDACTED]

[REDACTED] Stock [REDACTED]

Wtr states:

1. I will get in contact with IAA to verify car location
2. As mentioned I will need Insurance Info

Customer states:

1. Okay I will provide for you via email
2. I had to buy a new vehicle at Nissan because Kia would not let me finance one.
3. With Kia I had a low interest rate and with Nissan I have a high interest rate. I have really bad credit now.
4. At this point, the way I will feel good is if Kia Motors lets me bring in my vehicle to a Kia Dealer and trade it in for another kia sportage and take over payments so Kia can eat the negative equity.
5. That would be fair to me.
6. I am happy no one got hurt in the vehicle and that instead it was just the car
7. But that would be the most fair to me

Wtr states:

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Last name	First name	VIN of	2017 SPORTAGE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPR3A69H7	[REDACTED]	[REDACTED]	10.600
Deland	, FL , [REDACTED]	Prod. Date: 03/08/2017	Dealer: [REDACTED]	Deland KIA	

Kia Case Type Lv11: Complaint

Kia Case Type Lv13: Product Liability

Kia Case Type Lv12: Quality

Kia Case Type Lv14: Fire/Explosion

1. I have noted concerns
2. As mentioned, we do want to go ahead and inspect vehicle.
3. Once we further investigate we will be able to go ahead and make a determination
4. I will be emailing you the information that I need shortly

Customer states:

1. Thank you, I appreciate it
2. Please be in contact soon

*** 10/30/2018 16:18:53 ***

Case moved into WIPBin Pending Customer Call Back and Sub Status of Assigned

*** Email - External Email Received created on 10/30/2018 16:24:17 and created by Ashley Vasquez ***
Hi Ashley,

As per our conversation today here is the insurance information regarding our 2017 KIA Sportage.

If you have any questions or concerns please do not hesitate to contact me at the listing below.

[REDACTED]
Davenport, FL [REDACTED]
[REDACTED]

*** Email - External Email Sent created on 10/30/2018 16:25:01 and created by Ashley Vasquez ***
Wtr emailed stating:
[REDACTED]

Thank you for taking the time to speak with me earlier.

I have received your insurance information and I will be in contact with your adjuster. Please expect an update from me within the next 2 days.

Thank you very much for your patience,

*** Phone - Call - Outbound created on 10/31/2018 09:12:34 and created by Ashley Vasquez ***

Wtr spoke with Joedi Geico Insurance

phone number [REDACTED] claim# [REDACTED]

1. Calling in regards to claim
2. Has a c&o been performed on vehicle

Joedi states:

1. C&O was not performed
2. because of the extent of fire damage we could not perform c&o
3. We went by the description of customer/photos
4. Customer states fire began from underneath the hood and engine compartment

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Last name	First name	VIN of	2017 SPORTAGE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPR3A69H7	[REDACTED]	[REDACTED]	10.600
Deland	, FL , [REDACTED]	Prod. Date: 03/08/2017	Dealer: [REDACTED]	Deland KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

5. concluded it was the engine compartment

Wtr states:

1. would we be able to inspect vehicle on our end

Joedi sates:

1. Yes that would be fine

2. The vehicle would be at

IAA [REDACTED], Palmetto, FL [REDACTED]

Stock [REDACTED]

3. However, according to my notes it looks like vehicle has been sold

Wtr states:

1. Okay I will verify

2. I will give you a call back if I need anything else

3. Thank you

*** 10/31/2018 09:22:21 ***

Case moved into WIPBin Pending Customer Docs and Sub Status of Assigned

*** Phone - Call - Inbound created on 10/31/2018 11:41:14 (GMT-07:00) Mountain Time (US & Canada) and created by Octavia Murray ***

Customer States:

1. I wanted to get an update on my case

2. The number I have the it rings once and hangs up

3. Is there another number?

Writer States:

1. Apologized

2. She is in a different department

3. I can see if she is available for you

4. I will note the number is you have is correct.

Customer States:

1. Thank you

Writer states:

1. You're Welcome

2. Thank you for choosing KCAC

*** 10/31/2018 11:40:07 ***

Case moved into WIPBin Call Insurance and Sub Status of Assigned

*** Phone - Call - Outbound created on 10/31/2018 14:49:04 and created by Ashley Vasquez ***

Wtr called customer stating:

1. Calling in regards to claim

2. It looks like your insurance was not able to inspect the vehicle

3. We can't inspect the vehicle because vehicle was already sold

4. What we can offer for you is to help you with any out of pockets that you may have as goodwill

5. I understand that you wanted to trade in the vehicle you bought for another kia sportage and take over the payments so Kia can eat the negative equity on new vehicle.

6. However, we can't do that on our end.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPR3A69H7			10.600
Deland	, FL ,	Prod. Date: 03/08/2017	Dealer:		Deland KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

You can try that to do at the kia dealer of your choice but we cannot do that on our end.

Customer states:

1. I have been very compliant to you
2. I got information to you in a timely manner so I don't see why you can't do something for me
3. I bought a new vehicle that I do not want to be in
4. I am paying higher insurance, more gas, higher payment
5. when I bought the Kia sportage it was new
6. You can see the damage on the photos
7. I want my out of pocket to be my trade in so that Kia can take away the negative equity

Wtr states:

1. As of now, that is what we are offering.
2. Any out of pocket expenses that your insurance did not pay
3. And if you would like to see about trading in your vehicle, you can see about setting that up with the dealer of your choice

Customer states:

1. My insurance was not able to do inspection because there was too much damage to do inspection
2. They said there was no foul play
3. It had to do with manufacturer defect
4. It would be fair to me if I got a trade in
5. Can you get information on getting in contact with some dealers.

Wtr states:

1. I will go ahead an review and I will reach out you

Customer states:

1. Ok thank you

*** Phone - Call - Inbound created on 11/01/2018 16:50:25 and created by Alyssa Vanderwood ***

Cust states:

1. Cust reiterated concerns already noted in case

Wrt states:

1. Apologized
2. Looks like your case manager is still reviewing this
3. I know it's difficult to wait but on my end I don't have any new information
4. I would wait for your CM to follow up

Cust states:

1. Ok we will wait in good faith again
2. But we are very upset

Cust states:

1. Ok thank you

Wrt states:

1. Did you have any other questions or concerns that I can help you with?

Cust states:

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPR3A69H7			10.600
Deland	, FL ,	Prod. Date: 03/08/2017	Dealer:		Deland KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

1. No

Wrt states:

1. I hope you have a great rest of your day.
2. Thank you for calling KCAC

*** Phone - Call - Inbound created on 11/02/2018 09:36:15 (GMT-07:00) Arizona and created by Sasha Kerns ***

Customer states:

- 1: Trying to figure out what my next step is
- 2: Everyone I speak to either redirects me or cant help
- 3: My car is sold
- 4: Gave all info
- 5: I don't understand what she is offering
- 6: Bought vehicle under pretense with 10/100 PT warranty
- 7: Trying to put everything together

Writer states:

- 1: Apologized
- 2: Advised will document in case
- 3: Advised will have CM follow up ASAP
- 4: Advised to email AVasquez back

Customer states:

- 1: A simple email or phone call to follow up
- 2: My car went up in flames
- 3: Just don't know what to do
- 4: Guess I'll wait for her call

*** Phone - Call - Inbound created on 11/02/2018 11:04:08 and created by Ashley Vasquez ***

Wtr spoke with customer:

1. Calling in regards to claim
2. Please bare with me, you will receive a call later today regarding further information

Customer states:

1. I am just really worried
2. I don't want this to go into the weekend and me have to wait longer
3. I 've been doing everything that I was told to do
4. All I am asking is that I want to trade in my vehicle and for kia to eat at the negative equity

Wtr states:

1. I will have someone reach out to you with further information

Customer states:

1. Okay please
2. I don't want this to take longer

*** Phone - Call - Outbound created on 11/02/2018 16:33:24 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

wtr spoke with customer

1. wtr advised appears insurance did not perform a C&O and vehicle has already been sold so KMA is unable to

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Last name	First name	VIN of	2017 SPORTAGE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPR3A69H7	[REDACTED]	[REDACTED]	10.600
Deland	FL	Prod. Date: 03/08/2017	Dealer:	[REDACTED]	Deland KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

perform C&O

2. customer advised that it took KMA a few weeks to see about inspecting and its KMA's fault that no inspection was performed

3. wtr apologized and advised if customer called sooner that might of given more time to inspect vehicle as appears customer contacted KMA approximately 1 month after incident

4. wtr and customer discussed and customer advised he purchased 2018 Nissan Pathfinder

5. customer advised he has no out of pocket expenses

6. customer then advised he still owes monies to KMF as wasn't enough in pay off

7. wtr advised would contact KMF to see if we can see approx. how much remainder is for possible GW

wtr spoke with KMF who advised they are pending Gap and fidelity refunds before final figures are determined.

*** Phone - Call - Outbound commitment fulfilled on 11/07/2018 10:17:03 with Commitment Date 10/31/2018 closed by Ashley Vasquez ***

*** Phone - Call - Inbound created on 11/02/2018 11:03:35 and created by Ashley Vasquez ***

*** Email - External Email Received created on 11/15/2018 08:39:49 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

From: [REDACTED]
Sent: Thursday, November 15, 2018 8:29 AM
To: Stroup, Jeff [KMA]
Cc: [REDACTED]@kia.usa.com; [REDACTED]
Subject: Re: [REDACTED]

Hi Jeff,

Good Morning and Happy Thursday!!! As per our last conversation on Friday November 2, 2018, I was able to contact KIA Finance and request a Deficiency Balance statement, it was forwarded to you and Ashley on Wednesday, November 7th.

I am looking forward to a resolution to this matter, I am trusting that KIA USA will be able to do was it right in the excruciating circumstance.

I look forward to hearing from you and if you require any further information or have any questions please do not hesitate to contact me a the listing below.

Make it a super super day!!!!

*** Email - External Email Sent created on 11/15/2018 08:41:23 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

Hi [REDACTED]

I apologize but would you be able to re-forward the statement as Ashley and myself were not able to locate it in our email. You can either email or fax it to us and we will respond acknowledging receipt.

Thank you,

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Last name	First name	VIN of	2017 SPORTAGE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPR3A69H7	[REDACTED]	[REDACTED]	10.600
Deland	, FL , [REDACTED]	Prod. Date: 03/08/2017	Dealer: [REDACTED]	Deland 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 Sent created on 11/19/2018 14:56:59 and created by Ashley Vazquez ***

Hello [REDACTED]

This is confirmation that we have received the documents that you have faxed over. I will go ahead and review those and get back to you within the next 1-2 days.

Thank you,

*** Email - External Email Received created on 11/26/2018 08:54:11 and created by Ashley Vazquez ***

Wtr received email from customer stating:

Hi Ashley and Jeff,

Happy Monday! I hope you both had a Happy Thanksgiving?

I have gone ahead and signed the Settlement Agreement and General Release document.

My wife and I do not have any questions.

Please let us know if you have any questions or concerns.

*** Email - External Email Sent created on 11/26/2018 08:55:07 and created by Ashley Vazquez ***

Hi [REDACTED]

Thank you for sending the document back to me.

At this point, I will go ahead and get everything processed for you. From here, it will take about 4-6 weeks for the documents/information to go through and for you to receive the company check. I will keep you updated if I know any updates or if you have any questions, please let me know.

Thank you and I hope you had a wonderful Thanksgiving Holiday,

*** 11/29/2018 11:12:35 ***

Goodwill #: 1 [REDACTED] Submitted

*** 11/29/2018 13:49:47 (GMT-08:00) Pacific Time (US & Canada) ***

Goodwill #: [REDACTED] Submitted

*** 11/29/2018 13:50:35 (GMT-08:00) Pacific Time (US & Canada) ***

Goodwill #: [REDACTED] Submitted

*** 11/29/2018 13:52:36 (GMT-08:00) Pacific Time (US & Canada) ***

Goodwill #: [REDACTED] Final Approved

*** Phone - Call - Inbound created on 11/30/2018 09:12:10 and created by Ashley Vazquez ***

Wtr spoke with customer:

[REDACTED] states:

1. I keep getting calls from finance that if I do not pay my loan off by the end of the month, they will send me to collections

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Last name	First name	VIN of	2017 SPORTAGE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPR3A69H7	[REDACTED]	[REDACTED]	10.600
Deland	, FL , [REDACTED]	Prod. Date: 03/08/2017	Dealer: [REDACTED]	Deland KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

2. I just don't know what to do

Wtr states:

1. I apologize that you have received those calls

2. The check we have for you should be getting to you before the end of the month

Customer states:

1. Okay thank you

2. I appreciate that

3. You have a nice weekend Ashley

Wtr thanked

*** Email - External Email Sent created on 12/03/2018 12:25:22 and created by Ashley Vazquez ***

Wtr emailed customer stating:

Hi [REDACTED],

Your check has been sent out via FedEx. The tracking number is [REDACTED]

Have a wonderful day,

*** Phone - Call - Inbound commitment fulfilled on 12/03/2018 12:26:56 with Commitment Date 10/16/2018 closed by Ashley Vazquez ***

*** 12/03/2018 12:26:59 ***

Closed by Ashley Vazquez with Resolution Code : Goodwill Issued

[Resolution Summary]

Wtr has sent out gw and advised customer of tracking #.

*** 01/10/2019 15:51:34 ***

Reopened by Ashley Vazquez with Sub Status of Working

*** Others - Others created on 01/10/2019 15:51:44 and created by Ashley Vazquez ***

Tread Review Complete

*** 01/10/2019 15:51:59 ***

Closed by Ashley Vazquez with Resolution Code : Goodwill Issued

[Resolution Summary]

Wtr has sent out gw and advised customer of tracking #.

*** 01/18/2019 05:58:29 ***

Reopened by Jacob Adams with Sub Status of Working

*** Phone - Call - Inbound created on 01/18/2019 05:58:34 and created by Jacob Adams ***

customer states

1 i would like to have my case reopened

2 the reason for that is because not you all have a recall for the exact same reason my car caught fire

3 i feel with this new information my case was not handled properly

writer states

1 i will send you information to the appropriate team

2 once they have reviewed the case we will follow back up with you

customer states

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDPR3A69H7	██████████	██████████	10.600
Deland	, FL , ██████████	Prod. Date: 03/08/2017	Dealer: ██████████	Deland KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

1 thank you

*** Note - Others created on 01/18/2019 06:03:57 and created by Jacob Adams ***

Forward to NCA

1 resending case because customer states ██████████ caused fire

2 Customer is requesting for case to be reviewed once again to see if there is anything else that can be done

3 Please review and follow up accordingly

*** 01/18/2019 06:12:40 ***

Dispatched from WIPBin = Default to Queue National CA by Jacob Adams

Reason:

*** 01/18/2019 07:42:59 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** 01/18/2019 07:56:33 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin Intro Calls of Ashley Vazquez by Jeff Stroup

Reason:

*** Phone - Call - Outbound created on 01/23/2019 11:58:45 and created by Ashley Vazquez ***

Wtr left vm for call back

*** Phone - Call - Outbound created on 01/23/2019 14:03:44 and created by Ashley Vazquez ***

Wtr spoke with ██████████

1. Calling in regards to case

2. I understand that you are requesting for KMA to re-review your case

Customer states:

1. Yes, with everything in the news about the case recalls I just want my case to be looked at again

Wtr states:

1. ██████████ is in reference to vehicles that have had their engines replaced (some 2011-2013 Sportage's)

2. From our last conversation, KMA offered to assist with out of pocket expenses

3. You requested remaining pay off balance to be paid off and assistance with getting in a new veh

4. We were able to assist with paying off the remainder of your pay off balance but could not assist with getting you in another vehicle

5. Explained subrogation process

Customer states:

1. I'm not trying to get anything for myself

2. My insurance is asking me what am I going to do about it so that they can get their money back

3. I will let them know that they can contact you so that they can settled this because my insurance payment is higher

Wtr states:

1. You can give them my contact information

2. I will wait to hear back from them

Customer thanked

*** 01/23/2019 14:17:40 ***

Closed by Ashley Vazquez with Resolution Code : Concerns Recorded

[Resolution Summary]

Pending Insurance Contact

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Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Fire/Explosion

*** PHONE LOG 01/05/2017 03:10 PM US Mountain Daylight Time KJohnson Action Type:Ltr/email/fax sent

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Last name	First name	VIN of 2017 SPORTAGE	Case Number	Mileage
		KNDPMCAC9H7		0
		Prod. Date: 05/21/2016	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Email to customer:

The email with the pictures did not come through. You mentioned that you had a lot of pictures. Size limitations at this office might require that you send them in several emails, although you still should have received an "undeliverable" message.

*** NOTES 01/05/2017 03:11 PM US Mountain Daylight Time KJohnson Action Type:Dealer contact

Writer dispatching to NCA

1 - customer alleges veh caught on fire while driving

*** PHONE LOG 01/05/2017 03:35 PM US Mountain Daylight Time KJohnson Action Type:Ltr/email/fax rec'd

Email received from customer:

Karen very nice talking with you today, here are the pictures of the car after the fire. I will be standing by for the next representative from Kia. When you asked what I wanted from KIA for starters I wanted to make sure it got to KIA's attention as this was a life threatening incident in which it would have gone very bad if my wife or daughter or someone without my Military background was driving or I was going faster than 35 mph. I have included my home email address as well.

Quantico VA

[pictures attached to case]

*** PHONE LOG 01/05/2017 03:36 PM US Mountain Daylight Time KJohnson Action Type:Ltr/email/fax sent

Email to customer:

Received, thank you. I have already advanced the case, and will send these, as well.

*** NOTES 01/05/2017 03:44 PM US Mountain Daylight Time KJohnson Action Type:Internal

[!<For Internal Use Only

wtr yanked case to attach photos and then re-dispatched>!]

*** PHONE LOG 01/10/2017 07:43 AM US Mountain Daylight Time KJohnson Action Type:Ltr/email/fax rec'd

From customer:

Karen, the USMC Military Police said it will be another week before they have their mishap report ready. I reported this to the NHTSA this morning. I have not gotten a call from KIA about the incident will I or they have enough for now? Standing by

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Last name	First name	VIN of 2017 SPORTAGE	Case Number	Mileage
		KNDPMCAC9H7		0
		Prod. Date: 05/21/2016	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Quantico VA

*** PHONE LOG 01/10/2017 08:16 AM Pacific Daylight Time GVillela Action Type:Outgoing call

WTr spoke with

1. Advised case has been reviewed
2. We will be in contact with enterprise

1. Thank you

2. I have contacted NHTSA and I have ELCO's number

3. Elco:

Wtr stated:

1. Thank you and I will be in contact with them

call ended

*** NOTES 01/10/2017 03:26 PM Pacific Daylight Time EKong Action Type:NCA Corresp. rec'd
Cust filed the following VOQ with NHTSA:

TL* THE CONTACT RENTED A 2017 KIA SPORTAGE. THE CONTACT STATED THAT WHILE PULLING INTO AN ARMY BASE AT APPROXIMATELY 30 MPH, THERE WAS SMOKE COMING FROM THE VEHICLE. A WITNESS INFORMED THE CONTACT THAT THERE WERE FLAMES COMING FROM UNDER THE VEHICLE. THE FLAMES SPREAD TO THE HOOD AND WRAPPED AROUND TO THE DRIVER'S SIDE OF THE VEHICLE. THE CONTACT EXITED THE VEHICLE AS IT ENGULFED IN FLAMES. THE CONTACT OBSERVED THAT THERE WAS A TRAIL OF FUEL COMING FROM THE VEHICLE. THE FIRE WAS DISTINGUISHED BY THE LOCAL FIRE DEPARTMENT. A POLICE REPORT WAS FILED AND THERE WERE NO INJURIES REPORTED. THE VEHICLE WAS TOWED BACK TO THE RENTAL COMPANY. THE VEHICLE WAS DESTROYED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 83,044.

*** NOTES 01/20/2017 09:21 AM US Mountain Daylight Time KJohnson Action Type:Other (external)

Progressive Insurance Christina Elko left VM:

- 1 - please call me re: this veh fire
- 2 - we are setting up an inspection
- 3 - my phone number is

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPMCAC9H7			0
		Prod. Date: 05/21/2016	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

4 - Progressive claim no. is

*** PHONE LOG 01/20/2017 10:10 AM Pacific Daylight Time GVillela Action Type:Outgoing call

Wtr spoke with Diego from Elco:

1. Asked to speak with Cristina
2. Asked for permission and location

Diego stated:

1. Cristina is not here
2. She would have to give permission and location just shows Quantico.
3. You would have to call her back on monday

Wtr stated:

1. Thank you

call ended

*** NOTES 01/23/2017 08:22 AM US Mountain Daylight Time KJohnson Action Type:Other (external)

Christine Elco from Progressive Insurance called

Writer stated:

- 1 - provided csr gustavo's name and phone number
- 2 - provided irvine address

*** PHONE LOG 01/23/2017 12:39 PM US Mountain Daylight Time KJohnson Action Type:Incoming call

Customer:

- 1 - I haven't heard anything from Gustavo

Writer:

- 1 - apologized
- 2 - I will try to reach Gustavo for you
- 3 - if he is not available, I will give you his VM
- 4 - if you do not hear back from him in 2 business days, call me back and I will get my supervisor involved

Customer:

- 1 - thank you
- 2 - you've been very helpful

*** PHONE LOG 01/24/2017 10:00 AM Pacific Daylight Time GVillela Action Type:Outgoing call

Wtr lvm for Christina with elco on 1/21/17

*** PHONE LOG 01/24/2017 04:18 PM Pacific Daylight Time GVillela Action Type:Outgoing call

Engineer spoke with Christina from elco

- 1,Bridgestone was contacted
2. Inspection with them will occur on 2/9/17
3. They will proceed and contact KMA if determination involved manufacturers

Kia Motors America

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPMCAC9H7			0
		Prod. Date: 05/21/2016	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

note ended

*** CASE CLOSE 01/24/2017 04:20 PM Pacific Daylight Time GVillela
Pending further contact

*** PHONE LOG 01/26/2017 12:53 PM US Mountain Daylight Time KJohnson Action Type:Outgoing call
Customer left VM:
1 - I have had no further contact from Kia
2 - Progressive is doing an engineering inspection 2/9/17
3 - NHTSA is involved
4 - I'm not sure Kia realizes how bit this issue could become

Writer:

- 1 - apologized
- 2 - other office may be working internally or in ways that are not known to me
- 3 - I will ask my supervisor to contact gustavo about this

*** NOTES 01/26/2017 12:58 PM US Mountain Daylight Time KJohnson Action Type:Internal
Wtr emailed tl Sara:
1 - please review

*** NOTES 01/26/2017 12:59 PM US Mountain Daylight Time KJohnson Action Type:Dealer contact
Writer re-escalating to NCA:
1 - customer has called in asking for call back

*** NOTES 01/26/2017 04:44 PM US Mountain Daylight Time SCoder Action Type:Manager review
Per Notes case is closed pending inspection with Bridgestone on 2/9

*** PHONE LOG 01/27/2017 10:38 AM Pacific Daylight Time GVillela Action Type:Outgoing call
Wtr spoke to [REDACTED]
1. Advised that inspection is taking place
2. Elco will be in communication with us
3. Elco will provide you with details if they feel it is not a manufacturers concern
4. If It is, I will be following up with you

[REDACTED] stated:

1. Ok
2. Thanks for the call back

call ended

*** CASE CLOSE 01/27/2017 10:38 AM Pacific Daylight Time GVillela
Pending further contact

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPMCAC9H7			0
		Prod. Date: 05/21/2016	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** NOTES 02/09/2017 06:55 PM Pacific Daylight Time SGuindi Action Type:NCA Corresp. rec'd
NCA rec'd letter from ELCO. Letter states:

1. Please be advised that this office handles claims for Enterprise.
2. Due to the fire to this vehicle, we will have it inspected.
2. If you would like to attend the inspection or have an expert attend on your behalf, please contact me.

Attaching to case & dispatching to NCA.

*** PHONE LOG 02/10/2017 01:12 PM Pacific Daylight Time GVillela Action Type:Outgoing call
Wtr LVM for Christina at elco

*** PHONE LOG 02/15/2017 08:47 AM Pacific Daylight Time GVillela Action Type:Incoming call
Wtr received voicemail from Christina,:
1. We have inspected the vehicle
2. Bridgestone has claimed liability
3. Thank you for your assistance

*** CASE CLOSE 02/15/2017 08:47 AM Pacific Daylight Time GVillela
No further contact required

*** CASE CLOSE 03/30/2017 02:53 PM Pacific Daylight Time GVillela
Tread review completed

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPM3AC9H7			15.000
		Prod. Date: 06/23/2016	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

*** PHONE LOG 03/06/2017 12:42 PM Eastern Daylight Time JMorgan Action Type:Outgoing call

Cust states:

1. My car caught on fire a couple of days ago.
2. I need to know why it happened.
3. I need to know what KIA is going to do about it.

Wrt states:

1. Apologized.
2. Is everyone ok?

Cust states:

1. Everyone is fine, my kids could have been in that vehicle.
2. I bought this in July.
3. It is now March and it is a total loss.
4. It is currently in my street, it needs to be towed.

Wrt states:

1. I will get this to our National Team.
2. Someone from that team will contact you within 72 business hours.
3. case ID and contact information.

Cust states:

1. I need to have this car towed today.
2. I will get fined from the city.

Wrt states:

1. Apologized.
2. The national team can help with more information.

Cust states:

1. What is the timeline for resolution?
2. I am still left without a vehicle.

Wrt states:

1. Your insurance will be able to provide more information.

Cust states:

1. OK, thank you.

Wrt states:

1. Thank you.

*** PHONE LOG 03/08/2017 01:44 PM Pacific Daylight Time GVillela Action Type:Outgoing call

Wtr LVM fo

*** PHONE LOG 03/15/2017 01:50 PM US Mountain Daylight Time JEchenique Action Type:Outgoing call

Cust states

1. I'm trying to get in contact with GVillela

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Last name	First name	VIN of 2017 SPORTAGE	Case Number	Mileage
		KNDPM3AC9H7		15,000
		Prod. Date: 06/23/2016	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Wrt stated

1. apologized to cust

offered to tran cust to ECR, or to VM if they are not available

Cust stated

1. yes that would be great
2. thank you.

*** PHONE LOG 03/17/2017 03:17 PM Pacific Daylight Time GVillela Action Type:Outgoing call

Wtr spoke with

1. Asked for pictures/police report
2. advised pictures will be sent shortly and insurance, arson investigators and fire investigators are saying engine fire
3. Asked if settled with insurance
4. said no
5. Asked for vehicle location
6. said he doesnt knoe, his insurance would know
7. Wtr advised case would be reviewed when pics/docs received

call ended

*** PHONE LOG 03/17/2017 03:17 PM Pacific Daylight Time GVillela Action Type:Outgoing call

Wtr received pics
see attached

*** PHONE LOG 03/17/2017 03:18 PM Pacific Daylight Time GVillela Action Type:Outgoing call

Wtr reviewed case with engineer

*** PHONE LOG 03/17/2017 03:22 PM Pacific Daylight Time GVillela Action Type:Outgoing call

Wtr spoke with :

1. asked for location and permission to inspect
2. advised permission and location would be granted by insurance
3. Let me send that info to you from email

call ended

*** PHONE LOG 03/17/2017 03:22 PM Pacific Daylight Time GVillela Action Type:Outgoing call

Wtr received email from :

1. "Wawanesa Insurance
Claim

direct number"

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Last name	First name	VIN of 2017 SPORTAGE	Case Number	Mileage
		KNDPM3AC9H7		15,000
		Prod. Date: 06/23/2016	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** PHONE LOG 03/17/2017 03:23 PM Pacific Daylight Time GVillela Action Type:Outgoing call
Wtr LVM for Francine lanser, insurance

*** PHONE LOG 03/17/2017 03:50 PM Pacific Daylight Time GVillela Action Type:Outgoing call
Wtr spoke with Francine, insurance:

1. Asked for permission to inspection
2. Francine advised she would call auto auction for permission
3. Francine gave veh location info:

[REDACTED]
Gardena, CA [REDACTED]

Stock: [REDACTED]

4. Francine advised no settlement was reached
5. She advised full investigation has not happened
6. She advised fire dept stated it was a mechanical issue with engineer

call ended

*** PHONE LOG 03/24/2017 01:45 PM Pacific Daylight Time GVillela Action Type:Outgoing call
Wtr spoke with Courtney at location:

1. Permission was granted for Eric S. or kia engineer
2. Wtr thanked

call ended

*** PHONE LOG 03/30/2017 03:25 PM Pacific Daylight Time GVillela Action Type:Outgoing call
Tread review completed

*** PHONE LOG 04/17/2017 03:34 PM Pacific Daylight Time GVillela Action Type:Outgoing call
Wtr LVM for [REDACTED]

*** PHONE LOG 04/28/2017 01:08 PM Pacific Daylight Time GVillela Action Type:Outgoing call
Wtr LVM for [REDACTED]

*** CASE CLOSE 05/04/2017 02:38 PM Pacific Daylight Time GVillela
Pending customer contact

*** NOTES 05/12/2017 03:15 PM Pacific Daylight Time BCrosby Action Type:NCA Corresp. rec'd
NCA rec'd letter from State Farm:

1. Loss that occurred to our vehicle.
2. KMA may be responsible.

Attaching & dispatching to NCA.

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPM3AC9H7			15.000
		Prod. Date: 06/23/2016	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** 05/17/2017 08:40:51 (GMT-08:00) Pacific Time (US & Canada) ***

Dispatched from WIPBin = Dispatched to Queue National CA by Brecon Crosby

Reason: Redispatching due to system error.

*** 05/18/2017 07:59:33 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** 05/18/2017 08:03:22 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin Default of Gustavo Villela by Jeff Stroup

Reason:

*** Phone - Call - Inbound created on 05/18/2017 09:18:34 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr spoke with Casey, with state farm:

1. Asked for more documentation

2. Casey advised she would have to message Dana Netos [REDACTED] if possible

3. Wtr thanked and gave cb number

call ended

*** Phone - Call - Inbound commitment created on 05/18/2017 09:34:56 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/25/2017 and created by Gustavo Villela ***

*** 05/18/2017 09:36:40 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin Default and Sub Status of Assigned

*** Phone - Call - Inbound commitment fulfilled on 05/25/2017 10:41:46 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/25/2017 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 05/25/2017 10:41:49 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr LVM for Dana Netos [REDACTED]

*** Phone - Call - Inbound commitment created on 05/25/2017 10:44:33 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/31/2017 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 05/31/2017 09:01:24 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/31/2017 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 05/31/2017 09:01:32 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr LVM for Dana Netos with Insurance

*** Phone - Call - Inbound commitment created on 05/31/2017 09:01:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/07/2017 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 06/07/2017 15:50:02 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/07/2017 closed by Gustavo Villela ***

*** 06/07/2017 15:50:06 (GMT-08:00) Pacific Time (US & Canada) ***

Closed with Resolution Code : CA-Concerns Recorded

[Resolution Summary]

Pending further contact

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPM3AC9H7			15.000
		Prod. Date: 06/23/2016	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** 06/13/2017 16:51:31 (GMT-07:00) Arizona ***

Reopened with Sub Status of Working

*** Phone - Call - Inbound created on 06/13/2017 16:51:39 (GMT-07:00) Arizona and created by Lonnie Thayer **
Writer states

1. Requested customer VIN or case number

Customer provides info

1.

Writer states

1. How can you be helped today?

Customer states

1. My car was a total loss due to a fire
 2. Kia was suppose to send engineers to inspect the damage
 3. Last I heard the insurance spoke to Kia
 4. I have not heard anything since
 5. I paid good money for that car
 6. Gus had no sense of urgency in the matter
- a, So I am looking for an update

Writer states

1. Advised per the notes it looks like they were trying to get more info from the insurance
2. Last entry shows Casey advising needing to message Dana if possible
3. So it looks like they were waiting on the insurance

Customer states

1. I was working with Francine
- a. She said she was speaking with Gus to arrange the inspection
2. Customer request writer to hold and goes to another line

Writer disconnects due to extended hold time

*** Note - Others created on 06/13/2017 17:04:16 (GMT-07:00) Arizona and created by Lonnie Thayer ***

Call To action: Dispatch to NCA for

1. Customer upset he didn't receive an update
2. Customer under impression an appointment with an engineer would be made
3. Review of case for additional assistance determination

*** 06/13/2017 17:08:38 (GMT-07:00) Arizona ***

Dispatched from WIPBin = My default to Queue National CA by Lonnie Thayer

Reason:

*** 06/14/2017 07:49:37 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** 06/14/2017 07:58:10 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin Default of Gustavo Villela by Jeff Stroup

Reason:

*** Letter - Letter Received created on 06/14/2017 17:22:06 (GMT-08:00) Pacific Time (US & Canada) and created

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPM3AC9H7			15.000
		Prod. Date: 06/23/2016	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

by Brecon Crosby ***

NCA rec'd letter from Stare Farm. Letter states:

1. This notice is to advise of a loss that occurred.
2. Kia caught fire causing the State Farm insured veh to catch fire.
3. Manufacturer is responsible for this loss.

Attaching & dispatching to NCA.

*** 06/14/2017 17:24:08 (GMT-08:00) Pacific Time (US & Canada) ***

Alatorre 6.13.17.pdf added by Brecon Crosby on 06/14/2017 17:24:08

*** Phone - Call - Inbound created on 06/16/2017 09:12:12 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr spoke with dana,with statefarm,

1. Advised package was received
2. Would need pictures of kia veh, photos are only of camry
3. Dana apologized, will ask permission to send them
4. Wtr gave email and call ended

*** Phone - Call - Inbound commitment created on 06/16/2017 09:16:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/23/2017 and created by Gustavo Villela ***

*** 06/16/2017 09:18:00 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin Default and Sub Status of Assigned

*** Phone - Call - Inbound commitment fulfilled on 06/27/2017 15:34:12 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/23/2017 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 06/27/2017 15:34:14 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr LVM for Dana of statefarm

*** Phone - Call - Inbound commitment created on 06/27/2017 15:35:28 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/07/2017 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 08/13/2017 12:38:45 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/07/2017 closed by Gustavo Villela ***

*** Phone - Call - Inbound commitment created on 08/13/2017 12:38:53 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/14/2017 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 08/16/2017 15:29:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/14/2017 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 08/16/2017 15:30:02 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr spoke with Dana from statefarm:

1. Asked for more pictures with larger files
2. Dana advised would email them over
3. Dana also advised if wawanesa sent their package over to you?
4. Wtr stated no
5. statefarm represents vehicle that was burned by kia, kia is wawanesa

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPM3AC9H7			15.000
		Prod. Date: 06/23/2016	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

6. Cust thanked and call ended

*** Phone - Call - Inbound commitment created on 08/16/2017 15:32:03 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/23/2017 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment created on 08/16/2017 15:32:03 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/23/2017 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment created on 08/16/2017 15:32:03 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/18/2017 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 09/13/2017 12:40:33 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/18/2017 closed by Gustavo Villela ***

*** 09/13/2017 12:40:48 (GMT-08:00) Pacific Time (US & Canada) ***

Closed with Resolution Code : CA-Concerns Recorded

[Resolution Summary]

Pending further contact from wawanesa insurance

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Last name	First name	VIN of	2017 SPORTAGE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPNCAC3H7	[REDACTED]	[REDACTED]	4.230
Denville	, NJ ,	[REDACTED]	Prod. Date: 06/25/2016	Dealer: [REDACTED]	Gateway KIA of Denville

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

*** PHONE LOG 05/03/2017 05:56 AM US Mountain Daylight Time LSims

[REDACTED] (wife) stated

1. On Sunday the car caught on fire and the engine needs to be replaced
2. An attorney told me to contact the manufacturer
3. the dealer just informed us that we are going to have to get a new engine

wtr stated

1. Apologized
2. took fire script
3. advised case will be escalated to another dept for review and handling
4. Caller will be contacted - gave case #

caller stated

1. Ok and they can also call my husband at [REDACTED]
2. He was the one actually driving when this happened

*** NOTES 05/03/2017 06:04 AM US Mountain Daylight Time LSims Action Type:Manager review

Dispatching case to NCA for handling

1. Cust alleges veh stalled and smoke was billowing from the engine
2. Cust states engine needs to be replaced
3. Cust states she contacted an attorney to inquire about Lemon Law and was advised to call kac

*** NOTES 05/04/2017 01:19 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact

Called dealer [REDACTED] and spoke with Service Manager Joe Ribeiro

Writer states:

1. Are there signs of a thermal event?

Dealer states:

1. No there is not
2. The starter melted, it smelled burnt
3. We put the starter in it, the car started up but when you gave it gas, it would stall
4. That's when we opened up the Techline case
5. I ordered a new engine, I'm just waiting for the engine to come in
6. We have to replace the starter, engine and intake manifold
7. RO [REDACTED] opened on 5/1/17 with 4,230 miles

Writer states:

1. Requested photo of starter
2. Gave dealer email address

*** NOTES 05/05/2017 07:29 AM Eastern Daylight Time ESwecker Action Type:Manager review

*** DUP CASE NOTES [REDACTED] 8 Begin ***

Dealer :Gateway Kia of Denville

Technician :Thomas Occhinero jr

Service Manager :Will Fiorella

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Last name	First name	VIN of	2017 SPORTAGE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPNCAC3H7	[REDACTED]	[REDACTED]	4.230
Denville , NJ ,	[REDACTED]	Prod. Date: 06/25/2016	Dealer:	[REDACTED]	Gateway KIA of Denville

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Dealer Phone [REDACTED]

DPSM :Crystal Pent

Vehicle Model :SPORTAGE

Model Year :2017

Mileage :4230

Initial comments by Technician found in TL Case [REDACTED] :

*** Performed by contact: Thomas Occhinero jr, [REDACTED]

*** This is a Request for Assistance ***

Problem Description :

Vehicle was towed in for a engine stalled and would not restart concern. They also said smoke was coming from under the hood with an electrical burning smell.

Diagnostics Performed :

Found battery life to be low. Performed diagnostic charge on battery and battery tested fine. Vehicle has a strong odor of electrical burning. Found the Starter was completely melted. I tested wiring going to starter and there were no issues. Replaced the starter and vehicle started right up. When taking vehicle off idle there is a loud whine and vehicle stalls out. Restarted the vehicle and you can hear the engine does not sound right whining and stalling every time. The vehicle set some codes P001400 was stored when the vehicle came in and now p001000 is set. I followed TSB ENG 159 and removed the Ecvvt cover but plug is in tact an there is no spilt oil. Thanks for the help ir advance.

Please contact dealer for additional information regarding customer handling & repair status and update customer accordingly.

*** DUP CASE NOTES End ***

*** NOTES 05/05/2017 09:54 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Received photo from Service Manager Joe Ribeiro at deale [REDACTED] gatewaykia.com)
Starter picture you asked for, 2017 Sportage

*** NOTES 05/08/2017 11:00 AM Pacific Daylight Time SamuelKim Action Type:Internal

Reviewed case with KMA Engineers:

1. No further action needed

*** PHONE LOG 05/11/2017 08:22 AM US Mountain Daylight Time BHardt-SO Action Type:Outgoing call
LVM:

1. Calling in f/u to cust's engine concern; apologized.

2. ECR is involved, reviewing and will f/u.

3. Provided contact info.

*** SUBCASE [REDACTED] CREATED 05/11/2017 08:23 AM US Mountain Daylight Time BHardt-SO
Obtain veh.'s status, RO review.

*** NOTES 05/12/2017 05:28 AM Pacific Daylight Time JBrockel Action Type:Dealer contact
EECC spoke to Joe svc mgr.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDPNCAC3H7	[REDACTED]	[REDACTED]	4.230
Denville , NJ ,	[REDACTED]	Prod. Date: 06/25/2016	Dealer:	[REDACTED]	Gateway KIA of Denville

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Joe states:

1. vehicle was here from 5/1-5/10.
2. replaced starter and engine.
3. will send ro.

writer thanked.

*** NOTES 05/12/2017 12:16 PM Pacific Daylight Time JBrockel Action Type:Dealer contact
EECC attached ro to subcase.

*** Phone - Call - Outbound created on 05/17/2017 12:46:14 (GMT-07:00) Arizona and created by Bruce Hardt ***
Backup ECR ALewis called [REDACTED]
No answer, left voicemail.

Writer states:

1. Calling on behalf of Bruce to follow up on your case.
2. Provided case # and writer's contact information.
3. Requested callback for further assistance.

*** 05/17/2017 12:47:41 (GMT-07:00) Arizona ***
Into WIPBin = 5 - Friday and Sub Status = Working

*** Phone - Call - Outbound commitment created on 05/17/2017 12:47:44 (GMT-07:00) Arizona with Commitment
Date 05/19/2017 and created by Bruce Hardt ***

*** 05/18/2017 09:24:40 (GMT-08:00) Pacific Time (US & Canada) ***
Sub Case [REDACTED] Closed, with Resolution Code:

*** Phone - Call - Outbound commitment fulfilled on 05/19/2017 06:38:42 (GMT-07:00) Arizona with Commitment
Date 05/19/2017 closed by Bruce Hardt ***
Backup ECR ALewis called [REDACTED]
No answer, left voicemail.

Writer states:

1. Calling on behalf of Bruce to follow up on your case.
2. Provided case # and writer's contact information.
3. Requested callback for further assistance.

*** Note - Others created on 05/19/2017 06:39:19 (GMT-07:00) Arizona and created by Bruce Hardt ***

<For Internal Use Only
Pending CML>

*** Letter - Letter Sent created on 05/26/2017 13:27:14 (GMT-07:00) Arizona and created by Bruce Hardt ***
CML sent.

*** 05/26/2017 13:28:06 (GMT-07:00) Arizona ***
Closed with Resolution Code : Letter Sent

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

SPORTAGE

2018 SPORTAGE_ACCIDENT
SCRIPTS_ALLEGED DEFECT
B_EXPANDED SCOPE

Accident Report

Case [REDACTED]

Report Details

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

SPORTAGE

2018 SPORTAGE_CA
REPORTS_ALLEGED DEFECT
B_EXPANDED SCOPE

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2018 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPMCACXJ7			20.732
		Prod. Date: 04/20/2017	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

*** 07/20/2018 14:04:35 (GMT-08:00) Pacific Time (US & Canada) ***

Contact = , Priority = Standard, Sub Status = Working

*** Email - External Email Received created on 07/20/2018 14:04:53 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Attached are the following items to set up a case for this thermal incident. Because there are 3rd-party claims Dane Johnson from our ELCO division will take the "lead" on this one. If Kia ends up offering a settlement, I'll jump back in to handle our vehicle. I'll wait until you officially tell me who is assigned to this case before I pass along any contact information to Dane. Thanks again for always being there! Deborah

- Kia incident report
- Copy of fire report
- Copy of police report
- Renter/driver statement
- Copy of rental invoice
- Color pictures
- Progressive Claim
- Transwestern (site of fire) claim
- Tow invoice
- Maintenance/Service History

*** Email - External Email Sent created on 07/20/2018 14:08:47 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Deborah,

I have opened up the case. The case number is . Please connect the rep with me.

Best,

*** Others - Others commitment created on 07/20/2018 14:09:16 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/27/2018 and created by Ryan Ristow ***

*** 07/20/2018 14:35:52 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1. Intro Calls and Sub Status of Working

*** Others - Others commitment updated on 07/20/2018 15:05:16 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/20/2018 and updated by Ryan Ristow ***

*** Others - Others commitment created on 07/20/2018 14:09:01 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/23/2018 and created by Ryan Ristow ***

*** Others - Others commitment created on 07/20/2018 14:09:01 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/24/2018 and created by Ryan Ristow ***

*** Others - Others commitment created on 07/20/2018 14:09:01 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/27/2018 and created by Ryan Ristow ***

*** Others - Others commitment updated on 07/27/2018 14:57:03 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/31/2018 and updated by Ryan Ristow ***

*** Others - Others commitment created on 07/20/2018 14:09:01 (GMT-08:00) Pacific Time (US & Canada) with

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2018 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPMCACXJ7			20.732
		Prod. Date: 04/20/2017	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Commitment Date 08/03/2018 and created by Ryan Ristow ***

*** Others - Others commitment updated on 08/02/2018 09:29:46 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/03/2018 and updated by Ryan Ristow ***
Request date.

*** Others - Others commitment updated on 08/02/2018 09:29:56 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/06/2018 and updated by Ryan Ristow ***

*** Others - Others commitment updated on 08/06/2018 13:20:01 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/07/2018 and updated by Ryan Ristow ***

*** Others - Others commitment updated on 08/07/2018 11:05:00 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/08/2018 and updated by Ryan Ristow ***

*** Others - Others commitment fulfilled on 08/08/2018 14:21:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/08/2018 closed by Ryan Ristow ***
Wrt reviewed with KMA engineer.
Date set for inspection with Dane.

*** Others - Others commitment created on 08/08/2018 14:22:17 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/10/2018 and created by Ryan Ristow ***

*** Others - Others commitment updated on 08/10/2018 11:17:47 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/17/2018 and updated by Ryan Ristow ***

*** Others - Others commitment fulfilled on 08/17/2018 13:36:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/17/2018 closed by Ryan Ristow ***
Wrt reviewed with KMA engineer:
1. Cause and origin undetermined.

*** Others - Others commitment created on 08/17/2018 13:38:45 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/21/2018 and created by Ryan Ristow ***

*** Others - Others commitment created on 08/17/2018 13:36:51 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/22/2018 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 08/27/2018 16:12:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/22/2018 closed by Ryan Ristow ***
Wrt reviewed with CAFOM

*** Email - External Email Sent created on 08/27/2018 16:13:01 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt requested sales info.

*** Email - External Email Received commitment created on 08/27/2018 16:14:46 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/04/2018 and created by Ryan Ristow ***

*** Email - External Email Received commitment created on 08/27/2018 16:14:30 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/07/2018 and created by Ryan Ristow ***

*** Email - External Email Received commitment fulfilled on 09/07/2018 15:18:29 (GMT-08:00) Pacific Time (US &

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Last name	First name	VIN of 2018 SPORTAGE	Case Number	Mileage
		KNDPMCACXJ7		20,732
		Prod. Date: 04/20/2017	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Canada) with Commitment Date 09/07/2018 closed by Ryan Ristow ***
Ryan,

Liability exposures attached – Can you confirm that KIA will be address the liability claims?

1. Progressive subrogation for vehicle parked near KIA vehicle.
 - a. Contac [REDACTED] Claim [REDACTED] Subro \$1677.75
 2. Property damages parking lot where incident occurred – 2474.92
 - a. Contact [REDACTED]

=

Dane A. Johnson
Sr. Liability Administrator

ELCO Claims Services

Westminster, CO [REDACTED]
enterprise.com

From: Ristow, Ryan [KMA] [REDACTED]
Sent: Wednesday, August 29, 2018 9:52 AM
To: Johnson, Dane A [REDACTED]
Subject: RE: [REDACTED] / [REDACTED] / KNDPMCACXJ7 [REDACTED]

Dane,

Can you please provide photos of the other items being claimed as well as any other documents relating to them?

Best,

Ryan Ristow
National Consumer Affairs
Kia Motors America

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

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2018 SPORTAGE	Case Number	Mileage
		KNDPMCACXJ7		20,732
		Prod. Date: 04/20/2017	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

From: Johnson, Dane A
Sent: Tuesday, August 28, 2018 7:27 AM
To: Ristow, Ryan [KMA]
Subject: RE: / KNDPMCACXJ7

And a car parked next to the enterprise vehicle.

Dane A. Johnson
Sr. Liability Administrator
direct
fax

ELCO Claims Services
Westminster, CO
enterprise.com

From: Johnson, Dane A
Sent: Tuesday, August 28, 2018 8:03 AM
To: 'Ristow, Ryan [KMA]' <RRistow@Kiausa.com>
Subject: RE: / KNDPMCACXJ7

Ryan,

The parking lot this occurred in had some damages/repairs they are looking to be compensated for.

Dane

Dane A. Johnson
Sr. Liability Administrator
direct
fax

ELCO Claims Services
Westminster, CO
enterprise.com

From: Ristow, Ryan [KMA]
Sent: Monday, August 27, 2018 5:14 PM
To: Johnson, Dane A

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2018 SPORTAGE	Case Number	Mileage
		KNDPMCACXJ		20,732
		Prod. Date: 04/20/2017	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Subject: RE: / KNDPMCACXJ7

Are there any claims other than the vehicle involved with this case?

Best,

Ryan Ristow
National Consumer Affairs
Kia Motors America

Irvine, CA

Phone:

Fax:

The information in this email and any attachments are for the sole use of the intended recipient and may contain privileged and confidential information. If you are not the intended recipient, any use, disclosure, copying or distribution of this message or attachment is strictly prohibited. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry out your own virus checks on any attachment to this message. We cannot accept liability for any loss or damage caused by software viruses. If you believe that you have received this email in error, please contact the sender immediately and delete the email and all of its attachments.

From: Ristow, Ryan [KMA]

Sent: Monday, August 27, 2018 4:12 PM

To: 'Dane.A.Johnson'

Subject: KNDPMCACXJ7

Hello Dane,

Could you please provide the title for this vehicle?

Best,

*** Others - Others commitment created on 09/07/2018 15:19:40 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/10/2018 and created by Ryan Ristow ***

*** Others - Others commitment created on 09/07/2018 15:19:24 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/13/2018 and created by Ryan Ristow ***

*** Others - Others commitment created on 09/07/2018 15:19:24 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/18/2018 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 09/18/2018 09:37:26 (GMT-08:00) Pacific Time (US & Canada) with

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Consumer Affairs Department

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Last name	First name	VIN of 2018 SPORTAGE	Case Number	Mileage
		KNDPMCACXJ7		20,732
		Prod. Date: 04/20/2017	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Commitment Date 09/18/2018 closed by Ryan Ristow ***

Wrt reviewed with KMA Fleet. Wrt was informed NCA may proceed in the manner they see fit.

*** Others - Others created on 09/18/2018 09:37:28 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wrt reviewed with the CAFOM

*** Email - External Email Received created on 09/18/2018 09:37:50 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Hi Ryan,

Just following up on this matter. Have you reached out to the other parties? Will you be addressing their claims? Please provide an update when you're able.

Thanks!

Dane

*** Email - External Email Sent created on 09/18/2018 09:53:10 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Dane,

Sorry for the delay, I was reviewing with our KMA engineer and he was unable to determine the cause of the vehicle fire. Based off of this information, we are unable to determine a manufacturing concern. For the sake of good will, I am will to offer 60% of the total claim in order to repurchase the vehicle. Based off of the KBB value of the vehicle and the claims you are receiving, I would offer \$11,108.20. I can put together an offer letter if you would like.

Best,

*** Phone - Call - Inbound commitment created on 09/18/2018 09:54:19 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/25/2018 and created by Ryan Ristow ***

*** Phone - Call - Inbound commitment fulfilled on 09/25/2018 08:14:04 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/25/2018 closed by Ryan Ristow ***

Ryan,

We don't address claims we are not accepting liability for. We tender exposures to the entity/insurance company handling it.

Dane

Dane A. Johnson
Sr. Liability Administrator

direct
fax

ELCO Claims Services

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2018 SPORTAGE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPMCACXJ7 [REDACTED]	[REDACTED]	20,732
		Prod. Date: 04/20/2017	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Fire/Explosion

[REDACTED]
Westminster, CO [REDACTED]
enterprise.com

From: Ristow, Ryan [KMA] [REDACTED]
Sent: Tuesday, September 25, 2018 8:59 AM
To: Johnson, Dane A [REDACTED]
Cc: Levalds, Deborah K [REDACTED]
Subject: RE: 09/25/2018 RE: KNDPMCACXJ7 [REDACTED] FW: your ref# [REDACTED] our clm# [REDACTED] 2018 Kia

Dane,

I would expect Elco to address those claims directly and then I would be offering the amount for the entire claim.

Best,

Ryan Ristow
National Consumer Affairs
Kia Motors America

[REDACTED]
Irvine, CA [REDACTED]
Phone [REDACTED] 49
Fax: [REDACTED]
[REDACTED]

From: Johnson, Dane A [REDACTED]
Sent: Tuesday, September 25, 2018 7:23 AM
To: Ristow, Ryan [KMA]
Cc: Levalds, Deborah K [REDACTED]
Subject: 09/25/2018 RE: KNDPMCACXJ7 [REDACTED] FW: your ref# [REDACTED] our clm# [REDACTED] 2018 Kia

Ryan,

We would like to know the plan for the third party damages (vehicle/property) that are also at question in this claim. Can you confirm that KIA will address those claims with those parties directly and then you will address the Enterprise vehicle with Deborah Levalds?

Do you need the vehicle held for any further reason or inspection?

Please advise

Thanks

Dane

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2018 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPMCACXJ7			20,732
		Prod. Date: 04/20/2017	Dealer:		

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 Sent created on 09/25/2018 08:14:40 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Dane,

We would not be accepting liability for the claim. After the inspection of our engineer, a cause was not determined. I am offering good will. If you have more information, I am happy to have it reviewed.

Best,

*** Email - External Email Received commitment created on 09/25/2018 08:15:25 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/27/2018 and created by Ryan Ristow ***

*** Email - External Email Received commitment updated on 09/27/2018 10:30:30 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/04/2018 and updated by Ryan Ristow ***

*** Others - Others created on 10/02/2018 15:52:37 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Tread review completed.

*** Email - External Email Received commitment created on 09/25/2018 08:15:04 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/11/2018 and created by Ryan Ristow ***

*** Email - External Email Received commitment updated on 10/11/2018 10:48:10 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/11/2018 and updated by Ryan Ristow ***
Ryan – Yes, EAN Holdings LLC will accept Kia's offer. It may take a several weeks or so for Dane to handle the 3rd-party claims and get the pay proof you require. Once obtain, I'll send you both Dane's pay proof and the title copy etc. that you will need from me. Deborah

*** Email - External Email Received commitment updated on 10/11/2018 10:48:16 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/25/2018 and updated by Ryan Ristow ***

*** Email - External Email Received created on 10/25/2018 09:56:38 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Ryan – Attached are the items you requested to proceed with the buyback. Let me know if you need anything additional from me. Deborah

- Copy of CO title
- Printout of accounting \$1,677.75 payment transaction for 3rd-party Progressive Insurance claim
- Printout of accounting \$2,474.02 payment transaction for 3rd-party Semaho property-damage claim

*** Email - External Email Sent created on 10/25/2018 09:57:03 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Deborah,

Please see the attached release. Let me know if you have any questions.

Best,

*** Email - External Email Received commitment created on 10/25/2018 09:58:14 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/01/2018 and created by Ryan Ristow ***

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2018 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPMCACXJ7			20,732
		Prod. Date: 04/20/2017		Dealer:	

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 fulfilled on 10/25/2018 10:42:52 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/25/2018 closed by Ryan Ristow ***

*** Email - External Email Received commitment fulfilled on 11/05/2018 16:29:03 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/01/2018 closed by Ryan Ristow ***
Signed release attached. VRS submitted.

*** Others - Others commitment created on 11/05/2018 16:29:20 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/26/2018 and created by Ryan Ristow ***

*** 11/06/2018 09:12:15 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 5. Review and Sub Status of Working

*** Others - Others commitment created on 11/05/2018 16:29:04 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/10/2018 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 12/05/2018 13:39:43 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/10/2018 closed by Ryan Ristow ***
Check sent to Morley

*** Others - Others commitment created on 12/05/2018 13:40:18 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/08/2019 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 01/02/2019 14:41:43 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/08/2019 closed by Ryan Ristow ***
Vehicle surrender completed 12/19/18

*** 01/02/2019 14:42:04 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Ryan Ristow with Resolution Code : Repurchase/SOC
[Resolution Summary]
Case closed pending further contact.

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2018 SPORTAGE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPM3AC3J7 [REDACTED]	[REDACTED]	1
		Prod. Date: 01/24/2018	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

*** 10/31/2018 16:21:49 (GMT-08:00) Pacific Time (US & Canada) ***

Contact = [REDACTED], Priority = Standard, Sub Status = Working

*** Email - External Email Received created on 10/31/2018 16:20:39 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Sent: Wednesday, October 31, 2018 4:03 AM

To: Villalpando, Alex [KMA]

Cc: Price, James; Thompson, Brent; Mendes, Adrian; Mark Haeussler

Subject: Kia Sportage Thermal Event - VIN# KNDPM3AC3J7 [REDACTED] Atlanta, GA

Importance: High

Alex,

Good morning. Avis Budget Group is requesting Kia open a product allegation case for the subject vin (KNDPM3AC3J7 [REDACTED]) for a thermal event. The event took place on October 26th 2018 at approximately 2:30pm EST in Atlanta, GA. Attached to this e-mail is the incident report, photos of the vehicle, and the complete maintenance history. As I receive more information (fire / police report) I will forward. Please let me know the Kia case number so I can retain for our records. The point of contact where the vehicle is located is Adrian Mendes to schedule an inspection (contact information below). If anything else is needed at this time to open this case, please let me know.

Regards,

Adrian Mendes | Supply Chain Manager
Avis Budget Group, Inc.

[REDACTED] | College Park, GA [REDACTED]

VEHID [REDACTED] SERIAL NO. KNDPM3AC3J7 [REDACTED]
(OWNER) CUSTOMER
DELV. DATE
IN SERVICE 23MAR18
HOME PHONE N/A WAR.EXP.DATE KEY [REDACTED] /ATL STRD STKR [REDACTED]
BUS. PHONE N/A EXT. LICENSE NO. TXKSL6035
CELL PHONE N/A UNIT N/A
PAGER N/A CODE SA
E-MAIL
DLR LOYALTY STOCK # [REDACTED]
18 KIA Sportage 19939

--- 1 of 3 - Dealer: ATA-S -----

RO No: [REDACTED] Opened: 22OCT18 Closed: 22OCT18 Mileage: 19939

Line Code: A Booker: [REDACTED] Comeback: N

Complaint: PMSCR2 QUICK RO PMSCRT

Cause:

SA..... TECH... TYPE. OPCODE.. CB-RO..... DESCRIPTION.....

[REDACTED] I PMSCR2 QUICK RO PMSCRT
PARTS\$ 0.00 LABOR\$ 0.00 MISC\$ 0.00

--- 2 of 3 - Dealer: HTN-S -----

Kia Motors America
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Last name	First name	VIN of 2018 SPORTAGE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPM3AC3J7 [REDACTED]	[REDACTED]	1
		Prod. Date: 01/24/2018	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

RO No [REDACTED] Opened: 23AUG18 Closed: 23AUG18 Mileage: 13698

Line Code: A Booker: 1 Comeback: N

Complaint: PMSCR2 QUICK RO PMSCRT

Cause:

SA..... TECH... TYPE. OPCODE.. CB-RO..... DESCRIPTION.....

1 [REDACTED] I PMSCR2 QUICK RO PMSCRT

PARTS\$ 0.00 LABOR\$ 0.00 MISC\$ 0.00

--- 3 of 3 - Dealer: DFW-S -----

RO No [REDACTED] Opened: 19MAY18 Closed: 19MAY18 Mileage: 5178

Line Code: A Booker: 99 Comeback: N

Complaint: PMV PM VEND OFF AIRPORT

Cause:

Mark Warchal |Senior Warranty Analyst, Warranty & Vehicle Maintenance Admin
Avis Budget Group, Inc.

[REDACTED] y |Parsippany, NJ | [REDACTED]

*** Email - External Email Sent created on 10/31/2018 16:22:55 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Sent: Wednesday, October 31, 2018 4:18 PM

To: [REDACTED]

Cc: Price, James; Thompson, Brent; Mendes, Adrian; Mark Haeussler

Subject: RE: Kia Sportage Thermal Event - VIN# KNDPM3AC3J7 [REDACTED] Atlanta, GA / Kia Motors America

Hi [REDACTED]

Thank you for notifying us. I have updated the Subject line with our case number.

Could you please have the below questions completed and provide a redacted rental agreement.

A-1) Who owns the vehicle?

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

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

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

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

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

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

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

B-2) What time was 911 called?

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

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

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

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

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

C-1) Which fire agency responded?

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2018 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPM3AC3J7			1
		Prod. Date: 01/24/2018	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

- C-2) What is the fire report number?
- D-1) Where is the vehicle now?
- D-2) Have any repairs been completed?
- D-3) Was the insurance company contacted?
- D-4) Have you settled with the insurance company?
- D-5) What action are you requesting of Kia?

Please let me know if you have any questions.

Thank you,

*** Phone - Call - Inbound commitment created on 10/31/2018 16:23:13 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/06/2018 and created by Alex Villalpando ***

*** Email - External Email Received created on 11/01/2018 18:12:30 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Sent: Thursday, November 01, 2018 3:55 AM

To: Villalpando, Alex [KMA]

Cc: Price, James; Thompson, Brent; Mendes, Adrian; Mark Haeussler

Subject: RE: Kia Sportage Thermal Event - VIN# KNDPM3AC3J7 Atlanta, GA / Kia Motors America

Importance: High

Alex,

Good morning, answers to questions below, along with the details of the incident. If anything else is needed please contact me.

Thank you,

- A-1) Who owns the vehicle? Avis Budget Group
- A-2) Who was driving the vehicle or who was the last person to drive the vehicle? Rental Customer
- A-3) What is the age of the driver? Unknown
- A-4) How many other passengers were in the vehicle? No, based upon details of incident below
- 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 Rental Customer removed luggage from vehicle
- B-1) What was the date & time of the incident? October 26, 2018 at approx. 2:30pm EST
- B-10) Describe all structures and/or vehicles involved & any damage that occurred to each one. Subject vehicle involved in event only.
- B-2) What time was 911 called? Aprx 2:30pm EST on October 26, 2018
- B-3) Describe the road & weather conditions at the time of the incident. Unknown
- 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 – See e-mail below, description of incident
- B-6) Was the engine on, off or in accessory mode? Engine was running
- B-7) Were any warning lights on or recent service done prior to the incident? Unknown
- 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? Unknown
- C-1) Which fire agency responded? Local Fire / Police
- C-2) What is the fire report number? No report available

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Consumer Affairs Department

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Last name	First name	VIN of 2018 SPORTAGE	Case Number	Mileage
		KNDPM3AC3J7		1
		Prod. Date: 01/24/2018	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

D-1) Where is the vehicle now? | College Park, GA
D-2) Have any repairs been completed? No
D-3) Was the insurance company contacted? Avis Budget Group is self-insured
D-4) Have you settled with the insurance company? N/A, see D-3
D-5) What action are you requesting of Kia? Inspect vehicle for product allegation, notify Avis Budget Group of findings, compensate Avis Budget Group for value of vehicle at time of incident if product concern initiated thermal event.

*** Phone - Call - Inbound commitment updated on 11/06/2018 08:25:34 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/12/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 11/09/2018 10:57:23 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/14/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 11/13/2018 08:41:31 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/20/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 11/13/2018 08:41:43 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/19/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 11/19/2018 14:43:54 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/21/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 11/21/2018 14:38:07 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/28/2018 and updated by Alex Villalpando ***

*** Email - External Email Received created on 11/28/2018 10:31:08 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Sent: Monday, November 19, 2018 5:44 PM

To: ;
Cc: Price, James; Thompson, Brent; Mendes, Adrian; Mark Haeussler
Subject: RE: Kia Sportage Thermal Event - VIN# KNDPM3AC3J7 Atlanta, GA / Kia Motors America

Hi

Can we set the inspection for 12/6?

Thank you,

Sent: Tuesday, November 20, 2018 4:05 AM

To: Mendes, Adrian

Cc: Price, James; Thompson, Brent; Mark Haeussler; Villalpando, Alex [KMA]

Subject: RE: Kia Sportage Thermal Event - VIN# KNDPM3AC3J7 Atlanta, GA / Kia Motors America

Kia Motors America
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Last name	First name	VIN of 2018 SPORTAGE	Case Number	Mileage
		KNDPM3AC3J7		1
		Prod. Date: 01/24/2018	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Adrian,

Good morning please let Alex know your availability for an inspection on 12/6 of the subject vehicle.

Thank

Mark

Sent: Tuesday, November 20, 2018 5:09 AM

To: Villalpando, Alex [KMA]; ; Evans, Glen

Cc: Price, James; Thompson, Brent; Mark Haeussler

Subject: RE: Kia Sportage Thermal Event - VIN# KNDPM3AC3J7 Atlanta, GA / Kia Motors America

Good Morning Alex,

What time on 12/6 would work best for you? Please let me know and I will make it happen.

Very Respectfully,

Adrian Mendes | Supply Chain Manager

Avis Budget Group, Inc.

| College Park, GA

*** Phone - Call - Inbound commitment updated on 11/28/2018 10:31:59 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/30/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 11/30/2018 10:00:21 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/03/2018 and updated by Alex Villalpando ***

*** Email - External Email Sent created on 12/03/2018 14:04:07 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Sent: Monday, December 03, 2018 2:04 PM

To: 'Mendes, Adrian'; ; Evans, Glen

Cc: Price, James; Thompson, Brent; Mark Haeussler; Sauck, Eric [KMA]

Subject: RE: Kia Sportage Thermal Event - VIN# KNDPM3AC3J7 Atlanta, GA / Kia Motors America

Hello Adrian,

Our inspector, Eric Sauck, will be arriving around 1pm to perform the inspection

Can you please confirm the vehicle is still at and advise who he should ask for upon arriving.

Thank you,

*** Phone - Call - Inbound commitment updated on 12/03/2018 14:04:24 (GMT-08:00) Pacific Time (US & Canada)

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2018 SPORTAGE	Case Number	Mileage
		KNDPM3AC3J7		1
		Prod. Date: 01/24/2018	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

with Commitment Date 12/07/2018 and updated by Alex Villalpando ***

*** Email - External Email Received created on 12/03/2018 14:41:41 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Sent: Wednesday, October 31, 2018 1:27 PM

To: Thompson, Brent ; Mark Haeussler ;
Price, James ; Castaneda Jim (Robert) ;
Vecchi, Keith ; Muhs, Robert (LEGAL) ; Boyce,
Robert ;
Cc: Kilp, Mike ; Castro, Leo ; Alfonso, Jorge
; Joiner, Rhonda ; Evans, Glen
; Roberts, Ray ; Mendes, Adrian
;

Subject: RE: Kia Fire ADP customer

All,

I just spoke to this customer. Here's the story: She was in traffic on the highway when she noticed what to hear looked like 'steam' coming from the edges of the hood. She proceeded forward in traffic, but a short time later the 'steam' gave way to thick clouds of smoke (also coming from the hood). She started to make her way across traffic to get to the shoulder. While doing this, the engine shut off- but the customer had enough momentum to reach the shoulder. Once on the shoulder large amounts of smoke were still coming from the hood. The customer grabbed her purse and exited the vehicle, then proceeded to the rear of the vehicle where she opened the rear hatch and retrieved her luggage. She then proceeded to get away from the vehicle. A passerby called 911 for the customer. By this time, the vehicle was completely engulfed in flames. As a result of this call the Fire Dept arrived first, then police. Police indicated they did not need to create a report as it appeared to be a mechanical issue. The customer indicated that the Fire Dept did not create any report that she was aware of.

The customer did confirm that she was NOT injured in any way, and that she did not lose anything of value (she did lose a phone charger cord, but indicated she was not concerned about it).

I explained to the customer that I would be no charging the rental and sending her 5 free rental days for the experience.

Corey Harp
Manager, Customer Advocacy

Tulsa, OK

*** Phone - Call - Inbound commitment updated on 12/07/2018 09:54:36 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/11/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 12/11/2018 11:04:06 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/14/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 12/14/2018 11:03:50 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/18/2018 and updated by Alex Villalpando ***

*** Note - Others created on 01/10/2019 16:36:34 (GMT-08:00) Pacific Time (US & Canada) and created by Alex

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Last name	First name	VIN of	2018 SPORTAGE	Case Number	Mileage
		KNDPM3AC3J7			1
		Prod. Date: 01/24/2018	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Villalpando ***

TREAD completed

*** Email - External Email Sent created on 01/11/2019 16:56:06 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Sent: Friday, January 11, 2019 4:56 PM

To:

Cc: Price, James; Mendes, Adrian; Sauck, Eric [KMA]

Subject: RE: Kia Sportage Thermal Event - VIN# KNDPM3AC3J7 Atlanta, GA / Kia Motors America

Hello ,

Please see attached in reference to the vehicle inspection results.

Please contact me if you have any questions.

Thank you,

*** Phone - Call - Inbound commitment updated on 01/11/2019 16:56:21 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/15/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 01/11/2019 16:56:40 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/15/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 01/15/2019 12:39:34 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/18/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment fulfilled on 01/18/2019 10:32:42 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/18/2019 closed by Alex Villalpando ***

*** 01/18/2019 10:32:54 (GMT-08:00) Pacific Time (US & Canada) ***

Closed by Alex Villalpando with Resolution Code : Information Given

[Resolution Summary]

Pending further contact.

*** 01/18/2019 12:47:04 (GMT-08:00) Pacific Time (US & Canada) ***

Reopened by Jeff Stroup with Sub Status of Working

*** 01/22/2019 07:59:54 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin Inbox/Need To Call and Sub Status of Working

*** 01/29/2019 10:42:49 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin default of Alex Villalpando by Jeff Stroup

Reason:

*** Phone - Call - Outbound created on 01/29/2019 10:52:24 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt attempted contact with Tracy

Left message for CB

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Last name	First name	VIN of 2018 SPORTAGE	Case Number	Mileage
		KNDPM3AC3J7		1
		Prod. Date: 01/24/2018	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** Phone - Call - Inbound commitment created on 01/29/2019 10:53:12 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/30/2019 and created by Alex Villalpando ***

*** Phone - Call - Inbound created on 01/29/2019 11:11:59 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Tracy

Tracy states

1. Hello returning your call

Wrt states

1. Thank you for returning call
2. Case has been reopened for rereview
3. Please provide any additional information available including reports and rental agreement.
4. Redacted rental agreement would suffice

Tracy states

1. Will call the location now to see what is available
2. thank you

Wrt states

1. Please contact me if you have any questions.
2. Thank you

*** Phone - Call - Inbound commitment updated on 01/29/2019 11:24:10 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/01/2019 and updated by Alex Villalpando ***

*** Email - External Email Received created on 01/31/2019 09:15:05 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Sent: Tuesday, January 29, 2019 11:50 AM

To: Villalpando, Alex [KMA]

Subject: FW: Kia Sportage Thermal Event - VIN# KNDPM3AC3J7 Atlanta, GA / Kia Motors America

Importance: High

Hi Alex,

I contacted the location who informed me that although the fire and police departments were on the scene neither created a police report according to the customer. Below is a screenshot of the rental agreement.

Sent: Thursday, January 31, 2019 9:11 AM

To: 'Mosby, Tracy'

Subject: RE: Kia Sportage Thermal Event - VIN# KNDPM3AC3J7 Atlanta, GA / Kia Motors America

Hello Tracy,

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2018 SPORTAGE	<u>Case Number</u>	<u>Mileage</u>
		KNDPM3AC3J7		1
		Prod. Date: 01/24/2018	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Thank you for the information. I will get this reviewed and follow up.

Please let me know if you have any questions.

Thank you,

*** Phone - Call - Inbound commitment updated on 02/01/2019 09:00:39 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/04/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 02/04/2019 14:14:03 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/06/2019 and updated by Alex Villalpando ***

*** Note - Others created on 02/06/2019 09:30:12 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Reviewed with KMA engineers

*** Note - Others created on 02/06/2019 09:30:28 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Reviewed with CAFOM

*** Phone - Call - Inbound commitment updated on 02/06/2019 09:30:56 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/07/2019 and updated by Alex Villalpando ***

*** Phone - Call - Outbound created on 02/06/2019 09:31:10 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt attempted contact with Tracy
Left message for CB

*** Phone - Call - Inbound created on 02/06/2019 09:51:59 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Tracy states
1. Hello returning call

Wrt states
1. Thank you for returning call
2. Have reviewed
3. See that oil change was performed same day vehicle was rented
4. Inspector noted that did not see oil fill cap during inspection
5. However would like to offer assistance
6. Can offer \$9,000 as GW
7. You may then proceed to scrap car if you like

Tracy states
1. That is more than fair
2. thank you

Wrt states
1. Will paperwork to be signed
2. Please contact me if any questions.

Kia Motors America

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2018 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPM3AC3J7			1
		Prod. Date: 01/24/2018	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** Phone - Call - Inbound commitment updated on 02/06/2019 10:12:19 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/08/2019 and updated by Alex Villalpando ***

*** Email - External Email Sent created on 02/07/2019 17:50:17 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Sent: Thursday, February 07, 2019 5:50 PM

To: 'Mosby, Tracy'

Cc: Price, James

Subject: RE: Kia Sportage Thermal Event - VIN# KNDPM3AC3J7 Atlanta, GA / Kia Motors America

Hello Tracy,

Please see attached to be signed and returned.

Please let me know if you have any questions.

Thank you,

*** Phone - Call - Inbound commitment updated on 02/07/2019 17:50:43 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/14/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 02/14/2019 11:17:19 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/20/2019 and updated by Alex Villalpando ***

*** Phone - Call - Outbound created on 02/20/2019 09:31:54 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt states

1. Calling to follow up
2. Did you receive release

Tracy states

1. Do not believe so
2. Have been busy and have many emails

Wrt states

1. No problem
2. Car reforward email

Tracy states

1. Just received thank you
2. Will get this back to you

Wrt states

1. thank you

*** Phone - Call - Inbound commitment updated on 02/20/2019 09:33:10 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/22/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 02/22/2019 13:44:12 (GMT-08:00) Pacific Time (US & Canada)

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2018 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPM3AC3J7			1
		Prod. Date: 01/24/2018	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

with Commitment Date 02/25/2019 and updated by Alex Villalpando ***

*** 02/22/2019 13:46:43 (GMT-08:00) Pacific Time (US & Canada) ***

Goodwill #: Submitted

*** Phone - Call - Inbound commitment updated on 02/22/2019 13:47:52 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/15/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 03/15/2019 15:22:41 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/27/2019 and updated by Alex Villalpando ***

*** 03/18/2019 08:17:28 ***

Goodwill #: Submitted

*** 03/18/2019 17:57:15 (GMT-08:00) Pacific Time (US & Canada) ***

Goodwill #: Final Approved

*** Email - External Email Received created on 03/21/2019 11:35:07 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

From: Villalpando, Alex [KMA]

Sent: Friday, February 22, 2019 4:47 PM

To: Mosby, Tracy

Subject: RE: Kia Sportage Thermal Event - VIN# KNDPM3AC3J7 Atlanta, GA / Kia Motors America

Hi Tracy,

I have submitted the check for processing and will be able to update you once the check is ready to be sent. Could you please advise where the check should be sent.

Thank you,

From: Mosby, Tracy

Sent: Saturday, February 23, 2019 6:56 AM

To: Villalpando, Alex [KMA]

Subject: Re: Kia Sportage Thermal Event - VIN# KNDPM3AC3J7 Atlanta, GA / Kia Motors America

Hi Alex, Avis Budget Group, Parsippany NJ. ATTN Tracy Mosby/ Warranty Dept

Sent from my BlackBerry 10 smartphone.

*** Email - External Email Sent created on 03/21/2019 11:37:02 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

From: Villalpando, Alex [KMA]

Sent: Thursday, March 21, 2019 11:37 AM

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2018 SPORTAGE	Case Number	Mileage
██████████	██████████	KNDPM3AC3J7██████████	██████████	1
		Prod. Date: 01/24/2018	Dealer:	

Kia Case Type Lv11: Complaint

Kia Case Type Lv13: Product Liability

Kia Case Type Lv12: Quality

Kia Case Type Lv14: Fire/Explosion

To: 'Mosby, Tracy'

Subject: RE: Kia Sportage Thermal Event - VIN# KNDPM3AC3J7██████████ Atlanta, GA / Kia Motors America

Hi Tracy,

The check is being sent via FedEx. Thank you for your help and please let me know if you have any questions.

Tracking number ██████████

Best,

*** Phone - Call - Inbound commitment fulfilled on 03/21/2019 11:37:27 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/27/2019 closed by Alex Villalpando ***

*** 03/21/2019 11:37:48 (GMT-08:00) Pacific Time (US & Canada) ***

Closed by Alex Villalpando with Resolution Code : Goodwill Issued

[Resolution Summary]

Pending further contact.

*** 03/25/2019 15:02:43 ***

Reopened by Ashley Vazquez with Sub Status of Working

*** 03/25/2019 15:03:06 ***

Inspection requested by ██████████

Request Code: PLLegal-██████████

Request Details:

*** 03/25/2019 15:04:13 ***

Closed by Ashley Vazquez with Resolution Code : Goodwill Issued

[Resolution Summary]

Pending further contact.

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of	2018 SPORTAGE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPMCAC8J	[REDACTED]	[REDACTED]	1
Wheat Ridge CO, 80033		Prod. Date: 05/08/2017		Dealer: CO037 Medved 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

*** 11/09/2018 17:41:22 (GMT-07:00) Arizona ***

Contact = 2952 [REDACTED], Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 11/09/2018 17:41:26 (GMT-07:00) Arizona and created by Brenda Hernandez ***

Dealership alleges thermal event

Follow up with dealership and escalate case

*** 11/09/2018 17:42:16 (GMT-07:00) Arizona ***

Assigned to WIPBin Default of Debra Rustin by Brenda Hernandez

Reason:

*** Case note has been appended from duplicated auto-case on 11/10/2018 01:04:47 (PST)

Comments from Service Alert - TL

Dealer : Medved KIA

Technician : Lea Rhinehart

Service Manager : KRYSTIAN DAMASIEWICZ

Dealer Phone :

DPSM : Paul LaChapelle

Vehicle Model : SPORTAGE LX AWD AUTO

Model Year : 2018

Mileage : 1

Initial comments by Technician found in TL Case [REDACTED]

[Problem Description]

vehicle overheated and cust dropped off vehicle to get diag. and minutes later it was engulfed in flames. dpsm said to open techline case as service alert, dpsm has pics of vehicle

[Diagnostics Performed]

none

*** 11/12/2018 07:19:53 (GMT-07:00) Arizona ***

Case moved into WIPBin Default and Sub Status of Assigned

*** Phone - Call - Outbound created on 11/12/2018 08:42:55 (GMT-07:00) Arizona and created by Debra Rustin

Writer States:

1. Spoke to [REDACTED]/DANIEL
2. Calling to get repair information
3. Asked the following questions:

Customer Name: [REDACTED]

Customer phone #: [REDACTED]

Customer address: SAME ON FILE

VIN:KNDPMCAC8J7 [REDACTED]

MY and Mileage:2018 SPORTAGE

Most recent RO#

Kia Motors America

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2018 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	T	KNDPMCAC8J7	[REDACTED]	1
Wheat Ridge CO, [REDACTED]	Prod. Date: 05/08/2017		Dealer: [REDACTED]	Medved KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Open:

Close:

Days Down:

Most recent Repair Issue and Diagnosis: FRONT END IS MELTED, LOOKS LIKE ITS ON FIRE, IT GOT TOWED TO US, THERE IS NO RO, WE ARE WAITING ON THE DPSM, WE REALLY DONT HAVE ANY INFORMATION ON THIS CAR, CAME IN THURSDAY OR FRIDAY

Customer says:Dealership alleges thermal event

Able to Duplicate (Y or N):

Repeat Repair:

Repair History :

ETA for completion of repairs:

Parts on order:

part#, order#:

Techline Case [REDACTED]

Rental/Loaner Provided? when?:

Dealer contacted DPSM:

Vehicle repaired?:

Customer has possession?:

Dealer Code/Selling Dealer [REDACTED]

Original Owner:YES

*** Phone - Call - Inbound created on 11/12/2018 08:55:08 (GMT-07:00) Mountain Time (US & Canada) and created by Octavia Murray ***

Customer States: [REDACTED]

1. I wanted to start a case about a vehicle that started fire
2. I need to know what we need to do next

Writer States:

1. Apologized
2. Looks like we started a case already
3. We need to do the fire report with who saw the fire
4. Once we can get that info we can send to NCA for review.

Customer States [REDACTED] y

1. Thank you

Writer states:

1. You're Welcome
- 2.Thank you for choosing KCAC

*** Note - Others created on 11/16/2018 09:22:15 (GMT-07:00) Mountain Time (US & Canada) and created by Octavia Murray ***

*** Call to Actoin ***

Forward to NCA

- 1 Customer alleges the vehicle caught
- 2 Vehicle is currently down a [REDACTED]
- 3 Customer is requesting the vehicle be repaired
- 4 Please review and follow up accordingly

*** 11/16/2018 09:54:18 (GMT-07:00) Mountain Time (US & Canada) ***

Dispatched from WIPBin = Default to Queue National CA by Octavia Murray

Reason:

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2018 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPMCAC8J7			1
Wheat Ridge CO,		Prod. Date: 05/08/2017	Dealer:		Medved KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** 11/19/2018 07:33:59 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** 11/19/2018 07:39:13 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin default of Alex Villalpando by Jeff Stroup

Reason:

*** Phone - Call - Outbound created on 11/19/2018 10:05:57 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt contacted Josh at dlr. Dlr advised

1. Advantage rental
2. Renter picked up car and brought car back a few minutes later
3. Said car was overheating
4. Renter went inside rental office and car was on fire when they came back
5. Contact is [REDACTED]

*** Phone - Call - Inbound commitment created on 11/19/2018 10:08:16 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/20/2018 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on 11/20/2018 08:32:57 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt states

1. Hello contacting in regards to case
2. Please advise

[REDACTED] states

1. Know very little about it
2. Can take your contact information
3. We have an attorney
4. Will have someone reach out to you hopefully today

Wrt states

1. Provides contact info
2. Please contact me if any questions
3. thank you

*** Phone - Call - Inbound commitment updated on 11/20/2018 08:37:52 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/21/2018 and updated by Alex Villalpando ***

*** Phone - Call - Outbound created on 11/26/2018 10:49:06 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt states

1. Calling to follow up in regards to case

[REDACTED] states

1. Sorry
2. I sent an email out to many people and have not yet received a response
3. You can contact Chris Katanzerite [REDACTED]

Wrt states

1. thank you

Kia Motors America

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2018 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDPMCAC8J7	[REDACTED]	[REDACTED]	1
Wheat Ridge CO, [REDACTED]	Prod. Date: 05/08/2017		Dealer: [REDACTED]	Medved KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** Phone - Call - Outbound created on 11/26/2018 10:50:41 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt attempted contact with [REDACTED]. Left message for CB

*** Phone - Call - Inbound commitment updated on 11/26/2018 10:51:17 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/28/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound created on 11/27/2018 13:21:02 (GMT-07:00) Arizona and created by William Bushong ***

issac model owner of car

cust states

1. what is happening?

writer states

1. apologized
2. looks like this is the wrong car, apologized

*** Phone - Call - Inbound commitment updated on 11/28/2018 14:57:29 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/30/2018 and updated by Alex Villalpando ***

*** Phone - Call - Outbound created on 11/30/2018 08:59:28 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt attempted contact with [REDACTED]. Left message for CB

*** Phone - Call - Inbound commitment updated on 11/30/2018 08:59:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/04/2018 and updated by Alex Villalpando ***

*** Phone - Call - Outbound created on 12/03/2018 14:47:10 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt attempted contact with [REDACTED]. Left message for CB

*** Phone - Call - Outbound created on 12/03/2018 14:49:19 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt contacted dlr. Dlr advised vehicle is still at dlr and have not had contact with Advantage

*** Phone - Call - Inbound commitment updated on 12/03/2018 14:49:59 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/06/2018 and updated by Alex Villalpando ***

*** Phone - Call - Outbound created on 12/03/2018 15:06:45 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt contacted [REDACTED]. Ted advised will be able to forward email information for handling person

*** Phone - Call - Inbound commitment updated on 12/03/2018 15:08:45 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/06/2018 and updated by Alex Villalpando ***

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Last name	First name	VIN of	2018 SPORTAGE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPMCAC8J7	[REDACTED]	[REDACTED]	1
Wheat Ridge CO,	[REDACTED]	Prod. Date: 05/08/2017	Dealer: [REDACTED]	Medved KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** Phone - Call - Outbound created on 12/06/2018 10:51:41 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt attempted contact with [REDACTED]. Left message for CB

*** Phone - Call - Outbound created on 12/06/2018 10:53:30 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt attempted contact with [REDACTED]. Left message for CB

*** Phone - Call - Inbound commitment updated on 12/06/2018 10:53:50 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/11/2018 and updated by Alex Villalpando ***

*** Phone - Call - Outbound created on 12/11/2018 10:29:28 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt attempted contact with [REDACTED]. Left message for CB

*** Phone - Call - Outbound created on 12/11/2018 10:30:06 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt attempted contact with [REDACTED]. Left message for CB

*** Email - External Email Sent created on 12/11/2018 10:47:30 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Sent: Tuesday, December 11, 2018 10:43 AM
To: [REDACTED]
Subject: Kia Motors America [REDACTED] / KNDPMCAC8J7 [REDACTED]

Hello,

Could I please have the email contact information for the handling representative. This is for the Denver, CO office.

[REDACTED] Denver, CO [REDACTED]

Thank you,

*** Phone - Call - Inbound commitment updated on 12/11/2018 10:48:13 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/11/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 12/11/2018 11:03:40 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/14/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 12/14/2018 10:37:39 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/19/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound created on 12/17/2018 16:21:16 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
na

*** Note - Others created on 12/19/2018 08:41:01 (GMT-08:00) Pacific Time (US & Canada) and created by Alex

Kia Motors America

Consumer Affairs Department

Page 6 of 7

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2018 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPMCAC8J7			1
Wheat Ridge CO,		Prod. Date: 05/08/2017		Dealer: CO037 Medved KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Villalpando ***

KMA engineer inspected vehicle 12/13.

Preliminary results or our inspection are that the origin is the engine compartment and that the cause is no oil fill cap and leak onto exhaust

*** Phone - Call - Inbound commitment updated on 12/19/2018 08:50:32 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/21/2018 and updated by Alex Villalpando ***

*** Phone - Call - Outbound created on 12/19/2018 11:08:32 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt contacted Jenny Jimenez with Advantage

Jenny advised

1. Will contact the rep
2. Rep will contact wrt
3. Jenny will follow up with me tomorrow

*** Phone - Call - Inbound commitment updated on 12/19/2018 11:12:03 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/20/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 12/20/2018 11:59:52 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/21/2018 and updated by Alex Villalpando ***

*** Phone - Call - Outbound created on 12/21/2018 11:31:38 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt contacted Jenny Jimenez with Advantage

Jenny states

1. Tied up but can call you back shortly

Wrt thanked

*** Phone - Call - Inbound commitment updated on 12/21/2018 11:32:16 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/04/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment fulfilled on 01/04/2019 08:51:51 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/04/2019 closed by Alex Villalpando ***

*** 01/04/2019 08:52:03 (GMT-08:00) Pacific Time (US & Canada) ***

Closed by Alex Villalpando with Resolution Code : No Cust Contact

[Resolution Summary]

Pending further contact.

*** 01/10/2019 17:14:46 (GMT-08:00) Pacific Time (US & Canada) ***

Reopened by Alex Villalpando with Sub Status of Working

*** Note - Others created on 01/10/2019 17:14:55 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

TREAD COMPLETED

*** 01/10/2019 17:15:05 (GMT-08:00) Pacific Time (US & Canada) ***

Closed by Alex Villalpando with Resolution Code : No Cust Contact

Kia Motors America
Consumer Affairs Department

Page 7 of 7

Last name	First name	VIN of	2018 SPORTAGE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPMCAC8J7	[REDACTED]	[REDACTED]	1
Wheat Ridge CO,	[REDACTED]	Prod. Date: 05/08/2017	Dealer: [REDACTED]	Medved KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

[Resolution Summary]
Pending further contact.

*** 01/11/2019 09:45:56 ***

Reopened by Myra Davis with Sub Status of Working

*** Phone - Call - Inbound created on 01/11/2019 09:46:52 and created by Myra Davis ***

cust Dana from Advantage rent a Car states

1 this vehicle had caught on fire

2 vehicle was inspected

3 checking on status

writer states

1 apologized, would be happy to look into this for you

2 per notes: KMA engineer inspected vehicle 12/13.

Preliminary results of our inspection are that the origin is the engine compartment and that the cause is no oil fill cap and leak onto exhaust

3 the CM attempted to contact customer and was unsuccessful

Cust states

1 ok thank you

*** 01/11/2019 09:47:14 ***

Closed by Myra Davis with Resolution Code : Information Given

[Resolution Summary]

Pending further contact.

*** 03/26/2019 14:17:08 ***

Reopened by Ashley Vazquez with Sub Status of Working

*** 03/26/2019 14:17:28 ***

Inspection requested by [REDACTED]

Request Code: PLLega [REDACTED]

Request Details:

*** 03/26/2019 14:20:04 ***

Closed by Ashley Vazquez with Resolution Code : Information Given

[Resolution Summary]

Pending further contact.

PE19-004

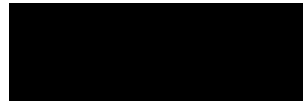
KIA

6/28/2019

DEFECT B

CA FILES

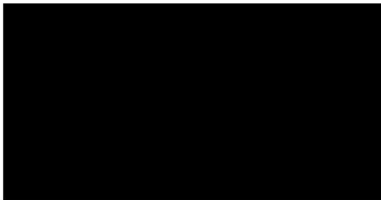
SPORTAGE

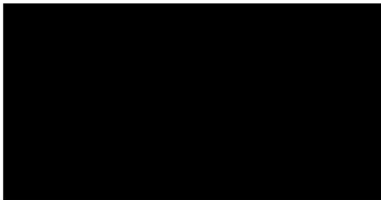


=== COVER PAGE ===

TO: _____

FROM: ICA_____

FAX: 

TEL: 

COMMENT:





INFRASTRUCTURE CORPORATION
OF AMERICA

BRENTWOOD, TN

Claim #

SUBROGATION DEMAND

To: [REDACTED]

From: **Kim Edwards**

Fax: [REDACTED]

Date: 2/5/18

Re: Claim #: [REDACTED]

ICA CLAIM #: [REDACTED]

Please process this demand for loss incurred by your insured.

Please remit payment to:

ICA

[REDACTED]
Brentwood, TN [REDACTED]

Contact me if any further information is needed. Thank you in advance for your prompt attention to this matter.

Kim Edwards

Third-Party Claims Specialist

CONFIDENTIAL



Detailed Cost Documentation

Insurer:

Policy Number:

Date of Damage:

1/11/2018

Accident Location:

Accident Report:

ICA Tracking Number

Claim Number:

Labor	Personnel	Total Hours	Total Cost
Administrative	0	0	0.00
Maintenance Technician	0	0	0.00
Crew Leader	1	3	100.94
Area Engineer	0	0	0.00
Project Coordinator	1	2	110.26
Inspector	0	0	0.00
Resident Engineer	0	0	0.00
Management	0	0	0.00
Labor Assessment	2	5	211.20

Equipment	Number	Total Hours	Total Cost
Ford F-150 Extended Cab	2	5	93.66
Ford F-250 Extended Cab	0	0	0.00
Ford F-350 Extended Cab	0	0	0.00
Ford F-450 Extended Cab	0	0	0.00
Onhighway Flatbed Truck, Diesel	0	0	0.00
Skid Steer Loader	0	0	0.00
Heavy Duty Trailer	0	0	0.00
Attenuator	0	0	0.00
Arrow Boards (truck mounted)	0	0	0.00
Arrow Boards (trailer mounted)	0	0	0.00
Traffic Cones	2	72	22.46
Variable Message Board	0	0	0.00
Traffic Signage	0	0	0.00
Miscellaneous Tools	1	2	6.00
Dump Truck	0	0	0.00
Ford Ranger	0	0	0.00
Equipment Assessment	5	79	122.12

Material Costs	Total Cost
All costs are for assisting with clean up of burned vehicle.	0.00
	0.00
	0.00
	0.00
	0.00
Material Costs	0.00

Total Cost **\$333.32**

OFFENSE-INCIDENT REPORT

Date of Supplement		1. Original 2. Supplement		1	
ADN		Agency Report Number		Primary Offense Description	
				DAMAGE PROPERTY	

Original Day Reported		Date		Time (m)		Time Dispatched (m)		Time Arrived (m)		Time Completed (m)	
THU		01/11/2018		1715		1716		1755		1950	
Incident Type		Day		Date		Time (m)		Day		Time (m)	
1. Felony 2. Traffic Felony 3. Misdemeanor 4. Traffic Misdemeanor 5. Ordinance 6. Other		THU		01/11/2018		1710		THU		1715	
OFFENSE #1		Type		A-Attempted C-Committed		Statute Violation Number - Chapter, Section, Sub		NOCUCH Code			
9		FIRE		C		000 - 0000 (0000)		9000			
OFFENSE #2		Type		A-Attempted C-Committed		Statute Violation Number - Chapter, Section, Sub		NOCUCH Code			
Incident Location (Street Number, Street, Apt.)		City		Zip		District		Grid		Zone	
		PALMETTO								2	
Business Name/Area Identifier		Broad Entry		Occurrence							
		N/A		N/A							
Location Type		10. Dept/Discount Store		10. Industrial/Whl.		20. Religious Bldg.		20. Parking Lot/Garage		30. Other Mobile	
01. Residence Single 02. Apartment/Condo 03. Residence-Other 04. Hotel/Motel 05. Convenience Store 06. Gas Station 07. Liquor Sales 08. Ben/Hardware 09. Supermarket 11. Specialty Store 12. Drug Store/Hospital 13. Bank/Financial Inst. 14. Commercial/Office Bldg. 15. Storage 16. Govt/Public Bldg. 17. School/University 18. Jail/Prison 19. Airport 21. Bus/Rail Terminal 22. Construction Site 23. Other Structure 24. Other Vehicle 25. Highway/Roadway 26. Park/Woodland/Field 27. Lake/Waterway 28. Motor Vehicle 29. Other		30. Other Mobile									
# OFFENSE		# Victims		# Offenders		# Prop. Est.		# Veh. Display		Type of Weapon	
01		00		00		00		00		00. N/A 01. Handgun 02. Rifle 03. Shotgun 04. Firearm 05. Knife/Cutting Instrument 06. Blunt Object 07. Hammer/Tool 08. Poison 09. Replicates 10. Firearm/Accessory 11. Threat/Intimidation 12. Simulated Weapon 13. Other 14. Other	

V/VW Code		Exposed Date		Race		Sex		Residence Type		Residence Status		Extent of Injury	
V - Victim W - Witness		1. Juvenile 2. L.E. Officer 3. Adult		4. Business 5. Government 6. Church 7. Other		H - White W - White B - Black O - Other		1. City 2. County		3. Florida 4. Out-of-State		0. None 1. Minor 2. Serious 3. Fatal	
Injury Type		03. Laceration		07. Loss of Teeth		08. N/A		09. Parent		10. Step-Child		17. Friend	
00. N/A 01. Gunshot 02. Stabbed		04. Unconscious 05. Broken Bones 06. Poss. Internal Injury		08. Burns 09. Abrasions/Scuffs 10. Other		01. Undetermined 02. Stranger		03. Spouse 04. Ex-Spouse 05. Co-Habitant 06. Step-Parent		11. In-Law 12. Other Family 13. Student		14. Teacher 15. Child of Boy/Girl Friend 16. Boy/Girl Friend 17. Neighbor 18. Neighbor 19. Neighbor 20. Employee 21. Employee	

OFFENSE Indicator		V/VW Code #		Person Type		City		State		Residence Phone	
1 - #1 2 - #2 3 - Both		1 C 01		3		ALPHARETTA		GA			
Other Contact Info. (Time Available, Interpreter, etc.)		Synopsis of Involvement									
		CALLED TO REPORT VEHICLE FIRE									
If V/VW Code is V, W or C Fill in this Line		Date of Birth		Age		Res. Type		Res. Status		Extent of Injury	
						1		1		0	
Injury Type(s)		Relationship		Extensivity		Will Victim prefer charge?					
		00				Yes No					

OFFENSE Indicator		V/VW Code #		Person Type		City		State		Residence Phone	
1 - #1 2 - #2 3 - Both		1 O 01		3		ALPHARETTA		GA			
Other Contact Info. (Time Available, Interpreter, etc.)		Synopsis of Involvement									
		FRONT RIGHT PASSENGER IN VEHICLE FIRE									
If V/VW Code is V, W or C Fill in this Line		Date of Birth		Age		Res. Type		Res. Status		Extent of Injury	
Injury Type(s)		Relationship		Extensivity		Will Victim prefer charge?					
						Yes No					

OFFENSE Indicator		V/VW Code #		Person Type		City		State		Residence Phone	
1 - #1 2 - #2 3 - Both		1 O 02		3		TAMPA		FL			
Other Contact Info. (Time Available, Interpreter, etc.)		Synopsis of Involvement									
		RESPONDED TO ASSES DAMAGE TO BRIDGE									
If V/VW Code is V, W or C Fill in this Line		Date of Birth		Age		Res. Type		Res. Status		Extent of Injury	
Injury Type(s)		Relationship		Extensivity		Will Victim prefer charge?					
						Yes No					

Signature of Officer Reporting		Name of Officer Reporting		I.D. Number/Location Code		Unit		Date	
		LEE				PATROL		01/11/2018	
Signature of Officer Reviewing		Officer Reviewing (if Applicable)		I.D. Number				Date	
		MARTINEZ						01/12/2018	
Case Status		CF - Filed with State Atty		I - Inactive		A - Active		P - Pending	
0A - Cleared by Arrest 0E - Cleared Exceptionally		0F - Filed with State Atty 0U - Cleared Unfounded		1 - Arrest 2 - Unfounded		3 - Unfounded 4 - Exceptional		Arrest Number	
Exception Type		2. Arrest on Primary Offense Secondary Offense Without Prosecution		3. Death of Offender 4. V/W Refused to Cooperate		5. Prosecution Declined 6. Juvenile No Custody		Related Report Number(s)	
1. Exemption Declined								Number Arrested	

OFFENSE-INCIDENT REPORT

ADM		Date of Supplement		Agency Report Number		Primary Offense Description	
OFFENSE Indicator		W/V Code #		Person Type		Residence Phone	
1 - N/A 2 - AG 3 - Both		1 0 03		4			
Address (Street, Apt. Number)		City		State		Zip	
		TAMPA		FL			
Other Contact Info. (Time Available, Interpreter, etc.)		Synopsis of Involvement					
		OWNER OF VEHICLE					
IF/VW Code Is		Dom. Violence		Race		Sex	
V, War C P# in this Line							
Date of Birth		Age		Race Type		Race Source	
Extent of Injury		Injury Type(s)		Relationship		Ethnicity	
Will Victim prefer change?		Yes ☐ No ☐					
Vehicle Information							
Person Code		Person #		Vehicle #		Status	
0		3				9	
Damage		Type		Year		Make	
9		1		2015		KIA	
Model		Style		Reg. State		Reg. Year	
HYUN		4DOOR		FL		2018	
Decal Number		Tag Type		VIN/VIN/FAA			
		FLORIDA		KN0PBCAC8G7			
Estimated Value		Condition		Insurance Company		Lien Holder	
25000.00		☒ 1. Window Closed ☐ 2. Locked ☐ 3. Keys in Ignition				CITIZENS BANK	
Color (Top/Bottom)		Description (Identifying Characteristics, Notable Damage, Interior Color, etc)					
BLUE		VEHICLE BURNT TO SMITHEREENS ☒					
Vessel Name		Length		Hull Material		Propulsion	
Recovery Address/Geographic Indicator		Date Recovered		Value Recovered			
				25000.00			
Recovery Loc.		Recovery Code		Original Reporting Agency		Report Number	
				PALMETTO POLICE DEPARTMENT			
Method of Theft		Components Stopped		2. Tires/Wheels		4. Battery	
3 - Hot Wire 4 - Steering 5 - Ignition 6 - Unknown		☒ 0. N/A ☐ 1. VIN PIR		☐ 3. Radios/CDs		☐ 5. Interior	
Towed By		Storage Location		SRC/REC		Location of Original Theft	
Extended Description							
UNIT NUMBER ON VEHICLE WAS SUCH							

Narrative

On 01/11/2018 I was dispatched to [REDACTED] in reference to a vehicle fire. Upon my arrival, North River Fire Department (NRFD) was on-scene. The fire from a vehicle was being put out.

I spoke with the driver of the vehicle [REDACTED] and he advised of the following: [REDACTED] advised that at approximately 1710 hours he was stopped in traffic, in his Blue Kia Sportage, on the top of the [REDACTED] While in traffic, other drivers in other nearby vehicles started to roll down their windows and yell to [REDACTED] stating that there was gray smoke coming from the hood of his vehicle. At the same time [REDACTED] noticed the gray smoke as well. The gray smoke started to become heavy to the point that [REDACTED] and this front passenger, [REDACTED] could not see past the front windshield. [REDACTED] and [REDACTED] then exited the vehicle and called 911.

While on the phone with 911, [REDACTED] started to see fire/flames coming from under the hood of the vehicle. Once the fire/flames were observed, it was not too long before the whole vehicle was fully engulfed in flames within minutes. NRFD responded to extinguish the fire.

Department of Transportation (Dave Scheld) was contacted and responded to the scene to examine the damage, if any, to the [REDACTED] As a result, Dave advised no damage had been done to the [REDACTED] and advised it could be reopened for vehicular traffic.

Signature of Officer Reporting		Name of Officer Reporting		I.D. Number/Locator Code	
Signature of Officer Reviewing		Officer Reviewing (if Applicable)		I.D. Number	
Case Status		Clearance Type		Date Cleared	
CA - Cleared by Arrest CE - Cleared Exceptionally		1 - Arrest 3 - Unfounded 2 - Exceptional			
Exception Type		Arrest Number		Released Report Number(s)	
1. Extradition Declined 2. Arrest on Primary Offense Secondary Offense Without Prosecution 3. Death of Offender 4. V/W Refused to Cooperate					
5. Prosecution Declined 6. Juvenile No Custody		Number Arrested			

ADM	Date of Supplement
-----	--------------------

OFFENSE-INCIDENT REPORT

Juvenile In Report	Juvenile Warrant/Offense	1. Original 2. Supplement
Agency Report Number	Primary Offense Description	

Steve Whites was contacted and arrived on-scene to tow the burnt vehicle away. According to Michael, the Kia he was driving is a rental car.

Fox Rent-A-Car is the owner of the vehicle and was notified of the incident. NRPD advised there was no immediate signs of arson. The vehicle was burnt and there was no sign of the license plate, and there was no visible indication of the VIN number on the vehicle. However, Fox Rent-A-car was contacted and was able to provide the missing information about the vehicle.

The owner of the vehicle, occupants of the vehicle, and Dave were given my name with this case number. This case will be cleared inactive due to no further information. Nothing further.

ADMINISTRATIVE	Signature of Officer Reporting		Name of Officer Reporting		Date		
	Signature of Officer Reviewing		Officer Reviewing (if Applicable)		Date		
	Date/Status CA - Cleared by Arrest CE - Cleared Exceptionally	CF - Filed with State Atty CU - Cleared Unfounded	I - Inactive A - Active P - Pending	Clear/Post Type 1 - Arrest 2 - Exceptional	3 - Unfounded 4 - Juvenile No Custody	Date Cleared 5 - Prosecution Declined	Arrest Number
	Expiration Type 1. Expiration Declined 2. Arrest on Primary Offense Secondary Offense Without Prosecution		3. Death of Offender 4. V/W Refused to Cooperate		Related Report Number(s) Number Arrested		

42080 TSDRental

Inbox - izapata@foxrental.com

Fox Rent-A-Car Procure...

Domo

Secure | https://www.tsdrms.net/Default.aspx

Company Bookmarks | Domo | TSD | Treat Autho | East Fox Asset Ven... | MAR2018 East Fleet | Program/Turnback | ATD | TWV | Accident Kits | KISSFLOW | Fox Fleet | TPA of DAILY CASH | Driven Sol... | Stolen Vehicles | TPA Approved | Other bookmarks

Home | File | Search | Quotes | Reservations | Agreements | Fleet | Admin | Reports | Activity Bar | Screens | Help

Main | Misc

View/Edit Rental Agreement

Status: Closed / DBR: TPA-2305 Claims Add Claim

B/A Number

Last Name

First Name

Street 1

Street 2

City

Country

State

Postal Code

Home Phone

Work Phone

License # / State

Expiration / DOB

E-Mail

Mobile Phone

Alternate ID

Control #

Confirmation #

MI

ALPHARETTA

United States USA

Georgia GA

04/04/2024

04/04/2024

WEXP038E87

Pickup Location

Return Location

Pickup Date

Exchange Date

Drop Off Date

Preferred Renter #

Agent Out

Agent In

Source of Business

Referral Agency

TPA - FOX TAMPA AIRPORT

TPA - FOX TAMPA AIRPORT

01/11/2018 02:43 PM

01/11/2018 07:00 PM

01/13/2018 09:39 AM

TPA - FOX TAMPA AIRPORT

BIPINCHADRA ENGINEER

TAVIA KERR

XML PARTNERS

FOXPRESS

Exchanges

Seq	Pickup Date	Exchange Date	Unit Number	Plate	Class	Miles Out	Miles In	Fuel Out	Fuel In	Prepaid	Agent In	Loc In	Loc Out
1	01/11/2018 02:43 PM	01/11/2018 02:51 PM			ICAR	52301	52302	F	F	No	BIPINCHADRA ENGINEER	TPA	TPA
2	01/11/2018 02:51 PM	01/11/2018 07:00 PM			IFAR	23692	23693	F	F	No	ALEJANDRO ROSQUETE	TPA	TPA

Page 1 of 1, Items 1 to 2 of 2.

Cancel

Edit | Opt. Services | Add Drivers | Lifecount | Notes | Events | Payments | Adjustments | Print | Email | Invoice | Return | Exchange | Reopen

Tutorials | Contact Support



Repair Order History

COMPANY NAME : [REDACTED]
 RUN DATE : 02/02/2018 12:27 PM
 REPORT DATE : TO: 02/02/2018
 SORT METHOD : SERVICE DATE

Run at : COR
 Run by : MARY LOCKHART

Page # 1

UNIT # : NH208118

Service Type	Last Modified By	Parts	Estimated Parts	Labor	Estimated Labor	Other	Estimated Other	Taxes	Estimated Taxes	Total	Estimated Total
RO # [REDACTED] Created By : LAURA ZAPATA R.O. Date : 01/07/2018 R.O. Completion : Mileage : 23692 REPAIR FACILITY SERVICES [REDACTED] - TORRES MULTI											
OIL CHANGE	LAURA ZAPATA	25.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	25.00	0.00
RO # [REDACTED] Note :		25.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	25.00	0.00
RO # [REDACTED] Created By : WANDA PIZARRO R.O. Date : 11/06/2017 R.O. Completion : Mileage : 18563 REPAIR FACILITY AUTO SERVICE [REDACTED] - MCO- FAST WAY											
OIL CHANGE	WANDA PIZARRO	0.00	0.00	14.00	0.00	0.00	0.00	0.00	0.00	14.00	0.00
TIRE ROTATION	WANDA PIZARRO	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
RO # [REDACTED] Note :		0.00	0.00	14.00	0.00	0.00	0.00	0.00	0.00	14.00	0.00
RO # [REDACTED] Created By : ANIBAL PAGAN R.O. Date : 06/19/2017 R.O. Completion : Mileage : 8100 REPAIR FACILITY Services - FLL [REDACTED] - FOX Fleet Repair											
OIL CHANGE	ANIBAL PAGAN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
RO # [REDACTED] Note :		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
UNIT # [REDACTED]		25.00	0.00	14.00	0.00	0.00	0.00	0.00	0.00	39.00	0.00



















PE19-004

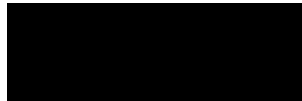
KIA

6/28/2019

DEFECT B

CA FILES

SPORTAGE



Driver Statement

[REDACTED] rented the 2017 Kia Sportage, VIN KNDPMCAC2H7 [REDACTED], on the morning of November 16, 2017. Below is his statement given to me [REDACTED] over the phone.

"I rented the vehicle from the Rocky Mount office. I traveled to Murfreesboro, NC to a bed and breakfast. When I was almost there, I was at a stoplight and noticed steam coming out from under the hood. I arrived at the bed & breakfast a minute later, popped the hood and noticed fire where the oil cap was, the fire was in the shape of a bowl. I saw fluid all over manifold cover & engine compartment, but I don't know what the fluid was. I closed the hood to prevent more oxygen from accessing the fire, pulled out my belongings from the car & called the fire department."

[REDACTED]

estimate & pictures

DON BULLUCK COLLISION CENTER								
Admin Data								
Owner				Insured				
[REDACTED]				[REDACTED]				
Address				Address				
Home Phone [REDACTED]				Home Phone				
Work Phone				Work Phone				
Insurance Company				Adjuster				
ENTERPRISE HOLDINGS, INC.				Adjuster				
Address				Phone				
Phone				Email				
Fax				Inspection Location				
				Address [REDACTED]				
				ROCKY MOUNT, NC [REDACTED]				
				Phone				
				Fax [REDACTED]				
Repair Facility				Estimator Information				
Repair Facility Name DON BULLUCK COLLISION CENTER				Estimator CASEY McAuliffe				
Address [REDACTED]				Office				
ROCKY MOUNT, NC [REDACTED]				Address				
Phone [REDACTED]				Email				
Fax				Phone				
Federal Tax ID				Fax				
State								
BAR								
Estimate Information				Claim Information				
File ID	t2de4b12	Sup No.	[REDACTED]	Claim #	[REDACTED]	Policy Number		
Platform	C 5.5.4	Transmit Date	12/1/2017	Deductible	\$0.00	Deductible Paid	Yes	
Loss Assignment Date		Inspection Date		Loss Type				
Vehicle Data								
Year	17	Make	KIA	Model	Sportage LX AWD			
BodyStyle	4D UTV	Color	Blue	VIN	KNDPMCAC2H7 [REDACTED]			
Engine	4-2.4L Gasoline Gaso	Type	Utility Vehicle(UTV)	Odometer				
Production Date		Primary Point Of Impact14						
License		Secondary Point Of Impact14						
License State								
Line Items								
Line	Operation	Description	Price	QTY	Labor	Paint	Lbr TTL	Other
1	Blank	Front of vehicle is severely burned, das						
2		FRONT BUMPER & GRILLE						
3		O/H front bumper			3.5 B		\$119.00	
4	Remove/Replace	Bumper cover w/o park asst	\$294.58	1				
4	Remove/Replace	Bumper cover w/o park asst				3.6 R	\$122.40	

5	Add for Clear Coat			1.4 R	\$47.60
6	Add for park sensor			0.5 B	\$17.00
7	Remove/Replace Bumper cover screw	\$0.35	1		
8	Remove/Replace RT Side retainer	\$17.49	1		
9	Remove/Replace LT Side retainer	\$17.10	1		
10	Remove/Replace RT Side retainer bolt	\$0.43	1		
11	Remove/Replace LT Side retainer bolt	\$0.43	1		
12	Remove/Replace RT Side retainer screw	\$1.91	1		
13	Remove/Replace LT Side retainer screw	\$1.91	1		
14	Remove/Replace RT Center bracket	\$9.92	1		
15	Remove/Replace LT Center bracket	\$9.92	1		
16	Remove/Replace RT Upper bracket	\$22.28	1	0.1 B	\$3.40
17	Remove/Replace LT Upper bracket	\$21.24	1	0.1 B	\$3.40
18	Remove/Replace Seal to hood	\$32.99	1	0.2 B	\$6.80
19	Remove/Replace Absorber	\$75.00	1	0.1 B	\$3.40
20	Remove/Replace Impact bar w/Pre-Crash	\$284.15	1		
21	Remove/Replace Sight shield	\$31.76	1		
22	Remove/Replace RT Bracket	\$9.92	1		
23	Remove/Replace LT Bracket	\$9.92	1		
24	Remove/Replace Air duct rivet	\$3.22	1		
25	Remove/Replace Tow eye cap			0.2 R	\$6.80
26	Add for Clear Coat			0.1 R	\$3.40
27	Remove/Replace Emblem	\$33.35	1		
28	Remove/Replace License bracket	\$14.36	1	0.2 B	\$6.80
29	Remove/Replace Valance panel	\$235.92	1	0.9 B	\$30.60
30	Remove/Replace RT Valance panel nut	\$1.52	1		
31	Remove/Replace LT Valance panel nut	\$1.52	1		
32	Remove/Replace RT Valance panel retainer	\$1.13	1		
33	Remove/Replace LT Valance panel retainer	\$1.13	1		
34	Remove/Replace RT Valance panel bracket	\$4.26	1		
35	Remove/Replace LT Valance panel bracket	\$4.43	1		
36	Remove/Replace Grille assy glossy black/chrome w/o Pre-	\$305.00	1	0.3 B	\$10.20
37	Remove/Replace Lower grille	\$46.67	1	0.3 B	\$10.20
38	Remove/Replace Air temp sensor	\$40.46	1	0.1 B	\$3.40
39	FRONT LAMPS				
40	Remove/Replace RT Headlamp assy AWD	\$791.70	1	0.4 B	\$13.60
41	Remove/Replace LT Headlamp assy AWD	\$791.67	1	0.4 B	\$13.60
42	Aim headlamps			0.5 B	\$17.00
43	Remove/Replace RT Fog lamp assy w/LED AWD	\$391.67	1		
44	Remove/Replace LT Fog lamp assy w/LED AWD	\$391.67	1		
45	RADIATOR SUPPORT				
46	Remove/Replace Radiator support AWD	\$409.52	1	2.3 B	\$78.20
47	Evacuate & recharge			1.4 B	\$47.60
48	Refrigerant recovery			0.4 B	\$13.60
49	Remove/Replace Under cover AWD	\$276.62	1		
50	Remove/Replace Under cover retainer clip	\$1.45	1		
51	Remove/Replace Under cover bolt	\$2.56	1		
52	Remove/Replace Under cover nut	\$3.75	1		
53	COOLING				
54	Remove/Replace Radiator assy AWD	\$525.00	1	2.3 B	\$78.20
55	Remove/Replace RT Radiator assy upper bracket	\$16.71	1		
56	Remove/Replace LT Radiator assy upper bracket	\$16.71	1		
57	Remove/Replace RT Radiator assy lower insulator	\$10.09	1		
58	Remove/Replace LT Radiator assy lower insulator	\$10.09	1		
59	Remove/Replace Upper hose AWD	\$33.34	1	0.7 B	\$23.80

60		Deduct for Overlap			-0.5 B	(\$17.00)
61	Remove/Replace	Reservoir	\$44.91	1	0.4 B	\$13.60
62	Remove/Replace	Reservoir cap	\$27.33	1		
63	Remove/Replace	Overflow hose	\$49.26	1	0.1 B	\$3.40
64	Remove/Replace	Connector hose	\$24.72	1	0.3 B	\$10.20
65	Remove/Replace	Upper baffle	\$24.28	1		
66	Remove/Replace	Lower baffle	\$29.51	1		
67	Remove/Replace	RT Side air baffle	\$12.98	1		
68	Remove/Replace	LT Side air baffle	\$12.19	1		
69	Remove/Replace	Fan assy AWD	\$410.56	1	0.4 B	\$13.60
70	Remove/Replace	Serpentine belt	\$36.90	1	0.8 B	\$27.20
71	Remove/Replace	Water pump belt	\$41.70	1		
72	Remove/Replace	Belt tensioner	\$340.20	1	0.8 B	\$27.20
73	Remove/Replace	Water pump	\$187.65	1	1.8 B	\$61.20
74		Deduct for Overlap			-0.3 B	(\$10.20)
75	Remove/Replace	Control assy	\$211.76	1	1.1 B	\$37.40
76	Remove/Replace	Water pipe	\$48.64	1	0.4 B	\$13.60
77	Remove/Replace	Tube assy	\$70.84	1	0.8 B	\$27.20
78	Remove/Replace	Inlet hose	\$12.98	1	0.3 B	\$10.20
79	Remove/Replace	Outlet hose	\$12.98	1	0.3 B	\$10.20
80		AIR CONDITIONER & HEATER				
81	Remove/Replace	Condenser 2.4 liter AWD	\$391.67	1	1.1 B	\$37.40
82	Remove/Replace	Compressor assy fm 1/4/17	\$900.00	1	1.4 B	\$47.60
83		Deduct for Overlap			-0.2 B	(\$6.80)
84	Remove/Replace	Suction hose 2.4 liter to 3/27/17 AWD	\$497.43	1	0.9 B	\$30.60
85	Remove/Replace	Suction hose 2.4 liter fm 3/28/17 AWD	\$497.45	1		
86	Remove/Replace	AC & heater assy manual AC	\$777.87	1	4.2 B	\$142.80
87		HOOD				
88	Remove/Replace	Hood AWD	\$500.00	1	1.6 B	\$54.40
88	Remove/Replace	Hood AWD			2.8 R	\$95.20
89		Add for Clear Coat			1.1 R	\$37.40
90		Add for Underside(Complete)			1.4 R	\$47.60
91	Remove/Replace	RT Hinge	\$64.23	1	0.3 B	\$10.20
91	Remove/Replace	RT Hinge			0.3 R	\$10.20
92		Add for Clear Coat			0.1 R	\$3.40
93	Remove/Replace	LT Hinge	\$64.23	1	0.3 B	\$10.20
93	Remove/Replace	LT Hinge			0.3 R	\$10.20
94		Add for Clear Coat			0.1 R	\$3.40
95	Remove/Replace	Insulator	\$144.84	1		
96	Remove/Replace	Insulator clip	\$0.85	1		
97	Remove/Replace	Support rod	\$25.34	1	0.2 B	\$6.80
98	Remove/Replace	Handle base	\$11.85	1		
99	Remove/Replace	Release cable to release handle	\$23.49	1	0.9 B	\$30.60
100	Remove/Replace	Release cable to latch	\$16.10	1	0.2 B	\$6.80
101	Remove/Replace	Safety catch	\$25.58	1		
102		FENDER				
103	Remove/Replace	RT Fender	\$210.42	1	3.2 B	\$108.80
103	Remove/Replace	RT Fender			1.8 R	\$61.20
104		Overlap Major Adj. Panel			-0.4 R	(\$13.60)
105		Add for Clear Coat			0.3 R	\$10.20
106		Add for Edging			0.5 R	\$17.00
107	Remove/Replace	LT Fender	\$233.33	1	3.2 B	\$108.80
107	Remove/Replace	LT Fender			1.8 R	\$61.20
108		Overlap Major Adj. Panel			-0.4 R	(\$13.60)
109		Add for Clear Coat			0.3 R	\$10.20

110		Add for Edging			0.5 R	\$17.00
111	Remove/Replace	RT Rear seal	\$44.74	1		
112	Remove/Replace	LT Rear seal	\$44.74	1		
113	Remove/Replace	RT Fender liner	\$94.10	1		
114	Remove/Replace	LT Fender liner	\$94.10	1		
115		ELECTRICAL				
116	Remove/Replace	Battery	\$128.95	1	0.4 B	\$13.60
117	Remove/Replace	Hold down clamp	\$13.84	1		
118	Remove/Replace	Battery tray	\$39.52	1	0.2 B	\$6.80
119	Remove/Replace	Insulator box to 05/23/2016	\$60.83	1		
120	Remove/Replace	Sensor	\$338.77	1		
121	Remove/Replace	Positive cable 2.4 liter	\$345.38	1	0.7 B	\$23.80
122	Remove/Replace	Negative cable 2.4 liter	\$35.86	1	0.2 B	\$6.80
123	Remove/Replace	Cap type 1	\$19.32	1		
124	Remove/Replace	Alternator 2.4 liter	\$610.00	1	1 B	\$34.00
125	Remove/Replace	Starter	\$285.00	1	1.2 B	\$40.80
126	Remove/Replace	Horn AWD low pitch	\$73.64	1	0.2 B	\$6.80
127	Remove/Replace	Horn AWD high pitch	\$58.50	1	0.2 B	\$6.80
128	Remove/Replace	Engine harness 2.4 liter AWD	\$1,554.11	1		
129		ENGINE / TRANSAXLE				
130	Remove/Replace	Air cleaner assy	\$113.16	1	0.7 B	\$23.80
131	Remove/Replace	Intake manifold	\$500.00	1	3.6 B	\$122.40
132	Remove/Replace	Engine cover	\$140.65	1	0.2 B	\$6.80
133		WINDSHIELD				
134	Remove/Replace	Windshield KIA, w/o wiper deicer w/o aut	\$666.67	1	2.8 B	\$95.20
135		COWL				
136	Remove/Replace	Cowl vent panel	\$218.21	1	0.7 B	\$23.80
137	Remove/Replace	Dash panel	\$605.97	1		
138		INSTRUMENT PANEL				
139	Remove/Replace	Instrument panel w/o stitching gray	\$1,240.76	1	6.1 B	\$207.40
140	Remove/Replace	Reinf beam	\$369.92	1	1.6 B	\$54.40
141	Remove/Replace	Control panel gray	\$37.87	1		
142	Remove/Replace	Cluster assy w/o super vision	\$1,063.75	1		
143		PILLARS, ROCKER & FLOOR				
144	Remove/Replace	RT Rocker molding black	\$171.73	1		
145	Remove/Replace	LT Rocker molding black	\$171.73	1		
146	Blank	***** OTHER CHARGES *****				
147	Blank	Hazardous waste removal	\$5.00	1		
148	Remove/Replace	Cover car	\$5.00	1		
149	Remove/Replace	Corrosion protection primer			0.2 R	\$6.80

Totals

Parts

Part	Sub Total	Adj %	Adj \$	Total
New Parts	\$19,675.01	-5.00 %	(\$983.84)	\$18,691.17
Glass	\$666.67	0.00 %	\$0.00	\$666.67
Other	\$10.00	0.00 %	\$0.00	\$10.00
Parts Total				\$19,367.84

Labor

Type	Additional Labor	Rate	Hours	R*H	Sub Total
Body	\$0.00	\$34.00	58.5	\$1,989.00	\$1,989.00
Paint	\$0.00	\$34.00	16	\$544.00	\$544.00

Labor Total	\$2,533.00
Materials	
Paint Materials	\$364.00
2 Stage Paint	\$52.00
Materials Adjustment	(\$66.00)
Materials Total	\$350.00
Miscellaneous	
Miscellaneous Total	\$0.00
Adjustments	
Deductible	\$0.00
Sales Tax	\$0.00
Orig Total	\$22,250.93
Final Total	\$22,250.93









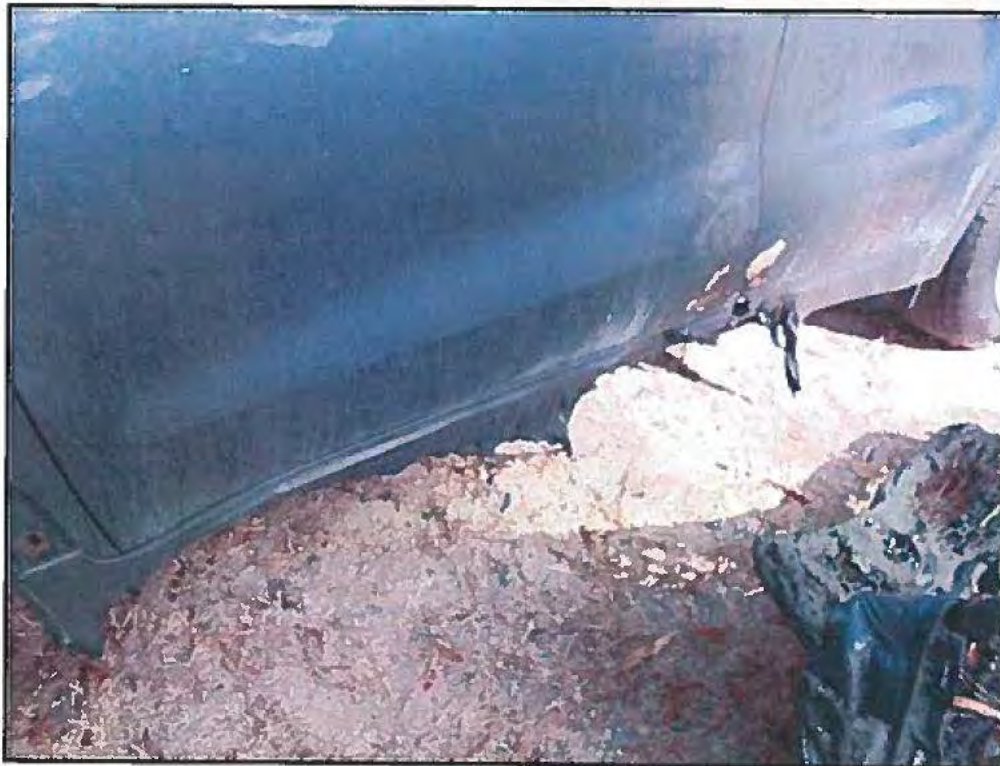
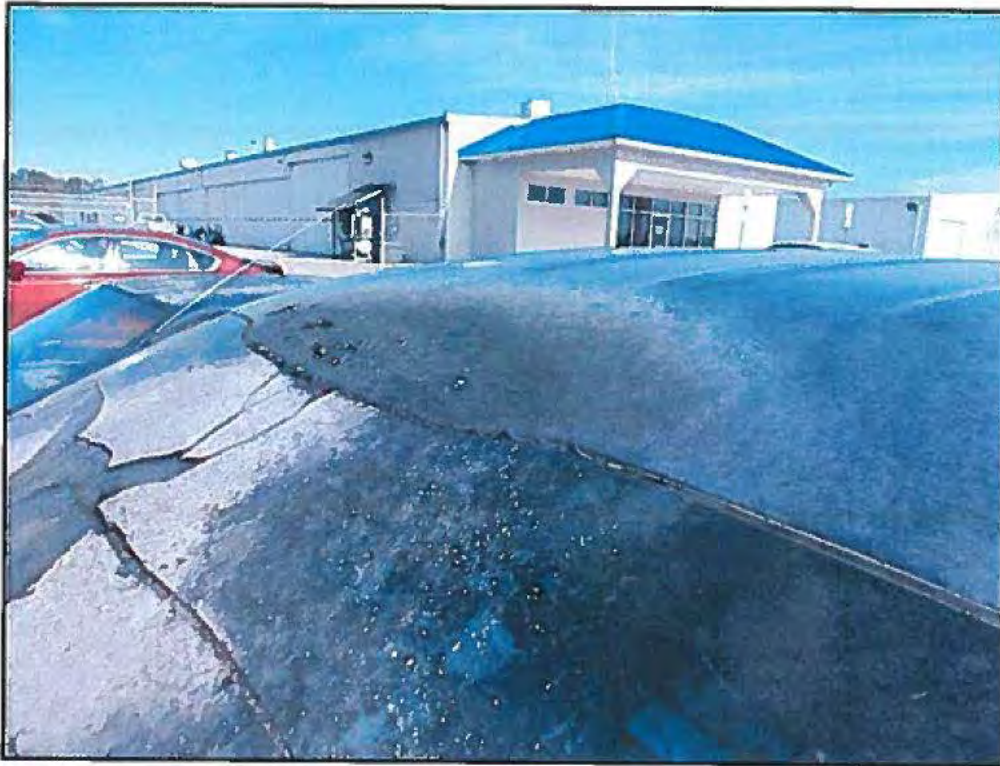






















OWNER OF VEHICLE:
BRANCH ADDRESS:

P 1/1

Jaleesa
Laurence

RENTAL TYPE		SOURCE #	I.D. #	RENTAL AGREEMENT NO.
RENTER				
START CHARGES IF DIFFERENT				
ORIGINAL VEHICLE				
COLOR	LICENSE NO.			
MODEL				
MILE-AGE	IN	BILL TO		
	CUT	COMPANY		
DRIVEN		PHONE EXT.		
CONDITION AND FUEL LEVEL AGREE TO		REFERENCE NUMBER:		
		ADDITIONAL AUTHORIZED DRIVER(S) EXCEPT AS REQUIRED BY LAW, NONE PERMITTED WITHOUT OWNER'S WRITTEN APPROVAL. I REQUEST OWNER'S PERMISSION TO ALLOW		
☐ NO DAMAGE ☐ DAMAGE		WHO IS UNDER MY CONTRACT AND ON MY BEHALF, I AM RESPONSIBLE FOR THE ACTS OF THE DRIVER AND THE FOLLOWING STATES:		
CONDITION SAME ON RETURN No Gasoline Refunds.		PERMISSION GRANT		
OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT.				
OPTIONAL PRODUCTS NOTICE: WE OFFER FOR AN ADDITIONAL CHARGE THE FOLLOWING OPTIONAL PRODUCTS: DAMAGE WAIVER; PERSONAL ACCIDENT INSURANCE; SUPPLEMENTAL LIABILITY PROTECTION AND ROADSIDE ASSISTANCE PROTECTION. BEFORE DECIDING TO PURCHASE ANY OF THESE PRODUCTS, YOU MAY WISH TO DETERMINE WHETHER YOUR PERSONAL INSURANCE, CREDIT CARD OR OTHER COVERAGE PROVIDES YOU PROTECTION DURING THE RENTAL PERIOD. THE PURCHASE OF ANY OF THESE PRODUCTS IS NOT REQUIRED TO RENT VEHICLE.				
RENTER DECLINES OPTIONAL DAMAGE WAIVER (DW) AND ASSUMES DAMAGE RESPONSIBILITY. SEE PARAGRAPH 8. RENTER: X RENTER ACCEPTS OPTIONAL DAMAGE WAIVER (DW) AT FEE SHOWN IN COLUMN TO RIGHT. SEE NOTICE TO LEFT AND PARAGRAPH 8. ACCEPTS DW				
RENTER DECLINES OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI). SEE PARAGRAPH 9. RENTER: X RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT FEE SHOWN IN COLUMN TO RIGHT. SEE PARAGRAPH 9. ACCEPTS PAI				
RENTER DECLINES OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP). SEE PARAGRAPH 10. RENTER: X RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT FEE SHOWN IN COLUMN TO RIGHT. SEE PARAGRAPH 10. ACCEPTS SLP				
RENTER DECLINES OPTIONAL ROADSIDE ASSISTANCE PROTECTION (RAP). SEE PARAGRAPH 11. RENTER: X RENTER ACCEPTS OPTIONAL ROADSIDE ASSISTANCE PROTECTION (RAP) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PARAGRAPH 11. ACCEPTS RAP				
ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT, WHICH CONSISTS OF PAGES 1 THROUGH 4.				
I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS ON PAGE 1 THROUGH 4 OF THIS AGREEMENT, AND I HAVE SIGNED AND DELIVERED TO THE RENTER UNDER THIS AGREEMENT BY SIGNING BELOW. I AM AUTHORIZED TO PROCESS CHARGES ON MY DEBIT CARD AND/OR CREDIT CARD FOR ADVANCE DEPOSITS, INTEREST, AUTHORIZED CHARGES, FEES AND CHARGES (INCLUDING AS WELL AS PAYMENTS REFUND) BY A THIRD PARTY, TO WHOM I HAVE BEEN DIRECTED. I CERTIFY THAT THE DRIVER'S LICENSE(S) PRESENTED IS CURRENTLY VALID AND IS NOT SUSPENDED, EXPIRED, REVOKED, CANCELLED OR SURRENDERED.				
REPLACEMENT VEHICLE		DATE		
COLOR	LICENSE NO.	EMPL.		
MODEL	ECAR#	I WILL RETURN DATE		
MILE-AGE	IN	1/20/452		
	CUT			
DRIVEN		ADDITIONAL INFORMATION		
CONDITION AND FUEL LEVEL AGREE TO No Gasoline Refunds.		11/15 - 11/18		
		TOTAL CHARGES		
☐ NO DAMAGE ☐ DAMAGE		DEPOSITS		
		REFUNDS		
		AMOUNT DUE		
		CLOSED BY		
		PAY BY	CASH	CHECK
		RECEIPT OF CASH REFUND	DATE	AMOUNT RECEIVED BY

maintenance / service records

Mr. Tire, [REDACTED]

Shop No : [REDACTED] Customer ID : [REDACTED] Invoice Date : 11/15/17
 [REDACTED] ENTERPRISE (RALEIGH NC) Invoice Time : 5:45.36 PM
 ROANOKE RAPIDS, NC NC 27 [REDACTED] Invoice No : [REDACTED]
 Phone: [REDACTED] WILMINGTON NC [REDACTED] Estimate No : [REDACTED]

Manager : HUMPHREY, PAMELA L. Invoicer: HUMPHREY, PAMELA L.
 Technician : RICE, JOSIAH L.

Year : 17 Make : KIA Model : SPORTAGE
 License : [REDACTED] MileageIN: 26907 MileageOUT: 26907

Payments : HCharge 24.99

Qty	Part No	Description	Warr	List	Net	Labor	Amount
5	SW30B	@V13	060	3.80	3.80	.00	19.00
1	VO39	OIL FILTER	060	7.99	3.49	2.50	5.99
1	5QTENTERPRISE	5 QT. ENTERPRISE	060	.00	.00	.00	.00
1	LUBE	LUBE (IF POSSIBLE)	060	15.00	.00	.00	.00
1	BATCK	FREE BATTERY CHECK	70	.00	.00	.00	.00
1	OILRF	@OIL	060	2.90	.00	.00	.00
1	TIREROTATE	TIRE ROTATION	060	.00	.00	.00	.00

THE FOLLOWING PARTS/SERVICES WERE RECOMMENDED BUT NOT PERFORMED

[REDACTED] 4-WHEEL BALANCE 060 .00 .00 29.99

Sub-Total 24.99
 Sales Tax .00
 Grand Total 24.99

Comments: LOF & ROTATE TIRES, CK. AIR F Working: While
 ILTER

**** THIS ACCOUNT HAS SPECIAL BILLING REQUIREMENTS ****

LICENSE PLATE #: GCU5054 [REDACTED]
 VIN #: KNDPMCA2H7 [REDACTED]
 UNIT #: [REDACTED]
 PO # REQUIRED: [REDACTED]

NOT ORIGINAL INVOICE

repair

Superior Collision Center Inc.								
Admin Data								
Owner [Redacted]				Insured [Redacted]				
Address [Redacted] Dulles, VA [Redacted]				Address [Redacted]				
Home Phone [Redacted]				Home Phone [Redacted]				
Work Phone [Redacted]				Work Phone [Redacted]				
Insurance Company ENTERPRISE				Adjuster [Redacted]				
Address [Redacted] DULLES, VA [Redacted]				Adjuster [Redacted]				
Phone [Redacted]				Phone [Redacted]				
Fax [Redacted]				Email [Redacted]				
				Inspection Location [Redacted]				
				Address [Redacted]				
				Phone [Redacted]				
				Fax [Redacted]				
Repair Facility Repair Facility Name: Superior Collision Center Inc. Address: [Redacted] Manassas, VA [Redacted] Phone: [Redacted] Fax: [Redacted] Federal Tax ID: [Redacted] State: [Redacted] BAR: [Redacted]				Estimator Information Estimator: Squire, Johnathon Office: [Redacted] Address: 10458 Colonel Ct. Manassas, VA 20110- Email: superiorcollision@comcast.net Phone: 703-368-9699 Fax: [Redacted]				
Estimate Information File ID: [Redacted] Sup No.: [Redacted] Platform: A 6.35 Transmit Date: 4/25/2017 Loss Assignment Date: [Redacted] Inspection Date: 4/24/2017				Claim Information Claim #: [Redacted] Policy Number: [Redacted] Deductible: \$0.00 Deductible Paid: Unknown Loss Type: [Redacted]				
Vehicle Data								
Year	17	Make	Kia	Model	Sportage	[Redacted]		
BodyStyle	LX 4 DR Wagon	Color	PACIFIC BLUE PRL	VIN	KNDPMCAC2H7	[Redacted]		
Engine	4cyl Gasoline 2.4	Type		Odometer	17865			
Production Date	[Redacted]	Primary Point Of Impact14						
License	[Redacted]	Secondary Point Of Impact14						
License State	OH							
Line Items								
Line	Operation	Description	Price	QTY	Labor	Paint	Lbr TTL	Other
1	Blend	Pnl,Rear Door Outer LT				2.1 R		
2	Remove/Install	W/Strip,Belt Outer LT			0.2 B			
3	Remove/Install	Pnl,Inner Door Trim LT						
4	Remove/Replace	Tape,Rear Door LT	\$22.63	1	0.2 B			

5	Remove/Install	Handle,RR Door Outer LT			0.7 B	
6	Repair	Panel,Quarter LT			2.5* B	
7	Refinish	Panel,Quarter LT				2.5 R
8	Blend	Door,Fuel Filler LT				0.2 R
9	Remove/Install	Door,Fuel Filler LT			0.2 B	
10	Remove/Install	Housing,Fuel Filler LT			1.7 B	
11	Remove/Install	Mldg,Qtr Whl Opening LT			0.2 B	
12	Remove/Install	Taillamp Assembly,Otr LT			0.3* B	
13	Remove/Install	Rear Bumper Assy R&L			0.8* B	
14	Additional Labor	Corrosion Protection	\$8.00*	1	0.3* B	
15	Additional Labor	Cover Car Exterior	\$8.00*	1		
16	Sublet	Hazardous Waste Removal	\$5.00*	1		
17	Refinish	Color Sand And Buff				1* R
18	Additional Labor	Feather, Prime and Block	\$11.00*	1	0.5* B	

Totals

Parts				
Part	Sub Total	Adj %	Adj \$	Total
New Parts	\$22.63	-10.00 %	(\$2.26)	\$20.37
Other	\$27.00	0.00 %	\$0.00	\$27.00
Parts Total				\$47.37

Labor

Type	Additional Labor	Rate	Hours	R*H	Sub Total
Body	\$0.00	\$30.00	7.1	\$213.00	\$213.00
Paint	\$0.00	\$30.00	6.3	\$189.00	\$189.00
Labor Total					\$402.00

Materials

Paint Materials	\$127.60
Materials Total	\$127.60

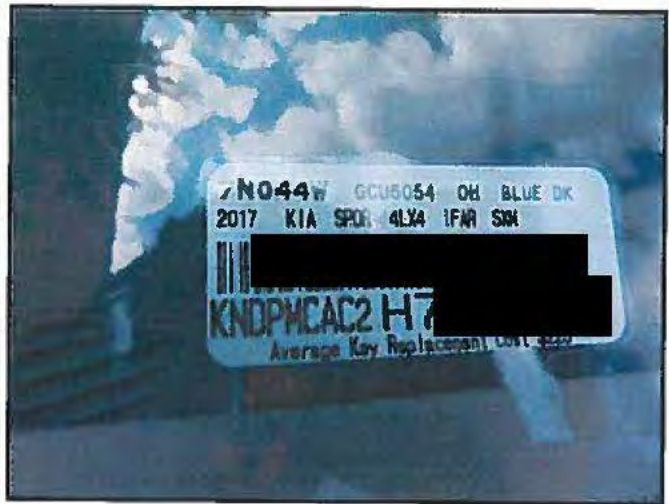
Miscellaneous

Sublet	\$5.00
Miscellaneous Total	\$5.00

Adjustments

Deductible	\$0.00
Sales Tax	\$0.00
Orig Total	\$581.97
Final Total	\$581.97





THE DX DASH SHEET

(Complete this form and attach to the estimate to the shop)

DX NUMBER: [REDACTED]

UNIT NUMBER: [REDACTED]

LAST 6 OF VIN: [REDACTED]

TYPE OF CAR: Med Blue Sportage

DESCRIPTION OF DAMAGES: Scratched Denton
Q Side L





repair

BAY CUSTOM- JEFFERSON								
Admin Data								
Owner **				Insured				
Address				Address				
Home Phone		[REDACTED]		Home Phone				
Work Phone		[REDACTED]		Work Phone				
Insurance Company ENTERPRISE				Adjuster Adjuster				
Address				Phone				
Phone				Email				
Fax				Inspection Location				
				Address [REDACTED]				
				NEWPORT NEWS, VA [REDACTED]				
				Phone [REDACTED]				
				Fax [REDACTED]				
Repair Facility				Estimator Information				
Repair Facility Name		BAY CUSTOM- JEFFERSON		Estimator		Brittany Kahler		
Address		[REDACTED]		Office				
		NEWPORT NEWS, VA [REDACTED]		Address				
Phone		[REDACTED]		Email				
Fax		[REDACTED]		Phone				
Federal Tax ID		[REDACTED]		Fax				
State								
BAR								
Estimate Information				Claim Information				
File ID	[REDACTED]	Sup No.	[REDACTED]	Claim #	[REDACTED]	Policy Number	[REDACTED]	
Platform	[REDACTED]	Transmit Date	5/24/2017	Deductible	\$0.00	Deductible Paid	Yes	
Loss Assignment Date		Inspection Date		Loss Type				
Vehicle Data								
Year	17	Make	KIA	Model	Sportage LX AWD			
BodyStyle	4D UTV	Color	BLUE	VIN	KNDPMCAC2H [REDACTED]			
Engine	4-2.4L Gasoline Gaso	Type	Utility Vehicle(UTV)	Odometer	18462			
Production Date		Primary Point Of Impact14						
License	[REDACTED]	Secondary Point Of Impact14						
License State	OH							
Line Items								
Line	Operation	Description	Price	QTY	Labor	Paint	Lbr TTL	Other
1		QUARTER PANEL						
2	Remove/Replace	LT Wheel flare	\$32.91	1	0.5 B		\$17.00	
Totals								
Parts								
Part	Sub Total	Adj %	Adj \$	Total				
New Parts	\$32.91	-15.01 %	(\$4.94)	\$27.97				

Parts Total					\$27.97
Labor					
Type	Additional Labor	Rate	Hours	R*H	Sub Total
Body	\$0.00	\$34.00	0.5	\$17.00	\$17.00
Labor Total					\$17.00
Materials					
Materials Total					\$0.00
Miscellaneous					
Miscellaneous Total					\$0.00
Adjustments					
Deductible					\$0.00
Sales Tax					\$0.00
Orig Total					\$44.97
Final Total					\$44.97





KIA – INCIDENT REPORT (Thermals Only)

Submission Date of this Form	1/8/2018
Vehicle Identification Number	KNDPMCAC2H [REDACTED]

License Plate ID [REDACTED]	State Registered Ohio	
Date of Incident 11/16/2017	Time of Incident 1200	☐ AM ☒ PM
Last Known or Current Mileage	27011	
Current Vehicle Location (address)	Joey Griffin Kia Address: [REDACTED], Rocky Mount, NC [REDACTED] Hours: 8AM–6PM Phone: [REDACTED] [REDACTED] Contacts: Service Manager: Randy Perkins, Advisor - Devin	
Owner of Vehicle (entity/regional entity)	Enterprise Leasing Company Southeast LLC	
Your Company's Case Number	[REDACTED]	
Rep. of Owner (First/Last Name)	James Wallace	Title: Risk Manager
Representative Direct Phone	[REDACTED]	Extention: Click here to enter text.
Representative Direct Email	[REDACTED]	
Representative Mailing Address	[REDACTED] Wilmington, NC [REDACTED]	

Renters / Operators Information (ensure permission has been provided)	
Renters / Operators Name (First/Last Name)	[REDACTED]
Renters / Operators Phone Number(s)	[REDACTED] Click here to enter text.
Renters / Operators Address	[REDACTED] Springfield Oregon [REDACTED]
Were there other passengers in the vehicle?	Yes: ☐ No: ☒ If Yes, please attach detailed information
Are there any attorney's involved?	Yes: ☐ No: ☒ If Yes, please attach information with a copy of the retention letter
Are there injuries involved?	Yes: ☐ No: ☒ If Yes, please attach detail, medical records and supporting information
Are there other vehicle damages?	Yes: ☐ No: ☒ If Yes, please attach detailed information
Is there personal property loss that was located inside the vehicle?	Yes: ☐ No: ☒ If Yes, please attach detailed information
Is there personal property loss that was located outside the vehicle or surrounding where the incident took place?	Yes: ☐ No: ☒ If Yes, please attach detailed information
Where the incident took place?	Murfreesboro, NC
Describe Incident:	Renter was at a stoplight, noticed smoke coming out from hood. Arrived at destination a minute later, popped the hood and noticed fire where the oil cap was, the fire was in the shape of a bowl. Renter saw fluid all over manifold cover & engine compartment. Closed the hood, pulled out his belongings & called the fire department.

Vehicle Information	
Was anything being towed behind the vehicle at the time of the incident?	Yes: ☐ No: ☒ If Yes, please attach detailed information
Was there any heavy cargo on top of, in back of or inside of the vehicle at the time of the incident?	Yes: ☐ No: ☒ If Yes, please attach detailed information
Were there any warning lamps illuminated on the inside of the vehicle just before the incident took place?	Yes: ☐ No: ☒ If Yes, please attach detailed information
Were there any aftermarket accessories installed, modifications to or alternations performed to the vehicle and were present at the time of the incident?	Yes: ☐ No: ☒ If Yes, please attach detailed information
Has the subject vehicle experienced any previous accidents, incidents or collisions of any kind?	Yes: ☐ No: ☒ If Yes, please attach detailed information

Claim Information	
Briefly state what the claimant is alleging? (Limit – Once Sentence)	Defect in the engine compartment caused fire and subsequent total loss of vehicle.
How would you like Kia to assist and/or become involved with the situation? (Limit – One Sentence)	Inspect to determine cause & origin of fire, review liability decision.

REQUIRED Supporting documents to be submitted when filing the claim	
☒ • Operators Statement (Recorded, Transcribed, Written)	
☒ • Police Report and/or Fire Report Exists?	Yes: ☐ No: ☐ Yet to be obtained: ☒
☒ • Color Photographs of the Subject Vehicle	
☐ • All Prior Maintenance / Service / Body Shop / Accident / Incident / Collision Records	
☐ • Copy of Renter's Rental Agreement	

Please attach this completed form, all ancillary information and send it via email to EH's Corporate Service Operations Department [REDACTED] who will forward it to our contact within Kia legal to have a case set up and inspection ordered.





Kia Motors America, Inc.

Corporate Headquarters

Irvine, CA [REDACTED] 0 USA

March 29, 2018

ELCO

Deborah Levalds

St. Louis, MO [REDACTED]

Re: 2017 Kia Sportage

VIN: KNDPMCAC2H7[REDACTED]

Case: [REDACTED]

Dear Deborah:

Kia Motors America, Inc. (KMA) has reviewed the incident and regrets the circumstances that prompted you to contact us.

After careful review of all the information that you have submitted and our own investigation, KMA will be denying the claim. During the inspection performed on March 28th, 2018, the following was viewed:

- The point of origin for this fire appeared to be in the area of the exhaust manifold.
- The cause of the fire is the oil cap not being on, thus causing oil to leak onto the exhaust.

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

Sincerely,

Ryan Ristow
National Consumer Affairs
Kia Motors America, Inc.

[REDACTED]

PE19-004

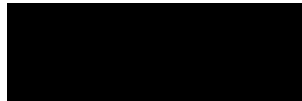
KIA

6/28/2019

DEFECT B

CA FILES

SPORTAGE



ALTOONA, PA

**COURTESY****KIA**

ALTOONA, PA.

SERVICE ADVISOR MICHELE VICARS

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
27JUN17	27JUN17		KNDPNCAC4H7				27JUN17	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	COST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
09:03	10:33	17	KIA SPORTAGE		92.00	08DEC16	9300	2581
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
3735	3735							

A STATE INSPECTION
 CAUSE: PERFORMED PA STATE INSPECTION
 99 STATE INSPECTION
 3551 INEW (N/C)

B PA STATE EMISSIONS INSPECTION
 CAUSE: PERFORMED PA STATE EMISSIONS INSPECTION
 99IM PA STATE EMISSIONS INSPECTION
 3551 INEW (N/C)

C PERFORM THE WORKS
 CAUSE: PERFORM THE WORKS PACKAGE -- LUBE, OIL,
 FILTER, AND TIRE ROTATION
 WRKS PERFORM THE WORKS
 3551 INEW (N/C)
 1 26300-35504 FILTER (N/C)
 ASSY-ENGINE O (N/C)
 5 XO*5W20*QSP ENGINE (N/C)
 OIL SAE5W20 API SJ/

HOURS OF SERVICE

MON - WED - FRI
 8:00 AM TO 5:00 PM
 TUES - THUR
 8:00 AM TO 7:00 PM



*If our service was satisfactory,
 tell your friends, if not,
 please tell us immediately
 Thank You*

**** PRE-INVOICE ****

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

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X

IF YOU LOVE US, ALWAYS TELL OTHERS!!

 IF YOU DON'T, CALL OUR SERVICE MANAGER
 CHUCK ROBERTSON

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

DATE

**COURTESY****KIA**

ALTOONA, PA

ALTOONA, PA

SERVICE ADVISOR MICHELE VICARS

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
08JUN18	19JUN18		KNDPNCAC4H7				19JUN18	375634
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
13:49	08:21	17	KIA SPORTAGE		92.00	08DEC16		
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
9817	10033							

A CS WE CHANGED THE OIL YESTERDAY AND THERE IS OIL SPOTS ON HIS GARAGE FLOOR
 999 oil cap came loose -- degreased engine and replace hood insulator, had oil on it, also replaced cabin (a/c) filter -- road tested, all okay
 2249ISERV
 1 81125-D9000 PAD-HOOD INSULATING
 1 D9H79-AK000
 FILTER-AIR

B ROAD TEST
 999 OK

2249ISERV

(N/C)

(N/C)

(N/C)

(N/C)

HOURS OF SERVICE

MON - WED - FRI

8:00 AM TO 5:00 PM

TUES - THUR

8:00 AM TO 7:00 PM



*If our service was satisfactory,
 tell your friends, if not,
 please tell us immediately*

Thank You

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

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(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

DATE



COURTESY

KIA

ALTOONA, PA

ALTOONA, PA

SERVICE ADVISOR MICHELE VICARS

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
07JUN18	07JUN18		KNDPNCAC4H7				07JUN18	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
07:57	10:48	17	KIA SPORTAGE		92.00	08DEC16		
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
9775	9776							

5406 WPK
 1 24351-2GGA1QQK PLUG
 1 24365-2GGA0QQK O-RING
 FC: C99 PART#: COUNT:
 CLAIM TYPE: V
 AUTH CODE:

MOTOR PLUG AND O RING REPLACED
 F SA309A ECV/EVAPORATOR TEMP SENSOR REPLAC
 CAUSE: SA309A
 170088R0 RECALL SA309A - ECV EVAPORATOR
 TEMP SENSO REPLACE
 5406 WPK
 1 97674-D3000QQK
 VALVE-CONTROL
 1 97143-C5000QQK
 THERMISTOR ASSY-A/C
 FC: N99 PART#: COUNT:
 CLAIM TYPE: V
 AUTH CODE:

ECU/EVAP TEMP SENSOR REPLACED

HOURS OF SERVICE

MON - WED - FRI

8:00 AM TO 5:00 PM

TUES - THUR

8:00 AM TO 7:00 PM



*If our service was satisfactory,
 tell your friends. if not,
 please tell us immediately
 Thank You*

** PRE-INVOICE **

DESCRIPTION	TOTALS
LABOR AMOUNT	93.36
PARTS AMOUNT	21.49
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	114.85
LESS INSURANCE	0.00
SALES TAX	6.89
PLEASE PAY THIS AMOUNT	121.74

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
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X

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 ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT
 NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

DATE

ALTOONA, PA

**COURTESY****KIA**

ALTOONA, PA

SERVICE ADVISOR MICHELE VICARS

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
07JUN18	07JUN18		KNDPNCAC4H7				07JUN18	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
07:57	10:48	17	KIA SPORTAGE		92.00	08DEC16		
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
9775	9776							

A STATE INSPECTION
 CAUSE: PERFORMED PA STATE INSPECTION
 99 STATE INSPECTION
 5406 CPK 29.95 29.95

B PA STATE EMISSIONS INSPECTION
 CAUSE: PERFORMED PA STATE EMISSIONS INSPECTION
 99IM PA STATE EMISSIONS INSPECTION
 5406 CPK 29.95 29.95

C CK. LIST
 KIACHECK KIA CHECKLIST
 5406ISERV (N/C)

D PERFORM THE WORKS
 CAUSE: PERFORM THE WORKS PACKAGE -- LUBE, OIL,
 FILTER, AND TIRE ROTATION
 WRKS PERFORM THE WORKS
 5406 CPK 33.46 33.46
 1 26300-35504 FILTER
 ASSY-ENGINE O 6.59 6.59 6.59
 5 XO*5W20*QSP ENGINE
 OIL SAE5W20 API SJ/ 2.98 2.98 14.90

E SA305 E-CVVT COVER AND MOTOR PLUG
 CAUSE: SA305
 170026R0 RECALL SA305 - EVVT COVER AND
 PLUG

HOURS OF SERVICE

MON - WED - FRI

8:00 AM TO 5:00 PM

TUES - THUR

8:00 AM TO 7:00 PM



*If our service was satisfactory,
 tell your friends, if not,
 please tell us immediately*

Thank You

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

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X

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(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

DATE

DATES

6-7-18 ~ 9,776 miles
6-8-18
6-9-18
6-13-18
6-15-18
6-18-18
6-19-18 ~ 10,036 miles

Altoona, Pa

Phone [REDACTED] or Cell [REDACTED]

DATE 6/7/2018

RECEIVED

JUL 11 2018

CONSUMER AFFAIRS

Courtesy Ford & KIA Motors
Altoona, Pa [REDACTED]

2017 KIA Sportage
VIN. KNDPNCAC4H7 [REDACTED] 39 Month Lease

IN THE PAST ?? AMT. OF YEARS I MUST HAVE BOUGHT AT LEAST 8 OR MORE KIA CARS
& ? OTHER CARS, FROM THE FORD DEALERSHIP IN ALTOONA.

Purchased 12/4/2016 *PAPER WORK 12-8-16*
1 ST. Oil change & Inspection 3,735 Miles Date 6/27/17

2 ND. Oil Change & Inspection 9,775 Miles Date 6/7/18 Service done at COURTESY FORD

ALTOONA, PA. ALSO 2 ~~ND~~ # RECALL DONE, Took home & Put in my Garage.
6/8/18 Left in Morning drove about 15 Miles, came home & Car sat in DRIVEWAY for about 1 1/2
Hours. Left with wife to Doctors & My WIFE SAID SHE SMELLED Deisel FUEL OR SOMETHING,
THEN WE LEFT & WENT TO EAT & SHOPPING & THEN TO HER SISTERS HOUSE FOR ABOUT
1 HOUR AT SISTER IN LAWS. THEN BACK HOME & PUT CAR IN GARAGE.. **MY WIFE SAID
THE CAR WAS MAKING HER SICK. THEN I NOTICED A LARGE AMOUNT OF OIL ON
DRIVEWAY FROM EARLIER IN MORNING. I THEN WENT STRAIGHT OVER TO
COURTESY FORD TO SERVICE DEPT.**

**WHEN SERVICE REP CAME OUT THEY WERE READY TO CALL FIRE DEPT. THE ENGINE
WAS PORING OUT EVERYWHERE WITH SMOKE & THEY THOUGHT IT WAS ON FIRE. JUST
SMOKE. WHEN IT COOLED DOWN THEY CHECKED OIL & THERE WAS ONLY A DROP OF OIL
ON TIP (ON TIP) OF DIP STICK.**

**THE WHOLE ENGINE WAS COVERED WITH OIL THERE SERVICE MAN DID NOT PUT
THE OIL CAP BACK ON WHEN THEY DID OIL CHANGE THE DAY BEFORE (THIS WAS
FORD SERVICE DEPT MISTAKE..**

MY BROTHER & SISTER IN LAW IS VERY UPSET SINCE ALL THIS OIL WONT CLEAN UP OFF
OF THERE NEW BLACKTOP DRIVEWAY.. *He Also Bought ? Lincolns & other CARS & TRUCKS FROM you
John Horen*
TOTAL MILES DRIVEN WITH NOT MUCH OIL. WAS APROX. 50 OR MORE MILES.

**THIS ENGINE WAS EXTREAMLY HOT SINCE THEY SAW ALL OF THE SMOKE COMING
OUT FROM THE ENGINE. THERE HAS TO BE DAMAGE DONE TO THIS ENGINE WHICH
IS COURTESY FORDS MISTAKE.**

On Friday 6/8/18 SERVICE MGR WASHED ENGINE DOWN & SAID IT SHOULD BE OK. ON
Saturday 6/9/18 There Service Mgr Said he would order new felt which was still oil soaked..

THE SMELL IN CAR MAKES MY WIFE & ME SICK, SO ON 6/13/18 I took CAR BACK TO
COURTESY FORD & TOLD THEM I NEED A LOANER & FOR THEM TO KEEP THIS CAR THERE
TILL THEY GET IT FIXED. THEY SAID COULD NOT GIVE ME A LOANER & WOULD CALL ME
IF THEY GET A LOANER FOR ME. I TOLD THEM I WAS NOT LEAVING THERE WITH THIS
SMELLING CAR & I WOULD WAITE THER FOR A LOANER.. THEY THEN GOT ME A CAR TO
DRIVE IN ABOUT 10 MINUTES..

ON FRIDAY 6/15/18 THE SERVICE LADY REP. CALLED & SAID IT WAS DONE BUT STILL HAD
OIL SMELL. SO I TOLD HER TO KEEP IT TILL THEY GOT IT FIXED..

ALL FUTRUR PROBLEMS OR INFO. WILL BE WROTE BY HAND AT BOTTOM OR ATTACHED

*ON 6-18-18 wedday chuck ser. mgr. called to pick up on 6-19-18 Tues said he put
odor FILTER in Behind glove Box, & GAVE CAR BACK TO ME.*

*Yes I AM VERY Fossey with my CARS. I keep them like new
THIS WAS FORD MISTAKE.. I LIKE KIA VEHICLES, BUT I DONT TRUST
THIS KIA AFTER FORD SERVICE MISTAKE, ENGINE could BE BAD??*

**COURTESY**

401 Pleasant Valley Blvd.
ALTOONA, PA. 16602
942-3000

ALTOONA, PA

SERVICE ADVISOR MICHELE VICARS

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
07JUN18	07JUN18		KNDPNCAC4H7				07JUN18	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	SIA
07:57	10:48	17	KIA SPORTAGE		92.00	08DEC16		
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
9775	9776							

TECH	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
A STATE INSPECTION					
CAUSE: PERFORMED PA STATE INSPECTION					
99 STATE INSPECTION					
	5406	CPK	29.95		29.95
B PA STATE EMISSIONS INSPECTION					
CAUSE: PERFORMED PA STATE EMISSIONS INSPECTION					
99IM PA STATE EMISSIONS INSPECTION					
	5406	CPK	29.95		29.95
C CK. LIST					
K1ACHECK KIA CHECKLIST					
	5406	ISERV			(N/C)
D PERFORM THE WORKS					
CAUSE: PERFORM THE WORKS PACKAGE -- LUBE, OIL,					
FILTER, AND TIRE ROTATION.					
WRKS PERFORM THE WORKS					
	5406	CPK	33.46		33.46
1 26300-35504 FILTER					
		ASSY-ENGINE O	6.59	6.59	6.59
5 XO*5W20*QSP ENGINE					
		OIL SAE5W20 API SJ/	2.98	2.98	14.90
E SA305 E-CVVT COVER AND MOTOR PLUG					
CAUSE: SA305					
170026R0 RECALL SA305 - EVVT COVER AND					
PLUG					

HOURS OF SERVICE

MON - WED - FRI

8:00 AM TO 5:00 PM

TUES - THUR

8:00 AM TO 7:00 PM



*If our service was satisfactory,
tell your friends, if not,
please tell us immediately*

Thank You

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

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X

2ND OIL CHANGE 1 1/2 YRS

FORD MOTOR SERVICE MAN CAUSED

ENG. SMOKE & LOW OIL & HOT ENGINE
FORD DID NOT PUT OIL CAP ON

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

DATE

121.74
- 25.00 cap
\$96.74
- 10.00
\$86.74



COURTESY



ALTOONA, PA

ALTOONA, PA.

SERVICE ADVISOR MICHELE VICARS

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
07JUN18	07JUN18		KNDPNCAC4H7				07JUN18	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
07:57	10:48	17	KIA SPORTAGE		92.00	08DEC16		
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
9775	9776							

TECH.	TYPE	HOURS	LIST UNIT	NET UNIT	TOTAL
	5406 WPK				(N/C)
	1 24351-2GGA1QQK PLUG				(N/C)
	1 24365-2GGA0QQK O-RING				(N/C)
FC: C99 PART#: COUNT:					
CLAIM TYPE: V					
AUTH CODE:					
MOTOR PLUG AND O RING REPLACED					
F SA309A ECV/EVAPORATOR TEMP SENSOR REPLAC					
CAUSE: SA309A					
170088R0 RECALL SA309A - ECV EVAPORATOR					
TEMP SENSO REPLACE					
	5406 WPK				(N/C)
	1 97674-D3000QQK				(N/C)
VALVE-CONTROL					
	1 97143-C5000QQK				(N/C)
THERMISTOR ASSY-A/C					
FC: N99 PART#: COUNT:					
CLAIM TYPE: V					
AUTH CODE:					
ECU/EVAP TEMP SENSOR REPLACED					

HOURS OF SERVICE

MON - WED - FRI

8:00 AM TO 5:00 PM

TUES - THUR

8:00 AM TO 7:00 PM



*If our service was satisfactory,
tell your friends. if not,
please tell us immediately*

Thank You

** PRE-INVOICE **

DESCRIPTION	TOTALS
LABOR AMOUNT	93.36
PARTS AMOUNT	21.49
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	114.85
LESS INSURANCE	0.00
SALES TAX	6.89
PLEASE PAY THIS AMOUNT	121.74

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X

IF YOU LOVE US, ALWAYS TELL OTHERS!!

IF YOU DON'T, CALL OUR SERVICE MANAGER
CHUCK ROBERTSON

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

DATE

COMMONWEALTH OF PENNSYLVANIA
VEHICLE EMISSIONS INSPECTION REPORT

Test Date/Time: 06/07/2018 @ 09:51:52

VEHICLE INFORMATION

Year:	2017	Make:	KIA	Model:	SPORTAGE
VIN:	KNDPNCAC4H7	Engine Size:	2.4L	Cylinders:	4
Odometer:	9776	GVWR:	0	Estimated Test	
License:		Inspection Type:	INITIAL	Weight:	0
County:	BLAIR			Record Number:	

EMISSIONS CONTROL SYSTEMS VISUAL/FUNCTIONAL INSPECTION

Air Inj. System:	NA	Catalytic Converter:	PASS	Fuel Cap Integrity:	NA
EGR System:	NA	Evaporative Control System:	PASS		
PCV System:	PASS	Fuel Inlet Restrictor:	PASS		

OBD EMISSIONS INSPECTION

MIL BULB KOEO:	NA	OBD FAULT CODE RESULT:	NA
MIL BULB KOER:	NA	OBD READINESS RESULT:	NA
MIL COMMAND STATUS:	NA	OBD-I/M CHECK RESULT:	NA

OVERALL TEST RESULTS: PASSED

Emissions Control Systems Visual/Functional Inspection: PASS

OBD Emissions Inspection: NA

Sticker:

TIN:

RETAIN THIS DOCUMENT FOR YOUR RECORDS.

Vehicle tested in accordance with Pa. Code Title 67, Chapter 177

EMISSIONS INSPECTION STATION

STATION #:		INSPECTOR NAME:	WILLIAM D. WUNDER
STATION NAME:	COURTESY FORD INC		
ADDRESS:		EQUIPMENT #:	
PHONE:		SOFTWARE VERSION:	0602

VEHICLE EMISSIONS INSPECTION QUESTIONS: For additional information, please contact the Customer Hotline at (800) 265-0921.

Inspector's
Signature:

9,776 miles when OIL CHANGE WAS DONE

PAGE 1

ALTOONA, PA



COURTESY



ALTOONA, PA.

SERVICE ADVISOR MICHELE VICARS

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
08JUN18	19JUN18	7K4074	KNDPNCAC4H7				19JUN18	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
13:49	08:21	17	KIA SPORTAGE		92.00	08DEC16		
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
9817	10033							

A CS WE CHANGED THE OIL YESTERDAY AND THERE IS OIL SPOTS ON HIS GARAGE FLOOR

999 oil cap came loose -- degreased engine and replace hood insulator, had oil on it, also replaced cabin (a/c) filter -- road tested, all okay

2249ISERV

(N/C)

1 81125-D9000 PAD-HOOD

INSULATING

(N/C)

1 D9H79-AK000

FILTER-AIR

(N/C)

B ROAD TEST

999 OK

2249ISERV

(N/C)

NOTE ENG COVERED WITH OIL SOAKED OIL ON MY DRIVEWAY LG. PUDDLE OIL ON BRATHER IN-LAW DRIVEWAY LG. PUDDLE ENG SMOKE BAD FORD GARAGE WAS READY TO CALL FIRE DEPT, ENG VERY HOT DIP STICK ONLY HAD A DROP OF OIL ON TIP OF STICK ALMOST OUT OF OIL

I STILL THINK MOTOR WAS DAMAGED. HOT HOT & LG. AMT SMOKE & OIL ALL OVER GROUND IN 3 PLACES YES I AM VERY PARTICULAR OIL DIP STICK BOTTOM TARNISHED BURNT LOOK

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

HOURS OF SERVICE

MON - WED - FRI

8:00 AM TO 5:00 PM

TUES - THUR

8:00 AM TO 7:00 PM



If our service was satisfactory, tell your friends, if not, please tell us immediately

Thank You

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X

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(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

DATE

CUSTOMER COPY

1ST OIL CHANGE

ALTOONA, PA



COURTESY



ALTOONA, PA.

SERVICE ADVISOR MICHELE VICARS

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
27JUN17	27JUN17	7K4074	KNDPNCAC4H7				27JUN17	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY. LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
09:03	10:33	17	KIA SPORTAGE		92.00	08DEC16		
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
3735	3735							

TECH	TYPE	HOURS	LIST PART	NET/UNIT	TOTAL
A STATE INSPECTION					
CAUSE: PERFORMED PA STATE INSPECTION					
99 STATE INSPECTION					
3551 INEW					(N/C)
B PA STATE EMISSIONS INSPECTION					
CAUSE: PERFORMED PA STATE EMISSIONS INSPECTION					
99IM PA STATE EMISSIONS INSPECTION					
3551 INEW					(N/C)
C PERFORM THE WORKS					
CAUSE: PERFORM THE WORKS PACKAGE -- LUBE, OIL, FILTER, AND TIRE ROTATION					
WRKS PERFORM THE WORKS					
3551 INEW					(N/C)
1 26300-35504 FILTER					(N/C)
ASSY-ENGINE O					(N/C)
5 XO*5W20*QSP ENGINE					(N/C)
OIL SAE5W20 API SJ/					(N/C)

HOURS OF SERVICE
MON - WED - FRI
8:00 AM TO 5:00 PM
TUES - THUR
8:00 AM TO 7:00 PM



If our service was satisfactory,
tell your friends, if not,
please tell us immediately
Thank You

** PRE-INVOICE **		DESCRIPTION	TOTALS
6 MONTHS 1ST OIL CHANGE WASH.		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

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X

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(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

DATE

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

SPORTAGE

_RE national Car Rental
KNDPMCACXJ7 

From: [Brown, Deanna \[KMA\]](#)
To: [Ristow, Ryan \[KMA\]](#)
Subject: RE: national Car Rental KNDPMCACXJ7 [REDACTED]
Date: Tuesday, August 28, 2018 8:57:08 AM
Attachments: [image002.png](#)
[image003.png](#)



From: Ristow, Ryan [KMA]
Sent: Monday, August 27, 2018 4:13 PM
To: Brown, Deanna [KMA]
Subject: national Car Rental KNDPMCACXJ7 [REDACTED]

Hi Deanna,

Can you send me the sales info on the above VIN? We are working on a possible repurchase.

Best,



Ryan Ristow
National Consumer Affairs
Kia Motors America
[REDACTED]
Irvine, CA
[REDACTED]

PE19-004

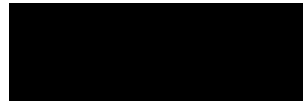
KIA

6/28/2019

DEFECT B

CA FILES

SPORTAGE



PROGRESSIVE

Los Angeles, CA

Phone

Fax:

6/7/2018 1:24:00 PM

To: TODD ANDERSON
Company: ENTERPRISE
Our Insured: [REDACTED]
Our Claim#: [REDACTED]
Date of Loss: 1-8-18
Your Insured: [REDACTED]
Your Claim/Policy#: [REDACTED]

Total Subrogation Balance: \$1,677.75. This includes our insured's \$1,000.00 deductible. We are seeking reimbursement at 100 %, for a total of \$1,677.75.

Please take this as formal notice of our subrogation rights with regards to the above captioned claim. We have completed our investigation into the facts of the above captioned loss and find that your insured was the proximate cause of the accident.

Please make draft payable to "Progressive Select Insurance Company as Subrogee of [REDACTED] and remit to:

Subrogation Payment Processing Center

Chicago, IL [REDACTED]

If you need additional documents or information, please fax your requests to [REDACTED]

Thank you for giving this matter your immediate attention. We look forward to receiving your payment soon.

Progressive Select Insurance Company

Subrogation Unit

**PLEASE INCLUDE THE PROGRESSIVE CLAIM NUMBER
ON ANY AND ALL CORRESPONDENCE**



Rental Company:

ENTERPRISE RENT-A-CAR

Invoice:

Alternate Invoice

Number:

Bill To: PRO6201
 PROGRESSIVE
 ATTN: JEFF BANZHAF
 [REDACTED]
 La Vista, NE [REDACTED]

RENTAL DETAIL:

Rental Period: 2/15/18 to 2/17/18 (3 days)

Billed Period: 2/15/18 to 2/17/18 (3 days)

RENTER INFORMATION:

Renter: [REDACTED]

RENTAL INFORMATION:

Rental Branch Location:

ENTERPRISE RENT-A-CAR [REDACTED]

AURORA, CO [REDACTED]

ADDITIONAL CLAIM INFORMATION:

Claim Number [REDACTED]

Claim Type: Insured

Vehicle Condition: Driveable

Date Of Loss: 1/8/18

Insured Name: [REDACTED]

Owner's Vehicle: 2007 ACURA MDX

Additional Driver:

Repair Facility:

DENVER, CO [REDACTED]

Products and Services	Rate	Amount
3 TIME & DISTANCE	25.28	\$75.84
0 REFUELING CHARGE	0.00	\$0.00
3 YOUNG RENTER FEE	0.00	\$0.00
Taxes and Surcharges		
3 COLORADO ROAD SAFETY PROGRAM F	2.00	\$6.00
1 SALES TAX	8.08%	\$6.12
1 OWNERSHIP TAX	2.00%	\$1.52
Total Charges:		\$89.48
Less Amount Received:		\$0.00
Total Amount Due:		\$89.48

VEHICLES RENTED:

Effective Date and Time	Year	Make	Model	VIN	Starting Mileage	Ending Mileage	Mileage	Rate Charged
2/15/18 6:02 PM	2017	KIA	SOUL	KNDJP3A51H7 [REDACTED]	21406	21429	23	\$25.28

Rental Invoice

Please Return This Portion with Remittance

Make Payment To:

ENTERPRISE RENT-A-CAR

KANSAS CITY, MO [REDACTED]

Federal ID: [REDACTED]

Total Charges:

\$89.48

Less Amount Received:

\$0.00

Total Amount Due.....

\$89.48

Please include on your check:

Invoice: [REDACTED]

Claim Payment Detail

Page 1 of 1

Claim Payment Detail [REDACTED]

Payment Information

Disbursement Number:	[REDACTED]	Total Amount:	\$89.48
EFT Trace Number:	[REDACTED]	Invoice Number:	[REDACTED]
Pay to the Order of:	ENTERPRISE RENT A CAR CO		
Mailing Address:	[REDACTED]		
	SAINT LOUIS, MO [REDACTED] USA		
In Payment Of:	Progressive Invoice Number [REDACTED]		

Reviewed Summary

Issuing Rep:	[REDACTED]	Approved By:	
Issue Date:	02-20-18	Review Date:	
Last Updated Rep:	[REDACTED]	Reviewed By:	

Bank Information

Type:	Loss	Bank Code:	CTB
Stop Reason:		Cleared:	02-21-18
Stop Date:			

Exposure Detail: RENTAL

Party Name:	[REDACTED]	Amount Paid:	\$89.48
Property Description:	07 ACURA MDX	Deductible Taken:	\$0.00
Payment Type:	FINAL PAYMENT	Property Damage:	\$0.00
		Rental:	\$89.48

Claim Payment Detail

Page 1 of 1

Claim Payment Detail [REDACTED]

Payment Information

Disbursement Number:	[REDACTED]	Total Amount:	\$588
Draft Number:	[REDACTED]	Invoice Number:	[REDACTED]
Pay to the Order of:	[REDACTED] AND GATEWAY ONE LENDING AND FINANCE		
Mailing Address:	[REDACTED]		
	DENVER, CO [REDACTED] USA		
In Payment Of:	Progressive Invoice Number: [REDACTED]		

Reviewed Summary

Issuing Rep:	[REDACTED]	Approved By:	
Issue Date:	02-18-18	Review Date:	
Last Updated Rep:	[REDACTED]	Reviewed By:	

Bank Information

Type:	Loss	Bank Code:	[REDACTED]
Stop Reason:		Cleared:	02-23-18
Stop Date:			

Exposure Detail: COMP

Party Name:	[REDACTED]	Amount Paid:	\$588.27
Property Description:	07 ACURA MDX	Deductible Taken:	\$1,000.00
Payment Type:	FINAL PAYMENT	Property Damage:	\$0.00
		Rental:	\$0.00

Date: 2/16/2018 04:30 PM
 Estimate ID: [REDACTED]
 Estimate Version: 0
 Committed
 Profile ID: DENVR ALL PART TYPES

PROGRESSIVE

[REDACTED] Denver, CO [REDACTED]
 [REDACTED]

Damage Assessed By: Dominic Dindo [REDACTED]

Appraised For: [REDACTED]

Classification: Field

Type of Loss: Auto
 Date of Loss: 1/8/2018
 Contact Date: 2/16/2018
 Deductible: 1,000.00
 Claim Number: [REDACTED]

Insured: [REDACTED]
 Owner: [REDACTED]
 Address: [REDACTED] DENVER, CO [REDACTED]
 Telephone: Home Phone: [REDACTED]

Contact Phone: [REDACTED]

Mitchell Service: [REDACTED]

Description: 2007 Acura MDX Technology
 Body Style: 4D Ut
 VIN: 2HMYD28397H [REDACTED]
 Mileage: 148,310
 OEM/ALT: A
 Color: SILVER

Drive Train: 3.7L Int 6 Cyl AWD
 License: [REDACTED] FL

Search Code: [REDACTED]

Options: CD CHANGER, PASSENGER AIRBAG, POWER DRIVER SEAT, 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, REAR (DUAL-ZONE) AC, LEATHER SEAT, POWER PASSENGER SEAT
 FRONT SIDE AIRBAG WITH HEAD PROTECTION, ANTI-LOCK BRAKE SYS., TRACTION CONTROL
 FOG LIGHTS, ALUM/ALLOY WHEELS, REARVIEW CAMERA, TIRE INFLATION/PRESSURE MONITOR
 MEMORY SEAT, ANTI-THEFT SYSTEM, NAVIGATION SYSTEM, AUXILIARY INPUT
 BLUETOOTH WIRELESS CONNECTIVITY, LEATHER STEERING WHEEL, SATELLITE RADIO
 CD PLAYER, POWER ADJUSTABLE EXTERIOR MIRROR, SUNROOF/MOONROOF, PRIVACY GLASS
 GENUINE WOOD TRIM, AUTO AIR CONDITION, TRIP COMPUTER, FIRST ROW BUCKET SEAT
 TELEMATIC SYSTEMS, UNIVERSAL GARAGE DOOR OPENER, THIRD ROW SEAT
 REAR HEATING, VENTILATION & AIR CONDITIONING, ALL WHEEL DRIVE, SIDE AIRBAGS
 AUTOMATIC HEADLIGHTS, MP3 PLAYER, DAYTIME RUNNING LIGHTS
 DRIVER SEAT WITH POWER LUMBAR SUPPORT, ELECTRONIC STABILITY CONTROL
 EXTERIOR MEMORY MIRRORS, FRONT HEATED SEATS, KEYLESS ENTRY SYSTEM, REAR SPOILER
 STEERING WHEEL AUDIO CONTROLS

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units	
<u>Grille</u>								
1		BDY	REMOVE/REPLACE	Grille	Recycled	166.40	0.2 #	
2				LKQ Colorado 1-800-289-5300				
3				LKQ Quote #: 190293970				
<u>Front Lamps</u>								
4		BDY	REMOVE/REPLACE	R Frt Combination Lamp Assembly	Recycled	569.40	1.5 #	
5		BDY	CHECK/ADJUST	Headlamps			0.4	
6				LKQ Colorado 1-800-289-5300				
7				LKQ Quote #: 190293970				
<u>Front Fender</u>								
8		BDY	REMOVE/REPLACE	R Frt Fender Garnish	75490-STX-A01ZA	59.97	0.2	
<u>Front Door</u>								
9		BDY	REMOVE/REPLACE	R Frt Door Rear View Mirror	76200-STX-A02ZE	472.53	0.3 #	
10		BDY	REMOVE/INSTALL	R Frt Door Trim Panel			0.4	
11				order by color				
<u>Special/Manual Entry</u>								
12		MCH *	ADD'L LABOR OP	DX Charge at Dealer	Sublet	72.95 *	0.0*	

ESTIMATE RECALL NUMBER: 02/16/2018 16:27:53 [REDACTED]

Mitchell Data Version: OEM: DEC_17_V

MAPP: DEC_17_V0204

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Page 1 of 5

Software Version: 7.1.225

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[REDACTED]

Date: 2/16/2018 04:30 PM
Estimate ID: [REDACTED]
Estimate Version: 0
Committed
Profile ID: DENVR ALL PART TYPES

* - Judgment Item
- Labor Note Applies



Date: 2/16/2018 04:30 PM
 Estimate ID: [REDACTED]
 Estimate Version: 0
 Committed
 Profile ID: DENVR ALL PART TYPES

Recycler Information Section:

LKO Colorado

Denver, CO

1 2007 Grille VNA 166.40
 Part Number: 173641661 / RECY
 Description: LKQ Quote #: [REDACTED] Desc: Grille Grille Stock Number: \$M19193-750 Cond: A Year: 2007 Damage: 000 GUID #
 4 2009 Headlamp Assembly VNA 569.40
 Part Number: 174429181 / RECY
 Description: LKQ Quote #: 190293970 Desc: Headlamp Assembly (HID), w/o adaptive headlamps, R. Stock Number: \$M19373-750

Disclaimer: Recycled part pricing may represent either actual pricing
 (the price at which the recycler is willing to sell the part for in its
 existing condition) or undamaged pricing (the price at which the recycler
 would sell the part if it was in undamaged condition).
 If you are unsure, please contact the automotive recycler.

"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	II. Part Replacement Summary		Amount
Body		3.0	50.00	0.00	0.00	150.00	Taxable Parts		1,268.30
Mechanical		0.0	80.00	0.00	72.95	72.95	Sales Tax @ 7.650%		97.02
Non-Taxable Labor						222.95	Total Replacement Parts Amount		1,365.32
Labor Summary		3.0				222.95			
III. Additional Costs				Amount		IV. Adjustments		Amount	
Total Additional Costs				0.00		Insurance Deductible		1,000.00-	
						Customer Responsibility		1,000.00-	
						I. Total Labor:		222.95	
						II. Total Replacement Parts:		1,365.32	
						III. Total Additional Costs:		0.00	
						Gross Total:		1,588.27	
						IV. Total Adjustments:		1,000.00-	
						Net Total:		588.27	

Point(s) of Impact

16 Non-Collision (P)

Alt. Location: PROGRESSIVE

ESTIMATE RECALL NUMBER: 02/16/2018 16:27:53 [REDACTED]

Mitchell Data Version: OEM: DEC_17_V

MAPP: DEC_17_V0204

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Software Version: 7.1.225

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Page 3 of 5

Date: 2/16/2018 04:30 PM
 Estimate ID: [REDACTED]
 Estimate Version: 0
 Committed
 Profile ID: DENVR ALL PART TYPES

Inspection Site: MILE HIGH ACURA
 Address: [REDACTED]
 [REDACTED]
 [REDACTED]

Inspection Date: 2/16/2018

This is a damage assessment only - Not an authorization to repair-based on damage visible or certain at the time it was written.

If frame or unibody repair is included on this estimate, the amount shown includes time or allowance for measuring before, during and after those repairs.

The owner of the vehicle may select the repair facility of his/her choice.

To ensure proper and prompt payment for additional damage discovered during the course of repairs, contact Progressive for supplement handling procedures.

Progressive honors the prevailing labor market rate in your area for your property. If you choose a shop that charges in excess of the prevailing labor market rates, you will be responsible for the difference.

Lifetime guarantee for sheet metal and plastic body parts

The replacement parts written on the estimate 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 the estimate 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.

Part Type Terms and Abbreviations

NEW and OEM or part number displayed - These refer to a new, original equipment manufacturer part.

A/M Certified: This refers to a new, certified non-original equipment manufacturer replacement part.

A/M: This refers to a new, non-original equipment manufacturer replacement part.

Recycled: This refers to a used OEM part.

Remanufactured and Recond. and Recore: These refer to recycled OEM parts that have been rebuilt or refurbished.

ESTIMATE RECALL NUMBER: 02/16/2018 16:27:53 [REDACTED]

Mitchell Data Version: OEM: DEC_17_V

MAP: DEC_17_V0204

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Software Version: 7.1.225

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Page 4 of 5

Date: 2/16/2018 04:30 PM
Estimate ID: [REDACTED]
Estimate Version: 0
Committed
Profile ID: DENVR ALL PART TYPES

OEM Surplus Part: This refers to new OEM parts, that are excess inventory from the Original Equipment Manufacturer.
Recovered OE - This refers to parts removed from a new vehicle for various reasons.

Repair shop's authorized representative's signature indicating agreement on cost to return the vehicle to pre-loss condition including tow/storage charges:

Shop Signature: _____ Est. completion Date: _____

Any person who, with intent to defraud or knowing that he/she is facilitating a fraud against an insurer, submits an application or file a claim containing a false or deceptive statement is guilty of insurance fraud.

Event Log

File Created:	02/16/2018 02:37:58 PM
Estimate Started:	02/16/2018 03:02:59 PM
Estimate Printed:	02/16/2018 04:28:06 PM
Estimate Committed:	02/16/2018 04:27:53 PM
Estimate Uploaded:	02/16/2018 04:30:17 PM

ESTIMATE RECALL NUMBER: 02/16/2018 16:27:53 [REDACTED]

Mitchell Data Version: OEM: DEC_17_V

MAPP:DEC_17_V0204

Software Version: 7.1.225

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Page 5 of 5



Claim Number: [REDACTED]

Transaction Detail

10/17/18 10:48 AM

#	Claim Party	Transaction Type	Amount	Reserve Balance	Transaction Date	Check #	Payee Name	Service From Date	Service To Date	Requesting Adjuster	Approving Adjuster
ELCOTORT/PD-Loss-Indemnity											
1	[REDACTED]	R	\$ 1,677.75	\$ 1,677.75	10/08/2018	[REDACTED]				JOHNSON, DANE A.	JOHNSON, DANE A.
2	[REDACTED]	P	\$ 1,677.75	\$ 0.00	10/09/2018	[REDACTED]	PROGRESSIVE INS LOS ANGELES	01/08/2018	01/08/2018	JOHNSON, DANE A.	JOHNSON, DANE A.
Line/Coverage/Category Summary:			INCURRED	PAID	OUTSTANDING						
			\$ 1,677.75	\$ 1,677.75	\$ 0.00						
Party Summary:			INCURRED	PAID	OUTSTANDING						
ELCOTORT/PD-Loss-Indemnity			\$ 1,677.75	\$ 1,677.75	\$ 0.00						

Claim Number:12054202

Transaction Detail

10/17/18 10:48 AM

#	Claim Party	Transaction Type	Amount	Reserve Balance	Transaction Date	Check #	Payee Name	Service From Date	Service To Date	Requesting Adjuster	Approving Adjuster
ELCOTORT/PD-Loss-Indemnity											
1	Semaho, INC	R	\$ 2,474.02	\$ 2,474.02	10/08/2018					JOHNSON, DANE A.	JOHNSON, DANE A.
2	Semaho, INC	P	\$ 2,474.02	\$ 0.00	10/16/2018		Semaho, INC	01/08/2018	02/14/2018	JOHNSON, DANE A.	JOHNSON, DANE A.
Line/Coverage/Category Summary:			INCURRED	PAID	OUTSTANDING						
			\$ 2,474.02	\$ 2,474.02	\$ 0.00						
Party Summary:			INCURRED	PAID	OUTSTANDING						
ELCOTORT/PD-Loss-Indemnity			\$ 2,474.02	\$ 2,474.02	\$ 0.00						





DO NOT ACCEPT WITHOUT VERIFYING EAGLE WATERMARK IN PAPER

CERTIFICATE OF TITLE

MOTOR VEHICLE

VIN KNDPMCACXJ7
YEAR 2018
MAKE KIA
MODEL
BODY UP FLR

MAIL TO

ODOMETER
10 A

ODOMETER LEGEND:
A = Actual Mileage
E = Exceeds mechanical limits
N = Not actual mileage; WARNING
ODOMETER DISCREPANCY

CWT/CAP/SIZE
CWT 38

PREVIOUS TITLE

TITLE BRANDS

TULSA, OK

DATE PURCHASED
05/22/2017
DATE ACCEPTED
05/26/2017
DATE ISSUED
06/16/2017

OWNER

FIRST LIENHOLDER

FILE NUMBER

DATE FILED

Signature below certifies under penalty of perjury in the second degree the release of the first lienholder's interest in the vehicle.

Lienholder's Name

Authorized Agent's Signature Date

AMOUNT OF LIEN

LIEN EXTENDED TO COUNTY

MATURITY DATE

SECOND LIENHOLDER

FILE NUMBER

DATE FILED

Signature below certifies under penalty of perjury in the second degree the release of the first lienholder's interest in the vehicle.

Lienholder's Name

Authorized Agent's Signature Date

AMOUNT OF LIEN

LIEN EXTENDED TO COUNTY

MATURITY DATE

THIRD LIENHOLDER

FILE NUMBER

DATE FILED

Signature below certifies under penalty of perjury in the second degree the release of the first lienholder's interest in the vehicle.

Lienholder's Name

Authorized Agent's Signature Date

AMOUNT OF LIEN

LIEN EXTENDED TO COUNTY

MATURITY DATE

FOURTH LIENHOLDER

FILE NUMBER

DATE FILED

Signature below certifies under penalty of perjury in the second degree the release of the first lienholder's interest in the vehicle.

Lienholder's Name

Authorized Agent's Signature Date

AMOUNT OF LIEN

LIEN EXTENDED TO COUNTY

MATURITY DATE

THE APPLICANT HAS BEEN DULY REGISTERED IN THIS OFFICE AS THE OWNER OF THE MOTOR VEHICLE DESCRIBED
SUBJECT TO LIENS AND ENCUMBRANCES IN THE ORDER SHOWN

EXECUTIVE DIRECTOR, COLORADO DEPARTMENT OF REVENUE DATE DUPLICATE ISSUED

BARBARA BROHL

KEEP IN SAFE PLACE - ANY ALTERATION OR ERASURE VOIDS THIS TITLE

DR-2001 (8-11)

VOID IF ALTERED



[Home](#) > [What's My Car Worth](#) > [Style](#) > [Options & Condition](#) > [LX Sport Utility 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](#)

2 Start the Trade-in Process Online

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



Your Trade-in Vehicle
2018 Kia Sportage LX Sport Utility 4D

[Change Vehicle](#)

What Vehicle Are You Shopping For?

Make

Model

84043

[See Local Dealers](#)

3 Shop for Your Next Car

Browse photos, read reviews, see pricing and more.

New

Make

Model

Take a
Look

Similar Vehicles



2019 Kia Sportage



2018 Hyundai Tucson



2017 Mazda CX-5



2017 Subaru Crosstrek

More Shopping Tools



The 2018 Kia Sportage

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

Disclaimer

Advertisement

Trade Up to a New Car

2017 Honda CR-V

Est. \$383/mo*



2018 Nissan Rogue Sport

Est. \$374/mo*

2018 Volkswagen Golf
SportWagen

Est. \$337/mo*



2017 FIAT 500X

Est. \$372/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

3 Easy Steps!

Step 1: Select a vehicle**Step 2:** Find a dealer**Step 3:** Get free quotes

Kia

Sportage

ZIP Code:

84043

[Start](#)

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



Sellers Information

10 Steps for Selling Your Car

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

How to Improve Resale Value

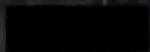
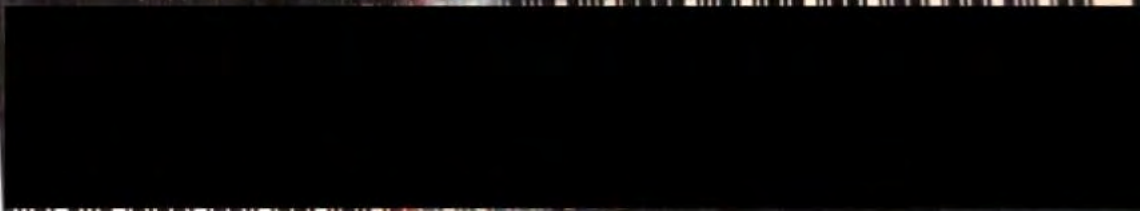
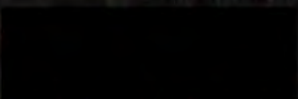
Whether selling or trading in, get the most for your car with these tips. [Watch video](#)



VIN



KNDPMCACXJ





[REDACTED] Office
[REDACTED] Fax
[REDACTED]
Lone Tree CO [REDACTED]

The Views
c/o Newmark Grubb Knight Frank
Attn: Caroline Smith
[REDACTED]
Broomfield, CO [REDACTED]

Invoice

Invoice #: [REDACTED]
Date: 1/11/2018
Terms: Due on receipt
P.O. #:
Project: Views I

Quantity	Description	Rate	Amount
1	Views One- Elevator Cab Carpet Cleaning January, 2018	175.00	175.00

Part of 1/16/18
Burning Car
insurance claim.

REMIT TO: Rocky Mountain Janitorial Specialists

We are always glad to hear from you. If you have any
questions please contact Heather at [REDACTED]

Thank you for your business.

Invoice Total:	\$175.00
Payments/Credits:	\$0.00
Balance Due:	\$175.00

[REDACTED]

BOB POPP BUILDING SERVICES, INC.[REDACTED]
Denver, Colorado [REDACTED]
[REDACTED]**INVOICE**Invoice No. [REDACTED]
Account No. [REDACTED]
Date 1/31/2018
Terms Net 30 Days
Page 1[REDACTED]
EQUISTONE VIEWS, LLC c/o NEWMARK KFFR
[REDACTED]
BROOMFIELD, CO [REDACTED]

Services Provided At:

The Views I & II

Services For The Month Of:

January

Purchase Order No.

Description	Date Completed	Units	Unit Price	Amount
January 2018 Oil Spill Clean up Labor	1/08/18	6.00	85.00	510.00
TOTAL				\$ 510.00

Thank You For Your Business
[REDACTED]



Ascend Electrical

Brighton CO

Phone #

Estimate

Date

Estimate #

2/14/2018

1031

Name / Address

Greenwood Village, CO

Ship To

Transwestern

Broomfield CO

Rep

Terms

FOB

Customer Project

J

Due on receipt

11800 Pole Replacement

Qty

Item

Description

Rate

Total

1

Pole-ST-RD-TP-25

25' Tall x 5.9" Base OD x 2.4" Top OD x 11ga Thick, Round Tapered Steel, Anchor Base Light Pole

1,280.00

1,280.00

State Sales Tax

3.9% State Tax

3.90%

49.92

Installation

Installation of 25' Light Pole, Includes removal of old pole, mounting of new pole, 12g 3-wire pull, and installation of fixture head

310.00

310.00

Bucket Truck

Bucket Truck Use - Daily Charge

150.00

150.00

Total

\$1,789.92



Roadside Recovery LLC

Denver, CO
PUC • US DOT

INVOICE

DATE 1-8-18		PO. #/CASE #/RA#	
NAME		PHONE #	
LOCATION		BROOMFIELD CO	
TOWED TO NATIONAL Pub Dem drop @ DT			
YEAR 18	MAKE ILIA	MODEL SPORTAGE	COLOR
LIC. #		STATE CO	VIN / DOI J7
INDICATE DAMAGED AREA(S) ON VEHICLE.		DAMAGE DESCRIPTION	
		1. Cracks 2. Scratches 3. Dents	
KEYS LEFT		Y N RADIO Y N	
COMMENTS: 1-116 DAMAGE WINCH, EXTRA STRAPS, CLEAN-UP			
TYPE OF TOW		REASON FOR TOW	
☒ FLAT BED/RAMP		☐ SERVICE	
☐ WHEEL LIFT		☐ BREAK DOWN	
☐ FRONT		☐ PARKING VIOLATION	
☐ BACK		☒ FLIRG	
☐		☐	
METHOD OF PAYMENT ☐ CASH ☐ CREDIT ☐ CHECK (CORPORATE ONLY)		ENROUTE MILEAGE	
DL & EXPIRATION		FINISH: _____	
CREDIT CARD # (LAST 4) _____ EXP _____		START: _____	
AUTHORIZATION CODE _____		TOTAL: 11	
NOTICE: I agree to hold this company, it's subsidiaries and authorized agents harmless from any and all claims of damage due to services rendered to my vehicle. Any costs arising from such claims, including but not limited to attorney and defense fees, towing and storage fees and other miscellaneous fees, shall be paid by vehicle owner/authorized agent for owner. I understand vehicles may be damaged if winched, towed, left unlocked or left unattended on any premise. In addition, I understand Roadside Recovery LLC, its subsidiaries and authorized agents cannot be responsible for damage caused by faulty tires, bumper brackets, etc., and assume no responsibility for loss or damage by theft, fire or any other cause beyond their control, to any vehicle placed with them for storage or repair. I acknowledge I am responsible for any amount not covered by my roadside provider.		HOOK UP CHARGE	
		150.00	
		ENROUTE	
		22.00	
		LOADED	
		231.00	
Clean up		100.00	
MISC.		60.00	
STRAPS		20.00	
MISC.		9.70	
Toll			
TOTAL		592.70	

THANK YOU

\$592.70

KIA – INCIDENT REPORT (Thermals Only)

Submission Date of this Form	7/17/2018
Vehicle Identification Number	KNDPMCACXJ7 [REDACTED]

License Plate ID [REDACTED]	State Registered CO
Date of Incident 2/6/2018	Time of Incident 8:48am ☒ AM ☐ PM
Last Known or Current Mileage	20732
Current Vehicle Location (address)	Arvada
Owner of Vehicle (entity/regional entity)	Enterprise Pleasing Company of Denver, LLC
Your Company's Case Number	[REDACTED]
Rep. of Owner (First/Last Name)	Dane Johnson
Representative Direct Phone	[REDACTED]
Representative Direct Email	[REDACTED]
Representative Mailing Address	[REDACTED] Westminter CO [REDACTED]

Renters / Operators Information (ensure permission has been provided)	
Renters / Operators Name (First/Last Name)	[REDACTED]
Renters / Operators Phone Number(s)	[REDACTED] Click here to enter text.
Renters / Operators Address	[REDACTED] Glenwood IA [REDACTED]
Were there other passengers in the vehicle?	Yes: ☐ No: ☒ If Yes, please attach detailed information
Are there any attorney's involved?	Yes: ☐ No: ☒ If Yes, please attach information with a copy of the retention letter
Are there injuries involved?	Yes: ☐ No: ☒ If Yes, please attach detail, medical records and supporting information
Are there other vehicle damages?	Yes: ☒ No: ☐ If Yes, please attach detailed information
Is there personal property loss that was located inside the vehicle?	Yes: ☐ No: ☒ If Yes, please attach detailed information
Is there personal property loss that was located outside the vehicle or surrounding where the incident took place?	Yes: ☒ No: ☐ If Yes, please attach detailed information
Where the incident took place?	[REDACTED] Broomfield CO [REDACTED]
Describe Incident:	Vehicle started on fire in parking lot, damaged vehicle, vehicle next to it, parking lot lighting, ground



Vehicle Information	
Was anything being towed behind the vehicle at the time of the incident?	Yes: ☐ No: ☒ If Yes, please attach detailed information
Was there any heavy cargo on top of, in back of or inside of the vehicle at the time of the incident?	Yes: ☐ No: ☒ If Yes, please attach detailed information
Were there any warning lamps illuminated on the inside of the vehicle just before the incident took place?	Yes: ☐ No: ☒ If Yes, please attach detailed information
Were there any aftermarket accessories installed, modifications to or alternations performed to the vehicle and were present at the time of the incident?	Yes: ☐ No: ☒ If Yes, please attach detailed information
Has the subject vehicle experienced any previous accidents, incidents or collisions of any kind?	Yes: ☐ No: ☒ If Yes, please attach detailed information

Claim Information	
Briefly state what the claimant is alleging? (Limit – Once Sentence)	Vehicle fire, FD believes was wiring issue, caused car fire, which damaged another vehicle and property
How would you like Kia to assist and/or become involved with the situation? (Limit – One Sentence)	Due to potential wiring issues and damages we requested KIA to inspect their product and determine reason for fire

REQUIRED Supporting documents to be submitted when filing the claim	
Operators Statement (Recorded, Transcribed, Written)	
Police Report and/or Fire Report Exists?	Yes: ☒ No: ☐ Yet to be obtained: ☐
Color Photographs of the Subject Vehicle	
All Prior Maintenance / Service / Body Shop / Accident / Incident / Collision Records	
Copy of Renter's Rental Agreement	

Please attach this completed form, all ancillary information and send it via email to EH's Corporate Service Operations Department [REDACTED] who will forward it to our contact within Kia legal to have a case set up and inspection ordered.



maintenance/service history

Vehicle Information										19-Jul-2018 13:20			
Search		Operational Info		Financial Info		History		Hold Status		RO History		Notes	
Vehicle Information													
Unit Nbr:	VIN/Chassis:	Plate Nbr:	Reg:	Miles/Km:	Next PM:	Year:	Make:	Model:	Series:				
[REDACTED]	NMI RUMCAGUJ	[REDACTED]	CEP	21113	21/550	2018	KIA	SI-4JR	4L004				
Repair Orders: 1 - 4 of 4 records													
View Print													
RO Nbr	Repair Type	Subtype	Completed Date	Service M/Km	Comments	User/Tech ID							
[REDACTED]	BD		31-JAN-2018	[REDACTED]	Hood: Grille Area, R Front, L Front FLT_BRGE	[REDACTED]	- fire						
	PM	PO	07-JAN-2018		YLL00579		- oil change						
	PM	PO	30-SEP-2017		yil inv 03525		- oil change						
	PM	PO	17-AUG-2017		YLL INV 04361		- oil change						



LexisNexis®

For Customer Support refer to the appropriate platform below:

OrderPoint

Accurant for Insurance

Lexis.com

Law Firm accounts

PAGE COUNT: 3

CLIENT :
DIVISION :
ADJUSTER :
CLAIM :

TRANSACTION # :
DATE : 02/12/2018

DATE OF LOSS : 01/08/2018 TIME OF LOSS : 11:00 AM
STREET :
CITY : BROOMFIELD
COUNTY : ADAMS
STATE : CO

INVESTIGATING AGENCY : BROOMFIELD PD
REPORT NUMBER :
REPORT TYPE : Auto Accident
PARTY 1 :
PARTY 2 :
PARTY 3 :

CAR : SPOR MAKE : KIA YEAR : 2018
TAG :

DRIVER LICENSE :
ADDITIONAL INFO :

NOTE :

THANK YOU FOR YOUR ORDER!



Incident Report



Print Date/Time: 02/06/2018 14:12

Login ID: [REDACTED]

Broomfield Police Department

ORI Number: [REDACTED]

Incident: [REDACTED]

Incident Date/Time: 1/8/2018 8:48:52 AM

Location: [REDACTED]

BROOMFIELD CO [REDACTED]

Phone Number: [REDACTED]

Report Required: Yes

Prior Hazards: No

LE Case Number:

Incident Type: Assist Fire

Venue: BROOMFIELD

Source: Phone

Priority: FD/Fire

Status: In Progress

Nature of Call:

Unit/Personnel

Unit	Personnel
111	[REDACTED] Lozada
121	[REDACTED] Daley

Person(s)

No.	Role	Name	Address	Phone	Race	Sex	DOB
3	Subject	[REDACTED]				[REDACTED]	
4	Subject	[REDACTED]		[REDACTED]			

Vehicle(s)

Role	Type	Year	Make	Model	Color	License	State
Plate Inquiry						671xbm	CO

Disposition(s)

Disposition	Count
Notes	1
Report Taken	1

Property

Date	Code	Type	Make	Model	Description	Tag No.	Item No.
------	------	------	------	-------	-------------	---------	----------



CAD Narrative

01/08/2018 : 10:09:47 broomcty\sl lazada Narrative: Upon arrival, the entire front of the vehicle was engulfed in flames. The RP [REDACTED] was in the parking lot and heard a loud bang. [REDACTED] saw smoke coming from a Kia SUV [REDACTED] and saw it begin to set on fire in the engine area. [REDACTED] confirmed no one was inside and contacted 911. The vehicle listed to EAN Holdings (Enterprise) and the renter, [REDACTED] had rented it from DIA earlier this morning around 7:30 a.m. and drove straight to [REDACTED]. [REDACTED] did not hear or smell anything out of the ordinary while driving. North Metro Fire Rescue Investigator did not believe it was arson related.

01/08/2018 : 09:02:36 broomcty\jhobbs Narrative: BC61 - investigator already enroute

01/08/2018 : 09:02:20 broomcty\jhobbs Narrative: Fire is out, page on duty investigator to respond

01/08/2018 : 08:57:13 broomcty\jhobbs Narrative: ridge cmd - veh fully engulfed

01/08/2018 : 08:54:33 broomcty\jhobbs Narrative: [REDACTED] another caller

01/08/2018 : 08:53:01 broomcty\jhobbs Narrative: Another caller [REDACTED]

01/08/2018 : 08:52:32 broomcty\jhobbs Narrative: Not near building, but is next to other veh

01/08/2018 : 08:52:21 broomcty\jhobbs Narrative: Full engulfed per [REDACTED]

01/08/2018 : 08:50:31 broomcty\mgazawi Narrative: 111 code 3 from mall sub

01/08/2018 : 08:49:49 broomcty\jhobbs Narrative: [REDACTED] in office bldg parking lot by other veh

01/08/2018 : 08:49:48 broomcty\jresch Narrative: not near bldg

01/08/2018 : 08:49:18 broomcty\jresch Narrative: unocc

01/08/2018 : 08:49:13 broomcty\jresch Narrative: kia sorento blue

01/08/2018 : 08:49:08 broomcty\jresch Narrative: car on fire



Rental Agreement Summary

RA#: [REDACTED]

Renter [REDACTED]

Enterprise Plus



Dates & Times



Location

Monday, January 8, 2018 8:08 AM

DENVER INTL ARPT

DENVER, CO [REDACTED]

Tuesday, January 9, 2018 1:00 PM

DENVER INTL ARPT

DENVER, CO [REDACTED]



Vehicle

Make/Model: KIA / 4DR ALL-WHEEL DRIVE

Color: PER MFG SPEC

Mileage: 20632

Fuel: Full

License# [REDACTED]

Vehicle# [REDACTED]

Vehicle Condition:

Key

Key

Other: [REDACTED]

\$ Charges Price/Unit Renter

TIME & DISTANCE :	\$46 81/D*1	\$46 81
TIME & DISTANCE :	\$9 36/H*5	\$46 80
NO CHARGE DISTANCE :	\$0 00/M	\$0 00
FUEL SERVICE OPTION :	\$37 47/R*1	\$37 47
CUSTOMER FACILITY CHARGE 2 15/DAY :	\$2 15/D*2	\$4 30
CONCESSION RECOVERY FEE 11 11 PCT (11 11%):	11 11%	\$14 56
CO ROAD SAFETY PROGRAM FEE 2/ DAY :	\$2 00/D*2	\$4 00
OWNERSHIP TAX (2%):	2%	\$2 25
SALES TAX (11 25%):	11 25%	\$12 65

Total Estimated Charge: \$168.84

Deposits:

MASTERCARD *****4608 \$191.20

Acknowledgement of Charges

I acknowledge that I have reviewed and agree to all charges and fees listed on Summary of Charges

Additional Drivers

No Additional Drivers are authorized to drive the vehicle with the exception of the drivers listed below.

(Additional driver names listed here if applicable)



Optional Protections

COLLISION DAMAGE WAIVER FULL	declined	Monday, January 8, 2018
PERSONAL ACCIDENT INS/EFFECTS CVG	declined	Monday, January 8, 2018
ROADSIDE ASSISTANCE PROTECTION	declined	Monday, January 8, 2018
SUPPLEMENTAL LIABILITY PROTECTION	declined	Monday, January 8, 2018

Owner: ENTERPRISE LEASING COMPANY OF DENVER, LLC

Please keep this Rental Agreement Summary with you in the vehicle during the rental.



Local Addenda

NOTICE: THIS CONTRACT OFFERS, FOR AN ADDITIONAL CHARGE, A COLLISION DAMAGE WAIVER TO COVER YOUR RESPONSIBILITY FOR DAMAGE TO THE VEHICLE. YOU ARE ADVISED NOT TO SIGN THIS WAIVER IF YOU HAVE RENTAL VEHICLE COLLISION COVERAGE PROVIDED BY CERTAIN GOLD OR PLATINUM CREDIT CARDS OR COLLISION INSURANCE ON YOUR OWN VEHICLE. BEFORE DECIDING WHETHER TO PURCHASE THE COLLISION DAMAGE WAIVER, YOU MAY WISH TO DETERMINE WHETHER YOUR OWN VEHICLE INSURANCE AFFORDS YOU COVERAGE FOR DAMAGE TO THE RENTAL VEHICLE AND THE AMOUNT OF THE DEDUCTIBLE UNDER YOUR OWN INSURANCE COVERAGE. THE PURCHASE OF THIS COLLISION DAMAGE WAIVER IS NOT MANDATORY AND MAY BE WAIVED.

ACKNOWLEDGEMENT OF LOCAL ADDENDUM



TERMS AND CONDITIONS

[Click to view Terms and Conditions](#)

FORM# 12COAIR-JK_UC18

ACKNOWLEDGEMENT OF THE ENTIRE AGREEMENT

I, THE "RENTER" SIGNING BELOW, HAVE READ AND AGREE TO THE TERMS AND CONDITIONS IN THE RENTAL AGREEMENT JACKET. BY SIGNING BELOW, I AM AUTHORIZING OWNER TO CHARGE TO THE CREDIT CARD(S) AND/OR DEBIT CARD(S) THAT I HAVE PROVIDED TO OWNER ALL AMOUNTS OWED BY ME UNDER THIS AGREEMENT FOR ADVANCE DEPOSITS, INCREMENTAL AUTHORIZATIONS/DEPOSITS, AND ANY OTHER AMOUNTS OWED BY ME, AS WELL AS PAYMENTS REFUSED BY A THIRD PARTY TO WHOM BILLING WAS DIRECTED. I ALSO AUTHORIZE OWNER TO RE-INITIATE ANY CHARGE TO MY CARD(S) THAT IS DISHONORED FOR ANY REASON. I CERTIFY THAT THE DRIVERS LICENSE(S) PRESENTED IS CURRENTLY VALID AND IS NOT SUSPENDED, EXPIRED, REVOKED, CANCELLED OR SURRENDERED. I FURTHER ACKNOWLEDGE AND CONSENT TO THE DISPUTE RESOLUTION PROVISIONS CONTAINED IN THIS AGREEMENT.



Terms and Conditions electronically accepted by the Renter
1/8/18 at 8:09 AM



NORTH MET NORTH METRO FIRE RESCUE DISTRICT
FIRE PREVENTION DIVISION

Fire Prevention Division

Broomfield, CO

Fax

FIRE INVESTIGATION

Page 1 of 3

CR# [REDACTED]
Date: January 8th, 2018

Address: [REDACTED], Broomfield Co

Summary:

This fire involved a 2016 Kia Sorento that was owned by [REDACTED]. The vehicle was parked at [REDACTED] when the fire occurred and was reported by a witness.

Background:

I, Glen Wheelock, Fire Investigator for North Metro Fire Rescue District, responded to [REDACTED] in the city and county of Broomfield, and state of Colorado upon receiving a page for an on-duty investigator for a vehicle fire.

Upon my arrival, I made contact with Captain Prochazka who was assigned to E65 and was the first due company officer. He reported that upon arrival of E65 the front end of the vehicle was heavily involved in fire. E65 crew extinguished the fire with a single 1 ¾ handline, and verified the vehicle was unoccupied. Capt. Prochazka reported that he had spoken with the operator of the vehicle [REDACTED] who had flown in from Idaho this morning, and rented the car at DIA. He drove directly to the location of the fire and had reported no problems with the vehicle during operation. He parked the vehicle and went to his office to work, reporting 10-15 minutes after parking the vehicle someone in the office stated that there was a car on fire in the parking lot. He looked to find that it was his rental car.

No injuries were reported.

Investigation:

This investigation was conducted solely by me, Glen Wheelock. This investigation is written in the first person singular for clarity, except where specifically noted.

My initial investigation found the vehicle to be Kia Sorento exhibiting heavy fire damage to the front of the vehicle appearing to have originated in the engine compartment. The hood and engine compartment were heavily damaged with most plastic pieces on or near the front of the vehicle completely burned away. Walk around revealed that the fire had been stopped shortly after breaching the vehicle's interior. The dashboard of the car was ~ 70% percent intact. The passenger side airbag had deployed. This correlates with a witness statement of hearing a "pop". The battery of the car was found on the left front side of the car and one battery terminals were still attached. The front wheel were burned but largely intact.

The interior of the vehicle was largely intact, although heavily damaged by smoke and water. There was no apparent previous body damage to the vehicle.

Interviews:

Investigator: Glen Wheelock [REDACTED]



**NORTH MET NORTH METRO FIRE RESCUE DISTRICT
FIRE PREVENTION DIVISION**

Fire Prevention Division

Broomfield, CO

Fax

FIRE INVESTIGATION

Page 2 of 3

CR# [REDACTED]
Date: January 8th, 2018
Address: [REDACTED], Broomfield Co

Upon speaking with the operator of the vehicle, he confirmed what had been relayed by Capt. Prohazka verbally and in his written statement. The vehicle had been driven from DIA with no problems and parked. The fire occurred some time after the vehicle had been shut off and had some time to cool.

I did not interview witness [REDACTED], only received his witness statement. His statement reports hearing a "pop" which likely may have been the airbag deployment.

I did briefly speak with [REDACTED] who was the building manager. She had been notified of the fire, made sure 911 was called and there were no victims, and filmed the fire.

Testing:

I did not conduct any testing during my investigation of this fire.

Scientific Method:

NFPA 921 states that any fire investigation should rely on the use of a systematic approach based on the Scientific Method: Recognize the need; Define the problem; Collect data; Analyze the data; Develop a hypothesis; Test the hypothesis; Select final hypothesis. I followed the Scientific Method during this investigation. A fire occurred which required investigation. I conducted a scene investigation and interviewed the owner/operator. After evaluation of the scene and interview, I developed several hypotheses during my investigation, tested the potential hypotheses, and eliminated all of the hypotheses due to lack of evidence, indicators or witness statements. At this time, there is no evidence, indicators or witnesses to confirm the exact ignition source of the fire.

Origin/Cause:

The area of origin appeared to be the engine compartment, as the remaining parts of the vehicle were largely unburned. Based on there being no reported obvious mechanical problems with the car as it was recently operated, and it having time to cool, it is likely that the fire was caused by an electrical short. .
The area of origin of the fire was determined to be the front interior side of the unit based on decreasing fire damage from the front of the vehicle back.

Investigator: Glen Wheelock [REDACTED]



NORTH MET NORTH METRO FIRE RESCUE DISTRICT
FIRE PREVENTION DIVISION

Fire Prevention Division

Broomfield, CO

Fax

FIRE INVESTIGATION

Page 3 of 3

CR# [REDACTED]
Date: January 8th, 2018

Address: [REDACTED], Broomfield Co

Based on the heavy amount of fire damage to the front of the unit (both interior and exterior) and the report of a make shift electrical connection to start the unit, the cause being electrical is highly likely, although I did not find an exact cause.

Based on no damage being found in the engine compartment makes the reported fuel leak being the cause less likely.

I cannot determine the exact ignition source of the fire and request this fire be "Undetermined" until any further witnesses, evidence or indicators are brought forward.

Limitations:

The facts and opinions contained within this report were limited to the circumstances and findings associated with this investigation at the time of investigation, and are based on the investigator's education, experience and training. Should additional information or evidence become known, the investigator reserves the right to supplement this report as necessary. The re-use of this report or the findings, conclusions, or opinions is permitted within context and notification of the investigator.

Investigator: Glen Wheelock [REDACTED]

rented car that morning at DIA and drove about 30 minutes to parking lot/loss scene of office where he does work.

- removed his laptop and went inside office.

- shortly after, while in office, he saw that a veh was on fire in the parking lot and that it was close to where he had parked.

- went outside and saw that it was v1.

- pd and fire dept. came. fire was put out.

- a fire inspector came and told r that it was either electrical fire or they will never know.

- no lost property other than a Samsonite bag.

- the fire was coming from under the hood/engine block.

- tires and front of car were damaged.

- there was a car parked one spot away from v1. that owner told r that he likely will get his tires checked for heat damage.

PE19-004

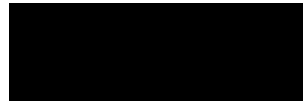
KIA

6/28/2019

DEFECT B

CA FILES

SPORTAGE





KNDPMCAC7H7

Search

[Need Help?](#)[Register](#) | [Sign In](#)2017 KIA SPORTAGE LX [★ Watch](#)Lot # XXXXXXXXXX [Glossary >](#)Doc Type: IL - JUNKING CERT OF A VEHICLE [?](#)Odometer: 0 mi (NOT ACTUAL) [?](#)Highlights: Enhanced Vehicles [?](#)

Seller: State Farm Insurance

Primary Damage: BURN - ENGINE

Secondary Damage: BURN - INTERIOR

Est. Retail Value: \$18,891 USD

VIN: KNDPMCAC7H7*****

Features

Body Style: 4DR SPOR

Color: GRAY

Engine Type: 2.4L 4

Cylinders: 4

Transmission: AUTOMATIC

Drive: All wheel drive

Fuel: GAS

Keys: YES

Notes:

Bid Information

Bid Status:

Never Bid

Sale Status: Minimum Bid [?](#)

Current Bid: \$0 USD

Seller Reserve Not Yet Met [?](#)Starting Bid: \$

(\$225 USD Bid Increment)

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 - CHICAGO
NORTH

Inspection Services

Lane/Item/Grid/Row: -/-/G200

Sale Name:

IL - CHICAGO NORTH

Sale Date: Not Applicable

Last Updated:

09/26/2018

12:04 pm

Order Products & Services

[Vehicle Condition Report >](#)[EpicVin Vehicle History Report >](#)[Help](#)









Irvine, CA


CARFAX® Vehicle History Report™
US \$39.99

Vehicle Information:
2017 KIA SPORTAGE LX
 VIN: KNDPMCAC7H7
 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
 Irvine, CA

 No accidents reported to CARFAX

 No damage reported to CARFAX

 CARFAX 1-Owner vehicle

 4 Service history records

 Personal vehicle

 **10,749** Last reported odometer reading



This CARFAX Vehicle History Report is based only on [information](#) supplied to CARFAX and available as of 10/8/18 at 4:31:58 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.

 Ownership History	
The number of owners is estimated	
Year purchased	2016
Type of owner	Personal
Estimated length of ownership	2 yrs. 2 mo.
Owned in the following states/provinces	Illinois
Estimated miles driven per year	8,437/yr
Last reported odometer reading	10,749

 Title History	
CARFAX guarantees the information in this section	
Salvage Junk Rebuilt Fire Flood Hail Lemon	 Owner 1
Not Actual Mileage Exceeds Mechanical Limits	 Guaranteed No Problem
 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	

 Additional History	
Not all accidents / issues are reported to CARFAX.	
Total Loss No total loss reported to CARFAX.	 No Issues Reported
Structural Damage	No Issues

No structural damage reported to CARFAX.	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



Detailed History

Glossary

Owner 1		Date:	Mileage:	Source:	Comments:
Purchased: 2016 Type: Personal Where: Illinois Est. miles/year: 8,437/yr Est. length owned: 2/18/16 - present (2 yrs, 2 mo.)		Not Reported		Kia Motors America, Inc.	Vehicle manufactured and shipped to original dealer Original Window Sticker
Low mileage! This owner drove less than the industry average of 15,000 miles per year. 		06/25/2016	13	McGrath Arlington Kia Palatine, IL [REDACTED]	Pre-delivery inspection completed
		07/18/2016	14	McGrath Arlington Kia Palatine, IL [REDACTED]	Vehicle serviced
		07/18/2016		Illinois Motor Vehicle Dept.	Vehicle purchase reported Titled or registered as personal vehicle
		08/02/2016		Illinois Motor Vehicle Dept. Chicago, IL Title [REDACTED]	Title issued or updated Registration issued or renewed First owner reported Loan or lien reported Vehicle color noted as Gray
		01/27/2017	3,306	McGrath Arlington Kia Palatine, IL 847-202-3900 [REDACTED]	Maintenance reminder reset Vehicle washed/detailed
		07/21/2017		Illinois Motor Vehicle Dept. Chicago, IL	Registration issued or renewed
		10/26/2017	10,749	McGrath Arlington Kia Palatine, IL [REDACTED]	Vehicle serviced
		07/12/2018		Illinois Motor Vehicle Dept. Chicago, IL	Registration issued or renewed

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



Glossary

[View Full Glossary](#)**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.

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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.

10/8/18 4:31:58 PM (CDT)

PE19-004

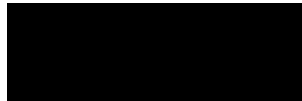
KIA

6/28/2019

DEFECT B

CA FILES

SPORTAGE



Fax

To:	Jeff Stroup	From:	[REDACTED]
Fax:	[REDACTED]	Pages:	2
Phone:	Phone Number	Date	11/16/18
Re:	2017 KIA Sportage	cc:	[REDACTED]

☐ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

Comments:

As per your request, please find the Deficiency Balance Statement from KIA Finance.

If you have any further questions please contact [REDACTED] at [REDACTED]

[REDACTED]



November 7, 2018

[REDACTED]
Davenport, AZ [REDACTED]

Re: [REDACTED]
2017 KIA SPORTAGE KNDPR3A69H7 [REDACTED]
Payoff Balance: \$3,174.19

Dear [REDACTED]

Your account has been referred to our department with instructions to help you resolve this balance. Kia Motors Finance has options that you may be qualified for, to bring this account to conclusion.

Please contact us at [REDACTED] from 6:00 AM to 4:00 PM PT Monday through Friday to make arrangements. Please respond within 10 days to take advantage of this offer.

Thank you,

LaPrade, Michael [HCA]
Kia Motors Finance

This is an attempt to collect a debt. Any information obtained would be used for that purpose only.

Kia Motors Finance | [REDACTED] Fountain Valley, CA [REDACTED] Ph: [REDACTED] Fax: [REDACTED]

Deficiency Balance - Initial Contact.1.09-11-25.2



Facsimile Transmittal

Date: November 19, 2018

To: Jeff Stroup

From: Mac Paige

Fax: [REDACTED]

Fax: [REDACTED]

Phone: NA

Phone: [REDACTED]

Pages: 2

Email: NA

Re: Balance Letter

☐ Urgent

☐ For Review

☐ Please Comment

☐ Please Reply

If you do not receive any part or all of this facsimile transmittal, please contact sender at phone number above.

CONFIDENTIALITY NOTICE

The document(s) accompanying this facsimile transmission contain information from Hyundai Capital America is/are confidential or legally privileged in nature. The information is intended only for the use of the individual(s) or entity(ies) identified on this transmittal. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or the taking of any action in reliance on the contents of this facsimile transmittal is strictly prohibited and that the documents should be returned to Hyundai Capital America immediately. In this regard, if you have received this telecopy in error, please notify us by telephone immediately so that we can arrange for the return of the original documents to us at no expense to you.



November 19, 2018

[REDACTED]
Davenport, FL [REDACTED]

Re: [REDACTED]
2017 KIA SPORTAGE KNDPR3A69H7 [REDACTED]
Payoff Balance: \$3,174.19

Dear [REDACTED]

Your account has been referred to our department with instructions to help you resolve this balance. Kia Motors Finance has options that you may be qualified for, to bring this account to conclusion.

Please contact us at [REDACTED] from 6:00 AM to 4:00 PM PT Monday through Friday to make arrangements. Please respond within 10 days to take advantage of this offer.

Thank you [REDACTED]

[REDACTED]
Paige Mac [REDACTED]
Kia Motors Finance

This is an attempt to collect a debt. Any information obtained would be used for that purpose only.



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09

GEICO Insurance - ZVIC (FCC08)

2017

KIA

SPORTAGE

VIN: KND1234567890

Year Make (also

Dispatch #152018

112 - Tampa

Keys

Y



Radio



N

Check to State

9-15-18

RESTARTSING

WILKAGE

INOP

WILKAGE

STC

NRD

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09/15/2018

MANUFACTURED IN KOREA BY
KIA MOTORS CORPORATION

03/17

GVWR 4773 LB

PAINT 9P

TIRE CBJ

GAWR

TIRES

RIMS

COLD TIRE INFL

FRONT

2646 LB 245/45 R19

7.5Jx19

35psi SINGLE

REAR

2535 LB 245/45 R19

7.5Jx19

35psi SINGLE

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL
MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS
IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

V.I.N KNDPR3A69H7
MPV



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STATE OF FLORIDA TRAFFIC CRASH

LONG FORM ☒ SHORT FORM ☐ UPDATE ☐
(Shaded Areas)

MAIL TO DEPT. HIGHWAY SAFETY & MOTOR VEHICLES,
TRAFFIC CRASH RECORDS, NEIL KIRKMAN BUILDING,
TALLAHASSEE, FL

TOTAL # OF VEHICLE SECTION(S) 1

TOTAL # OF PERSON SECTION(S) 1

TOTAL # OF NARRATIVE SECTION(S) 2

CRASH DATE 09/06/2018		TIME OF CRASH 11:49 AM		DATE OF REPORT 09/06/2018		REPORTING AGENCY CASE NUMBER 2018		HSMV CRASH REPORT NUMBER	
CRASH IDENTIFIERS									
COUNTY CODE 05	CITY CODE 00	COUNTY OF CRASH POLK		PLACE OR CITY OF CRASH UNINCORPORATED (DAVENPORT)			CHECK IF WITHIN CITY LIMITS ☐	TIME REPORTED 11:49 AM	TIME DISPATCHED 12:02 AM
TIME ON SCENE 12:05 PM		TIME CLEARED SCENE 1:16 PM		CHECK IF COMPLETED ☒		REASON (If Investigation NOT Complete)			Notified By: 1 Motorist 2 Law Enforcement 2
ROADWAY INFORMATION (CHOOSE ONLY 1 OF 4 OPTIONS)									
CRASH OCCURRED ON STREET, ROAD, HIGHWAY FDC GROVE RD						AT STREET ADDRESS # 1		AT LATITUDE AND LONGITUDE	
AT FEET	OR MILES	N S E W ☒ ☐ ☐ ☐		AT / FROM INTERSECTION WITH STREET, ROAD, HIGHWAY 3 HOLLY HILL GROVE RD 3			OR FROM MILEPOST # 4		
Road System Identifier 5 1 Interstate 2 U.S. 3 State		County 4 County 5 Local 6 Turnpike/ Toll		Type of Shoulder 2 1 Paved 2 Unpaved 3 Curb		Type of Intersection 1 1 Not at Intersection 2 Four Way Intersection 3 T Intersection 4 Y Intersection		5 Traffic Circle 6 Roundabout 7 Five Point, or More 77 Other, Explain in Narrative	
CRASH INFORMATION (CHECK IF PICTURES TAKEN) ☒									
Light Condition 1 1 Daylight 2 Dusk 3 Dawn 4 Dark Lighted		Weather Condition 1 4 Fog, Smog, Smoke 5 Sleet/Hail/ Freezing Rain 6 Blowing Sand, Soil, Dirt 7 Severe Crosswinds 77 Other, Explain in Narrative		Roadway Surface Condition 1 5 Oil 6 Mud, Dirt, Gravel 7 Sand 8 Water (standing/ moving) 77 Other, Explain in Narrative 88 Unknown		School Bus Related 1 1 No 2 Yes, School Bus Directly Involved 3 Yes, School Bus Indirectly Involved		Manner of Collision/Impact 77 4 Sideswipe, same direction 5 Sideswipe, Opposite Direction 6 Rear to Side 7 Rear to Rear 77 Other, Explain in Narrative 88 Unknown	
First Harmful Event 2		Non-Collision 1 Overturn/Rollover 2 Fire/Explosion 3 Immersion 4 Jackknife 5 Cargo/Equipment Loss or Shift 6 Fell/Jumped From Motor Vehicle 7 Thrown or Falling Object 8 Ran into Water/Canal 9 Other Non Collision		Collision-non Fixed Object 10 Pedestrian 11 Pederalcycle 12 Railway Vehicle (train, engine) 13 Animal 14 Motor Vehicle in Transport 15 Parked Motor Vehicle 16 Work Zone / Maintenance Equipment 17 Struck By Falling, Shifting Cargo 18 Other Non Fixed Object		Collision with Fixed Object 19 Impact Attenuator/Crash Cushion 20 Bridge Overhead Structure 21 Bridge Pier or Support 22 Bridge Rail 23 Culvert 24 Curb 25 Ditch 26 Embankment 27 Guardrail Face 28 Guardrail End 29 Cable Barrier		First Harmful Event Location 1 1 On Roadway 2 Off Roadway 3 Shoulder 4 Median 6 Gore 7 Separator 8 In Parking Lane or Zone 9 Outside Right of way 10 Roadside 88 Unknown	
First Harmful Event within Interchange 1 1 No 2 Yes 88 Unknown		First Harmful Event Relation to Junction 1 5 Railway Grade Crossing 14 Entrance/Exit Ramp 15 Crossover Related 16 Shared Use Path or Trail 17 Acceleration/Deceleration Lane 18 Through Roadway 77 Other Location 88 Unknown		Contributing Circumstances: Road 1 1 None 4 Work Zone (construction/ maintenance/ utility) 6 Shoulders (none, low, soft, high) 7 Rut, Holes, Bumps		Contributing Circumstances: Environment 1 9 Worn, Travel Polished Surface 10 Road Surface Condition(wet, icy, snow, slush, etc.) 11 Obstruction in Roadway 12 Debris 13 Traffic Control Device Inoperative, Missing or Obscured 14 Non Highway Work 77 Other, Explain in Narrative 88 Unknown		Contributing Circumstances: Environment 1 1 None 2 Weather Conditions 3 Physical Obstruction(s) 4 Glare	
Work Zone related 1 1 No 2 Yes 88 Unknown		Crash in Work Zone ☐ 1 Before the First Work Zone Warning Sign 2 Advance Warning Area 3 Transition Area 4 Activity Area 5 Termination Area		Type of Work Zone ☐ 1 Lane Closure 2 Lane Shift/Crossover 3 Work on Shoulder or Median 4 Intermittent or Moving Work 77 Other, Explain in Narrative		Workers in Work Zone ☐ 1 No 2 Yes 88 Unknown		Law Enforcement in Work Zone ☐ 1 No 2 Officer Present 3 Law Enforcement Vehicle Only Present	
WITNESSES									
NAME		ADDRESS		CITY & STATE		ZIP CODE		TELEPHONE	
NAME		ADDRESS		CITY & STATE		ZIP CODE		TELEPHONE	
NAME		ADDRESS		CITY & STATE		ZIP CODE		TELEPHONE	
NON VEHICLE PROPERTY DAMAGE									
VEHICLE #	PERSON #	PROPERTY DAMAGE -OTHER THAN VEHICLE	EST. AMOUNT	OWNER'S NAME (Check if Business) ☐	ADDRESS	CITY & STATE	ZIP CODE		
VEHICLE #	PERSON #	PROPERTY DAMAGE -OTHER THAN VEHICLE	EST. AMOUNT	OWNER'S NAME (Check if Business) ☐	ADDRESS	CITY & STATE	ZIP CODE		

PERSON 1		REPORTING AGENCY CASE NUMBER		HSMV CRASH REPORT NUMBER							
1 Driver 2 Non-Motorist 3 Passenger		VEHICLE # 1	NAME [REDACTED]	PHONE NUMBER [REDACTED]	Check if Recommended Driver Re-exam ☐						
CURRENT ADDRESS (Number and Street) [REDACTED]			CITY & STATE DAVENPORT, FL		ZIP CODE [REDACTED]						
DATE OF BIRTH 03/20/1970	SEX 1 Male 2 Female 88 Unknown	DRIVER LICENSE NUMBER [REDACTED]	STATE FL	EXPIRES 03/2025	INJURY SEVERITY 1 None 2 Possible 3 Non-incapacitating 4 Incapacitating 5 Fatal (within 30 days) 6 Non-Traffic Fatality						
DRIVER											
DL Type 5		Required Endorsements 3		Drivers Actions at Time of Crash							
1 Not Distracted 2 Electronic Communication Devices (cell phone, etc.) 3 Other Electronic Device (navigation device, DVD player)		4 Other Inside the Vehicle (explain in narrative) 5 External Distraction (outside the vehicle, explain in narrative) 6 Texting 7 Inattentive 88 Unknown		1 No Contributing Action 2 Operated MV in Careless or Negligent Manner 3 Failed to Yield Right of Way 4 Improper Backing 5 Improper Turn 10 Followed too Closely 11 Ran Red Light 12 Drove too Fast for Conditions 13 Ran Stop Sign 15 Improper Passing 17 Exceeded Posted Speed 21 Wrong Side of Wrong Way 25 Failed to keep in Proper Lane							
Driver Vision Obstructions 1 Vision Not Obscured 2 Inclement Weather 3 Parked / Stopped Vehicle 4 Trees / Crops / Bushes		5 Load on Vehicle 6 Building / Fixed Object 7 Signs / Billboards 8 Fog		26 Ran off Roadway 27 Disregarded other Traffic Sign 28 Disregarded Other Road Markings 29 Over Correcting/Over Steering 30 Swerved or Avoided : Due to Wind, Slippery Surface, MV, Object, Non Motorist in Roadway, etc. 31 Operated MV in Erratic, Reckless or Aggressive Manner 77 Other Contributing Action							
DRIVER OR PASSENGER											
Motor Vehicle Seating Position: Seat Row Other 1 Left Front 1 Not Applicable 2 Middle Second 2 Sleeper Section of Truck Cab 3 Right Third 3 Other Enclosed Cargo Area 77 Other Fourth 4 Unenclosed Cargo Area (explain in narrative) 77 Other Row 5 Trailing Unit 88 Unknown 88 Unknown 6 Riding on Motor Vehicle Exterior (non-trailing unit) 88 Unknown 88 Unknown		LOCATION: SEAT ROW OTHER (LOC) 1 1 1		Helmets Use (HU) 3 1 DOT Compliant Motorcycle Helmet 2 Other Helmet 3 No Helmet							
Safety Equipment 1 None 2 Helmet 3 Protective Pads Used (elbows, knees, shins, etc.) 4 Reflective Clothing (jacket, backpack, etc.) 5 Lighting 6 Not Applicable 77 Other, Explain in Narrative 88 Unknown		Non-Motorist Location At Time of Crash 1 Intersection Marked Crosswalk 2 Intersection Unmarked Crosswalk 3 Intersection - Other 4 Midblock Marked Crosswalk 5 Travel Lane Other Location 6 Bicycle Lane 7 Shoulder/Roadside 8 Sidewalk 9 Median/Crossing Island 10 Driveway Access 11 Shared Use Path or Trail 12 Non Trafficway Area 77 Other, Explain in Narrative 88 Unknown		Air Bag Deployed (ABD) 2 1 Not Applicable 2 Not Deployed 3 Deployed-Front 4 Deployed-Side							
NON-MOTORIST											
Non-Motorist Description 1 Pedestrian 2 Other Pedestrian (wheelchair, person in a building, skater, pedestrian conveyance, etc.) 3 Bicyclist 4 Other Cyclist 5 Occupant of Motor Vehicle Not in Transport (parked, etc.) 6 Occupant of a Non Motor Vehicle Transportation Device 7 Unknown Type of Non Motorist		Non-Motorist Actions/Circumstances 1 No Improper Action 2 Dart/Dash 3 Failure to Yield Right of Way 4 Failure to Obey Traffic Signs, Signals, or Officer 5 In Roadway Improperly (standing, lying, working, playing) 6 Disabled Vehicle Related (working on, pushing, leaving/approaching) 7 Entering/Exiting Parked/Standing Vehicle 8 Inattentive (talking, eating, etc.) 9 Not Visible (dark clothing, no lighting, etc.)		Action Prior to Crash 1 Crossing Roadway 2 Waiting to Cross Roadway 3 Walking/Cycling Along Roadway with Traffic (in or adjacent to travel lane) 4 Walking/Cycling Along Roadway Against Traffic (in or adjacent to travel lane) 5 Walking/Cycling on Sidewalk 6 In Roadway Other (working, playing, etc.) 7 Adjacent to Roadway (e.g., shoulder, median) 8 Going to or from School (K-12) 9 Working in Trafficway (incident response) 10 None 77 Other, Explain in Narrative 88 Unknown							
ALCOHOL/DRUG/EMS											
SUSPECTED ALCOHOL USE: 1 No 2 Yes 88 Unknown		ALCOHOL TESTED: 1 Test Not Given 2 Test Refused 3 Test Given 88 Unknown if Tested		ALCOHOL TEST TYPE: 1 Blood 2 Breath 3 Urine 77 Other, Explain in Narrative							
SUSPECTED DRUG USE: 1 No 2 Yes 88 Unknown		DRUG TESTED: 1 Test Not Given 2 Test Refused 3 Test Given 88 Unknown if Tested		DRUG TEST TYPE: 1 Blood 3 Urine 77 Other, Explain in Narrative							
SOURCE OF TRANSPORT TO MEDICAL FACILITY 1 Not Transported 2 EMS 3 Law Enforcement 77 Other, Explain in Narrative		EMS AGENCY NAME OR ID [REDACTED]		MEDICAL FACILITY TRANSPORTED TO [REDACTED]							
ADDITIONAL PASSENGERS											
PERSON #	VEHICLE #	NAME	DATE OF BIRTH	INJ	SEX	LOC: S R O	EJECT	HU	EP	ABD	RS
CURRENT ADDRESS (Number and Street)			CITY & STATE			ZIP CODE					
SOURCE OF TRANSPORT TO MEDICAL FACILITY 1 Not Transported 2 EMS 3 Law Enforcement 77 Other, Explain in Narrative			EMS AGENCY NAME OR ID			EMS RUN NUMBER			MEDICAL FACILITY TRANSPORTED TO		
PERSON #	VEHICLE #	NAME	DATE OF BIRTH	INJ	SEX	LOC: S R O	EJECT	HU	EP	ABD	RS
CURRENT ADDRESS (Number and Street)			CITY & STATE			ZIP CODE					
SOURCE OF TRANSPORT TO MEDICAL FACILITY 1 Not Transported 2 EMS 3 Law Enforcement 77 Other, Explain in Narrative			EMS AGENCY NAME OR ID			EMS RUN NUMBER			MEDICAL FACILITY TRANSPORTED TO		

NARRATIVE

2018

On 09/06/2018 at approximately 1202 hours, I responded to the area of FDC [REDACTED] and [REDACTED] 3 in reference to a vehicle fire.

Upon arrival I made contact with the driver of the vehicle, a black 2017 Kia Sportage bearing FL tag [REDACTED]. I identified the driver as [REDACTED] by his Florida driver license. [REDACTED] advised he had been travelling southbound on FDC [REDACTED] when he began to observe smoke coming from underneath the hood of his vehicle. [REDACTED] advised he then pulled over off the side of the road and opened the hood. [REDACTED] advised he had turned away from the momentarily and when he had turned back he observed a fire inside of the engine bay. [REDACTED] advised he then went back into his vehicle to get his phone to contact emergency services.

[REDACTED] advised he was not injured as a result of the incident.

I took photographs of the vehicle and attached them with this report.

I contacted the Crime Information Center and requested a rotation wrecker respond to the scene. Poinciana Power Towing responded to the scene and removed the vehicle.

ADDITIONAL PASSENGERS

PERSON #	VEHICLE #	NAME	DATE OF BIRTH	INJ	SEX	LOC: S	R	O	EJECT	HU	EP	ABD	RS
----------	-----------	------	---------------	-----	-----	--------	---	---	-------	----	----	-----	----

CURRENT ADDRESS (Number and Street)

CITY & STATE

ZIP CODE

SOURCE OF TRANSPORT TO MEDICAL FACILITY

1 Not Transported
2 EMS 3 Law Enforcement
77 Other, Explain in Narrative 88 Unknown

EMS AGENCY NAME OR ID

EMS RUN NUMBER

MEDICAL FACILITY TRANSPORTED TO

PERSON #	VEHICLE #	NAME	DATE OF BIRTH	INJ	SEX	LOC: S	R	O	EJECT	HU	EP	ABD	RS
----------	-----------	------	---------------	-----	-----	--------	---	---	-------	----	----	-----	----

CURRENT ADDRESS (Number and Street)

CITY & STATE

ZIP CODE

SOURCE OF TRANSPORT TO MEDICAL FACILITY

1 Not Transported
2 EMS 3 Law Enforcement
77 Other, Explain in Narrative 88 Unknown

EMS AGENCY NAME OR ID

EMS RUN NUMBER

MEDICAL FACILITY TRANSPORTED TO

ADDITIONAL VIOLATIONS

PERSON #	NAME OF VIOLATOR	FL STATUTE NUMBER	CHARGE	CITATION NUMBER
PERSON #	NAME OF VIOLATOR	FL STATUTE NUMBER	CHARGE	CITATION NUMBER

REPORTING OFFICER

ID/BADGE NUMBER	RANK & NAME	DEPARTMENT	FHP	SO	PD	OTHER
8389	Joseph Bergeron	Polk County SO	☐	☒	☐	☐

Polk County Sheriff's Office
D/S Bergeron [REDACTED]

09/06/2018
Not to scale



V1 in motion, beginning to smoke



V1 catching fire at final rest



PE19-004

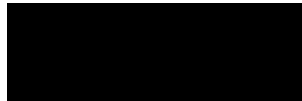
KIA

6/28/2019

DEFECT B

CA FILES

SPORTAGE



Irvine, CA


CARFAX® Vehicle History Report™
US \$39.99

Vehicle Information:
2018 KIA SPORTAGE LX
VIN: KNDPM3AC3J7
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
Irvine, CA

-  No accidents reported to CARFAX
-  No damage reported to CARFAX
-  CARFAX 1-Owner vehicle
-  Rental vehicle
-  Last owned in Texas
-  5 Last reported odometer reading



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 10/31/18 at 6:24:21 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.

 Ownership History The number of owners is estimated	
Year purchased	2018
Type of owner	Rental
Estimated length of ownership	7 months
Owned in the following states/provinces	Texas
Estimated miles driven per year	---
Last reported odometer reading	5

 Title History CARFAX guarantees the information in this section	
Salvage Junk Rebuilt Fire Flood Hail Lemon	 Guaranteed No Problem
Not Actual Mileage Exceeds Mechanical Limits	 Guaranteed No Problem
 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	

 Additional History Not all accidents / issues are reported to CARFAX	
Total Loss No total loss reported to CARFAX.	 No Issues Reported
Structural Damage	No Issues

No structural damage reported to CARFAX.	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

Detailed History
Glossary

Owner 1
Purchased: 2018
Type: Rental
Where: Texas
Est. length owned: 3/31/18 - present (7 months)

Date:	Mileage:	Source:	Comments:
Not Reported		Kia Motors America, Inc.	Vehicle manufactured and shipped to original dealer
			Original Window Sticker
03/31/2018	5	Texas Motor Vehicle Dept. Dallas, TX Title [REDACTED]	Title issued or updated First owner reported Loan or lien reported Titled or registered as rental vehicle Vehicle color noted as White

Avoid financial headaches. Make sure the loan has been paid off if you're buying from a private seller.

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

Glossary
View Full Glossary

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.

Rental
Vehicle was registered by a rental agency.

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](https://twitter.com/CarfaxReports) CARFAX on Google+

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10/31/2018

CARFAX Vehicle History Report for this 2018 KIA SPORTAGE LX: KNDPM3AC3J7 [REDACTED]

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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.

10/31/18 6:24:21 PM (CDT)











CMD: P806 RA FACSIMILE PRINT DOC
 RA ACT AGENT ID PIN MVA PRT DIV
 NAM SOR CPN
 N/C AUTOMATIC DATA PROCESS CON PAY NC
 AD1 RMK VEHICLECAUGHTFIREONHWY WPP NNNN
 AD2 LIC D/C 0/1
 AD3 CTD TAX 10.750
 MKO STA ATL ETA AUT FLO P8 REA DEL
 MKI ILC ATL ETT AUT BFL 4736 COL
 MCA U F/O AWD GRP/\$\$ ADJ
 RAT DY/C HRY 2757 DLY 3675 WKY 20213 M/K OTR
 O/M DOB NMV ENT DAM/AK Y/Y
 FTN CCI
 C/O RLTM C/I REMT RATE/GRP DY/C 400 DY/C
 USED DY 3 HRS 20 M/KM 400 TAXABLE EXTRAS 98.29
 M/KM AT .00 = TAXABLE TOTAL 245.29
 HR AT 27.57 = TAX AT 10.750% 26.37
 4 DY AT 36.75 = 147.00 NON TAXABLE EXTRAS .00
 WK AT 202.13 = TOTAL CHARGE 271.66
 MIN/PER/MNTH CHARGES .00 ON THE ROAD EXP. .00
 ADJUSTMENT - .00 NET CHARGES 271.66
 UPSL AMT .00 DISC .00 PREPAYMENTS .00
 NET TIME + DISTANCE 147.00 AMOUNT DUE .00 N MORE...



Kia Motors America, Inc.
Corporate Headquarters

Irvine, CA [REDACTED] USA

T [REDACTED]

January 11, 2019

[REDACTED]
[REDACTED]
[REDACTED]

Parsippany, NJ [REDACTED]

Re: 2018 Kia Sportage
VIN: KNDPM3AC3J7 [REDACTED]
Case: [REDACTED]

Dear [REDACTED]

Thank you for reaching out to KMA regarding your Kia Sportage. Kia Motors America, Inc. (KMA) has reviewed the incident and regrets the circumstances that prompted you to contact us.

After careful review of all the information that you have submitted and our own investigation, KMA has concluded the cause of the fire is undetermined. Based on the preliminary inspection performed, the following was viewed:

- The point of origin for this fire is undetermined.
- The cause of the fire has been classified as undetermined.

Given this information, KMA is referring you to your insurance company and will take no further action at this time. Thank you for your courtesy and cooperation.

Sincerely,

Alex Villalpando
National Consumer Affairs
Kia Motors America, Inc.

[REDACTED]

Upon sale of this vehicle, the purchaser must apply for a new title within 30 days unless the vehicle is purchased by a dealer. Until a new title is issued, the vehicle record will continue to reflect the owner's name listed on the current title. SEE BACK OF TAB FOR ADDITIONAL INFORMATION.

THE BANK OF NEW YORK MELLON
TRUST COMPANY NA
VIRGINIA BEACH, VA

DETACH HERE

TEXAS CERTIFICATE OF

KNDPM3AC3J7



TEXAS DEPARTMENT OF MOTOR VEHICLES

VEHICLE IDENTIFICATION NUMBER
KNDPM3AC3J7

YEAR MODEL
2018

MAKE OF VEHICLE
KIA

BODY STYLE
LL

TITLE/DOCUMENT NUMBER

DATE TITLE ISSUED

03/31/2018

MODEL

MFG. CAPACITY
IN TONS

WEIGHT

LICENSE NUMBER

SPO

3700

PREVIOUS OWNER

ODOMETER READING

5

NICHOLAS PARKS AUTO SAN LEANDRO CA

OWNER

REMARK(S)

PV HOLDING CORP
DALLAS, TX

ACTUAL MILEAGE

X

SIGNATURE OF OWNER OR AGENT MUST BE IN INK

UNLESS OTHERWISE AUTHORIZED BY LAW, IT IS A VIOLATION OF STATE LAW TO SIGN THE NAME OF ANOTHER PERSON ON A CERTIFICATE OF TITLE OR OTHERWISE GIVE FALSE INFORMATION ON A CERTIFICATE OF TITLE.

NOTICE: AESOP Exchange Corporation, acting as qualified intermediary to effect the transfer of this vehicle, has been assigned all the rights, but none of the obligations, of the transferor related to the transfer of this vehicle. This is NOT an assignment of title and at no time will AESOP Exchange Corporation, own or be the assignee of title to this vehicle. Transferee should detach and retain this notification prior to registering this title.

DATE OF LIEN

1ST LIENHOLDER

03/16/2018 THE BANK OF NEW YORK MELLON
TRUST COMPANY NA
VIRGINIA BEACH, VA

1ST LIEN RELEASED

DATE

BY

AUTHORIZED AGENT

DATE OF LIEN

2ND LIENHOLDER

2ND LIEN RELEASED

DATE

BY

AUTHORIZED AGENT

DATE OF LIEN

3RD LIENHOLDER

3RD LIEN RELEASED

DATE

BY

AUTHORIZED AGENT

IT IS HEREBY CERTIFIED THAT THE PERSON HEREIN NAMED IS THE OWNER OF THE VEHICLE DESCRIBED ABOVE WHICH IS SUBJECT TO THE ABOVE LIENS.

RIGHTS OF SURVIVORSHIP AGREEMENT
WE, THE MARIED PERSONS WHOSE SIGNATURES APPEAR HEREIN, HEREBY AGREE THAT THE OWNERSHIP OF THE VEHICLE DESCRIBED ON THIS CERTIFICATE OF TITLE SHALL FROM THIS DAY FORWARD BE HELD JOINTLY, AND IN THE EVENT OF DEATH OF ANY OF THE PERSONS NAMED IN THE AGREEMENT, THE OWNERSHIP OF THE VEHICLE SHALL VEST IN THE SURVIVOR(S).

SIGNATURE

DATE

SIGNATURE

DATE

SIGNATURE

DATE

ACCIDENT / INCIDENT REPORT

RENTER INFORMATION (CUSTOMER)

NAME: [REDACTED]

ADDRESS: [REDACTED]

CITY, STATE, ZIP: Gilbert, AZ [REDACTED]

EMAIL: [REDACTED]

PHONE (PREFERRED CONTACT #): [REDACTED]

VEHICLE USE ☒ BUSINESS ☐ PERSONAL
(IF BUSINESS PLEASE LIST NAME OF COMPANY)

OPERATOR (DRIVER): Self

INSURANCE COMPANY INFO:

RENTAL VEHICLE INFORMATION

MVA: [REDACTED]

PLATE: TX [REDACTED] STATE: Texas

MAKE/MODEL Kia Sportage

RENTAL AGREEMENT: [REDACTED]

NAME OF PERSON COMPLETING FORM (Please print):

RENTER SIGNATURE

10/26/18
DATE

INCIDENT DETAILS

DATE OF INCIDENT: 10/26/18

TIME OF INCIDENT: 2:30 AM/PM ☒

CITY/STATE/PROVIDENCE Atlanta, GA

WERE POLICE CALLED? ☒ YES ☐ NO
IF YES, PLEASE PROVIDE POLICE DEPT / RPT#:

OTHER VEHICLES INVOLVED: ☐ YES ☒ NO

IF YES, PLEASE PROVIDE:

OWNER/DRIVER NAME: _____

CONTACT PHONE #: _____

ADDRESS: _____

CITY/STATE/ZIP CODE: N/A

YR/MAKE/MODEL: _____

INSURANCE INFORMATION: _____

WAS ANYONE INJURED? ☐ YES ☒ NO

IF YES, PLEASE PROVIDE:

PARTY INJURED: _____

CONTACT INFO: _____

INCIDENT DESCRIPTION

- ☐ RENTAL VEHICLE STRUCK IN REAR
- ☐ OTHER VEHICLE(S) STRUCK IN REAR
- ☐ INTERSECTION COLLISION
- ☐ PARKING LOT COLLISION/ INCIDENT
- ☐ PARKED & UNOCCUPIED
- ☐ TIRE ☐ GLASS
- ☒ OTHER (PLEASE PROVIDE DESCRIPTION):
mechanical failure
Car caught on fire

TO CONTACT US:

TOLL FREE: AVIS [REDACTED] BUDGET [REDACTED]

EMAIL: [REDACTED]

FAX #'s: [REDACTED]

PE19-004

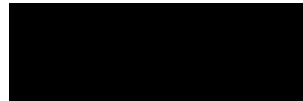
KIA

6/28/2019

DEFECT B

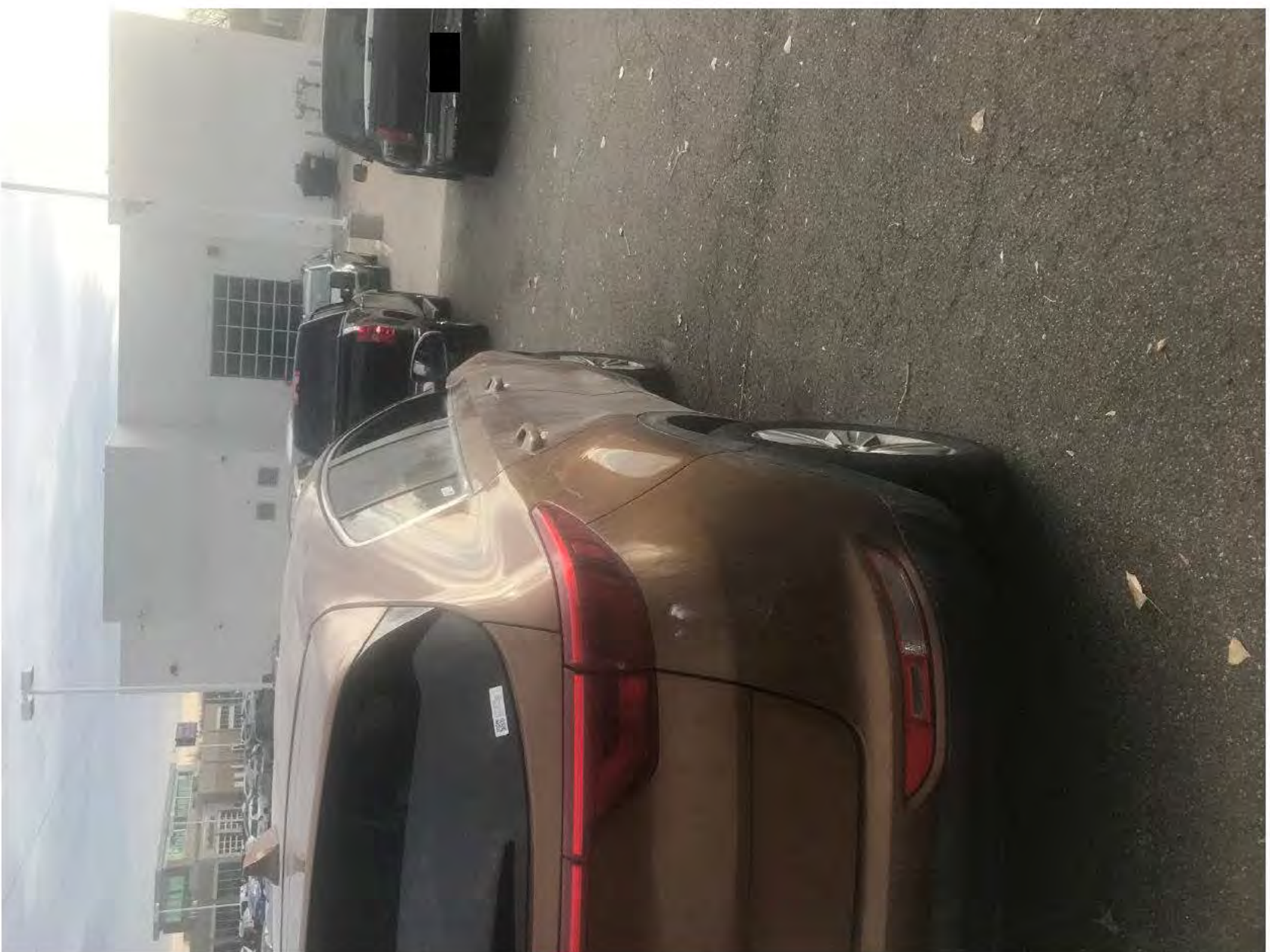
CA FILES

SPORTAGE

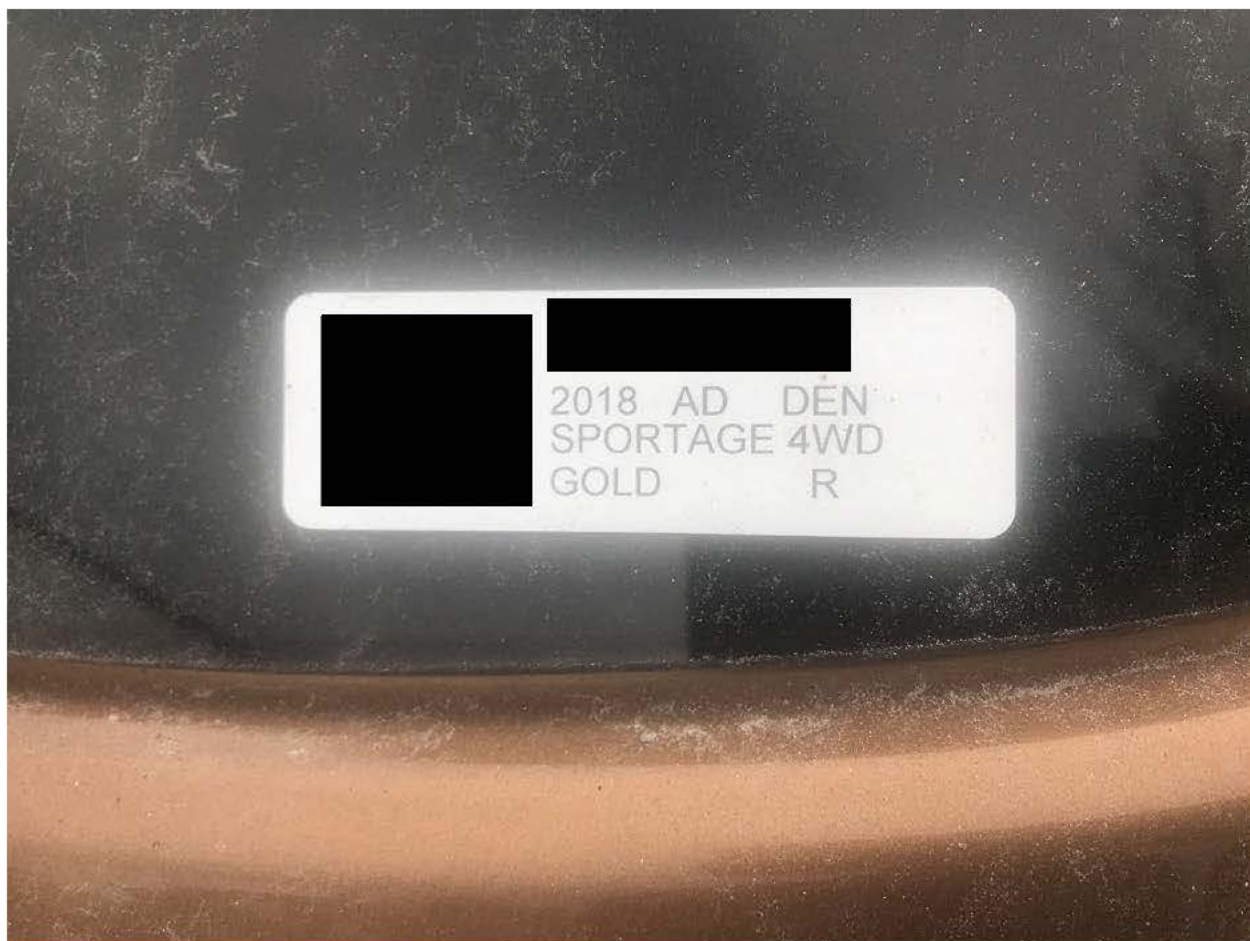




















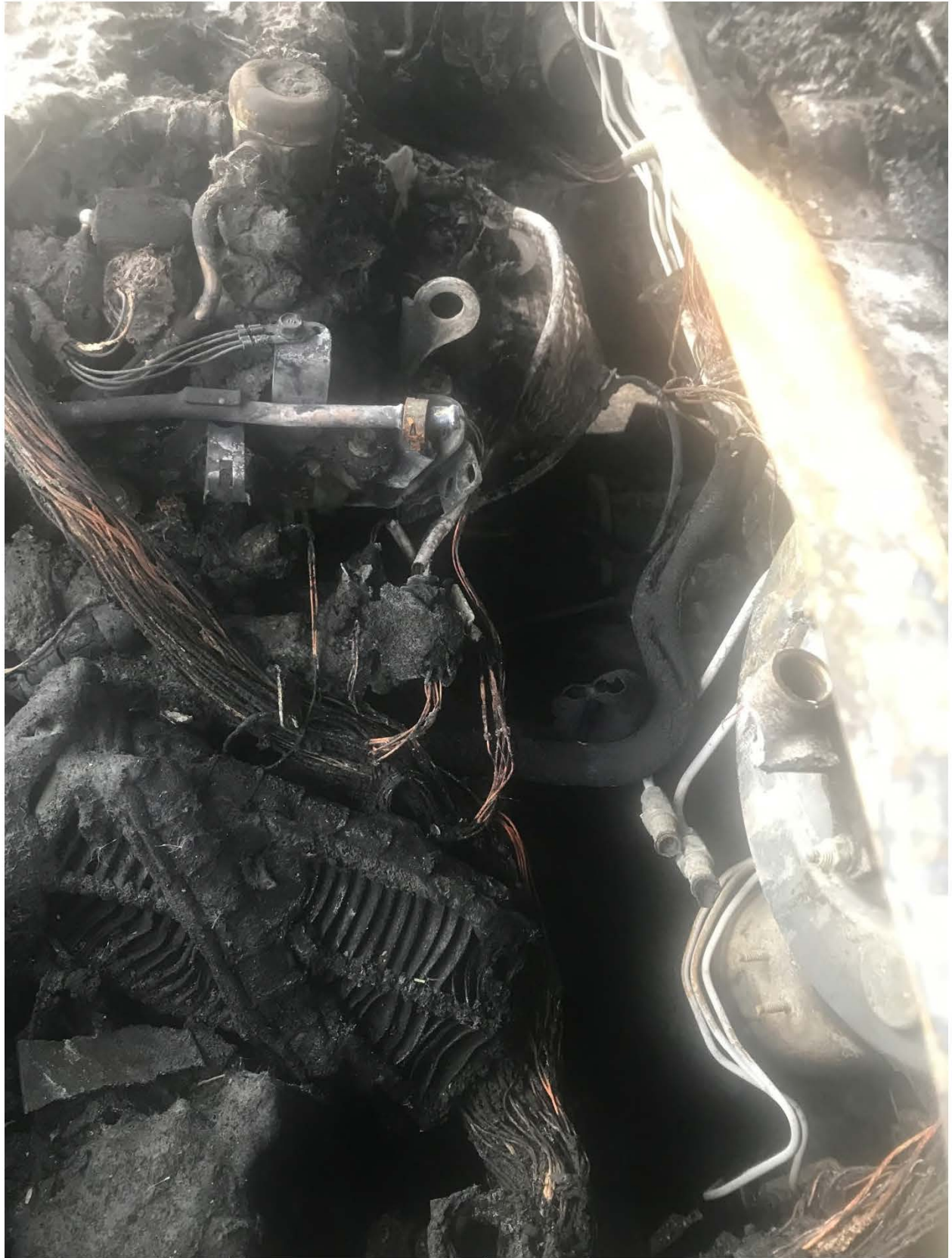




































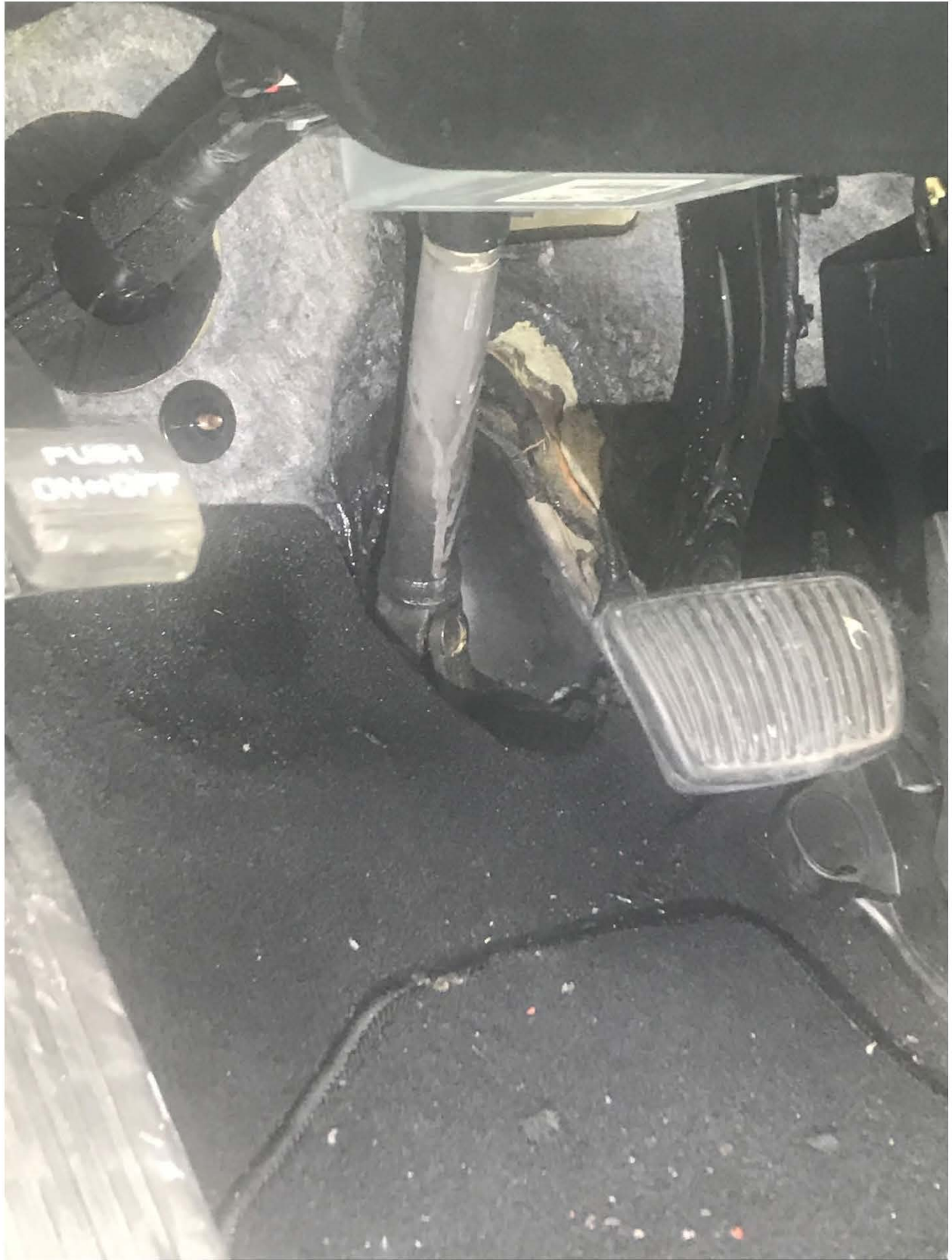


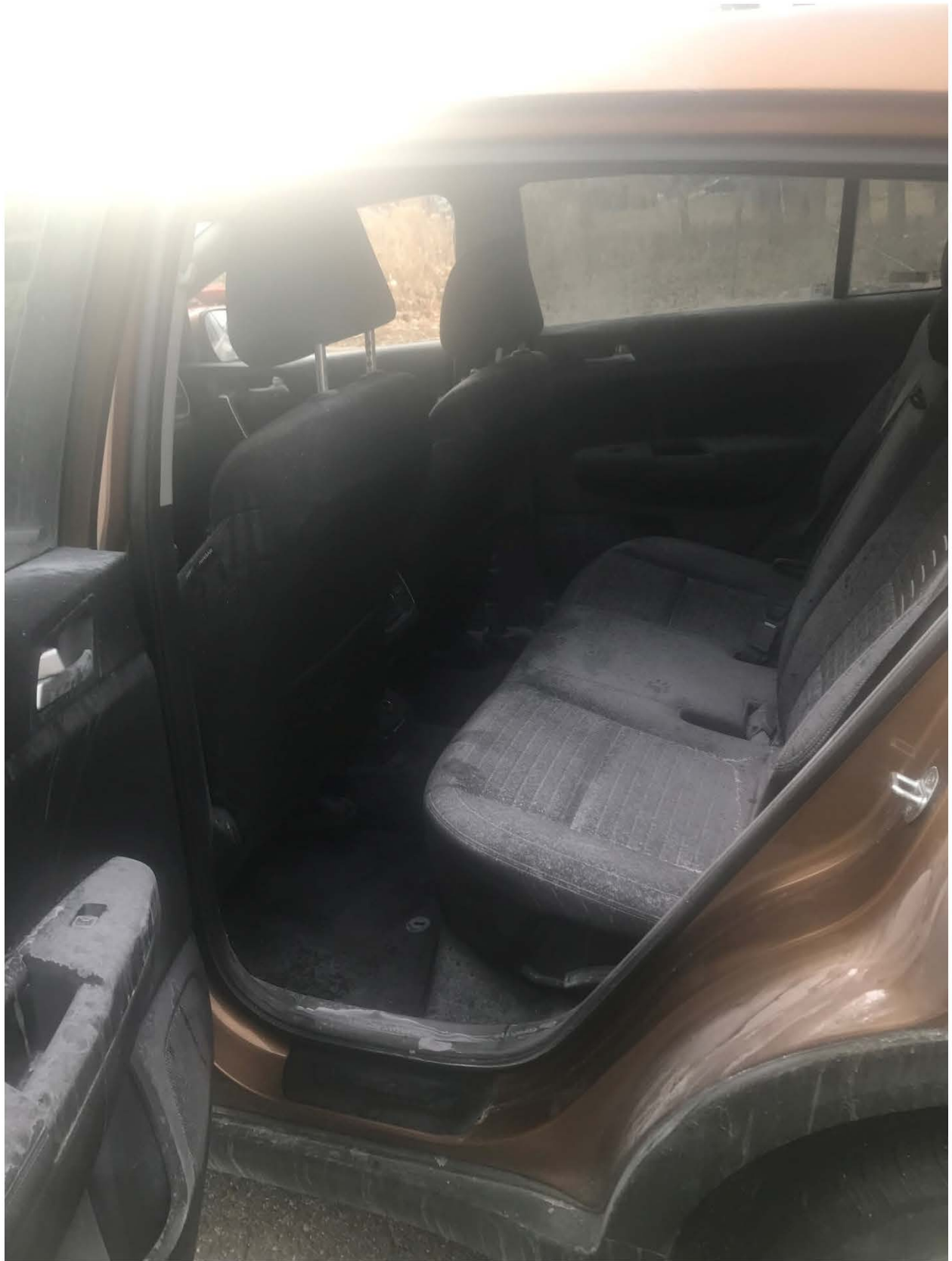


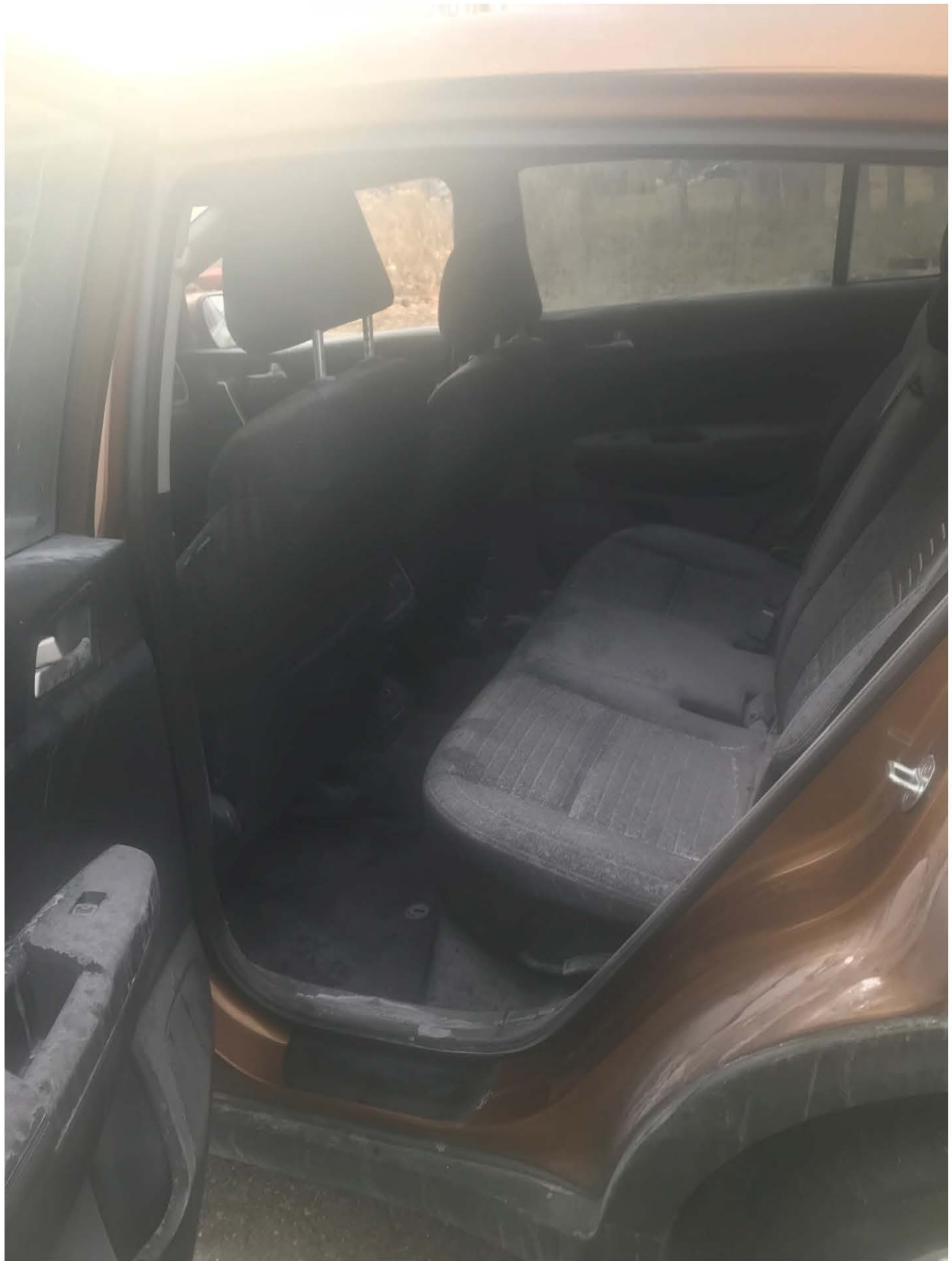






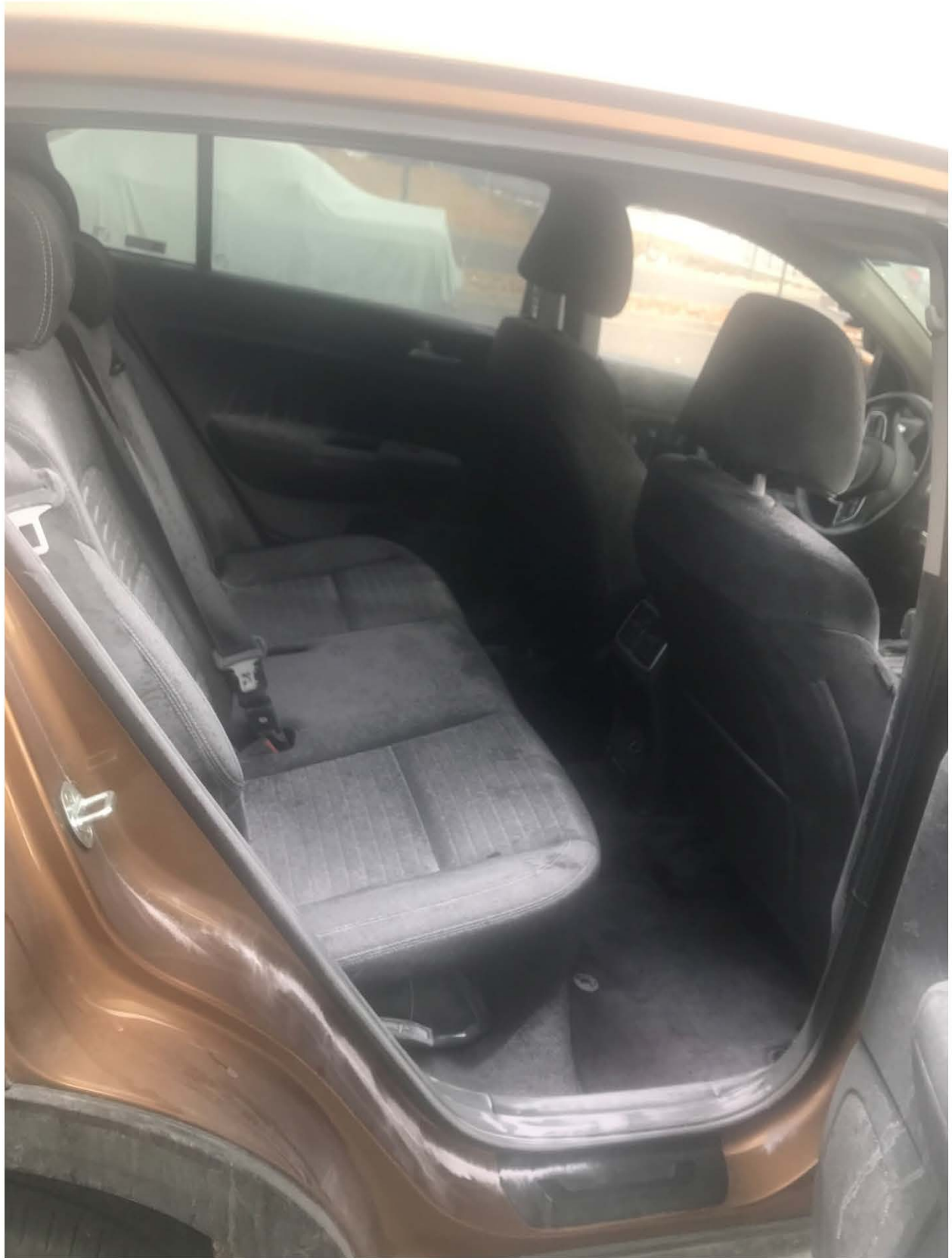


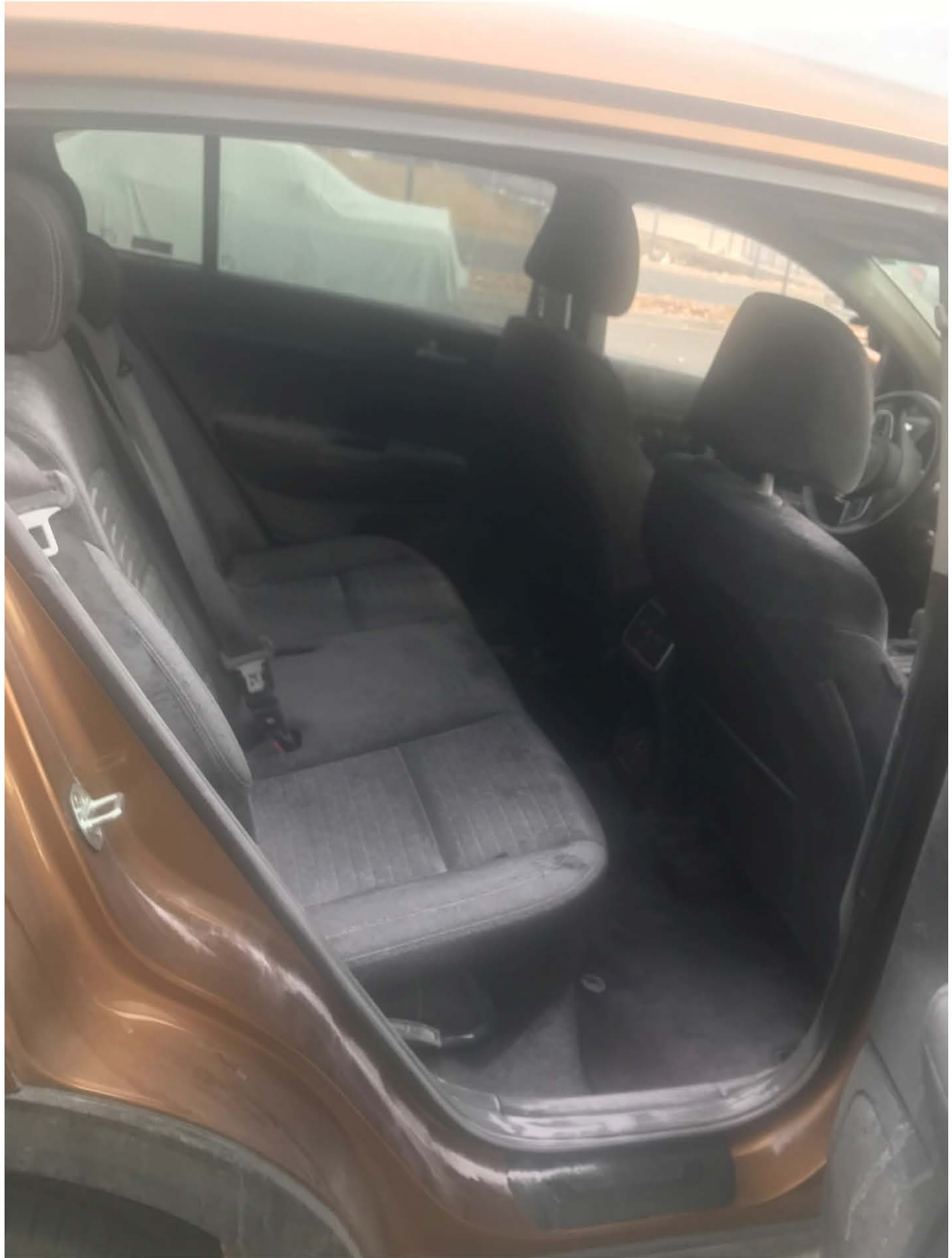
















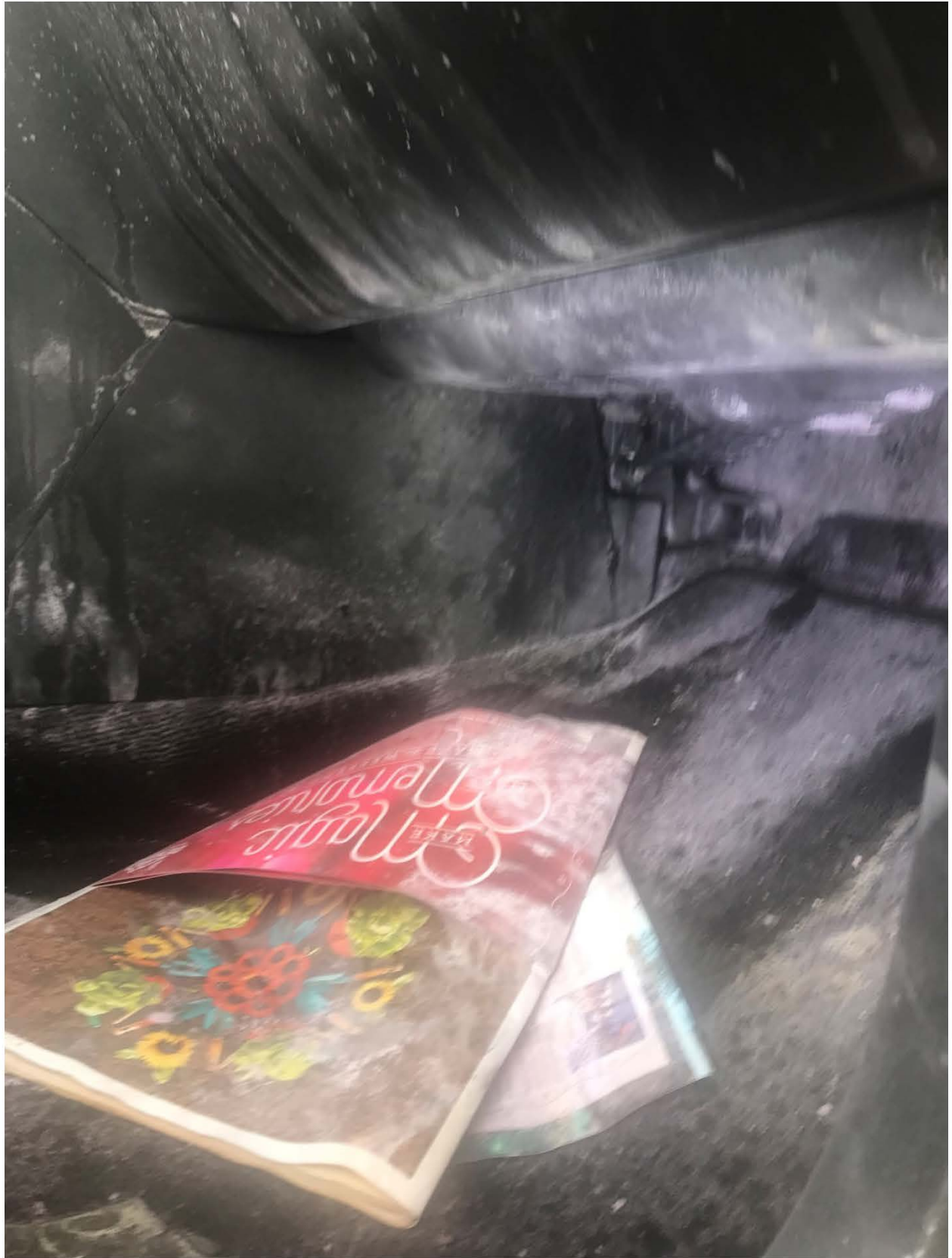














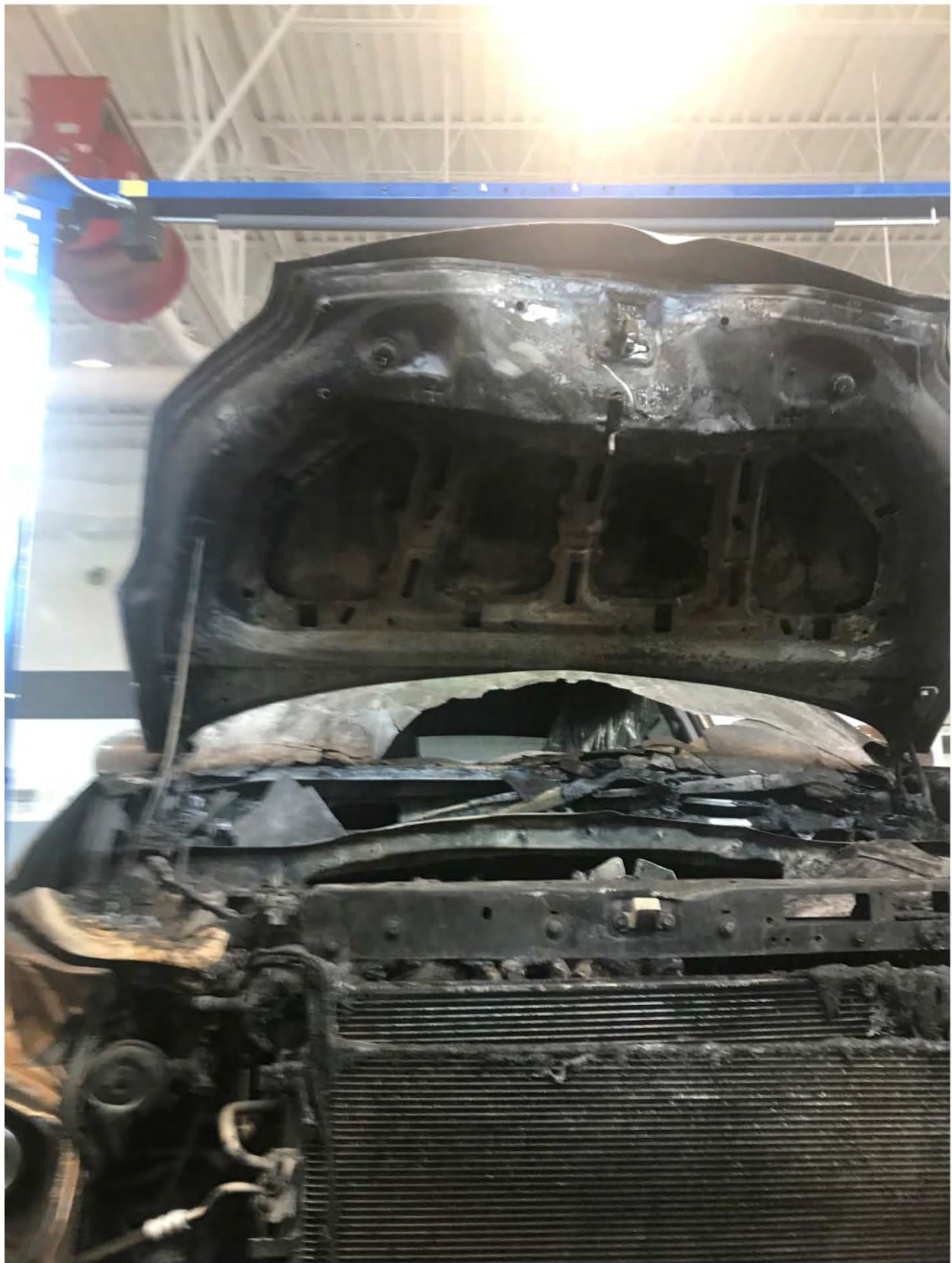




















































LOADING INFORMATION
LES PNEUS ET LE CHARGEMENT

POSITION	FRONT	REAR
WEIGHT	1400LBS	1400LBS
WEIGHT DISTRIBUTION	40% F / 60% R	

SEE DRIVER'S MANUAL FOR ADDITIONAL INFORMATION
VOIR LE MANUEL DE L'USAGER POUR PLUS DE RENSEIGNEMENTS

D40
225/60R17

MANUFACTURED IN KOREA BY
KIA MOTORS CORPORATION

05/17 GVWR 4740 LB PAINT BY2 TRIM WK
GAWR TIRES RIMS COLD TIRE INFL

FRONT	2646 LB	225/60 R17	7.0Jx17	35psi	SINGLE
REAR	2535 LB	225/60 R17	7.0Jx17	35psi	SINGLE

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL
MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS
IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

V.I.N KNDPMCAC8J7[REDACTED]
MPV













PE19-004

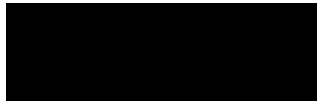
KIA

6/28/2019

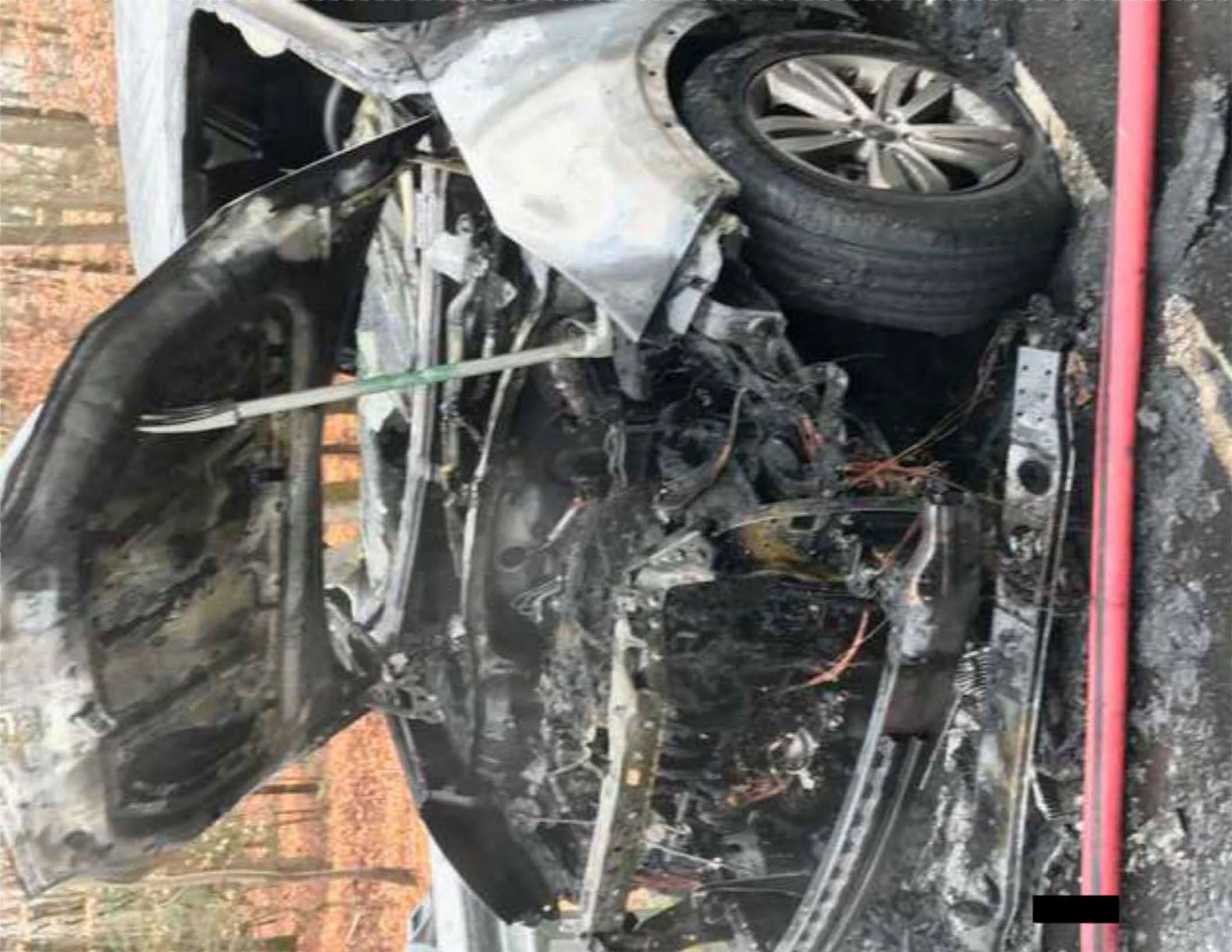
DEFECT B

CA FILES

SPORTAGE









GAITHERSBURG, MD

RECEIVED

FEB 07 2017

CONSUMER AFFAIRS

January 28, 2016

KIA MOTORS AMERICA
ATTN: CONSUMER RELATIONS
CASE # [REDACTED]
[REDACTED]
IRVINE, CA [REDACTED]

RE: Date of Loss: 1/04/17
 Vehicle: 2017 KIA SPORTAGE
 VIN: KNDPMCAC9H7 [REDACTED]
 Our File No.: [REDACTED]
 Your File No.: [REDACTED]

Dear [REDACTED]

Please be advised this office handles claims for Enterprise RAC Company of Maryland, LLC. (hereinafter "Enterprise").

Due to the fire to this vehicle, we will have it inspected. This vehicle will be inspected by FORCON International, LLC. on February 9, 2017 at 10:00 am. After that time we will release the vehicle to Enterprise so they may repair, rent or sell the vehicle as they see fit.

If you would like to attend the inspection or have an expert attend on your behalf, please contact me at [REDACTED] upon receipt of this letter.

Sincerely,

[REDACTED]
Christina McElwee
ELCO Administrative Services Company
Liability Administrator

Via Certified Mail No.: [REDACTED]











PE19-004

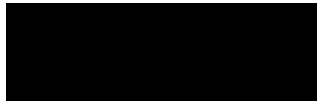
KIA

6/28/2019

DEFECT B

CA FILES

SPORTAGE





03 06 2017



03 06 2017



03 06 2017



03 06 2017



CALIBER COLLISION

CALIBER - INDIAN TRAIL

RESTORING THE RHYTHM OF YOUR LIFE
Indian Trail, NC

Workfile ID:
Federal ID:
State EPA:

Phone:

FAX:

Final Bill

RO Number: 1516001828

Customer:

Insurance:
GEICO

Adjuster: GERRI OBERT

Phone:

Business

Estimator: Scott Borchardt

Create Date: 7/31/2017

Claim:

-01

(704) 320-0260

Loss Date: 7/30/2017

Deductible: 500.00

2011 KIA Sorento EX 4D UTV 6-3.5L Gasoline

VIN: 5XYKU4A22BG

Interior Color:

Mileage In:

Vehicle Out: 8/9/2017

License:

Exterior Color:

Mileage Out:

State:

Production Date:

Condition:

Job #:

Line	Ver	Operation	Description	Qty	Extended Price \$	Part Type	Labor	Type	Paint
1	E01	Remove/Replace	Class clean up				1.0T	Body	
2	S01		ROOF						
3	S01	Remove/Replace	Sunroof glass	1	241.70T	Glass			
4	S01	Sublet	Sunroof glass labor	1	80.00T	Glass			
5	S01	Remove/Replace	Urethane Kit	1	20.00T	Other			

Estimate Totals	Discount \$	Markup \$	Rate \$	Total Hours	Total \$
Parts					261.70
Sublet/Miscellaneous		20.00			100.00
Labor, Body			44.00	1.0	44.00
Subtotal					405.70
Sales Tax					30.43
Grand Total					436.13
Deductible					(500.00)
Net Total					(63.87)

Estimate Version	Total \$
Original	403.13
Supplement S01	33.00

Insurance Total \$: 0.00

CALIBER COLLISION 1516

INDIAN TRAIL, NC

08/09/2017

16:03:34

DEBIT CARD

DEBIT SALE

Card #

Network:

MAESTRO

Chip Card:

FIFTH THIRD DEBIT

AID:

ATC:

TC:

SEQ #:

2

Batch #:

INVOICE

Approval Code:

Entry Method:

Mode:

Chip Read

Issuer - PIN Verified

SALE AMOUNT

\$436.13

Restoring The Rhythm Of Your Life

CUSTOMER COPY

T = Taxable
Remanufactured
Mechanical, R
8/9/2017

ior Damage, PDR = Paintless Dent Repair, A/M = Aftermarket, Rechr = Rechromed, Reman =
onditioned, LKQ = Like Kind Quality or Used, Diag = Diagnostic, Elec = Electrical, Mech =

April 29, 2017

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

State Farm Claims
[REDACTED]
Phoenix AZ [REDACTED]

RECEIVED

MAY 12 2017

CONSUMER AFFAIRS

CERTIFIED MAIL - RETURN RECEIPT REQUESTED

RE: Claim Number: [REDACTED]
Date of Loss: 03/05/2017
City & State of Loss: Norwalk, CA
Our Insured: Francisco Alatorre
Vehicle: Toyota Camry XLE Automatic Vehicle Owner:
Francisco Alatorre
VIN Number: KNDPM3AC9M7 [REDACTED]

To Whom it May Concern:

This notice is to advise of a loss that occurred to our insured vehicle. Our preliminary investigation indicates that Kia Motors America, Inc. may be responsible for this loss. Please consider this as our notice of possible subrogation.

Any settlement with State Farm's policyholder with respect to this loss must not prejudice our rights, as subrogator, and shall not be released by the execution of a general release with such policyholder. In order to assist you in evaluating and processing the subrogation claim we are asserting, we may provide nonpublic personal information about our customer. We are sharing this information to effect, administer, or enforce a transaction authorized by the consumer. However, you are neither authorized nor permitted to: (1) use the customer information we provide for any purpose other than to evaluate and process the subrogation claim or (2) disclose or share the customer information we provide for any purpose other than to evaluate and process the subrogation claim.

Your cooperation is appreciated. In order to ensure we can identify documents to the claim file, please include the claim number on all correspondence.

If you have any questions, please to contact us.

June 08, 2017

Kia Motors America, Inc Corporate Headquarters

Irvine CA

Subrogation Services

Atlanta GA

RECEIVED

JUN 13 2017

CONSUMER AFFAIRS

RE: Claim Number: [REDACTED]
Date of Loss: 03/05/2017
City/State of Loss: Norwalk CA
Insured: [REDACTED]
Vehicle: 2017 Kia Sportage
VIN: KNDPM3AC9H7 [REDACTED]
Mileage:

To Whom It May Concern:

This notice is to advise of a loss that occurred to our insured's vehicle. The damage was caused by the above referenced Kia Sportage that was parked on the street in front of the State Farm insured vehicle. The Kia caught on fire causing the State Farm insured vehicle to catch fire and have damage to the rear end.

Our investigation indicates that the manufacturer is responsible for this loss. By virtue of our payment, we are entitled to recover from the responsible party. Please consider this letter as our demand to Kia Motors America Inc for reimbursement of \$6,056.87.

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

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

Your cooperation is appreciated. If you should have any questions, or would like to set up and appointment to inspect evidence/salvage, please contact us.



RBZ000MD
State Farm Mutual Automobile Insurance Company
Auto Rental Bills

Route To: Dana Meadows

BASIC CLAIM INFORMATION

Claim Number: [REDACTED]

Date of Loss: 03-05-2017

Policy Number: [REDACTED]

Named Insured: [REDACTED]

ALATORRE, GRACIELA

BILL SUMMARY

Bill Information

Invoice Number: [REDACTED]

Rental Vendor: ENTERPRISE RENT-A-CAR

Insured Name: [REDACTED]

Renter Name: [REDACTED]

Rental Start Date: 03-05-2017

Renter End Date: 03-19-2017

Claim Number: [REDACTED]

Date of Loss: 03-05-2017

Received From Renter: \$0.00

Billed To Others:

Amount Due: \$749.22

Amount Paid To Date: \$749.22

Current Bill Status

Primary Status

Reviewed

Primary Reason(s)

Secondary Status

Paid

Secondary Reason(s)

Vehicle Information

<u>Vehicle</u>	<u>Rental Start</u>	<u>Rental End</u>	<u>Assnd Class</u>	<u>Appr Class</u>	<u>Make</u>	<u>Model</u>
01	03-05-2017	03-19-2017	OT		JAGU	XE

Invoice Details

<u>Vehicle</u>	<u>Description</u>	<u>Billed Party</u>	<u>Quantity</u>	<u>Rate</u> <u>(%) (\$)</u>	<u>Percent</u> <u>Covered</u>	<u>Extended</u> <u>Amount</u>
01	Daily Rental Rate	State Farm	15	44.78	100.000	\$671.70
	Sales Tax	State Farm	671.70	8.75	0.000	\$58.77
	Veh Licensing/Registration Fee	State Farm	15	1.25	100.000	\$18.75
Subtotal Less Taxes :		\$671.70	Received From Renter :		\$0.00	
Total Taxes :		\$77.52	Amount Due From State Farm :		\$749.22	



RBZ0006Z
State Farm Mutual Automobile Insurance Company
Auto Payments by COL

Route To: Dana Meadows

BASIC CLAIM INFORMATION

Claim Number: [REDACTED]

Date of Loss: 03-05-2017

Policy Number: [REDACTED]

Named Insured: [REDACTED]

312 - COMP

C denotes consolidated payment
E denotes EFT payment
P previously converted payment from CAT/CMR

<u>Payment Number</u>	<u>Issued Date</u>	<u>Participant</u>	<u>Payable COL</u>	<u>Pay Cd</u>	<u>Status</u>	<u>Amount</u>	<u>Auth ID</u>	<u>Rsn Cd</u>
[REDACTED]	03-29-2017	Named Insured(s)	312	1	Paid	\$5,057.65	D3LV	
Total:						\$5,057.65		

501 - RENT

C denotes consolidated payment
E denotes EFT payment
P previously converted payment from CAT/CMR

<u>Payment Number</u>	<u>Issued Date</u>	<u>Participant</u>	<u>Payable COL</u>	<u>Pay Cd</u>	<u>Status</u>	<u>Amount</u>	<u>Auth ID</u>	<u>Rsn Cd</u>
[REDACTED]	03-21-2017	Named Insured(s)	501	1	Paid	\$749.22	ECSAPY	
Total:						\$749.22		



For Customer Support refer to the appropriate platform below:

OrderPoint

Accurint for Insurance

Lexis.com

Law Firm accounts

PAGE COUNT: 5

CLIENT :
DIVISION :
ADJUSTER :
CLAIM :

TRANSACTION # :
DATE : 04/26/2017

DATE OF LOSS : 03/05/2017 TIME OF LOSS : 0:0:0
STREET :
CITY : NORWALK
COUNTY : LOS ANGELES
STATE : CA

INVESTIGATING AGENCY : LOS ANGELES CO SO
REPORT NUMBER :
REPORT TYPE : Auto Accident
PARTY 1 :
PARTY 2 :
PARTY 3 :

CAR : CAMRY MAKE : TOYOTA YEAR : 2011
TAG :

DRIVER LICENSE :
ADDITIONAL INFO :

NOTE :

THANK YOU FOR YOUR ORDER!

COUNTY OF LOS ANGELES - SHERIFF'S DEPARTMENT

FIRE REPORT

FAXEDFIRE ☒ EXPLOSION ☐ ARSON ☐ ATTEMPT ☐

DATE 03-05-17

Page 1 of 1

ACTION	Active ☒ Inactive ☐	INDEX. yes () no ()	No. of Adult Arrests	No. of Subject Detentions	URN (File No.)
--------	--	-----------------------	----------------------	---------------------------	----------------

Classification VEHICLE FIRE / NO / 445

Date, Time, Day of Occurrence	Print Deputy Requested	No ☒ Yes () Loc () Sta () Veh ()	Via Secty.	Time
-------------------------------	------------------------	--	------------	------

Location of Occurrence	Type of Location	Tract
------------------------	------------------	-------

CODE: V-victim, W-witness, I-informant (if business involved use Company name as victim #1)

Code	No. of	Last Name	First	Middle	Sex	Race	DOB	Check Day Phone Below
------	--------	-----------	-------	--------	-----	------	-----	-----------------------

Residence Address	City	Zip	Res. Phone (Area Code)
-------------------	------	-----	------------------------

Business Address	City	Zip	Bus. Phone (Area Code)
------------------	------	-----	------------------------

Code	No. of	Last Name	First	Middle	Sex	Race	DOB	Check Day Phone Below
------	--------	-----------	-------	--------	-----	------	-----	-----------------------

Residence Address	City	Zip	Res. Phone (Area Code)
-------------------	------	-----	------------------------

Business Address	City	Zip	Bus. Phone (Area Code)
------------------	------	-----	------------------------

Code	No. of	Last Name	First	Middle	Sex	Race	DOB	Check Day Phone Below
------	--------	-----------	-------	--------	-----	------	-----	-----------------------

Residence Address	City	Zip	Res. Phone (Area Code)
-------------------	------	-----	------------------------

Bus. Address	City	Zip	Bus. Phone (Area Code)
--------------	------	-----	------------------------

CODE: S-suspect, SJ-Subject, P-patient, S/V-suspect/victim, SJ/V-subject/victim Circle code if supp. pages used for: V W S SJ P S/V SJ/V

Code	No. of	Last Name	First	Middle	Driver's License (State & No.)
------	--------	-----------	-------	--------	--------------------------------

Residence Address	City	Zip	Res. Phone (Area Code)
-------------------	------	-----	------------------------

Business Address	City	Zip	Bus. Phone (Area Code)
------------------	------	-----	------------------------

Sex	Race	Hair	Eyes	Height	Weight	DOB	Age	Where Detained or Cite No.
-----	------	------	------	--------	--------	-----	-----	----------------------------

Observable Physical Oddities	AKA/Nickname	Booking No.
------------------------------	--------------	-------------

Clothing Worn	Main
---------------	------

Charge	Weapon Used
--------	-------------

CONSENT TO INVESTIGATE ORIGIN AND CAUSE OF FIRE

I HEREBY GRANT PERMISSION TO INVESTIGATORS FROM THE FIRE AND/OR SHERIFF'S DEPARTMENT TO ENTER AND EXAMINE THE PREMISES OR VEHICLE AT _____

_____ TO DETERMINE THE CAUSE AND ORIGIN OF THE FIRE.

I UNDERSTAND THE INVESTIGATION FOR THIS PURPOSE MAY CONTINUE FOR A PERIOD OF 30 DAYS FROM THIS DATE.

DATE _____ SIGNATURE _____

ALL FIRE REPORTS REQUIRE TELEPHONIC NOTIFICATION TO THE ARSON/EXPLOSIVES DETAIL

Person notified at Arson/Explosives Detail

Time

DEPUTY RANZUA + [REDACTED]

0310 HRS

Investigation Requested ☐ Immediate ☒ Routine

Requested by: (Name & Rank)

Veh. Boat, Airplane Involved	Yes () No ()	Vr.	Make	Body Type	Color	By: Deputy
------------------------------	----------------	-----	------	-----------	-------	------------

() Unknown () Stored () Impounded	V.I.N./Frame No.	Deputy	Empl. No.
--------------------------------------	------------------	--------	-----------

Registered Owner	Station	Unit/Car #	Shift
------------------	---------	------------	-------

Identifying Characteristics	Approved	Empl. No.	Time
-----------------------------	----------	-----------	------

C.H.P. 180 Submitted	Garage name & Phone	Assignment
----------------------	---------------------	------------

Victim Desirous of Prosecution	Yes () No ()	Victim Insured for Loss	Yes () No ()	E.A.P. No.
--------------------------------	----------------	-------------------------	----------------	------------

Suspect/Subject Released	Time	Arrest Review Submitted	Yes () No ()	TT B/C BY	Date
--------------------------	------	-------------------------	----------------	-----------	------

Approved by	SCTY
-------------	------

COMPLETE REVERSE SIDE
FOR ADDITIONAL WITNESSES & SUSPECTS USE SHR-49A

USE FOR PROPERTY/NARRATIVE AS NEEDED

Date 03-05-17 URN # [REDACTED] Page 2 of 4

MATERIAL BURNING:

1 Story ☐	☐ House	☐ Shed	Sheriff's Time of Call -	F.D. Eng. Co.	F.D. Alarm Time
2 Story ☐	☐ Garage	☐ Lumber	Det. Obs. <u>0030</u>	<u>115</u>	<u>0025</u>
☐ Brick	☐ Restaurant	☐ Tree	F.D. Point of Entry		
☐ Stucco	☐ Market	☐ Grass			
☐ Wood	☐ Business	☐ Brush			
☐ Metal	☐ Mfg.	☒ Auto			
		☐ Other			

Forced Yes ☐ No ☒

Exact Location of Damage: VEHICLE

Total Estimated Loss: \$20,000

INPUT/CHECKED YES ☒ EVIDENCE (code - EV) HELD YES ☐ MARKED, TAGGED, SEALED & PLACED INSIDE ☐ SAFE ☐ BY: LEDGER PAGE NO.

NCIC, CII, ETC. NO ☒ IN STATION EVIDENCE LOCKER OUTSIDE ☐ REFRIG ☐

IF BURGLARY: Force Used Yes ☐ No ☒ Point of Entry: Door ☐ Window ☐ Roof ☐ Other ☐

PROPERTY: (Total Value) Recovered \$ _____ Stolen \$ _____ Damaged \$ 20,000

PROPERTY CODE: S. Stolen R. Recovered L. Lost F. Found E. Embezzled D. Damaged
(Use All Applicable Codes; For Example, If Property Is Both Stolen & Recovered, Code Is S/R (DO NOT USE FOR FIRE DAMAGE ONLY))

Property Released To

Code	Item No.	Quan.	Description	Serial #	Value
<u>5</u>	<u>1</u>	<u>1</u>	[REDACTED]	<u>—</u>	<u>\$20,000</u>

PART I STATISTICAL INFORMATION			ADDITIONAL CRIMES		NUMBER OF VICTIMS
PROPERTY			TYPE OF PROPERTY	STOLEN	RECOVERED
TYPE OF PROPERTY	STOLEN	RECOVERED	JEWELRY	\$	\$
CLOTHING/FURS	\$	\$	LIVESTOCK	\$	\$
CONSUMABLE GOODS	\$	\$	LOCAL STOLEN VEHICLES	\$	\$
CURRENCY/NOTES	\$	\$	MISCELLANEOUS	\$	\$
FIREARMS	\$	\$	OFFICE EQUIPMENT	\$	\$
HOUSEHOLD GOODS	\$	\$	TV/RADIO	\$	\$
			STROPS	\$	\$

WEAPONS CODE

ARTICLES THROWN
CAUSTIC CHEMICALS
CLUB/BLUNT INSTRUMENT
DRUGS/NOXIOUS GAS
FIRE/EXPLOSIVES
HANDS/FEET/FIST/ETC.
KNIFE/CUTTING INSTRUMENT
POISON
REVOLVER/PISTOL
RIFLE
SHOTGUN
STRANGULATION
VEHICLE
UNKNOWN/OTHER

COUNTY OF LOS ANGELES SHERIFF'S DEPARTMENT
INCIDENT REPORT - NARRATIVE

I URN#

TAG#

11

PAGE 3 OF 4

I RESPONDED TO [REDACTED] AND [REDACTED] NORWALK
REGARDING A VEHICLE ON FIRE CALL, TAG

UPON MY ARRIVAL, I OBSERVED A VEHICLE (CA/70FX754)
ON THE SOUTHSIDE OF MAPLEDALE ST FULLY ENGULFED
IN FLAMES.

LA COUNTY FIRE ENGINE 115, UNDER THE DIRECTION OF
CAPTAIN KUMASHIRO ARRIVED ON SCENE AND EXTINGUISHED
THE FIRE.

THE VEHICLE WAS COMPLETELY BURNED, FIRE CAPTAIN
KUMASHIRO STATED HE BELIEVED THE FIRE ORIGINATED
FROM THE ENGINE. CAPTAIN KUMASHIRO STATED THE
LOSS AMOUNT WAS APPROXIMATELY \$20,000.

THE REGISTERED OWNER OF THE VEHICLE [REDACTED] PEREZ,
ADVISED HE PARKED HIS VEHICLE AT APPROXIMATELY
2245HRS AND WENT INSIDE HIS HOME. [REDACTED] STATED
HE HAD BEEN DRIVING THE VEHICLE ALL DAY AND
DID NOT NOTICE ANYTHING WRONG WITH THE VEHICLE.

THERE WAS A VEHICLE (CA/ [REDACTED]) PARKED APPROXIMATELY
5 FEET IN FRONT OF THE VICTIM'S VEHICLE, IN WHICH
THE REAR BUMPER CAUGHT ON FIRE AS A RESULT OF
THE ORIGINAL VEHICLE FIRE. THE SECOND VEHICLE'S
OWNER IS [REDACTED] ALATORRE, [REDACTED] NORWALK
[REDACTED] THE DAMAGE TO HER VEHICLE WAS ESTIMATED
TO BE \$1500.

COUNTY OF LOS ANGELES SHERIFF'S DEPARTMENT
INCIDENT REPORT - NARRATIVE

URN#

TAG#

PAGE 4 OF 4

I PROVIDED THE VICTIM A REPORT MEMO.

I ADVISED ARSON EXPLOSIVES UNIT OF THE ABOVE.

THE VEHICLE WAS LEGALLY PARKED AND LEFT
AT THE LOCATION

Service King Collision Repair Center

Workfile ID:
Federal ID:
State EPA:
BAR:

To schedule repairs please call

Bellflower, CA

Phone:

FAX:

Supplement of Record 2 with Summary

Customer:

Job Number

Written By: Anthony Lopez, 3/20/2017 3:34:41 PM
Adjuster: Prop B T1 CS Team Business

Insured:
Type of Loss: Comprehensive
Point of Impact: 06 Rear

Policy #:
Date of Loss: 3/5/2017 12:30 PM

Claim #:
Days to Repair: 12

Owner:
ALATORRE, FRANCISCO

Inspection Location:
Service King Collision Repair Center

Insurance Company:
STATE FARM INSURANCE COMPANIES

NORWALK, CA
Evening
Cell

Bellflower, CA
Repair Facility
Business

Vehicle Drop Off Date: 03/06/2017

Promise Date: 03/21/2017

Repair Start Date: 03/07/2017

VEHICLE

2011 TOYO Camry XLE Automatic 4D SED 4-2.5L Gasoline EFI SILVER

VIN: 4T1BF3EK7B
License:
State: CA

Interior Color:
Exterior Color: SILVER
Production Date: 8/2011

Mileage In: 69,814
Mileage Out:
Condition:
Vehicle Out: 3/21/2017
Job #:

TRANSMISSION

Automatic Transmission
Traction Control

SEATS

Bucket Seats
Cloth Seats
Reclining Seats

STEERING

Power Steering
Tilt Wheel

BRAKES

Power Brakes
Anti-Lock Brakes (4)

GLASS

Tinted Glass
Rear Defogger
Rear Window Wiper

WHEELS

Full Wheel Covers

RADIO

AM Radio

FM Radio

Stereo

Search/Seek

CD Player

INTERIOR

Air Conditioning

Cruise Control

Driver Air Bag

Passenger Air Bag

Front Side Impact Air Bags

Console/Storage

Intermittent Wipers

EXTERIOR

Power Mirrors

Dual Mirrors

PAINT

Clear Coat Paint

Supplement of Record 2 with Summary

Customer: [REDACTED]

Job Number: 2365863

2011 TOYO Camry XLE Automatic 4D SED 4-2.5L Gasoline EFI SILVER

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		ROOF					
2	R&I	RT Drip molding				0.4	
3	R&I	LT Drip molding				0.4	
4	Blnd	RT Outer rail US built					0.7
5	Blnd	LT Outer rail US built					0.7
6		PILLARS, ROCKER & FLOOR					
7	R&I	RT Rocker molding silver				0.8	
8	R&I	LT Rocker molding silver				0.8	
9		FRONT DOOR					
10	R&I	RT Surround w'strip				0.5	
11	R&I	LT Surround w'strip				0.5	
12		REAR DOOR					
13	R&I	RT Surround w'strip				0.4	
14	R&I	LT Surround w'strip				0.4	
15		QUARTER PANEL					
16	*	Rpr RT Quarter panel				4.0	2.4
17	S02	Add for Edging					0.3
18	S02	Add for Clear Coat					0.1
19	#	Rpr Basecoat reduction					-0.3
20	*	Rpr LT Quarter panel				8.0	2.4
21		Overlap Major Adj. Panel					-0.4
22	#	Rpr Basecoat reduction					-0.3
23	Repl	RT Quarter panel protector	5874706020	1	13.33	0.1	
24	Repl	LT Quarter panel protector	5874806020	1	13.33	0.1	
25	R&I	RT Wheelhouse liner				0.3	
26	R&I	LT Wheelhouse liner				0.3	
27		REAR BODY & FLOOR					
28	*	S02 Rpr Rear body panel US built				5.0	1.6
29		Overlap Major Adj. Panel					-0.4
30	S02	Add for Inside					0.8
31	S02	Add for Clear Coat					0.2
32	#	Rpr Basecoat reduction					-0.3
33	R&I	RT Side trim panel US built				0.3	
34	R&I	LT Side trim panel US built				0.3	
35	R&I	Floor cover US built				0.1	
36	R&I	Spare cover US built				Incl.	
37	Repl	Rear panel trim US built	5838706060	1	231.78	0.2	
38		TRUNK LID					
39	#	Rpr D&R Battery				0.2	
40	Repl	Weatherstrip	6446106060	1	72.65	0.3	
41	*	Repl RCY Lock assy w/o keyless entry	6461033080	1	Incl.	0.5	
42	*	Repl RCY License molding XLE, w/o Smart Key w/o monitor	7681133230	1	Incl.	0.2	

Supplement of Record 2 with Summary

Customer: ALATORRE, FRANCISCO

Job Number: [REDACTED]

2011 TOYO Camry XLE Automatic 4D SED 4-2.5L Gasoline EFI SILVER

43		Repl	Emblem	7543206030	1	16.92	0.2	
44		Repl	Nameplate "CAMRY"	7544206050	1	28.13	0.2	
45	*	S01	Repl	Nameplate "XLE"	7544306190	1	<u>19.98</u>	0.2
46	*		Repl	RCY Trunk lid trim US built	6471906080C0	1	<u>Incl.</u>	<u>Incl.</u>
47	*		Repl	RCY trunk lid assy +25%	6440106281	1	<u>562.50</u>	<u>2.6</u> 2.3
48				Overlap Major Adj. Panel				-0.4
49				Refn molding license				0.4
50				Refn trunk lid underside				1.2
51		S01	Repl	Release cable US built	6460706070	1	38.56	1.2
52	#	S01	Repl	Trunk wire harness	82181-06380	1	243.68	0.3
53				REAR LAMPS				
54	#		Rpr	Set back wiring				0.5
55			Repl	RT License lamp	81270AA020	1	30.00	0.1
56	**		Repl	Opt OEM RT Combo lamp assy	8155006340	1	<u>194.48</u>	0.3
57	*	S01	Repl	RCY LT Combo lamp assy +25%	8156006340	1	<u>175.00</u>	<u>0.3</u>
58	*		Repl	RCY RT Backup lamp assy	8158006230	1	<u>Incl.</u>	<u>0.3</u>
59	*		Repl	RCY LT Backup lamp assy	8159006230	1	<u>Incl.</u>	<u>0.3</u>
60			Repl	LT License lamp	81270AA020	1	30.00	0.1
61				REAR BUMPER				
62			R&I	Reinf beam (UHS)				0.4
63	**	S01	Repl	Opt OEM Bumper cover spacer	5218806030	2	<u>5.92</u>	
64			Repl	RT Bumper cover hole cover US built	5216306906	1	1.95	0.2
65			Repl	LT Bumper cover hole cover US built	5216406906	1	1.95	0.2
66			Repl	Bumper cover pad	5246206020	1	8.19	
67	*	S01	Repl	Bumper cover lower clip	5216102020	5	<u>12.35</u>	
68	**		Repl	Opt OEM Energy absorber	5261506040	1	<u>88.85</u>	<u>Incl.</u>
69	* <>		Repl	<u>RCY Bumper cover US built 2.5 l +25%</u>	5215906950	1	<u>268.75</u>	<u>1.2</u> 3.0
70				Overlap Major Non-Adj. Panel				-0.2
71				Clear Coat				2.5
72				MISCELLANEOUS OPERATIONS				
73	#		Rpr	Tint color				0.5
74	#		Repl	Cover Car		1	7.00 T	0.4
75	#			Haz Waste		1	3.00 X	
76	#		Repl	Flex Additive		1	5.00 T	
77	#		Repl	Corrosion Protection		1	15.00 T	0.5
78	#		Repl	Adhesion Promoter		1	8.00	0.3
79	#		Rpr	Color Sand & Polish (Lt Quarter panell)				0.3
80	#		Rpr	Color Sand & Polish (Rt quarter panell)				0.3
81	#		Rpr	Color Sand & Polish (Luggage lid)				0.5
82	#		Rpr	Color Sand & Polish (rear bumper)				0.3

Supplement of Record 2 with Summary

Customer: [REDACTED]

Job Number: [REDACTED]

2011 TOYO Camry XLE Automatic 4D SED 4-2.5L Gasoline EFI SILVER

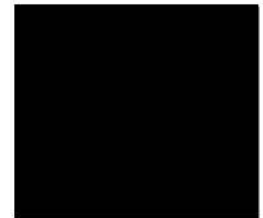
83	#	Cover Car and Protect Interior	1	7.00	0.3
84	#	Cover Car for Primer	1		0.2
85	#	Glass - Precision Mask Back Glass	1	4.00	0.4
86	#	Glass - Precision Mask Windshield	1	4.00	0.4
87	#	Rpr Pre Scan Health Diagnosis			1.0 M
88	#	Rpr Post Scan Health Diagnosis			1.0 M
89	#	S02 AUTHORIZATION TO PAY SECURED. OWNER PROVIDED	1		
90	#	S02 COPY OF ESTIMATE AND FINAL BILL	1		

SUBTOTALS	2,111.30	38.7	16.7
------------------	-----------------	-------------	-------------

ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			2,081.30
Parts Discount	\$ 762.80	-2.1 %	-16.02
Body Labor	36.7 hrs @	\$ 44.28 /hr	1,625.08
Paint Labor	16.7 hrs @	\$ 44.28 /hr	739.48
Mechanical Labor	2.0 hrs @	\$ 82.39 /hr	164.78
Paint Supplies			463.44
Miscellaneous			30.00
Pre-Tax Discount		-2.9 %	-147.55
Subtotal			4,940.51
Sales Tax	\$ 2,481.61 @	8.7500 %	217.14
Grand Total			5,157.65
Deductible			100.00
CUSTOMER PAY			100.00
INSURANCE PAY			5,057.65

For more information regarding State Farm's promise of satisfaction relating to new non-original equipment manufacturer (non-OEM) and recycled parts, please visit: <http://st8.fm/7X4> or QR code.



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

Supplement of Record 2 with Summary

Customer: ALATORRE, FRANCISCO

Job Number [REDACTED]

2011 TOYO Camry XLE Automatic 4D SED 4-2.5L Gasoline EFI SILVER

SUPPLEMENT SUMMARY

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
Added Items							
18	S02	Add for Clear Coat					0.1
30	S02	Add for Inside					0.8
31	S02	Add for Clear Coat					0.2
89	#	AUTHORIZATION TO PAY SECURED. OWNER PROVIDED		1			
90	#	COPY OF ESTIMATE AND FINAL BILL		1			
SUBTOTALS					0.00	0.0	1.1

TOTALS SUMMARY

Category	Basis	Rate	Cost \$
Parts			0.00
Paint Labor	1.1 hrs @	\$ 44.28 /hr	48.71
Paint Supplies	1.1 hrs @	\$ 32.96 /hr	36.26
Additional Supplement Materials/Supplies			-36.26
Pre-Tax Discount		-2.9 %	-1.41
Subtotal			47.30
Total Supplement Amount			47.30
NET COST OF SUPPLEMENT			47.30

CUMULATIVE EFFECTS OF SUPPLEMENT(S)

Estimate	4,741.69	[REDACTED]
Supplement S01	368.66	[REDACTED]
Supplement S02	47.30	[REDACTED]
Job Total:	\$ 5,157.65	
CUSTOMER PAY:	\$ 100.00	
INSURANCE PAY:	\$ 5,057.65	

Customer: ALATORRE, FRANCISCO

Job Number: XXXXXXXXXX

2011 TOYO Camry XLE Automatic 4D SED 4-2.5L Gasoline EFI SILVER

See attached itemized estimate for the repairs that have been completed by Service King Collision Repair Centers. All repairs will be based on Service King Collision Repair Centers estimate and invoice and not of any other party.

Acknowledgement of Notice and Consent

I acknowledge notice and verbal approval of an increase in the original estimated price.

Signature or Initials

____ / ____ / ____
Date

AC spec (if applicable)	Windshield Installation*
High side PSI: _____	Date: ____ / ____ / ____
Low side PSI: _____	Time: _____ am / pm
Center Vent Temp: _____	Cure Time: _____ Customer Initials: _____

*Installation of a windshield will prevent operation of the vehicle for a period of time based on the given cure time.

**CURE TIME: TIME GIVEN AFTER A WINDSHIELD INSTALLATION IS COMPLETED BEFORE A VEHICLE IS SAFE TO DRIVE.

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.

THE FOLLOWING IS A LIST OF ABBREVIATIONS OR SYMBOLS THAT MAY BE USED TO DESCRIBE WORK TO BE DONE OR PARTS TO BE REPAIRED OR REPLACED:

MOTOR ABBREVIATIONS/SYMBOLS: D=DISCONTINUED PART, A=APPROXIMATE PRICE. LABOR TYPES: B=BODY LABOR, D=DIAGNOSTIC, E=ELECTRICAL, F=FRAME, G=GLASS, M=MECHANICAL, P=PAINT LABOR, S=STRUCTURAL, T=TAXED MISCELLANEOUS, X=NON TAXED MISCELLANEOUS. CCC ONE: ADJ=ADJACENT, ALGN=ALIGN, A/M=AFTERMARKET, BLND=BLEND, CAPA=CERTIFIED AUTOMOTIVE PARTS ASSOCIATION, D&R=DISCONNECT AND RECONNECT, EST=ESTIMATE, EXT. PRICE=UNIT PRICE MULTIPLIED BY THE QUANTITY, INCL=INCLUDED, MISC=MISCELLANEOUS, NAGS=NATIONAL AUTO GLASS SPECIFICATIONS, NON-ADJ=NON ADJACENT, O/H=OVERHAUL, OP=OPERATION, NO=LINE NUMBER, QTY=QUANTITY, RECOND=RECONDITION, REFN=REFINISH, REPL=REPLACE, R&I=REMOVE AND INSTALL, R&R=REMOVE AND REPLACE, RPR=REPAIR, RT=RIGHT, SECT=SECTION, SUBL=SUBLET, LT=LEFT, W/O=WITHOUT, W/_=WITH/_ SYMBOLS: #=MANUAL LINE ENTRY, *=OTHER [IE..MOTORS DATABASE INFORMATION WAS CHANGED], **=DATABASE LINE WITH AFTERMARKET, N=NOTES ATTACHED TO LINE. OPT OEM=ORIGINAL EQUIPMENT MANUFACTURER PARTS EITHER OPTIONALLY SOURCED OR OTHERWISE PROVIDED WITH SOME UNIQUE PRICING OR DISCOUNT.

"CURE TIME" MEANS THE LENGTH OF TIME THAT, PER THE ADHESIVE MANUFACTURER, THE WINDSHIELD ADHESIVE NEEDS TO CURE UNTIL THE WINDSHIELD CAN PROPERLY FUNCTION AS A SAFETY DEVICE PURSUANT TO THE FEDERAL MOTOR VEHICLE SAFETY STANDARDS AND THE VEHICLE MANUFACTURER'S SPECIFICATIONS.

Estimate calculated using a preset user threshold amount for the paint and material cost.

Customer: [REDACTED]

Job Number [REDACTED]

2011 TOYO Camry XLE Automatic 4D SED 4-2.5L Gasoline EFI SILVER

Estimate based on MOTOR CRASH ESTIMATING GUIDE and potentially other third party sources of data. Unless otherwise noted, (a) all items are derived from the Guide ARM8522, CCC Data Date 3/9/2017, and potentially other third party sources of data; and (b) the parts presented are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor data provided by third party sources of data may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as Non OEM, A/M or NAGS. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 2017 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The CCC ONE estimator has a list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

The following is a list of additional abbreviations or symbols that may be used to describe work to be done or parts to be repaired or replaced:

SYMBOLS FOLLOWING PART PRICE:

m=MOTOR Mechanical component. s=MOTOR Structural component. T=Miscellaneous Taxed charge category. X=Miscellaneous Non-Taxed charge category.

SYMBOLS FOLLOWING LABOR:

D=Diagnostic labor category. E=Electrical labor category. F=Frame labor category. G=Glass labor category. M=Mechanical labor category. S=Structural labor category. (numbers) 1 through 4=User Defined Labor Categories.

OTHER SYMBOLS AND ABBREVIATIONS:

Adj.=Adjacent. Algn.=Align. ALU=Aluminum. A/M=Aftermarket part. Blnd=Blend. BOR=Boron steel. CAPA=Certified Automotive Parts Association. D&R=Disconnect and Reconnect. HSS=High Strength Steel. HYD=Hydroformed Steel. Incl.=Included. LKQ=Like Kind and Quality. LT=Left. MAG=Magnesium. Non-Adj.=Non Adjacent. NSF=NSF International Certified Part. O/H=Overhaul. Qty=Quantity. Refn=Refinish. Repl=Replace. R&I=Remove and Install. R&R=Remove and Replace. Rpr=Repair. RT=Right. SAS=Sandwiched Steel. Sect=Section. Subl=Sublet. UHS=Ultra High Strength Steel. N=Note(s) associated with the estimate line.

CCC ONE Estimating - A product of CCC Information Services Inc.

The following is a list of abbreviations that may be used in CCC ONE Estimating that are not part of the MOTOR CRASH ESTIMATING GUIDE:

BAR=Bureau of Automotive Repair. EPA=Environmental Protection Agency. NHTSA= National Highway Transportation and Safety Administration. PDR=Paintless Dent Repair. VIN=Vehicle Identification Number.

Customer: [REDACTED]

Job Number: [REDACTED]

2011 TOYO Camry XLE Automatic 4D SED 4-2.5L Gasoline EFI SILVER

NON-ORIGINAL EQUIPMENT REPLACEMENT PARTS INFORMATION

Whenever ** appears next to the description of a part which is to be replaced, this means:

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE.

IF NON-OEM CRASH PARTS ARE SPECIFIED BY STATE FARM® ON YOUR ESTIMATE, STATE FARM WARRANTS THAT SUCH PARTS ARE AT LEAST EQUAL TO THE ORIGINAL EQUIPMENT MANUFACTURER PARTS IN TERMS OF KIND, QUALITY, SAFETY, FIT, AND PERFORMANCE.

"CRASH PART" MEANS A REPLACEMENT FOR ANY OF THE NON-MECHANICAL SHEET METAL OR PLASTIC PARTS WHICH GENERALLY CONSTITUTE THE EXTERIOR OF A MOTOR VEHICLE, INCLUDING INNER AND OUTER PANELS. "NON ORIGINAL EQUIPMENT MANUFACTURER (NONOEM) CRASH PART" MEANS CRASH PARTS NOT MADE FOR OR BY THE MANUFACTURER OF THE MOTOR VEHICLE.

PLEASE SCAN OUR QUICK RESPONSE (QR) CODE ON THIS ESTIMATE OR VISIT OUR WEBSITE AT <http://st8.fm/7X4> TO READ ADDITIONAL INFORMATION ABOUT THE WARRANTY ON ALL NON-OEM PARTS.

Supplement of Record 2 with Summary

Customer [REDACTED]

Job Number [REDACTED]

2011 TOYO Camry XLE Automatic 4D SED 4-2.5L Gasoline EFI SILVER

PARTS SUPPLIER LIST

Line	Supplier	Description	Price
23	Norwalk Toyota [REDACTED] Norwalk CA [REDACTED] [REDACTED]	[REDACTED] RT Quarter panel protector	\$ 13.33
24	Norwalk Toyota [REDACTED] Norwalk CA [REDACTED] [REDACTED]	[REDACTED] LT Quarter panel protector	\$ 13.33
37	Norwalk Toyota [REDACTED] Norwalk CA [REDACTED] [REDACTED]	[REDACTED] Rear panel trim US built	\$ 231.78
40	Norwalk Toyota [REDACTED] Norwalk CA [REDACTED] [REDACTED]	[REDACTED] Weatherstrip	\$ 72.65
43	Norwalk Toyota [REDACTED] Norwalk CA [REDACTED] [REDACTED]	[REDACTED] Emblem	\$ 16.92
44	Norwalk Toyota [REDACTED] Norwalk CA [REDACTED] [REDACTED]	[REDACTED] Nameplate [REDACTED]	\$ 28.13
45	Norwalk Toyota [REDACTED] Norwalk CA [REDACTED] [REDACTED]	[REDACTED] Nameplate [REDACTED]	\$ 19.98
55	Norwalk Toyota [REDACTED] Norwalk CA [REDACTED] [REDACTED]	[REDACTED] RT License lamp	\$ 30.00
56	Platinum Auto Trends [REDACTED] Santa Fe Springs CA [REDACTED] [REDACTED]	[REDACTED] Opt OEM RT Combo lamp assy	\$ 194.48

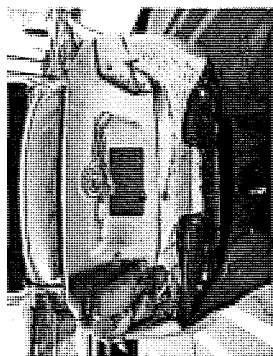
Supplement of Record 2 with Summary

Customer: [REDACTED]

Job Number: [REDACTED]

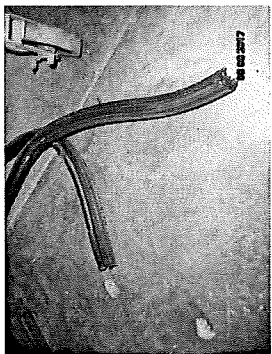
2011 TOYO Camry XLE Automatic 4D SED 4-2.5L Gasoline EFI SILVER

57	Phoenix Auto Wrecking [REDACTED] Wilmington CA [REDACTED] [REDACTED]	[REDACTED] RCY LT Combo lamp assy +25%	\$ 175.00
60	Norwalk Toyota [REDACTED] Norwalk CA [REDACTED] [REDACTED]	[REDACTED] LT License lamp	\$ 30.00
63	CHP AUTO PARTS [REDACTED] Whittier CA [REDACTED] [REDACTED]	[REDACTED] Opt OEM Bumper cover spacer	\$ 2.96
64	Norwalk Toyota [REDACTED] Norwalk CA [REDACTED] [REDACTED]	[REDACTED] RT Bumper cover hole cover US built	\$ 1.95
65	Norwalk Toyota [REDACTED] Norwalk CA [REDACTED] [REDACTED]	[REDACTED] LT Bumper cover hole cover US built	\$ 1.95
66	Norwalk Toyota [REDACTED] Norwalk CA [REDACTED] [REDACTED]	[REDACTED] Bumper cover pad	\$ 8.19
67	Norwalk Toyota [REDACTED] Norwalk CA [REDACTED] [REDACTED]	[REDACTED] Bumper cover lower clip	\$ 2.47
68	Platinum Auto Trends [REDACTED] Santa Fe Springs CA [REDACTED] [REDACTED]	[REDACTED] Opt OEM Energy absorber	\$ 88.85
69	K & P Auto Dismantlers, Inc. [REDACTED] Fontana, CA [REDACTED] Fontana CA [REDACTED] [REDACTED]	[REDACTED] RCY Bumper cover US built 2.5 l +25%	\$ 268.75

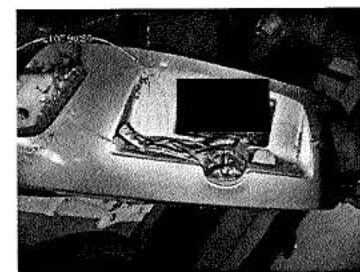


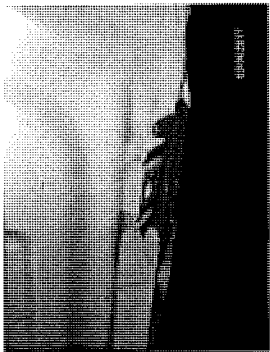
















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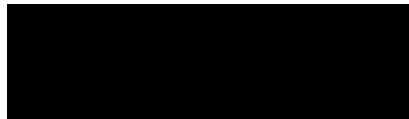
KIA

6/28/2019

DEFECT B

CA FILES

SPORTAGE



GATEWAY KIA OF DENVILLE

DENVILLE, NJ

WWW.GATEWAYKIA.COM

VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
KNDPNCAC3H7		4230	4238	05/01/17 09:41	05/10/17	
VEHICLE DESCRIPTION				TAG NO.	STATUS	
2017 KIA SPORTAGE E (HYPER RED)					COMPLETE	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES
				11/05/16	11/05/16	13
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		R/O EMAIL
				MAURICE DOMAN		

THANK YOU FOR YOUR BUSINESS HOURS MON-SAT 8:00 TO 5:00

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A			D4		Warranty	
Concern	Customer states TOW-IN vehicle starts smoking when started. check and advise					
Cause	FOUND STARTER INTERNAL MELTED					
Correction	REPLACE STARTER ASSY36100R1A .8					
Part Number		Description			Qty.	
36100 2G300		STARTER ASSY			1	
B	01		D4		Internal	
Concern	OUR SERVICE CONSULTANT HAS PERFORMED A VEHICLE WALK AROUND INSPECTION.					
	PERFORMED KIA MULTI POINT INSPECTION					
Cause	FRONT BRAKES- REAR BRAKES- TIRES-					
C +			D4		Warranty	
+						
Concern	Customer states check engine light is on. check and advise					
Cause	after replacing starter found codes P001000 and P001400 in system. opened techline case and was told to drop oil pan. found large amount of metal in oil pan. was then told to replace long block with PWAapproval.					
Correction	replaced long block and manifold due to metal contamination test drove vehicle and checked to DTC's. none returned and vehicle works as designed. PWA:					
Part Number		Description			Qty.	
174S1 2GH00R		REMAN SUB ENG			1	
28310 2GGA0		MANIFOLD ASSY			1	
28521 2GGA0		GASKET-EXHAUS			1	
28751 3S100		GASKET-EXHAUS			1	
13183 12000		NUT			2	
OIL		5W20 MOBIL SP			5	
UM040 CH012		ANTIFREEZE/CO			1	
D +	RENTAL		D4		Warranty	

GATEWAY KIA OF DENVILLE

DENVILLE, NJ

WWW.GATEWAYKIA.COM

EAST HANOVER, NJ		VEHICLE ID		MILES IN	MILES OUT	DATE/T ME IN	DATE OUT	INVOICE NO.
		KNDPNCAC3H7		4230	4238	05/01/17 09:41	05/10/17	
		VEHICLE DESCRIPTION					TAG NO.	STATUS
		2017 KIA SPORTAGE E (HYPER RED)						COMPLETE
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
				11/05/16	11/05/16	13	No Charge	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.			R/O EMAIL	
				MAURICE DOMAN				

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
------	---------	-----------	------	-------	------	--------

D + Continued

Concern GATEWAY KIA RENTAL

Cause vin:5xxgn4a75eg day out: 5/1/17

Correction day returned: 5/10/17

Sublet Code	Vendor Name	PO# / Description
R2	GATEWAY KIA RENTAL	37337

Customer Totals

Charge Description	Amount
TOTAL CUSTOMER	No Charge

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

X _____
CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence, or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

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