

PE19-004

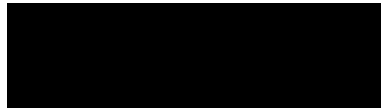
KIA

6/28/2019

DEFECT B

CA FILES

SPORTAGE







Mobil

EQUIPMENT TRANSPORT • SPECIALIZED RECOVERY • LIGHT/HEAVY TOWING

MIDWESTERN

H2211



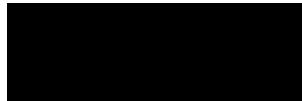






PE19-004
KIA
6/28/2019
DEFECT B
CA FILES

SPORTAGE



CUSTOMER #:

ACCOUNTING

AVIS
NEWARK NJ



PAGE 1

HOME: CONT:N/A
BUS: CELL: SERVICE ADVISOR: 4222 TONY MELENDEZ

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/ OUT	TAG
WHI	17	KIA Sportage		KNDPMCAC3			10982/10982	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		RATE	PAYMENT	INV. DATE
DD10APR17			WAIT 02NOV17			60.00	CASH	02NOV17

R.O. OPENED	READY	OPTIONS: STK:82409891 DLR:08016-NYZ
13:39 02NOV17		ENG:2.4 Liter DOHC 1)08001-ARC 2)C
		3)U*HVEH: 0 8)RK

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	QUICK RO	PMSCRT									
	PMSCR2	QUICK RO	PMSCRT								
			I	0.50	0.50		0			0.00	0.00
*** NO RO PUNCH TIMES ON FILE ***											

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

COST, SALE, & COMP TOTALS 1040 0 0

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























































11/10/2017 14:44







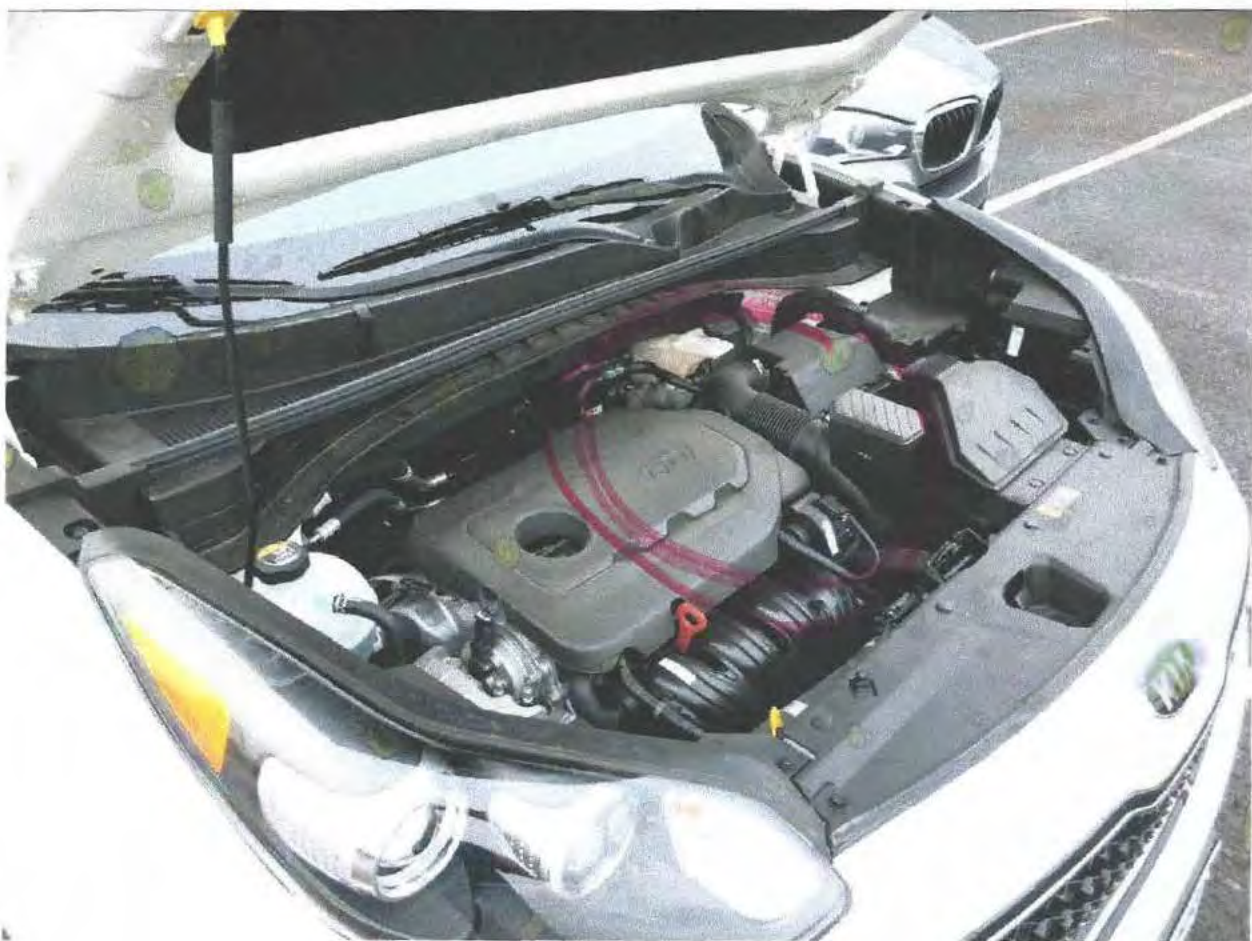


ZEESHAN

Avis employee name: NAVEED

. Please circle ON ALL FOUR PHOTOS where you FIRST saw flames.





#	Question	Answer
	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?	A renter
	A-4) How many other passengers were in the vehicle?	Unsure, do not believe so
	A-6) Were there any objects in the luggage compartment, passenger compartment, being towed, or	do not believe so
	B-1) What was the date & time of the incident?	11/08/2017 08:00:00 PM (PST)
	B-10) Describe all structures and/or vehicles involved & any damage that occurred to each one.	Four other vehicles.
	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	Driving into a check in lane at an airport. There was smoke coming from under hood of vehicle. An attendant opened the hood and it shot flames. Affected four other cars. Complete burns on all cars. No other property damage.
	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?	NA
	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?	Newark, NJ
	C-1) Which fire agency responded?	Newark Fire Department
	D-1) Where is the vehicle now?	In Newark NJ near the airport
	D-2) Have any repairs been completed?	no
	D-3) Was the insurance company contacted?	Self Insured
	D-5) What action are you requesting of Kia?	To look into this for product liability

ACCIDENT / INCIDENT REPORT

RENTER INFORMATION (CUSTOMER)

NAME:

ADDRESS:

CITY, STATE, ZIP:

W. Hartford, CT

EMAIL:

PHONE (PREFERRED CONTACT #):

VEHICLE USE

☐

BUSINESS

☐

PERSONAL

(IF BUSINESS PLEASE LIST NAME OF COMPANY)

OPERATOR (DRIVER):

INSURANCE COMPANY INFO:

RENTAL VEHICLE INFORMATION

MVA:

PLATE:

STATE: VT

MAKE/MODEL

Kia Sportage 4WD

RENTAL AGREEMENT:

INCIDENT DETAILS

DATE OF INCIDENT:

Nov. 8. 2017

TIME OF INCIDENT:

7:00

AM/PM

CITY/STATE/PROVIDENCE

Newark NJ

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

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):

Cust. came in with smoking hood. Left without filling out acc. Report many phone thru email not response Jet.

(Please print):

Nov 8. 2017

DATE

RENTER SIGNATURE

FREE: AVIS 866-446-8376 BUDGET 800-551-5998

EMAIL: fru.claimsetup@avisbudget.com

FAX #'s - (AVIS) 720-479-4034 (BUDGET) 407-850-4743

F-5A (12/16)

Avis Budget Group
Voluntary Statement Form

Name	<u>ZEESHAN NAUFED</u>	WWID/Employee ID #	<u>[REDACTED]</u>	Date of Hire	<u>10/24/2016</u>
Preferred Telephone No	<u>[REDACTED]</u>	b Title	<u>OPERATIONS MGR</u>		
Work Location	<u>[REDACTED]</u>	Date	<u>11/08/2017</u>		
Interviewer Name and Title: _____					
Others Present at Interview: _____					

I ZEESHAN NAUFED, the undersigned, make the following statement

freely and voluntarily:

At approx. 6:50pm customer pulled into checkins with a white Kia Sportage. I walked up to the customer to ask how he was and if everything with the car was well because the vehicle was smoking under the hood. Carlos (Check in agent) also walked up to us. He asked the customer what happened and proceeded to check the car in. The customer never acknowledged our questions. Instead, he shrugged his shoulder while pointing to the vehicle. I proceeded to tell Carlos to pop the hood. Once the hood popped up, I noticed an orange glow underneath. I informed Carlos and the customer that the vehicle is on fire and that we have to go. I proceeded to call 911 at 6:53pm.

Initials [REDACTED]

I have read this statement consisting of 1 page(s) and the facts contained therein are true and correct to the best of my knowledge and belief.

Signature of Person Giving Statement _____

Place Statement Given: _____

Date _____

Time _____

11/8/2017
8:53pm

Witness 1 Signature _____

Witness 2 Signature _____

NOTE: The Company prohibits retaliation against any person bringing a complaint or cooperating in the investigation of any complaint. Should you experience retaliation of any kind, please contact your Human Resources representative immediately.

Avis Budget Group
Voluntary Statement Form

Name CARLOS VASQUEZ WWID/Employee ID # [REDACTED] Date of Hire 03/03/15
Preferred Telephone No [REDACTED] Job Title Return agent.
Work Location Newark Airport Date 11-08-17
Interviewer Name and Title: _____
Others Present at Interview: _____

I CARLOS VASQUEZ, the undersigned, make the following statement
freely and voluntarily:

Around 7PM, I was about to check in
a white sportage Kia, I noticed a funny odor
and smoke from engine. I question the
customer about. At then I opened the hood
and I saw fire.
I told the others customers get away from
CARS, when fire started to spread bigger.
Then police came; we were evacuated
from site.

Initials: [REDACTED]

I have read this statement consisting of 1 page(s) and the facts contained therein are true and correct to the best of my knowledge and belief.

Signature of Person Giving Statement: _____

Place Statement Given: _____

Newark Airport

Date 11-08-17

Witness 1 Signature _____

Time 8:55 PM

Witness 2 Signature _____

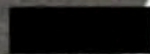
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11/10/2017 14:45





11/10/2017 14:45



11/10/2017 14:45

VISUAL ASSESSMENT CONDITION REPORT
INDEPENDENT APPRAISAL ASSIGNMENT - Claim Notification
URW - SALVAGE - SALE AUTHORIZATION

Area Reporting: NY - NEWARK
Type of Title:
Requested Use Code:

VACR Date: 2017-11-09
Completed Date:
Completed By:

Vehicle

MVA: [REDACTED]
VIN: 1G1ZE5ST3H [REDACTED]
Make/Model: CHEV/MALB
Model Year: 1717
Mileage: 25794
License: [REDACTED]
Owner: [REDACTED]
Color: WHIWHI
Age: 011/10
Zip Code/Vehicle Locale: [REDACTED]
Current Location Code: [REDACTED]
Current Use Code: 4X
Last Rental Agreement: [REDACTED]
Renting Location: [REDACTED]
Check-In Location: [REDACTED]
Brand:
Date: 2017-11-09

Vehicle Features:
LEATHER: N MOON ROOF: N NAVIGATION: N
Title Location: [REDACTED]
Capital Cost: 18643.9
Capital Cost Adjustment: -5111.0
Current MO DEP: 360.0
Current Intr: 35.86
Book Value: 15461.27
MSRP: 26000.0
Fair Market Value (FMV):
Wholesale Value (WSV):
Floor Amount: 1200
Adjustment: 0
Adjusted Floor: 0

Damage

Left Front - Y

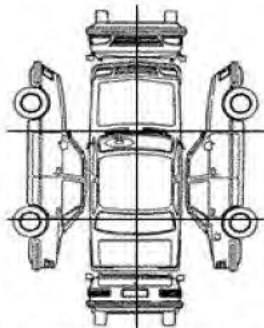
Y - Right Front

Left Side - Y

N - Right Side

Left Rear - Y

Y - Right Rear



Rollover Damage: N
Significant Damage: Y
Flood Damage: N
Weather Damage: N
Fire Damage: Y
Undercarriage Damage: N

Does this Vehicle "Start and Drive"? N

Modifications needed to make
ready for "Start and Drive"? N

If "Yes", what operation is required?

Independent Appraisal Service Assigned: PDA
Significant Structural Damage Assessed By: Carlos Gomes
Tow Amount: 0.00

FLOOD SALT WATER: N

FLOOD FRESH WATER: N

Appraisal

Accident State: NJ
Salvage Threshold: 65%

Net Damage:
Net Damage/FMV: 0%
Salvage Title: N

Claim #: 0
Injuries: N
Fatality: N
Defect: N

Hold Review Submitted:
Hold Review Expires:

Estimate ID:
Estimate Date:
Estimate Received:
Estimate Mileage:

Body Labor:
Frame Labor:
Mech Labor:
Paint/Mat:
Glass:
Sublet:
Parts Total:
Other Costs:
Converted:

Sale Amount:

Loss Amount: 0

Field Notes:

Miles UKN Newark Arrived 11-09-17 No Report Yes Tow No Bill
FIRE at main lot EWR-A "LOT-1" 1 of 5 Vehicles involved.

Coordinator Notes:

Authorized to Sell By:

VISUAL ASSESSMENT CONDITION REPORT
INDEPENDENT APPRAISAL ASSIGNMENT - Claim Notification
URW - SALVAGE - SALE AUTHORIZATION

Area Reporting: NY - NEWARK
Type of Title:
Requested Use Code:

VACR Date: 2017-11-09
Completed Date:
Completed By:

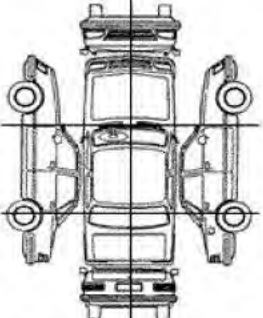
Vehicle

MVA: [REDACTED]
VIN: 1G1ZE5ST3H [REDACTED]
Make/Model: CHEV/MALB
Model Year: 1717
Mileage: 25794
License: [REDACTED]
Owner: [REDACTED]
Color: WHIWHI
Age: 011/10
Zip Code/Vehicle Locale: [REDACTED]
Current Location Code: [REDACTED]
Current Use Code: 4X
Last Rental Agreement: [REDACTED]
Renting Location: [REDACTED]
Check-In Location: [REDACTED]
Brand:
Date: 2017-11-09

Vehicle Features:
[REDACTED]
LEATHER: N MOON ROOF: N NAVIGATION: N
Title Location: [REDACTED]
Capital Cost: 18643.9
Capital Cost Adjustment: -5111.0
Current MO DEP: 360.0
Current Intr: 35.86
Book Value: 15461.27
MSRP: 26000.0
Fair Market Value (FMV):
Wholesale Value (WSV):
Floor Amount: 1200
Adjustment: 0
Adjusted Floor: 0

Damage

Left Front - Y
Left Side - Y
Left Rear - Y
Y - Right Front
N - Right Side
Y - Right Rear



Rollover Damage: N
Significant Damage: Y
Flood Damage: N
Weather Damage: N
Fire Damage: Y
Undercarriage Damage: N
Does this Vehicle "Start and Drive"? N
Modifications needed to make ready for "Start and Drive"? N
If "Yes", what operation is required?
[REDACTED]

Independent Appraisal Service Assigned: PDA
Significant Structural Damage Assessed By: Carlos Gomes
Tow Amount: 0.00

FLOOD SALT WATER: N FLOOD FRESH WATER: N

Appraisal

Accident State: NJ
Salvage Threshold: 65%
Net Damage:
Net Damage/FMV: 0%
Salvage Title: N
Claim #: 0
Injuries: N
Fatality: N
Defect: N
Hold Review Submitted:
Hold Review Expires:

Estimate ID:
Estimate Date:
Estimate Received:
Estimate Mileage:
Body Labor:
Frame Labor:
Mech Labor:
Paint/Mat:
Glass:
Sublet:
Parts Total:
Other Costs:
Converted:

Sale Amount:
Loss Amount: 0
Field Notes:
Miles UKN Newark Arrived 11-09-17 No Report Yes Tow No Bill
FIRE at main lot EWR-A "LOT-1" 1 of 5 Vehicles involved.
Coordinator Notes:
[REDACTED]
Authorized to Sell By:

VISUAL ASSESSMENT CONDITION REPORT
INDEPENDENT APPRAISAL ASSIGNMENT - Claim Notification
URW - SALVAGE - SALE AUTHORIZATION

Area Reporting: NY - NEWARK
Type of Title:
Requested Use Code:

VACR Date: 2017-11-09
Completed Date:
Completed By:

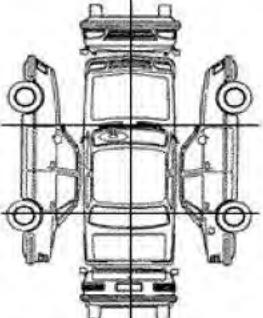
Vehicle

MVA: [REDACTED]
VIN: 1G1ZE5ST3H [REDACTED]
Make/Model: CHEV/MALB
Model Year: 1717
Mileage: 25794
License: [REDACTED]
Owner: [REDACTED]
Color: WHIWHI
Age: 011/10
Zip Code/Vehicle Locale: [REDACTED]
Current Location Code: [REDACTED]
Current Use Code: 4X
Last Rental Agreement: [REDACTED]
Renting Location: [REDACTED]
Check-In Location: [REDACTED]
Date: 2017-11-09

Vehicle Features:
LEATHER: N
MOON ROOF: N
NAVIGATION: N
Title Location: [REDACTED]
Capital Cost: 18643.9
Capital Cost Adjustment: -5111.0
Current MO DEP: 360.0
Current Intr: 35.86
Book Value: 15461.27
MSRP: 26000.0
Fair Market Value (FMV):
Wholesale Value (WSV):
Floor Amount: 1200
Adjustment: 0
Adjusted Floor: 0

Damage

Left Front - Y
Left Side - Y
Left Rear - Y
Y - Right Front
N - Right Side
Y - Right Rear



Independent Appraisal Service Assigned: PDA
Significant Structural Damage Assessed By: Carlos Gomes
Tow Amount: 0.00

Rollover Damage: N
Significant Damage: Y
Flood Damage: N
Weather Damage: N
Fire Damage: Y
Undercarriage Damage: N
Does this Vehicle "Start and Drive"? N
Modifications needed to make ready for "Start and Drive"? N
If "Yes", what operation is required?
[REDACTED]

FLOOD SALT WATER: N

FLOOD FRESH WATER: N

Appraisal

Accident State: NJ
Salvage Threshold: 65%
Net Damage:
Net Damage/FMV: 0%
Salvage Title: N
Claim #: 0
Injuries: N
Fatality: N
Defect: N
Hold Review Submitted:
Hold Review Expires:

Estimate ID:
Estimate Date:
Estimate Received:
Estimate Mileage:
Body Labor:
Frame Labor:
Mech Labor:
Paint/Mat:
Glass:
Sublet:
Parts Total:
Other Costs:
Converted:

Sale Amount:
Loss Amount: 0
Field Notes:
Miles UKN Newark Arrived 11-09-17 No Report Yes Tow No Bill
FIRE at main lot EWR-A "LOT-1" 1 of 5 Vehicles involved.
Coordinator Notes:
[REDACTED]
Authorized to Sell By:

VISUAL ASSESSMENT CONDITION REPORT
INDEPENDENT APPRAISAL ASSIGNMENT - Claim Notification
URW - SALVAGE - SALE AUTHORIZATION

Area Reporting: NY - NEWARK
Type of Title:
Requested Use Code:

VACR Date: 2017-11-09
Completed Date:
Completed By:

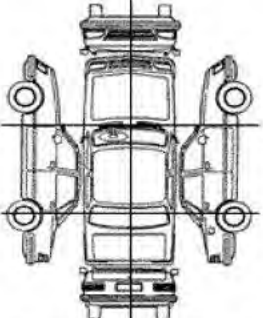
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VIN: 1G1ZE5ST3H [REDACTED]
Make/Model: CHEV/MALB
Model Year: 1717
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License: [REDACTED]
Owner: [REDACTED]
Color: WHIWHI
Age: 011/10
Zip Code/Vehicle Locale: [REDACTED]
Current Location Code: [REDACTED]
Current Use Code: 4X
Last Rental Agreement: [REDACTED]
Renting Location: [REDACTED]
Check-In Location: [REDACTED]
Brand:
Date: 2017-11-09

Vehicle Features:
[REDACTED]
LEATHER: N MOON ROOF: N NAVIGATION: N
Title Location: [REDACTED]
Capital Cost: 18643.9
Capital Cost Adjustment: -5111.0
Current MO DEP: 360.0
Current Intr: 35.86
Book Value: 15461.27
MSRP: 26000.0
Fair Market Value (FMV):
Wholesale Value (WSV):
Floor Amount: 1200
Adjustment: 0
Adjusted Floor: 0

Damage

Left Front - Y
Left Side - Y
Left Rear - Y
Y - Right Front
N - Right Side
Y - Right Rear



Independent Appraisal Service Assigned: PDA
Significant Structural Damage Assessed By: Carlos Gomes
Tow Amount: 0.00

Rollover Damage: N
Significant Damage: Y
Flood Damage: N
Weather Damage: N
Fire Damage: Y
Undercarriage Damage: N
Does this Vehicle "Start and Drive"? N
Modifications needed to make ready for "Start and Drive"? N
If "Yes", what operation is required?
[REDACTED]

FLOOD SALT WATER: N

FLOOD FRESH WATER: N

Appraisal

Accident State: NJ
Salvage Threshold: 65%
Net Damage:
Net Damage/FMV: 0%
Salvage Title: N
Claim #: 0
Injuries: N
Fatality: N
Defect: N
Hold Review Submitted:
Hold Review Expires:

Estimate ID:
Estimate Date:
Estimate Received:
Estimate Mileage:
Body Labor:
Frame Labor:
Mech Labor:
Paint/Mat:
Glass:
Sublet:
Parts Total:
Other Costs:
Converted:

Sale Amount:
Loss Amount: 0
Field Notes:
Miles UKN Newark Arrived 11-09-17 No Report Yes Tow No Bill
FIRE at main lot EWR-A "LOT-1" 1 of 5 Vehicles involved.
Coordinator Notes:
[REDACTED]
Authorized to Sell By:

VISUAL ASSESSMENT CONDITION REPORT
INDEPENDENT APPRAISAL ASSIGNMENT - Claim Notification
URW - SALVAGE - SALE AUTHORIZATION

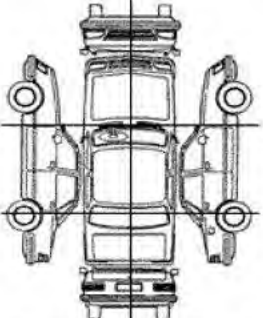
Area Reporting: NY - NEWARK
Type of Title:
Requested Use Code:

VACR Date: 2017-11-09
Completed Date:
Completed By:

Vehicle

MVA: [REDACTED]	Vehicle Features:	
VIN: 1G1ZE5ST3H [REDACTED]		
Make/Model: CHEV/MALB	LEATHER: N	MOON ROOF: N
Model Year: 1717	NAVIGATION: N	
Mileage: 25794	Title Location: [REDACTED]	
License: [REDACTED]	Capital Cost: 18643.9	
Owner: [REDACTED]	Capital Cost Adjustment: -5111.0	
Color: WHI/WHI	Current MO DEP: 360.0	
Age: 011/10	Current Intr: 35.86	
Zip Code/Vehicle Locale: [REDACTED]	Book Value: 15461.27	
Current Location Code: [REDACTED]	MSRP: 26000.0	
Current Use Code: 4X	Fair Market Value (FMV):	
Last Rental Agreement: [REDACTED]	Wholesale Value (WSV):	
Brand:	Floor Amount: 1200	
Renting Location: [REDACTED]	Adjustment: 0	
Check-In Location: [REDACTED]	Adjusted Floor: 0	
Date: 2017-11-09		

Damage

Left Front - Y		Y - Right Front	Rollover Damage: N
Left Side - Y		N - Right Side	Significant Damage: Y
Left Rear - Y		Y - Right Rear	Flood Damage: N
			Weather Damage: N
			Fire Damage: Y
			Undercarriage Damage: N
			Does this Vehicle "Start and Drive"? N
			Modifications needed to make ready for "Start and Drive"? N
			If "Yes", what operation is required?

Independent Appraisal Service Assigned: PDA
Significant Structural Damage Assessed By: Carlos Gomes
Tow Amount: 0.00

FLOOD SALT WATER: N FLOOD FRESH WATER: N

Appraisal

Accident State: NJ	Estimate ID:	Sale Amount:	Loss Amount: 0
Salvage Threshold: 65%	Estimate Date:	Field Notes:	
Net Damage:	Estimate Received:	Miles UKN Newark Arrived 11-09-17 No Report Yes Tow No Bill FIRE at main lot EWR-A "LOT-1" 1 of 5 Vehicles involved.	
Net Damage/FMV: 0%	Estimate Mileage:		
Salvage Title: N	Body Labor:	Coordinator Notes:	
Claim #: 0	Frame Labor:		
Injuries: N	Mech Labor:		
Fatality: N	Paint/Mat:		
Defect: N	Glass:		
Hold Review Submitted:	Sublet:	Authorized to Sell By:	
Hold Review Expires:	Parts Total:		
	Other Costs:		
	Converted:		



Kia Motors America, Inc.
Corporate Headquarters

Irvine, CA [REDACTED] USA

T [REDACTED] F 1 [REDACTED]

May 15, 2018

Avis Budget Group
Mark Warchal
6 Sylvan Way
Parsippany, NJ [REDACTED]

Re: 2017 Kia Sportage
VIN: KNDPMCAC3[REDACTED]
Case: [REDACTED]

Dear Mr. Warchal:

Kia Motors America, Inc. (KMA) has reviewed the incident and regrets the circumstances that prompted you to contact us.

We have carefully reviewed all of the information that you have submitted and our own investigation. Based on the inspection performed on April 19, 2018, the following was viewed:

- The point of origin for this fire appeared to be in the area of the engine's exhaust manifold
- Engine oil was low and oil residue underneath vehicle.
- Remints of oil fill cap was not visible.

Given this information, KMA is referring you to your insurance company.
Kia will take no further action in this matter, at this time. Thank you for your courtesy and cooperation.

Sincerely,

Alex Villalpando
National Consumer Affairs
Kia Motors America, Inc.

[REDACTED]