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

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

STINGER

2018 STINGER_ACCIDENT SCRIPTS_ALLEGED DEFECT B_EXPANDED SCOPE

Accident Report

Case [redacted]

Report Details

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

[redacted]

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

owner

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?

07/02/2018 19:17:00

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

94 degrees and dry, no construction

A-7) What Speed was the Vehicle Traveling?

23

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

No

B-2) Were There Any Injuries?

No

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

No

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

No

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

i came off of i55 headed north, turned south onto harlem

C-1) Was the Police Contacted?

No

C-2) Was the Insurance Company Contacted?

No

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

Towed

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

home

C-5) Have Any Repairs Been Completed?

Yes

C-5-1) Describe Repairs.

battery replaced

C-6) Were Parties Wearing Seatbelts?

Yes

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

No

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

No

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

I want you guys to take this car back and replace it with another. If Kia feels confident that the repair is completed and the vehicle is sound, i want it in writing that the acid smell will not affect my health.

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

Not Applicable

Accident Report

Case [redacted]

Report Details

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?

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

Luggage and items in passenger seat and trunk.

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

10/19/2018 12:40:00

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

Windshield cracked, hood, engine, wheel wells and both front tires

B-2) What time was 911 called?

8:45 PM

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

Weather was nice and roads were clear.

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

Prior to incident, no indication ther was a problem. No gauges lit up, no smoke, no odor. Pulled into a [redacted] in Watkinsville GA, walked around front of vehicle and didn't see anything. About 5 minutes later a lady came into the store and said a vehicle was on fire and when exiting, smole was billowing out of each side of hood and fender wells. 3 Gentlemen in parking lot had fire extinguisher and they started spraying in the vents on hood and fire well and then saw flames from under vehhicle and they got down and started putting that out and then fire truck arrived, gentlemen moved and before firemen got out of truck, flames burst out of hood. my opinion is that these 3 men are responsible for keeping the veh from catching full fire. FD could not get hood open cause it melted shut. They had to saw the hood to spray it to make sure fire was totally out.

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?

[redacted], Watkinsville, GA [redacted]

C-1) Which fire agency responded?

Engine 801 Oconee County GA FD

C-2) What is the fire report number?

unknown

D-1) Where is the vehicle now?

Copart - Atlanta East 609 Hwy 20 Loganville, GA 30052 and Lot # is [redacted]

D-2) Have any repairs been completed?

no

D-3) Was the insurance company contacted?

yes

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

no

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

Requesting another vehicle but not a Stinger.

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?

Vehicle was parked for 2 days

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?

N/A

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?

05/03/2018 20:00:00

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

See above

B-2) What time was 911 called?

01:00:00 PM

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

I'm alright, just a little light headed

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

I was watching television in another room and I heard a lot of beeping, I'm not sure if it was the house alarm or the car alarm. I opened the door and smoke was coming from the hood of the Kia and then flames. Then the garage door fell down. There's extensive smoke damage to the house, the heat was so bad it melted the laminated cabinets in my kitchen. They locked me out of my house, They boarded it up with scrime scene tape. By the time the fire department arrived, it melted my new 2016 corvette and tore up my 2 motorcycles. One is a 2016 Harley Davidson Road Glide and the other is a 2009 Lowrider with over $40,000 in customized equipment. They had covers over them.

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

No, the car wasn't driven for 2 days

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

No

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

Yes, about 3 weeks ago, I had Kia of Battlecreek install puddle lights, an OEM remote start and the homelink rearview mirror. They said they had to do extensive wiring. I have to assume something they did with the wiring had to do with it.

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

[redacted], Battle Creek MI

C-1) Which fire agency responded?

N/A

D-1) Where is the vehicle now?

At home

D-2) Have any repairs been completed?

No

D-3) Was the insurance company contacted?

Yes, StateFarm for both home and vehicle

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

No

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

Investigate what happened so it doesn't happen again

Accident Report

Case [redacted]

Report Details

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

STINGER

2018 STINGER_CA REPORTS_ALLEGED DEFECT B_EXPANDED SCOPE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2018 STINGER	Case Number	Mileage
[redacted]	[redacted]	KNAE35LC3J6[redacted]	[redacted]	699

Battle Creek MI , [redacted] Prod. Date: 12/12/2017 Dealer: MI015 Seelye KIA of Battle Cree

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

Case History

*** 05/03/2018 14:34:36 (GMT-08:00) Pacific Time (US & Canada) ***
Contact = [redacted] [redacted] Priority = Standard, Sub Status = Working

*** Note - Call - Inbound created on 05/03/2018 14:34:46 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr notified by dealer in reference to multiple vehicle fire including structure.
1. please contact customer

*** 05/03/2018 14:37:04 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 24/24 of Samuel Kim by Jeff Stroup
Reason:

*** Phone - Call - Outbound created on 05/03/2018 15:26:15 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called and spoke with [redacted] [redacted]
Writer states:
1. Introduced self

(Writer completed Fire Interview)

Customer states:
1. I'm trying to check into a hotel here
2. I tried to get to my dog, I did inhale some smoke
3. The Corvette is intact, but there's a lot of melting on it
4. It's a sad d*** day

Writer states:
1. Apologized
2. I'm glad you and your dog are alive
3. Where were the other vehicles parked in relation to the Kia?
4. Requested photos
5. I will send you an email
6. Once received, I will get them reviewed and follow up with you

Customer states:
1. The Corvette was to the left of the Kia and the 2 motorcycles were in front of the Corvette
2. I had a video surveillance system, the Fire Marshall is going to take the harddrive
3. They'll be able to see what time it started
4. Can you send me an email
5. Thank you so much for your response

*** Email - External Email Sent created on 05/03/2018 15:38:27 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
From: Kim, Samuel [KMA]
Sent: Thursday, May 03, 2018 3:38 PM
To: [redacted]'
Subject: Kia Motors America, Inc. ([redacted]

Dear Mr. [redacted]

I apologize for the circumstances that prompted you to contact Kia. Per our conversation, Kia is requesting photos of your vehicle and property in order to address your concerns. (Please be advised, our emails are limited to 10MB

Last name	First name	VIN of 2018 STINGER	Case Number	Mileage
[redacted]	[redacted]	KNAE35LC3J6[redacted]	[redacted]	699

Battle Creek MI , [redacted] Prod. Date: 12/12/2017 Dealer: MI015 Seelye KIA of Battle Cree

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

in maximum size per message. In order to ensure delivery, please only attach 2 photos per email). Once received, I will follow up with you. In the meantime, if you have any additional questions or concerns, you are more than welcome to contact me.

*** 05/03/2018 15:40:33 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 24/24 and Sub Status of Assigned

*** Email - External Email Received created on 05/03/2018 17:04:46 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
From: [redacted]
Sent: Thursday, May 03, 2018 4:08 PM
To: Kim, Samuel [KMA]
Subject: Re: Kia Motors America, Inc. ([redacted]

Can't locate laptop. Let me know if pics sent from Phone are ok.

*** Phone - Call - Inbound created on 05/04/2018 10:04:01 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received message from StateFarm's Attorney Ed Everhart:
1. Hi my name is Ed Everhart, I'm StateFarm's attorney
2. I'm calling to coordinate with you a joint fire scene inspection that we're gonna be setting up for
3. The fire that happened yesterday
4. I think you had a, sounds like you had a discussion with the homeowner last night maybe
5. [redacted] Battle Creek, MI
6. Could you please call me as soon as you can (616)940-7040
7. Again, Ed Everhart, StateFarm insures the home and they've asked me to coordinate a fire scene inspection
8. (616)940-7040 is my office phone number or
9. Well let's go with that first and I'll give you the email later
10. Thank you, bye

*** 05/04/2018 10:53:32 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Legal Review and Sub Status of Assigned

*** Note - Others created on 05/04/2018 10:57:00 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
KMA Engineer to attend joint inspection.

*** Fax - Fax Received created on 05/04/2018 12:15:36 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received RO #[redacted] from dealer MI015 via fax.

*** Phone - Call - Outbound created on 05/04/2018 12:30:09 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called the Everhart Law Firm and left message for Attorney Ed Everhart (616)940-7040
1. Calling in regards to insured [redacted]
2. Kia would like to participate in a joint inspection
3. Requested call back or email response
4. Left call back number and email address

*** Phone - Call - Outbound created on 05/04/2018 12:36:10 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Last name	First name	VIN of 2018 STINGER	Case Number	Mileage
[redacted]	[redacted]	KNAE35LC3J6[redacted]	[redacted]	699

Battle Creek MI , [redacted] Prod. Date: 12/12/2017 Dealer: MI015 Seelye KIA of Battle Cree

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

Called and spoke with [redacted] [redacted]
Writer states:
1. Do you have a temporary place to stay?
2. Kia Motors will be participating in a joint inspection
3. The process will take a few weeks
4. In the meantime, if you have any questions or concerns, please do not hesitate to contact me

Customer states:
1. StateFarms taking care of me
2. As soon as the investigation is done, the better off for me
3. The Fire Marshall hasn't release the property and then there's the matter of the harddrive
5. I appreciate the effort

*** Phone - Call - Inbound created on 05/04/2018 13:30:44 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received call from Attorney Ed Everhart at Everhart Law Firm
Attorney states:
1. I got your voicemail, but I need a little more information from you before I can setup the scene and issue the letters
2. Is there a recorded statement from the insured?
3. I'm targeting May 18, that's the first availability that my guy has
4. I will send you a letter
5. Do you have a number for Seelye Kia of Battle Creek?

Writer states:
1. No there is not
2. Gave mailing address and phone number for MI015

*** Email - External Email Received created on 05/04/2018 17:40:32 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
-----Original Message-----
From: Edward Everhart [mailto:everhartlaw@hotmail.com]
Sent: Friday, May 04, 2018 2:20 PM
To: rlevy@seelye.com; Kim, Samuel [KMA]
Cc: Nathan Dwyer (nathand@firefindings.com); Janet Owsianka; kent@seelye.com
Subject: May 18, 2018 Fire Scene Inspection at [redacted]., Battle Creek, MI [redacted]

RE: State Farm Insured: [redacted] [redacted] [redacted]
State Farm Claim No: [redacted]; claim numbers for the [redacted] cars and motorcycles are not yet available
Date of Loss: May 3, 2018

Dear Interested Parties:

On behalf of State Farm, as potential subrogee of the [redacted] we would like to advise you of a joint fire scene inspection to determine the cause and origin of the fire which occurred at [redacted] Battle Creek, MI [redacted] You are invited to attend. The fire scene inspection which will be held on May 18, 2018, starting at 10:00 a.m.

Please notify your insurance company and make the necessary arrangements to attend and bring any experts, investigators and/or adjustors you may require. This may be your only opportunity to inspect the scene as demolition and repairs may commence immediately thereafter. If you believe that one of your subcontractors and/or agents may have played a role in causing this fire through their act or omission, please forward this letter to

Last name	First name	VIN of 2018 STINGER	Case Number	Mileage
[redacted]	[redacted]	KNAE35LC3J6[redacted]	[redacted]	699

Battle Creek MI , [redacted] Prod. Date: 12/12/2017 Dealer: MI015 Seelye KIA of Battle Cree

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

them immediately. Failure to provide them with notice of the scene inspection may constitute a waiver of any claims against them.

Please take immediate steps to preserve any evidence in your possession and return any artifacts in your possession so all Interested Parties may inspect all the evidence during the joint scene inspection.

Failure to attend this inspection may be deemed a waiver of any criticism you may have regarding preservation of evidence or the scope of adjustment of this claim. Please contact State Farm's expert, Mr. Nate Dwyer, directly ((269) 925-2200) to make the necessary arrangements to attend.

Edward J. Everhart, Esq. | The Everhart Law Firm, P.C.
P.O. Box 425 | Ada, MI 49301
(616) 940-7040 | Cell: 633-9199 | Fax: 940-7045

*** Note - Others created on 05/04/2018 17:40:58 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Advised KMA Engineers

*** Letter - Letter Received created on 05/09/2018 14:44:40 and created by Jazmin Diaz ***
NCA rec'd DUP letter from The Everhart Law Firm.

Attaching to case.

*** 05/21/2018 10:28:53 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Legal Handling
[Resolution Summary]

*** 07/20/2018 14:00:33 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened by Samuel Kim with Sub Status of Working

*** Email - External Email Received created on 07/20/2018 14:00:37 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
-----Original Message-----
From: Edward Everhart [mailto:everhartlaw@hotmail.com]
Sent: Friday, July 20, 2018 10:49 AM
To: rlevy@seelye.com; Kim, Samuel [KMA]
Cc: Nathan Dwyer (nathand@firefindings.com); Janet Owsianka; kent@seelye.com; Edwards, Ian
Subject: Destructive Lab Inspection of the [redacted] Artifacts

Dear Interested Parties:
A destructive laboratory inspection of the artifacts recovered from the [redacted] residence will occur on September 6, 2018, starting at 9:00 a.m. The inspection will be held at Fire Findings Laboratory, 2026 Plaza Drive, Benton Harbor, MI 49022. You are invited to attend and participate. Disassembly or alteration of the artifacts may be necessary.
Feel free to bring any experts you may need to complete the inspection in one day. If you or your insurance company believes one of your contractors, component part manufacturers, or any other entity in your production, distribution, or retail chain may have played a role in causing this loss through their act or omission, please forward this letter to them immediately.

Please contact State Farm's experts Fire Findings directly ((269) 925-2200; fax: 269-925-2204) to make the

Last name	First name	VIN of 2018 STINGER	Case Number	Mileage
[redacted]	[redacted]	KNAE35LC3J6[redacted]	[redacted]	699

Battle Creek MI , [redacted] Prod. Date: 12/12/2017 Dealer: MI015 Seelye KIA of Battle Cree

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

necessary arrangements to attend. If you do not confirm your attendance in writing by September 1st, State Farm will assume you do not plan on attending.

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

Edward J. Everhart, Esq. | The Everhart Law Firm, P.C.
P.O. Box 425 | Ada, MI 49301
(616) 940-7040 | Cell: 633-9199 | Fax: 940-7045

*** 07/20/2018 14:03:57 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Samuel Kim with Resolution Code : Legal Handling
[Resolution Summary]

*** 07/30/2018 16:03:46 ***
Reopened by Jazmin Diaz with Sub Status of Working

*** Letter - Letter Received created on 07/30/2018 16:03:51 and created by Jazmin Diaz ***
NCA rec'd DUP letter from The Everhart Law Firm, P.C

Attaching.

*** 07/30/2018 16:04:27 ***
Closed by Jazmin Diaz with Resolution Code : Legal Handling
[Resolution Summary]

*** Case [redacted] is sent on 9/6/2018 18:35:26 by Michele Cameron
To: tonyjang@kiausa.com
Cc:
Title: Case [redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2018 STINGER	Case Number	Mileage
[redacted]	[redacted]	KNAE25LA7J6[redacted]	[redacted]	43

Naperville, IL , [redacted] Prod. Date: 02/02/2018 Dealer: IL054 Gerald KIA of Naperville

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

Case History

*** 07/03/2018 17:04:20 (GMT-07:00) Arizona ***
Contact = [redacted] [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 07/03/2018 17:08:47 (GMT-07:00) Arizona and created by Brenda Hernandez ***
Customer states:
1. I purchased a brand new stinger and it started to shake and smoke
2. I had to tow it back to the dealreship
3. They did get me into a rental vehicle
4. I do not want this vehicle any more
5. I told the sales manager that I want my money back
6. The vehicle is a lemon

Writer states:
1. Apologized
2. Advised of WCIM
3. Advised would contact dealership and customer
4. Advised would escalate the case

Customer states:
1. Thank you

*** Phone - Call - Inbound created on 07/05/2018 11:05:32 (GMT-07:00) Arizona and created by Brenda Hernandez ***
Writer called IL054 and states:
1. Calling regarding concerns with vehicle

SVCA states:
1. The battery exploded in the trunk
2. We notified the DPSM and have replaced the battery

Customer Name: [redacted] [redacted]
Customer phone #: [redacted]
Customer address: [redacted] Chicago IL [redacted]
VIN: KNAE25LA7J6[redacted]
MY and Mileage: 2018 Stinger 43
Most recent RO# Open Date and Close date (if applicable): [redacted] 7-3-18
Days Down at initial Service Alert report (if applicable): Most recent Repair Issue and Diagnosis: Customer states vehicle started to smoke – battery exploded in the trunk
Able to Duplicate (Y or N): Yes
Repeat Repair (Y/N), if so, how many times?: NA
Repair History of current concern with RO#, Open and Closed dates with mileage:
ETA for completion of repairs (if applicable):
Parts on order (Y/N), if so obtain part#, order#: NA
Techline Case (if applicable): NA
Rental / Loaner Provided? If so, since when?: yes
Dealer contacted DPSM (if needed): yes
Vehicle repaired?: Yes
Customer has possession?: Customer was notified – has not picked upt
Dealer Code/Selling Dealer (Y or N): IL054
Original Owner (Y or N): Y
What is current Customer Request (if needed):

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2018 STINGER	Case Number	Mileage
[redacted]	[redacted]	KNAE25LA7J6[redacted]	[redacted]	43

Naperville, IL , [redacted] Prod. Date: 02/02/2018 Dealer: IL054 Gerald KIA of Naperville

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

*** Phone - Call - Inbound commitment created on 07/05/2018 11:13:00 (GMT-07:00) Arizona with Commitment Date 07/06/2018 and created by Brenda Hernandez ***

*** Phone - Call - Inbound created on 07/05/2018 15:20:58 and created by Susan Torborg ***
Customer calling for email for CM
Wants to email information to her.

Writer states
1. Let me see if CM is available
2. She is on a call
3. Let me ask her for her email address.

Provided email address

Customer states
1. Ok thank you

Writer states
1. Thank you for calling Kia

*** Phone - Call - Inbound created on 07/05/2018 16:04:10 (GMT-07:00) Arizona and created by Brenda Hernandez ***
Writer received e-mail from customer states:

Ms Hernandez this is [redacted] [redacted] emailing you in regards to my case. I want to start off by saying that I am very disappointed with the experience with the vehicle. Let me start off by saying the Kia Stinger was a vehicle that I saw at the Chicago Auto show and fell in love with the car specs and introduction. The same color Blue and style was the one that made me give Kia a chance as this was my 1st car from your company. My hard earned money was used to make a down payment and purchase this Vehicle. The sales man Jon did a phenomenal Job on selling me the car the dealership did a great job in welcoming to what your company calls a Kia family.

After 30 min from the purchase I was driving the car I wanted andsaid I would buy at the auto show just so it can give me and my brother a scare that I think no new car customer should experience. As I exited the [redacted] expressway onto [redacted] driving south I was merging onto the left lane when the car stop very hard jerked forward and back and smoke started to come out the hood of the car. My brother jumped out of the car thinking the car was on fire or something while I was panicking trying to stop the car from rolling back as we were in an incline street, To have to go through that was the worst experience in my car purchase I have ever felt. But even further to have to push the car out of the busy oncoming traffic on a 93° weather whoch supposed to be a brand new car and waiting for over 2 hours for a tow truck in which I had to pay out of my own pocket to tow it back to the dealership where I purchased it but to go further into this nightmare I had to call my sister in law to pick up my [redacted] year old from summer camp because my brand new car broke down, the title company located on 5424 S Harlem employees came out and help me go through an embarrassing situation. Now I am being told to pick up my Vehicle and hoping this doesn't happen is something I can not be ok with and have faith in your company. I am like so many customers that want to have the respect and dignity we deserve when we bring our hard earned money to buy a product. Kia has failed me as a consumer and want Kia to understand how this situation has affected me with your company. I dont feel safe in the same vehicle this happened to me in and want Kia to do was right and give me what I paid for. Take this Vehicle back and replace it with what I wanted from the beginning a quality safe vehicle or give me in writing where Kia backs up this car and its product and guarantees me that this will never happen. Give me faith in your company as a new Kia customer and future customer give me the satisfaction of a new Kia customer that I investec

Last name	First name	VIN of 2018 STINGER	Case Number	Mileage
[redacted]	[redacted]	KNAE25LA7J6[redacted]	[redacted]	43

Naperville, IL , [redacted] Prod. Date: 02/02/2018 Dealer: IL054 Gerald KIA of Naperville

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

in a company that values its customers and backs up there products. Here is the picture I took at the auto show just to have it break down on me.

*** Phone - Call - Inbound commitment fulfilled on 07/05/2018 16:08:49 (GMT-07:00) Arizona with Commitment Date 07/06/2018 closed by Brenda Hernandez ***

*** Phone - Call - Inbound created on 07/05/2018 16:05:29 (GMT-07:00) Arizona and created by Brenda Hernandez ***
Writer called customer and states:
1. Returning customers call
2. Advised that we will be escalating case to a higher office

Customer states:
1. This was the car that I had wanted since I saw it at the auto show
2. I am afraid to drive this car now
3. I do not want my child in the car
4. I hope that you understand how I feel regarding this vehilce
5. I just want a guarantee on this vehicle
6. I do not want to pay for a lemon

Writer states:
1. Advised of WCIM
2. Advised customer would receive a call back regarding case

*** Phone - Call - Inbound created on 07/05/2018 16:10:19 (GMT-07:00) Arizona and created by Brenda Hernandez ***
Call to Action
1. Customer is requesting a call back
2. Customer alleges vehicle is a lemon and is requesting a buy back

*** 07/05/2018 16:11:43 (GMT-07:00) Arizona ***
Dispatched from WIPBin = Commitments Set to Queue Central Region ECR by Brenda Hernandez
Reason:

*** 07/06/2018 07:05:40 (GMT-07:00) Arizona ***
Accepted from Queue Central Region ECR to WIPBin Tuesday-1 by Randy Chacon

*** 07/06/2018 07:11:43 (GMT-07:00) Arizona ***
Case moved into WIPBin Tuesday-1 and Sub Status of Working

*** 07/06/2018 07:12:12 (GMT-07:00) Arizona ***
Assigned to WIPBin Default of Morgan Morgan by Randy Chacon
Reason:

*** Phone - Call - Inbound created on 07/09/2018 10:34:40 (GMT-07:00) Arizona and created by Brenda Hernandez ***
Writer received e-mail from customer and dealership

[redacted]

Last name	First name	VIN of 2018 STINGER	Case Number	Mileage
[redacted]	[redacted]	KNAE25LA7J6[redacted]	[redacted]	43

Naperville, IL , [redacted] Prod. Date: 02/02/2018 Dealer: IL054 Gerald KIA of Naperville

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

I have reached out to KIA consumer affairs. We to this point are doing and have done everything in Gerald's power to take care of you. I can tell you that KIA's consumer affairs is head and shoulders above the other brands Gerald owns. When I hear from them I will let you know.

Thank you for your patience.

Anthony Triner
General Manager
Gerald Kia Naperville
630-456-0505 (Cell)
630-445-2542 (Store)
630-637-0386 (Fax)

On Sun, Jul 8, 2018 at 11:25 PM, [redacted] wrote:
Ms Hernandez
I want to apologize for late email but just have to inform how even more troubled I am with my new car. Aside from the fact that I already went through the worst new car purchase but to be driving the car around and the smell of battery acid that got so bad my own son asking what's the smell just makes me further feel what a bad purchase I made. I'm still praying that Kia takes this manner very seriously and can show me and future car buyers that Kia is a great company and this is a 1 in a billion issue that unfortunately happened to me.

On Thu, Jul 5, 2018, 6:01 PM [redacted] wrote:
Ms Hernandez this is [redacted] emailing you in regards to my case. I want to start off by saying that I am very disappointed with the experience with the vehicle. Let me start off by saying the Kia Stinger was a vehicle that I saw at the Chicago Auto show and fell in love with the car specs and introduction. The same color Blue and style was the one that made me give Kia a chance as this was my 1st car from your company. My hard earned money was used to make a down payment and purchase this Vehicle. The sales man Jon did a phenomenal Job on selling me the car the dealership did a great job in welcoming to what your company calls a Kia family.

After 30 min from the purchase I was driving the car I wanted andsaid I would buy at the auto show just so it can give me and my brother a scare that I think no new car customer should experience. As I exited the I55 expressway onto Harlem driving south I was merging onto the left lane when the car stop very hard jerked forward and back and smoke started to come out the hood of the car. My brother jumped out of the car thinking the car was on fire or something while I was panicking trying to stop the car from rolling back as we were in an incline street, To have to go through that was the worst experience in my car purchase I have ever felt. But even further to have to push the car out of the busy oncoming traffic on a 93° weather whoch supposed to be a brand new car and waiting for over 2 hours for a tow truck in which I had to pay out of my own pocket to tow it back to the dealership where I purchased it but to go further into this nightmare I had to call my sister in law to pick up my [redacted] year old from summer camp because my brand new car broke down, the title company located on 5424 S Harlem employees came out and help me go through an embarrassing situation. Now I am being told to pick up my Vehicle and hoping this doesn't happen is something I can not be ok with and have faith in your company. I am like so many customers that want to have the respect and dignity we deserve when we bring our hard earned money to buy a product. Kia has failed me as a consumer and want Kia to understand how this situation has affected me with your company. I dont feel safe in the same vehicle this happened to me in and want Kia to do was right and give me what I paid for. Take this Vehicle back and replace it with what I wanted from the beginning a quality safe vehicle or give me in writing where Kia backs up this car and its product and guarantees me that this will never happen. Give me faith in your company as a new Kia customer and future customer give me the satisfaction of a new Kia customer that I investec in a company that values its customers and backs up there products. Here is the picture I took at the auto show just to have it break down on me.

Last name	First name	VIN of 2018 STINGER	Case Number	Mileage
[redacted]	[redacted]	KNAE25LA7J6[redacted]	[redacted]	43

Naperville, IL , [redacted] Prod. Date: 02/02/2018 Dealer: IL054 Gerald KIA of Naperville

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

*** Phone - No Callback created on 07/17/2018 10:18:32 (GMT-07:00) Arizona and created by Randy Chacon ***
[redacted] [redacted] stated:
1. I am calling regarding my case, gave case #

Writer stated:
1. I apologize for the concern
2. I do see case was escalated to our region office
3. I see your ECR would be Morgan Morgan.
4. I will see if she is available, please hold

Skyped ECR, no response, returned to cst and stated:
1. ECR was not available
2. I will document your call and request she c/b
3. Would you like her VM? (yes)
4. Transferred to ECR VM

*** Phone - Call - Outbound created on 07/17/2018 14:03:16 (GMT-05:00) Eastern Time (US & Canada) and created by Morgan Morgan ***
Wrt called [redacted], spoke with [redacted] [redacted]

Wrt states:
1. Introduced self and advised calling from Kia's escalation team.
2. Advised writer is reaching out to further discuss recent vehicle concerns.
3. Wrt needs to review for product

Cust states:
1. It is a mess back there.
2. The car locked up when the battery exploded.
3. I am upset because this happened when I was driving.
4. It jerked to a stop, I have witnesses that saw smoke coming out.
5. The smell is still a factor.
6. There is damage back there, the battery exploded.
7. The back area is yellow and discolored all over.
8. My son is in the back complaining of the smell.

Wrt states:
1. Apologized for battery failure and acid smell concern.
2. Collected accident script.
3. Will review further.
4. Regarding lemon claim, please review WCIM for state specific information.
5. What are you requesting of KIA?

Cust states:
1. I want Kia to take this vehicle back and replace it with the same vehicle.
2. If Kia finds the vehicle to be sound, I want it in writing that the damage will not affect the value of my vehicle.
3. I want it in writing that Kia says that the battery acid smell will not affect my health.
4. If it was just the battery dying, it wouldn't be an issue.
5. It scared the sh*t out of me.

Last name	First name	VIN of 2018 STINGER	Case Number	Mileage
[redacted]	[redacted]	KNAE25LA7J6[redacted]	[redacted]	43

Naperville, IL , [redacted] Prod. Date: 02/02/2018 Dealer: IL054 Gerald KIA of Naperville

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

6. My brother and I jumped out the car, thinking it was on fire.
7. We have witnesses of us jumping out of the car, panicking.
8. I want Kia to take my humiliation into consideration when they consider my request in replacing my vehicle.

Wrt states:
1. Thanked for details.
2. Apologized for humiliation and inconvenience.
3. Wrt will forward case to National team for further review.

Cust states:
1. OK, thank you.
2. No other questions.

Wrt states:
1. Thanked.

*** 07/17/2018 14:07:09 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin = Default to Queue National CA by Morgan Morgan
Reason:

*** Phone - Call - Outbound created on 07/17/2018 13:38:01 (GMT-07:00) Arizona and created by Bonnie Bauer ***
Writer called customer and left VM:
1. Gave name and contact information
2. Following up on concern with vehicle
3. Apologized for concern
4. Requested callback

*** Email - External Email Sent created on 07/17/2018 13:46:50 (GMT-07:00) Arizona and created by Bonnie Bauer ***
Writer sent email to customer apologizing for concern and requested callback or response to email.

*** Phone - Call - Outbound created on 07/17/2018 13:47:21 (GMT-07:00) Arizona and created by Bonnie Bauer ***
Writer called GM Anthony Triner and left VM:
1. Gave name and contact information
2. Advised writer would personally be handling case for time being
3. Please feel free to call writer if there are any questions

*** Phone - Call - Inbound created on 07/17/2018 16:07:44 (GMT-07:00) Arizona and created by Bonnie Bauer ***
Customer called writer and states:
1. Returning your VM

Writer states:
1. Advised writer had been made aware of case
2. Apologized for concern with vehicle
3. Advised KMA hope is that customer will not have concern early in ownership

Customer states:
1. I had a great experience at the dealer
2. I saw the vehicle at the auto show

Last name	First name	VIN of 2018 STINGER	Case Number	Mileage
[redacted]	[redacted]	KNAE25LA7J6[redacted]	[redacted]	43

Naperville, IL , [redacted] Prod. Date: 02/02/2018 Dealer: IL054 Gerald KIA of Naperville

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

3. I loved it so I bought the same color and everything
4. Now since it exploded there are stains all on the back
5. If you take out the spare tire you can see it everywhere

Writer states:
1. Understand customer is requesting a replacement
2. Advised writer can research customers request
3. Advised will send customer acknowledgement letter and request for documentation forms

Customer states:
1. The way that it just stopped also
2. Was in the middle of the road
3. Do not think it is fair to keep vehicle in current condition when I paid for new vehicle
4. I know when you buy an Audi you know what you're going to get but not expecting this

Writer states:
1. Understand, will have docs to customer by close of business
2. Advised also left a VM for GM so he is aware
3. Will be main pint of contact for time being

Customer states:
1. Ok, thank you

<For Internal Use Only
Writer emailed customer acknowledgement letter and request for docs.>

*** Phone - Call - Outbound created on 07/18/2018 11:18:38 (GMT-07:00) Arizona and created by Bonnie Bauer ***
Writer called IL054 and left VM with Steve:
1. Gave name and contact information
2. Requested RO for battery concern
3. Requested callback

*** Phone - Call - Outbound created on 07/19/2018 10:51:59 (GMT-07:00) Arizona and created by Bonnie Bauer ***
Writer called IL054 and spoke with GM Anthony Triner:
1. Requested RO information for customer

GM Anthony Triner states:
1. Will email you RO and pictures

Writer states:
1. Provided email address

*** Phone - Call - Outbound created on 07/20/2018 10:17:03 (GMT-07:00) Arizona and created by Bonnie Bauer ***
Writer called customer and states:
1. Following up on case
2. Thank you for providing documents in a prompt manner
3. Advised case has been reviewed and in accordance with state guidelines and Kia's responsibility in terms of administrator of the warranty replacement would not be an option at this time.

Last name	First name	VIN of 2018 STINGER	Case Number	Mileage
[redacted]	[redacted]	KNAE25LA7J6[redacted]	[redacted]	43

Naperville, IL , [redacted] Prod. Date: 02/02/2018 Dealer: IL054 Gerald KIA of Naperville

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

4. Would like to replace any affected carpeting and trim that has any residue from battery as well as clean space around and offer $1,500 for inconvenience customer has experienced.

Customer states:
1. Wow
2. Do not think Kia even looked into this
3. Car is still parked, I paid $45,000 for a new car
4. Think Kia is trying to downplay this
5. It is inconvenient for me to go to dealership and then have to go back and pick it up
6. I want a document stating that Kia guarantees that if this did happen on the expressway and my family was with me that no one would have been hurt

Writer states:
1. Advised Kia is not downplaying concern
2. Cannot guarantee that vehicle will ever or never have concerns and if so when or where it would happen.
3. Would like to resolve concern for customer however replacement is not an option at this time

Customer states:
1. Kia thinks that by cleaning this and paying $1,500 is going to make it right?
2. I paid $10,000 of my hard earned money
3. I could have gone to any dealer and bought any vehicle
4. Never had problem with Cadillac Chevy or Ford
5. This happened right off of expressway, car just locked, brother jumped out, had to have people push the vehicle, had to wait for tow in 95 degree weather which I paid for
6. This is my first kia and I loved this car at the autoshow
7. Don't give me any money just give me a document stating that Kia guarantees that if this did happen on the expressway and my family was with me that no one would have been hurt

Writer states:
1. Advised would be unable to send a guarantee like that, no manufacturer can guarantee that nothing will ever happen to a vehicle.
2. If customer does not feel offer is fair, what is he requesting?

Customer states:
1. I need time to think about it
2. Want to consider all of my options
3. Will post videos on social media of smoke coming from vehicle from battery

Writer states:
1. Advised customer can take the time he needs
2. Please call or email writer back as needed

Customer states:
1. Ok, thank you

*** 07/20/2018 10:30:47 (GMT-07:00) Arizona ***
Case moved into WIPBin 0 INBOX and Sub Status of Working

*** Email - External Email Received created on 07/22/2018 21:17:55 (GMT-07:00) Arizona and created by Bonnie

Last name	First name	VIN of 2018 STINGER	Case Number	Mileage
[redacted]	[redacted]	KNAE25LA7J6[redacted]	[redacted]	43

Naperville, IL , [redacted] Prod. Date: 02/02/2018 Dealer: IL054 Gerald KIA of Naperville

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

Bauer ***
Good Afternoon Bonnie
I want to start off by saying that I do appreciate the offer that was made to me by Kia, I feel it's not only offensive bu a slap in my face. Kia thrives on its brand an product and tries to pride itself that it makes a great car. Maybe the issue that happens with my car is a 1 in a million issue, but it does not eliminate the fact that based on the issue and experience that occurred I can not believe Kia would feel that a reasonable offer. Like I mentioned before if Kia feels so strong and proud of its product why not get in writing that they feel very confident this issue will never occu and they stand by its product 100% along with the fact myself and my brother were safe and in no danger when this happened. When I go to pay for a car that cost 40k and more I expect to get what I paid for and not get a car in which it proved the reliability it has on only 27 miles. I was not asking for anything outraged just to get what I paid for and that was a reliable $40k car not to get a car in which feels like I spent $100. Now I am being told well we will clean it for you and call it day in which is something I could not believe Kia does. I lost alot more revenue the day this issue happened and I was at dealership from 10am till 8pm. I am hoping you can review the offer made and reach out with a more fair soulition.

*** Phone - Call - Outbound created on 07/25/2018 15:23:31 (GMT-07:00) Arizona and created by Randy Chacon ***
Writer called cst @ [redacted] and stated:
1. Identified self
2. Calling on behalf of Bonnie Bauer
3. Understand she was working on this case for you concerning issues you had with your Stinger
4. We have had the opportunity to review your request for replacement and at this time that is not an option we are willing to provide
5. We understand you were also looking for documentation from KMA stating we guarantee with 100% certainty that you will never have a prob again
6. Unfortunately we are not able to provide such documentation as all veh's, any make model manufacture are made with many mech and elec components that can give out at any given time
7. What we can guarantee is that we will work to resolve any defects under the terms of the warranty should they arise
8. Now we understand that the GW offer Bonnie made is not satisfactory to you
9. What do you feel would be a satisfactory GW gesture?

Customer stated:
1. I understand no one can guarantee to me that I will not have another problem
2. The thing is I purchased a $50k veh and I do not feel like I have a new veh
3. I had to miss a full days work, my brother had to miss work, I had to pay for a tow, my son had to be picked up from someone else from summer camp
4. Bonnie had offered to clean my veh and give me $1500.00 which I do not think is fair
5. I think a fair compromise would be to pay me $4500.00

Writer stated:
1. I understand your request and we will be happy to review that for you
2. Bonnie is expected back in the office next week
3. We will review the request you have made and once complete we will follow up

Customer stated:
1. Thank you

*** 07/31/2018 09:34:22 (GMT-07:00) Arizona ***
Case moved into WIPBin PENDING and Sub Status of Working

Last name	First name	VIN of 2018 STINGER	Case Number	Mileage
[redacted]	[redacted]	KNAE25LA7J6[redacted]	[redacted]	43

Naperville, IL , [redacted] Prod. Date: 02/02/2018 Dealer: IL054 Gerald KIA of Naperville

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

*** Phone - Call - Outbound created on 07/31/2018 11:35:57 (GMT-07:00) Arizona and created by Bonnie Bauer ***
Writer called customer and states:
1. Following up on case
2. Understand customer requesting $4,500

Customer states:
1. Think that is fair for everything that happened and tow

Writer states:
1. Will offer customer $4,500
2. Will send offer letter and release
3. Advised all warranties will remain intact

Customer states:
1. Doesn't say anything like if battery explodes again Kia washes their hands?

Writer states:
1. Advised it states kia is offering customer this amount and will consider this case resolved.
2. Customer can always call back as needed and can review at that time.

Customer states:
1. Ok, and does offer to have vehicle cleaned still stand?

Writer states:
1. Yes, if customer would like to set up appointment when it is convenient due to work and let writer know.

Customer states:
1. The sooner the better, will need a loaner

Writer states:
1. Will call GM and see what we can determine and will follow up with customer in a few days

Customer states:
1. Ok, Thank you

*** Phone - Call - Outbound created on 08/02/2018 09:24:25 (GMT-07:00) Arizona and created by Bonnie Bauer ***
Writer called IL054 and left VM for GM:
1. Advised GM that writer and customer had reached a resolution
2. Requested GM help in setting appointment for customer and making sure loaner is available
3. Advised Kia would be covering any carpet or trim pieces that need to be replaced as well as cleaning any residue from concern
4. Requested callback

*** Email - External Email Sent created on 08/05/2018 21:06:04 (GMT-07:00) Arizona and created by Bonnie Bauer ***
Writer sent customer offer letter

*** Phone - Call - Outbound created on 08/09/2018 09:56:47 (GMT-07:00) Arizona and created by Bonnie Bauer ***

Last name	First name	VIN of 2018 STINGER	Case Number	Mileage
[redacted]	[redacted]	KNAE25LA7J6[redacted]	[redacted]	43

Naperville, IL , [redacted] Prod. Date: 02/02/2018 Dealer: IL054 Gerald KIA of Naperville

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

Writer called IL054 GM Anthony Triner and left VM:
1. Calling for assistance in setting up appointment with customer and rental
2. Requested callback-provided contact number

*** Email - External Email Sent created on 08/14/2018 10:51:09 (GMT-07:00) Arizona and created by Bonnie Bauer ***
Writer emailed IL054 GM Anthony Triner:
1. Calling for assistance in setting up appointment with customer and rental
2. Requested callback-provided contact number

*** Phone - Call - Inbound created on 08/14/2018 11:43:14 (GMT-07:00) Arizona and created by Bonnie Bauer ***
GM Anthony Triner called writer and states:
1. Received VM a week and a half ago but was out of the office

Writer states:
1. Advised need to get customer set up wth appointment
2. Need to provide customer with loaner vehicle3
3. Advised any residue will need to be cleaned, trim or carpet areas affected will need to be replaced

GM states:
1. Will this be going through warranty?

Writer states:
1. Advised repairs and rental should be covered under warranty
2. If not writer can reimburse dealer as needed
3. Want to make sure customer is taken care of

GM states:
1. Ok, will set up appointment and loaner
2. Please send email confirming this information

<For Internal Use Only
Writer sent customer e-mail>

*** Phone - Call - Outbound created on 08/17/2018 10:29:29 (GMT-07:00) Arizona and created by Bonnie Bauer ***
Writer called GM and left VM:
1. Gave name and contact information
2. Calling to confirm if customer had appointment set
3. Requested all or email response

*** Email - External Email Received created on 08/28/2018 09:44:04 (GMT-07:00) Arizona and created by Bonnie Bauer ***
Writer sent email to GM Anthony Triner inquiring if customer had brought vehicle in and if repairs had been completed.

*** Phone - Call - Outbound created on 08/28/2018 11:00:50 (GMT-07:00) Arizona and created by Bonnie Bauer ***
Writer called customer and left VM:
1. Gave name and contact number

Last name	First name	VIN of 2018 STINGER	Case Number	Mileage
[redacted]	[redacted]	KNAE25LA7J6[redacted]	[redacted]	43

Naperville, IL , [redacted] Prod. Date: 02/02/2018 Dealer: IL054 Gerald KIA of Naperville

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

2. Following up on vehicle repair
3. Going to reimburse customer for remote start
4. Customer should receive check soon
5. Requested callback if further assistance is needed

*** 08/28/2018 11:12:45 (GMT-07:00) Arizona ***
Goodwill #: [redacted] Submitted

*** 08/28/2018 11:13:14 (GMT-07:00) Arizona ***
Case moved into WIPBin Inbox and Sub Status of Working

*** Phone - Call - Inbound created on 08/29/2018 09:42:44 (GMT-07:00) Arizona and created by Bonnie Bauer ***
Customer called writer and left VM:
1. Gave name
2. Wanted to thank you for everything you did and changing my mind about Kia
3. Wanted to thank you for reimbursement
4. I appreciate it
5. Please call me back if you need anything else

*** 10/05/2018 11:12:15 ***
Goodwill #: [redacted] Submitted

*** 10/05/2018 11:16:16 ***
Goodwill #: [redacted] Submitted

*** 10/08/2018 16:44:23 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Final Approved

*** Note - Others created on 10/10/2018 08:26:32 and created by Victoria Haisley ***
Received check on 10/10/2018.
Ck # [redacted]
$5346.60
Mailed out via USPS

*** Phone - Call - Outbound created on 10/11/2018 07:45:29 (GMT-07:00) Arizona and created by Bonnie Bauer ***
Writer called customer and left VM:
1. Gave name and contact information
2. Advised check was mailed out yesterday
3. Advised check should be received within 10 business days
4. If check not received or any further assistance needed please contact writer back

*** 10/11/2018 07:47:02 (GMT-07:00) Arizona ***
Closed by Bonnie Bauer with Resolution Code : Concerns Recorded
[Resolution Summary]
GW check sent on 10/10

*** 10/25/2018 17:32:35 (GMT-07:00) Arizona ***
Reopened by Bonnie Bauer with Sub Status of Working

*** 10/25/2018 17:35:54 (GMT-07:00) Arizona ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2018 STINGER	Case Number	Mileage
[redacted]	[redacted]	KNAE25LA7J6[redacted]	[redacted]	43

Naperville, IL , [redacted] Prod. Date: 02/02/2018 Dealer: IL054 Gerald KIA of Naperville

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

Goodwill #: [redacted] Submitted

*** 10/26/2018 09:25:44 (GMT-07:00) Arizona ***
Case moved into WIPBin Inbox and Sub Status of Working

*** 11/26/2018 14:19:11 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Submitted

*** 11/26/2018 14:28:45 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Submitted

*** 11/26/2018 14:29:52 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Returned

*** 11/29/2018 13:52:56 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Final Approved

*** 01/11/2019 17:21:07 (GMT-07:00) Arizona ***
Closed by Bonnie Bauer with Resolution Code : Concerns Recorded
[Resolution Summary]
GW check sent on 10/10

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2018 STINGER	Case Number	Mileage
[redacted]	[redacted]	KNAE25LAXJ6[redacted]	[redacted]	17,000

Leesburg , FL , [redacted] Prod. Date: 01/08/2018 Dealer: FL091 Bill Bryan KIA

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

Case History

*** 10/22/2018 14:41:05 ***
Contact = [redacted] [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 10/22/2018 14:41:10 and created by Christina Steir ***
Dealer called and stated:
1. I am calling because we have a stinger here and wanted to let you guys know it caught fire
2. What should we do moving forward to help customer

Writer states:
1. Customer would need to contact us
2. She would need to let us know what happened and we would need a fire script and to get this case over to national

Dealer states:
1. Okay we will let customer know
2. Thank you

Writer states:
1. Thank you

*** 10/22/2018 16:59:04 ***
Closed by Christina Steir with Resolution Code : Information Given
[Resolution Summary]

*** 10/29/2018 11:18:53 (GMT-05:00) Eastern Time (US & Canada) ***
Reopened by Tracey Icenhour with Sub Status of Working

*** Phone - Call - Inbound created on 10/29/2018 11:33:18 (GMT-05:00) Eastern Time (US & Canada) and created by Tracey Icenhour ***
[redacted] [redacted] [redacted]

Cust states
1 [redacted]
2 What is status of case
3 Someone was supposed to call me last week

Wrt states
1 Apologized
2 Must have been miscommunication as it was noted to have you call us
3 I will gather fire script and send to NCA in which they will be in contact in 2-3 business days.
4 Describe the incident in detail including when & where the burning smell, smoke, and fire were first observed.

Cust states
1 Prior to incident, no indication ther was a problem. No gauges lit up, no smoke, no odor. Pulled into a [redacted] in Watkinsville GA, walked around front of vehicle and didn't see anything. About 5 minutes later a lady came into the store and said a vehicle was on fire and when exiting, smole was billowing out of each side of hood and fender wells. 3 Gentlemen in parking lot had fire extinguisher and they started spraying in the vents on hood and fire well and then saw flames from under vehhicle and they got down and started putting that out and then fire truck arrived, gentlemen moved and before firemen got out of truck, flames burst out of hood. my opinion is that these 3 men are responsible for keeping the veh from catching full fire. FD could not get hood open cause it melted shut. They had to saw the hood to spray it to make sure fire was totaly out.

Last name	First name	VIN of 2018 STINGER	Case Number	Mileage
[redacted]	[redacted]	KNAE25LAXJ6[redacted]	[redacted]	17,000

Leesburg , FL , [redacted] Prod. Date: 01/08/2018 Dealer: FL091 Bill Bryan KIA

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

Wrt states
1 Where is veh now?

Cust states
1 Copart - Atlanta East 609 Hwy 20 Loganville, GA 30052 and Lot # is [redacted]

Wrt states
1 What action are you requesting of Kia?

Cust states
1 Requesting another vehicle but not a Stinger.
2 Traded a Sportage in for the Stinger so would probably like another Sportage.

Wrt states
1 Advised will send case to NCA and they will be in contact with cust in 2-3 business days

Cust states
1 Thank you

Wrt states
1 Thank you

*** Note - Others created on 10/29/2018 11:36:05 (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 down at Copart - Atlanta East 609 Hwy 20 Loganville, GA 30052 and Lot # is 49925518
3 Customer is requesting a replacement vehicle but not a Stinger.
4 Please review and follow up accordingly

*** 10/29/2018 11:38:49 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin = Review for Dispatch to Queue National CA by Tracey Icenhour
Reason:

*** Note - Others created on 10/30/2018 07:29:33 (GMT-07:00) Arizona and created by Tammy Shamburger ***
note: DPSM Jamal spoke to ECR. FL091 asking for direction on this Stinger vehicle that customer alleges caught on fire.

*** 10/30/2018 07:48:02 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted, from Queue = National CA to WIPBin Inbox/Need To Call

*** 10/30/2018 07:56:48 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin default of Alex Villalpando by Jeff Stroup
Reason:

*** Phone - Call - Outbound created on 10/30/2018 09:02:53 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt states
1. Hello contacting in regards to case
2. Please advise

Last name	First name	VIN of 2018 STINGER	Case Number	Mileage
[redacted]	[redacted]	KNAE25LAXJ6[redacted]	[redacted]	17,000

Leesburg , FL , [redacted] Prod. Date: 01/08/2018 Dealer: FL091 Bill Bryan KIA

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

Cust states
1. Was in Georgia
2. Pulled into gas station
3. Car was off
4. Car caught on fire
5. Was somewhat contained due to 3 men helping
6. Did not lose any personal propery
7. Have contacted Insurance, USAA
8. Have not yet settled
9. This is my 3rd Kia
10. I was very excited about getting the Stinger
11. Do not have rental coverage

Wrt states
1. thank you for information
2. Will contact insurance and follow up
3. Please provide any photos and reports available
4. Can also offer to reimburse you for rental

Cust states
1. Thank you very much

*** Email - External Email Sent created on 10/30/2018 09:10:04 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Sent: Tuesday, October 30, 2018 9:03 AM
To: [redacted]
Subject: Kia Motors America [redacted]

Hello [redacted]

Thank you for speaking with me earlier. Per our conversation, please email me pictures of your vehicle and a copy of the police and/or fire report if available. Please send the photos 1 at a time as our system does not accept large file attachments.

As discussed, you may also place yourself in a rental if your insurance company has not offered you one. I will be able to reimburse you up to $45 a day for the rental until the claim is closed or until the inspection is completed. This will be reimbursed to you via a company check after receiving your receipt and rental agreement.

Please contact me if you have any questions.

Thank you,

*** Phone - Call - Outbound created on 10/30/2018 09:38:59 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt spoke to Casey at USAA Claim# [redacted]
800 531 8722 ext 61685

Casey states
1. O&C has been setup but not yet inspected
2. NEFCO File# [redacted]
3. Ryan Thurmond 404 391 0492

Last name	First name	VIN of 2018 STINGER	Case Number	Mileage
[redacted]	[redacted]	KNAE25LAXJ6[redacted]	[redacted]	17,000

Leesburg , FL , [redacted] Prod. Date: 01/08/2018 Dealer: FL091 Bill Bryan KIA

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

4. Can do joint inspection
5. Will need to grant permission

*** Phone - Call - Inbound commitment created on 10/30/2018 09:40:56 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/01/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 11/01/2018 08:32:39 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/04/2018 and updated by Alex Villalpando ***

*** Note - Others created on 11/02/2018 10:02:56 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Reviewed with KMA engineers

*** Email - External Email Sent created on 11/02/2018 10:03:20 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Sent: Friday, November 02, 2018 10:03 AM
To: 'rthurmond@nefco.net'
Cc: [redacted]@claims.usaa.com'
Subject: USAA Claim# [redacted] 64-4 / Kia Motors America [redacted]

Hi Ryan,

I just called and left you a message in regards to this claim. We would like to setup a joint inspection.

Would you be available 11/14 or 11/15 at 8:30am?

Please let me know if you have any questions.

Thank you,

*** Phone - Call - Outbound created on 11/02/2018 10:06:44 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt states
1. Hello contacting in regards to case
2. Have contacted insurance
3. Working to inspect vehicle on 11/14 or 11/15 possibly
4. Pending confirmation

Cust states
1. Okay thank you for keeping me up to date

Wrt states
1. Please contact me if you have any questions.

Cust states
1. Thank you

*** Phone - Call - Inbound commitment updated on 11/02/2018 10:09:02 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/07/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 11/12/2018 18:10:07 (GMT-08:00) Pacific Time (US & Canada)

Last name	First name	VIN of 2018 STINGER	Case Number	Mileage
[redacted]	[redacted]	KNAE25LAXJ6[redacted]	[redacted]	17,000

Leesburg , FL , [redacted] Prod. Date: 01/08/2018 Dealer: FL091 Bill Bryan KIA

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

with Commitment Date 11/13/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 11/14/2018 14:38:31 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/14/2018 and updated by Alex Villalpando ***

*** Phone - Call - Outbound created on 11/14/2018 15:49:02 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt states
1. Hello contacting in regards to case
2. Apologize
3. Have contacted your insurance and unfortunately were unable to inspect the vehicle today due to conflict
4. However we were able to coordinate 12/6 for inspection
5. Have you heard from insurance

cust states
1. Thank you for the update
2. Did speak to Ryan and he said they couldnt do today but did not yet advise of new date
3. Have not yet settled with insurance
4. I dont want to rush things
5. But just want to get this done so things are done right
6. I still have been making payments though

Wrt states
1. Apologize
2. Currently reviewing
3. Will follow up once update is available

Cust states
1. Thank you for calling

*** Phone - Call - Inbound commitment updated on 11/14/2018 16:03:00 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/16/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 11/14/2018 16:14:45 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/16/2018 and updated by Alex Villalpando ***

*** Note - Others created on 11/15/2018 11:08:53 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Reviewed with CAFOM

*** Phone - Call - Outbound created on 11/15/2018 11:09:10 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt attempted contact with cust. Left message for CB

*** Phone - Call - Outbound created on 11/15/2018 15:24:58 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt states
1. Hello contacting in regards to case
2. As discussed, will be inspecting vehicle on 12/6
3. However have reviewed and would like to offer assistance
4. Can perform SOC
5. Wrt explained SOC

Last name	First name	VIN of 2018 STINGER	Case Number	Mileage
[redacted]	[redacted]	KNAE25LAXJ6[redacted]	[redacted]	17,000

Leesburg , FL , [redacted] Prod. Date: 01/08/2018 Dealer: FL091 Bill Bryan KIA

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

Cust states
1. Great thank you
2. Had a feeling this would happen
3. Have thought about but dont see myself in a Stinger again
4. Do not want a Sorrento because of what I have read online and the fires
5. I have had a Sportage before and thought it was a great car
6. Would like to get in this car
7. The Sportage is cheaper than the Stinger though
8. What about the difference
9. I paid around $49,000 for the Stinger
10. The MSRP was about $40,000 though
11. I am okay with that
12. And does this mean my insurance no longer has to be invovled

Wrt states
1. The MSRP difference between the Stinger and Sportage may get washed out and would not be applied anywhere
2. However, can review further and follow up
3. If you do accept offer, you would be settling with Kia and
not your insurance

Cust states
1. Okay lets do that then
2. I will talk it over with my Husband but sounds fine with me.

Wrt states
1. Thank you
2. Will follow up

*** Phone - Call - Outbound created on 11/21/2018 10:41:54 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt states
1. Hello contacting in regards to case
2. Have been in contact with dlr.
3. To move forward, please contact dlr to select vehicle
4. Please provide VIN once selected
5. Will work with dlr once selected to refinance vehicle

Cust states
1. Okay
2. I am out of town right now but will come back Sunday
3. In rental dlr provided
4. Can you have dlr contact me as well

Wrt states
1. Yes
2. Please contact me if you have any questions.

*** Phone - Call - Inbound commitment updated on 11/21/2018 10:56:19 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/26/2018 and updated by Alex Villalpando ***

Last name	First name	VIN of 2018 STINGER	Case Number	Mileage
[redacted]	[redacted]	KNAE25LAXJ6[redacted]	[redacted]	17,000

Leesburg , FL , [redacted] Prod. Date: 01/08/2018 Dealer: FL091 Bill Bryan KIA

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

*** Phone - Call - Inbound commitment updated on 11/26/2018 16:09:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/27/2018 and updated by Alex Villalpando ***

*** Phone - Call - Outbound created on 11/27/2018 10:21:30 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt states
1. Hello contacting in regards to case
2. Have you had a chance to contact dlr or visit dlr
3. Have you contacted insurance

Cust states
1. Just got back in town last night
2. Have not yet visited dlr yet
3. Plan to go tomorrow after my 10am appointment
4. Have spoken to Marc today and he is not in today but will be in tomorrow
5. Will look to see if they have a vehicle in stock that I want or if they can get one that I would like
6. Have not been in contact with insurance for several weeks
7. Is the inspection still going to happen with them
8. Also what about the number since the Sportage even with all the features and accessories will be cheaper than what I paid for the Stinger

Wrt states
1. Thank you for update
2. Will send email to Marc as update
3. Please do not sign for vehicle or purchase vehicle until I have advised
4. Please provide VIN of vehicle selected
5. Once selected, will review numbers, figures, and current loan
6. Will also contact insurance to advise you will likely be settling with us

Cust states
1. I will be fine with that
2. I can also confirm with them if needed

Wrt states
1. Thank you
2. Please contact me if you have any questions

*** Email - External Email Sent created on 11/27/2018 10:49:22 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Sent: Tuesday, November 27, 2018 10:49 AM
To: 'marc anderman'
Subject: RE: Kia Motors America [redacted] / [redacted] [redacted]

Hi Marc,

Just wanted to follow up in regards to this case. Could you please assist the customer when they come in.

Also, please do not sell the vehicle or have the customer sign for the vehicle at this time until I have advised so. Please provide the VIN for vehicle once selected.

Thank you.

Last name	First name	VIN of 2018 STINGER	Case Number	Mileage
[redacted]	[redacted]	KNAE25LAXJ6[redacted]	[redacted]	17,000

Leesburg , FL , [redacted] Prod. Date: 01/08/2018 Dealer: FL091 Bill Bryan KIA

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

*** Phone - Call - Inbound commitment updated on 11/27/2018 10:49:42 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/29/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 12/07/2018 11:50:47 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/10/2018 and updated by Alex Villalpando ***

*** Phone - Call - Outbound created on 12/10/2018 15:16:36 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt contacted Marc at dlr.
1. Cust has chosen vehicle
2. Vehicle on hold
3. Customer's family was in recently to purchase other Kias

*** Phone - Call - Outbound created on 12/10/2018 15:25:15 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt states
1. Hello contacting in regards to case
2. Have spoken to Marc at dlr
3. Will be moving forward with replacement
4. Difference of MRSP for Stinger and Sportage is approximately $10,000
5. New loan will be financed for what your current loan is minus the difference in MRSPs

Cust states
1. That sounds great thank you
2. My current loan is about $20,000 through Kia

Wrt states
1. Will be able to send offer letter to you
2. Will contact dlr
3. Please contact me if any questions.

*** Phone - Call - Inbound commitment updated on 12/10/2018 16:09:00 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/11/2018 and updated by Alex Villalpando ***

*** Email - External Email Sent created on 12/10/2018 16:11:25 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Sent: Monday, December 10, 2018 4:11 PM
To: [redacted]
Subject: Kia Motors America [redacted]

Hi [redacted]

Thank you for speaking with me today. Per our discussion, please see attached document to be signed and returned.

Please let me know if you have any questions.

Thank you,

Last name	First name	VIN of 2018 STINGER	Case Number	Mileage
[redacted]	[redacted]	KNAE25LAXJ6[redacted]	[redacted]	17,000

Leesburg , FL , [redacted] Prod. Date: 01/08/2018 Dealer: FL091 Bill Bryan KIA

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

*** Phone - Call - Inbound created on 12/11/2018 09:59:08 and created by Christina Steir ***
GM JR from dealer states:
1. I have a case here and the case owner has never called me back
2. I have left 4 messages with him and he has never called me back
3. This is very disrespectful seeing as how I am the GM and he will not call me back
4. I would like to speak to a supervisor about this
5. I have held off this customer from contacting media and she is fed up
6. She sent us a text last night at 10PM
7. He offered her a verbal agreement
8. Than sent her a email with different information
9. Is is not matching MSRP and all I would like to do is talk to him about it and figure some stuff out
10. Customer said he will not callback either
11. She has called today
12. This is a brand new vehicle and it caught fire

Writer states:
1. Apologized
2. This is in our NA department, speaking with my supervisor will not be able to make any decisions
3. I can see if one is available though

GM states:
1. I understand that however it is a respect concern at this time and he does not have that and a supervisor needs to be aware

Writer states:
1. Okay can you hold please

Writer transferred call to supervisor Brenda Hernandez***

*** Phone - Call - Inbound created on 12/11/2018 11:09:37 (GMT-07:00) Arizona and created by Brenda Hernandez ***
Supervisor Call
GM from FL091 states:
1. Customer purcahsed a Stinger from us
2. They wanted her to pay for a rental vehicle
3. We put her in a rental vehicle
4. I have not received a call back from the case manager
5. The customer has not gone to the media regarding this
6. There was a difference in the settlement that the customer did not agree on
7. The customer wants what she paid for the Stinger and not what the customer is being offered
8. We are suffering from the bad publicity and we would hope that Kia will step up and make sure that the customer does not go to the media
9. The customer paid 43450 and MSRP is 40295 and she wants the complete MSRP that she paid on her vehicle
10. This has happened over 8 weeks ago and the customer was patient with us and is now starting to get aggravated
11. I would like to have Alex call me so I can go over the numbers with him and explain to him what the customer is requesting

Writer states:
1. Apologized
2. Advised that we would have to send this information back to the case manager as they are the one handling the

Last name	First name	VIN of 2018 STINGER	Case Number	Mileage
[redacted]	[redacted]	KNAE25LAXJ6[redacted]	[redacted]	17,000

Leesburg , FL , [redacted] Prod. Date: 01/08/2018 Dealer: FL091 Bill Bryan KIA

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

case

GM states:
1. I also called the RDSM and am waiting to hear back from him

Writer states:
1. Apologized for concerns

*** Phone - Call - Outbound created on 12/11/2018 11:01:51 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt contacted JR at dlr.
jrauner@billbryanautos.com

*** Email - External Email Sent created on 12/11/2018 11:23:31 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Sent: Tuesday, December 11, 2018 11:03 AM
To: [redacted] [redacted]
Subject: RE: Kia Motors America [redacted]

Hi [redacted]

I apologize for any confusion. Please see updated offer.

Thank you,

*** Phone - Call - Outbound created on 12/11/2018 11:23:41 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt states
1. Hello contacting in regards to case
2. Apologize for any confusion
3. Have talked to JR at dlr today.

Cust states
1. We did speak earlier
2. He is working with me to identify about how much the new vehicle is going to be
3. Thank you for all your help

Wrt states
1. Thank you
2. Will follow up with dlr.
3. Please contact me if any questions.

*** Phone - Call - Inbound commitment updated on 12/11/2018 11:25:09 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/13/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 12/13/2018 17:10:34 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/14/2018 and updated by Alex Villalpando ***

*** Phone - Call - Outbound created on 12/14/2018 10:05:20 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Last name	First name	VIN of 2018 STINGER	Case Number	Mileage
[redacted]	[redacted]	KNAE25LAXJ6[redacted]	[redacted]	17,000

Leesburg , FL , [redacted] Prod. Date: 01/08/2018 Dealer: FL091 Bill Bryan KIA

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

Wrt states
1. Hello contacting in regards to case
2. Have reviewed sale with dlr
3. New loan will be approx $11,485.70
4. Please send signed offer letter to continue

Cust states
1. That sounds great
2. I am driving right now but can send it to you within the next few hours

Wrt states
1. thank you
2. Please contact me if any questions.

*** Note - Others created on 12/14/2018 15:49:45 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
VRS# [redacted]

*** Note - Others created on 12/14/2018 15:57:39 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
12/6 VI preliminary results are that the compartment of origin is the engine room, and that the cause is undetermined.

*** Note - Others created on 12/14/2018 16:12:46 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
VRS# [redacted]

*** Phone - Call - Inbound created on 12/14/2018 16:28:58 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Morley# [redacted]

*** Phone - Call - Inbound commitment updated on 12/14/2018 16:32:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/17/2018 and updated by Alex Villalpando ***

*** Phone - Call - Outbound created on 12/17/2018 09:13:11 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt contacted Rep at USAA
Rep advised
1. Vehicle at Copart - 6089 hwy 20 loganville ga
2. 7705546366
3. Stock# [redacted]
4. Adjuster will need to contact Copart to release vehicle
5. Martha 210 531 8722 Ext 61685
6. [redacted]@claims.usaa.com

Wrt thanked

*** Phone - Call - Inbound commitment updated on 12/17/2018 09:17:46 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/18/2018 and updated by Alex Villalpando ***

Last name	First name	VIN of 2018 STINGER	Case Number	Mileage
[redacted]	[redacted]	KNAE25LAXJ6[redacted]	[redacted]	17,000

Leesburg , FL , [redacted] Prod. Date: 01/08/2018 Dealer: FL091 Bill Bryan KIA

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

*** Phone - Call - Outbound created on 12/18/2018 10:07:19 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt attempted contact with Martha 210 531 8722 Ext 61685 with USAA
Claim# [redacted]

Left message for CB

*** Phone - Call - Inbound commitment updated on 12/18/2018 10:08:16 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/19/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 12/18/2018 15:06:55 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/20/2018 and updated by Alex Villalpando ***

*** Phone - Call - Outbound created on 12/19/2018 08:11:09 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt contacted Copart - 6089 hwy 20 loganville ga
770 554 6366
Stock# [redacted]

Rep advised
1. Vehicle has been released
2. Bill is $165

*** Phone - Call - Inbound commitment updated on 12/20/2018 10:15:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/21/2018 and updated by Alex Villalpando ***

*** Phone - Call - Outbound created on 12/20/2018 14:45:44 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt states
1. Hello contacting in regards to case
2. Have contacted Morley and they advised they will be able to contact you today or tomorrow
3. Apologize
4. Transaction may take place into next year

Cust states
1. This is upsetting. They have not yet contacted me
2. This happened 20 months ago
3. Will be upset if they dont contact me tomorrow
4. Was planning to go out of town next week but want to get this done first

Wrt states
1. Apologize
2. Will follow up
3. Please contact me if any questions

Cust states
1. Thank you

*** Phone - Call - Inbound commitment updated on 12/21/2018 13:54:32 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/04/2019 and updated by Alex Villalpando ***

Last name	First name	VIN of 2018 STINGER	Case Number	Mileage
[redacted]	[redacted]	KNAE25LAXJ6[redacted]	[redacted]	17,000

Leesburg , FL , [redacted] Prod. Date: 01/08/2018 Dealer: FL091 Bill Bryan KIA

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

*** Phone - Call - Outbound created on 01/04/2019 11:20:52 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt states
1. Hello contacting in regards to case
2. Wanted to follow up

Cust states
1. I have the car and everything went great
2. Thank you and the dlr for all your help
3. Glad you all helped or I would lose my sanity

Wrt states
1. Glad to hear you are happy
2. Please contact me if you have any questions

Cust states
1. thank you

*** Phone - Call - Inbound commitment updated on 01/04/2019 11:38:31 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/07/2019 and updated by Alex Villalpando ***

*** 01/07/2019 12:01:58 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Submitted

*** Phone - Call - Inbound commitment updated on 01/07/2019 13:27:56 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/11/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 01/07/2019 13:32:51 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/11/2019 and updated by Alex Villalpando ***

*** 01/07/2019 14:36:45 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Submitted

*** 01/07/2019 14:37:00 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Submitted

*** 01/09/2019 14:15:48 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Final Approved

*** Note - Others created on 01/10/2019 17:00:27 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
TREAD COMPLETED

*** Phone - Call - Inbound commitment updated on 01/11/2019 11:06:52 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/14/2019 and updated by Alex Villalpando ***

*** Note - Others created on 01/11/2019 16:35:06 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt FedEx check to Copart
Track# [redacted]

*** Phone - Call - Inbound commitment updated on 01/14/2019 11:44:26 (GMT-08:00) Pacific Time (US & Canada)

Last name	First name	VIN of 2018 STINGER	Case Number	Mileage
[redacted]	[redacted]	KNAE25LAXJ6[redacted]	[redacted]	17,000

Leesburg , FL , [redacted] Prod. Date: 01/08/2018 Dealer: FL091 Bill Bryan KIA

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

with Commitment Date 01/16/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 01/15/2019 08:49:53 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/17/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 01/17/2019 09:16:04 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/28/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment fulfilled on 01/28/2019 16:09:17 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/28/2019 closed by Alex Villalpando ***

*** 01/28/2019 16:09:34 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Alex Villalpando with Resolution Code : Goodwill Issued
[Resolution Summary]
Pending further contact.

*** 03/25/2019 15:00:23 ***
Reopened by Ashley Vazquez with Sub Status of Working

*** 03/25/2019 15:00:45 ***
Inspection requested by KMA62020
Request Code: PLLegal-FL091-[redacted]32519
Request Details:

*** 03/25/2019 15:01:52 ***
Closed by Ashley Vazquez with Resolution Code : Goodwill Issued
[Resolution Summary]
Pending further contact.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2018 STINGER	Case Number	Mileage
[redacted]	[redacted]	KNAE45LC2J6[redacted]	[redacted]	7,888

Austin , TX, [redacted] Prod. Date: 11/22/2017 Dealer: TX072 Southwest KIA Au

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

Case History

*** 01/07/2019 14:37:48 (GMT-07:00) Arizona ***
Contact = [redacted] [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 01/07/2019 14:37:55 (GMT-07:00) Arizona and created by Brenda Hernandez ***
Customer alleges thermal event
Please follow up and escalate case

*** 01/07/2019 14:38:44 (GMT-07:00) Arizona ***
Assigned to WIPBin Default of Debra Rustin by Brenda Hernandez
Reason:

*** 01/07/2019 14:25:53 (GMT-07:00) Arizona ***
Case moved into WIPBin Default and Sub Status of Assigned

*** Phone - Call - Outbound created on 01/08/2019 12:28:57 (GMT-07:00) Arizona and created by Debra Rustin ***
Writer calls customer, gets vm
1.calling to follow up on your case
2.we would like to discuss this with you
3.please contact us
4.800# case#

*** Phone - Others created on 01/08/2019 12:29:24 (GMT-07:00) Arizona and created by Debra Rustin ***
CUSTOMER “ALLEGES” PRODUCT LIABILITY
Forward to NCA
1.Customer alleges thermal event requesting repair
2 not able to reach customer
3 Please review and follow up accordingly

*** 01/08/2019 12:30:02 (GMT-07:00) Arizona ***
Dispatched from WIPBin = Escalate to Queue National CA by Debra Rustin
Reason:

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

*** 01/09/2019 08:01:07 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 1. Intro Calls of Ryan Ristow by Jeff Stroup
Reason:

*** 01/09/2019 08:44:41 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1. Intro Calls and Sub Status of Assigned

*** Phone - Call - Inbound commitment created on 01/09/2019 09:00:34 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/16/2019 and created by Ryan Ristow ***

*** Phone - Call - Inbound commitment fulfilled on 01/11/2019 13:17:21 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/16/2019 closed by Ryan Ristow ***
Wrt contacted the customer:
1. Calling in regards to the case.
2. What was found?

Last name	First name	VIN of 2018 STINGER	Case Number	Mileage
[redacted]	[redacted]	KNAE45LC2J6[redacted]	[redacted]	7,888

Austin , TX, [redacted] Prod. Date: 11/22/2017 Dealer: TX072 Southwest KIA Au

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

The customer replied;
1. There is a concern related to SC170.
2. They are currently telling me there is no fix yet.

Wrt replied;
1. Okay, can you provide who at the dealer I should speak with.

The customer passes the phone to the svc mgr.

Wrt asks:
1. What's happening?

The svc director replied;
1. T/L is stating the fix for this concern is not ready yet.

Wrt replied:
1. Okay, please hand the phone back to the customer.

Phone is given to the customer.

Wrt informs:
1. I will review with the engineers and I will get back to you as soon as I can.

the customer replied;
1. okay, thanks.

*** Others - Others commitment created on 01/11/2019 13:18:03 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/14/2019 and created by Ryan Ristow ***

*** Others - Others commitment updated on 01/11/2019 13:18:09 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/14/2019 and updated by Ryan Ristow ***

*** 01/11/2019 13:22:20 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1. Intro Calls and Sub Status of Assigned

*** Others - Others commitment created on 01/11/2019 13:17:45 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/15/2019 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 01/15/2019 13:02:47 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/15/2019 closed by Ryan Ristow ***
Wrt reviewed with the KMA engineers:
1. The parts for the repair are not available yet.
2. They should be available soon.

*** Phone - Call - Outbound created on 01/15/2019 13:07:31 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt contacted the customer:
1. Calling in regards to the vehicle.
2. I wanted to advise that I have reviewed the info with the engineers.
3. I was told that everything may be available within the next week.

Last name	First name	VIN of 2018 STINGER	Case Number	Mileage
[redacted]	[redacted]	KNAE45LC2J6[redacted]	[redacted]	7,888

Austin , TX, [redacted] Prod. Date: 11/22/2017 Dealer: TX072 Southwest KIA Au

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

4. However, they were not sure.
5. There are two routes we can go.
6. I can look into GW for the time without the car while we await repair or I can see about getting you into another car.

The customer replied:
1. If I am just waiting a month, then I am fine with just accepting the GW.

Wrt replied:
1. Okay, I am supposed to hear from the KMA engineers soon and I will be able to let you know.

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

*** Phone - Call - Inbound commitment created on 01/15/2019 13:11:27 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/22/2019 and created by Ryan Ristow ***

*** Phone - Call - Inbound commitment created on 01/15/2019 13:11:12 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/23/2019 and created by Ryan Ristow ***

*** Phone - Call - Inbound commitment created on 01/15/2019 13:11:12 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/25/2019 and created by Ryan Ristow ***

*** Phone - Call - Inbound commitment updated on 01/25/2019 10:25:43 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/28/2019 and updated by Ryan Ristow ***

*** Phone - Call - Inbound commitment fulfilled on 01/28/2019 14:01:20 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/28/2019 closed by Ryan Ristow ***
Wrt contacted the dealer:
1. The dealer advised the vehicle was repaired and returned.

*** Phone - Call - Outbound created on 01/28/2019 14:01:23 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt left a VM for the customer:
1. If you have any further questions or concerns, please give me a call.

*** 01/28/2019 14:02:03 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Ryan Ristow with Resolution Code : Information Given
[Resolution Summary]
Case closed pending further contact.

*** 01/28/2019 14:25:30 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened by Ryan Ristow with Sub Status of Working

*** Phone - Call - Inbound created on 01/28/2019 15:31:14 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
The customer called in:
1. Returning your call.

Wrt replied:
1. Thanks, I see you got the car back.

Last name	First name	VIN of 2018 STINGER	Case Number	Mileage
[redacted]	[redacted]	KNAE45LC2J6[redacted]	[redacted]	7,888

Austin , TX, [redacted] Prod. Date: 11/22/2017 Dealer: TX072 Southwest KIA Au

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

The customer replied;
1. Yes, I did.

Wrt replied:
1. okay, I am happy to review for GW, please send me your monthly statement.

The customer replied:
1. Please email me first.

*** Email - External Email Sent created on 01/28/2019 15:33:53 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
[redacted]

Per our conversation, please send me a copy of your monthly car payment statement and we will review for goodwill.

Best,

*** Email - External Email Received commitment created on 01/28/2019 15:34:23 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/04/2019 and created by Ryan Ristow ***

*** 01/28/2019 15:35:00 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1. Intro Calls and Sub Status of Working

*** Email - External Email Received commitment updated on 02/04/2019 08:12:54 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/04/2019 and updated by Ryan Ristow ***
Customer sent in loan papers.

Wrt replied:
[redacted]

I am sorry for the delay, but I was reviewing with the auditors.
They requested a bill that shows either the VIN the lien refers to or a bill that has the make. Model and year listed.

Best,

*** Email - External Email Received commitment updated on 02/04/2019 08:13:00 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/07/2019 and updated by Ryan Ristow ***

*** Email - External Email Received commitment fulfilled on 02/07/2019 10:48:52 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/07/2019 closed by Ryan Ristow ***
Customer car note attached.

Email sent to the customer:

[redacted]

Because the vehicle was down for a month, I am happy to reimburse you one car payment. Please sign and return the attached release and I will submit for the check. Please be advise it takes approximately 4-6 weeks for the

Last name	First name	VIN of 2018 STINGER	Case Number	Mileage
[redacted]	[redacted]	KNAE45LC2J6[redacted]	[redacted]	7,888

Austin , TX, [redacted] Prod. Date: 11/22/2017 Dealer: TX072 Southwest KIA Au

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

check to be processed.

Best,

*** Email - External Email Received commitment created on 02/07/2019 10:49:08 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/14/2019 and created by Ryan Ristow ***

*** Email - External Email Received commitment fulfilled on 02/13/2019 13:19:07 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/14/2019 closed by Ryan Ristow ***
Signed release received.

*** 02/13/2019 13:34:43 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Submitted

*** Others - Others commitment created on 02/13/2019 13:35:27 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/28/2019 and created by Ryan Ristow ***

*** Case note has been appended from duplicated auto-case on 02/21/2019 01:05:33 (PST)

Comments from Service Alert - TL

Dealer : Southwest KIA Au
Technician : Marco Lopez
Service Manager : John Sheeks
Dealer Phone :
DPSM : Stormy Childery
Vehicle Model : STINGER GT1 RWD V6
Model Year : 2018
Mileage : 8504
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
My customer states that the vehicle will not start.

[Diagnostics Performed]
I scanned for codes and I have several codes pending and active, I will post them to this case for review. This vehicle has had the main front harness replaced, the part number of the harness currently in the vehicle is 91219-J5121QQK. The section on the fuse box where the engine control harness plugs into is melted. I will attach photos of that as well.

*** 02/22/2019 15:20:26 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 3. Pending Customer Photos/Docs/Reports and Sub Status of Working

*** Others - Others commitment fulfilled on 02/28/2019 11:31:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/28/2019 closed by Ryan Ristow ***
Customer called in:
1. The same exact concern happened and I no longer want the deal.
2. The dealer is telling me the repair is put on hold.

Last name	First name	VIN of 2018 STINGER	Case Number	Mileage
[redacted]	[redacted]	KNAE45LC2J6[redacted]	[redacted]	7,888

Austin , TX, [redacted] Prod. Date: 11/22/2017 Dealer: TX072 Southwest KIA Au

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

3. What can be done?

Wrt replied;
1. I will review and give you a call.

*** Others - Others commitment created on 02/28/2019 11:31:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/28/2019 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 02/28/2019 13:14:25 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/28/2019 closed by Ryan Ristow ***
Wrt reviewed the T/L case. Service campaign repair is on hold.

Wrt contacted the customer:
1. I see that the repair is on hold.
2. I am happy to see if I can get you into another car.
3. Unless you have any other ideas.

The customer replied;
1. I just want to be put into another Stinger.

Wrt replied;
1. Okay, I can help with that.
2. please send me the sales contract so that I can start to put the numbers together.
3. Also, please feel free to look around for replacement VINs.
4. Once you find a VIN you like, do not purchase the car until you get the okay from me.

the customer replied;
1. Okay, thanks for the call.
2. I will ask the dealer for help.

*** Email - External Email Received commitment created on 02/28/2019 13:15:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/06/2019 and created by Ryan Ristow ***

*** 02/28/2019 13:16:08 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1. Intro Calls and Sub Status of Working

*** 02/28/2019 13:19:11 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Submitted

*** 02/28/2019 13:19:12 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Approval Cancelled

*** Email - External Email Received commitment fulfilled on 03/05/2019 13:11:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/06/2019 closed by Ryan Ristow ***
Sales contract received from the customer.
Wrt emailed the customer:

[redacted]

Please see the attached offer letter. Please sign and return the attached doc, along with the contact for your lien holder. I will reach out to them as, this would be our next step.

Last name	First name	VIN of 2018 STINGER	Case Number	Mileage
[redacted]	[redacted]	KNAE45LC2J6[redacted]	[redacted]	7,888

Austin , TX, [redacted] Prod. Date: 11/22/2017 Dealer: TX072 Southwest KIA Au

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

Best,

*** Email - External Email Received commitment created on 03/05/2019 13:12:44 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/12/2019 and created by Ryan Ristow ***

*** Email - External Email Received commitment fulfilled on 03/05/2019 15:37:37 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/12/2019 closed by Ryan Ristow ***
Hey Ryan,,, I'm trying to sign this but it won't let me...
Sent from Yahoo Mail on Android

My leen holder is UFCU 1-800-252-8311
Sent from Yahoo Mail on Android

Hey Ryan,,, disregard University Federal credit Union as lienholder...
To make the process better ,I went ahead and payed the car off and I will be receiving a title in the mail...
Sent from Yahoo Mail on Android

Wrt contacted the customer;
1. Calling to clarify the last email.

The customer replied:
1. I don't have a printer.
2. Also, after talking to the bank I decided to pay off the car and I will get a different loan.

Wrt replied:
1. okay, I will send an e-sign version.
2. If you can provide a free and clear title, that is fine.

*** Email - External Email Received created on 03/06/2019 09:23:37 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Good morning Ryan,

I wanted to run a question by you. After thinking about the stinger alot I was wondering if I had to get a new 2019 Stinger or if I can get a different KIA. In the paperwork it stated a "KIA" for equal value. It didn't specify that it had to be a stinger specifically so I thought I would run it by you.

Thanks,

[redacted]

As long as it is a new Kia vehicle, I would be able to assist with getting you into any comparably priced Kia vehicle.

Best,

okay thank you I'm going to check out your Kia vehicles and I will email you later today if I find something different...
Sent from Yahoo Mail on Android

Last name	First name	VIN of 2018 STINGER	Case Number	Mileage
[redacted]	[redacted]	KNAE45LC2J6[redacted]	[redacted]	7,888

Austin , TX, [redacted] Prod. Date: 11/22/2017 Dealer: TX072 Southwest KIA Au

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

*** Email - External Email Received created on 03/06/2019 09:24:17 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Ryan,

My name is Ben Klein and I am the General Manager here at Southwest Kia Austin. I am trying to assist Mr [redacted] with the process you are helping him through. This is the first time I have done this so I am trying to make sure I do things correctly. Since Mr. [redacted] purchased the car outright does this mean you are doing a buyback? He is now looking at a Telluride. I am happy to help him with this but I will most likely have to locate or build the car for him. What sale type will I be RDRing the car under? Normal? RSALE, KAPR, KLSE?? Or some type of internal sale type? I am hesitant to give a high demand low supply vehicle if I can not count the RDR. Please let me know so tha I can make the process as smooth as possible as Mr. [redacted] is a valued customer. Thank you!

Best Regards,

Benjamin Klein
General Manager
Southwest Kia Austin
512.583.1900
bklein@southwestkia.com

Wrt contacted GM:
1. It would be Rsaled.
2. The standard rebates would apply.
3. Send me a preview of the purchase and I can put together a doc for your review.

The dealer replied:
1. Okay, will do.

*** Email - External Email Received commitment created on 03/06/2019 09:25:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/08/2019 and created by Ryan Ristow ***

*** Email - External Email Received commitment fulfilled on 03/08/2019 09:38:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/08/2019 closed by Ryan Ristow ***
Preview sales contract received from the dealer.
Ben,

I am putting together a document for your review. I am currently awaiting a copy of the free and clear title from the customer. As I will need that as well.

Best,

*** Email - External Email Received commitment created on 03/08/2019 09:39:04 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/12/2019 and created by Ryan Ristow ***

*** Email - External Email Received commitment created on 03/08/2019 09:38:37 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/14/2019 and created by Ryan Ristow ***
Wrt emailed the customer:
Hi [redacted]

Last name	First name	VIN of 2018 STINGER	Case Number	Mileage
[redacted]	[redacted]	KNAE45LC2J6[redacted]	[redacted]	7,888

Austin , TX, [redacted] Prod. Date: 11/22/2017 Dealer: TX072 Southwest KIA Au

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

I just wanted to follow up on the status of the title.

Best,

*** Email - External Email Received commitment fulfilled on 03/14/2019 10:49:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/14/2019 closed by Ryan Ristow ***
Hey Ryan, here's the front picture and back picture of title not signed yet did not know if I had to do that...

*** Email - External Email Received created on 03/14/2019 10:50:05 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Email received 3/13/19:

Ryan,

Good Morning! Do you have the paperwork you referred to for Mr. [redacted] Telluride?

Best Regards,

Benjamin Klein
General Manager
Southwest Kia Austin
512.583.1900
bklein@southwestkia.com

Wrt email GM 3/14/19:

Ben,

I was awaiting the title from the customer. I received that today. Can you please provide the percentage used to calculate tax and I will get the form to you today.

Best,

*** Email - External Email Received commitment created on 03/14/2019 10:51:55 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/18/2019 and created by Ryan Ristow ***

*** Email - External Email Received commitment updated on 03/14/2019 11:17:20 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/18/2019 and updated by Ryan Ristow ***
6.25% Sales tax
.00194 VIT (Vehicle Inventory Tax)

Best Regards,

Last name	First name	VIN of 2018 STINGER	Case Number	Mileage
[redacted]	[redacted]	KNAE45LC2J6[redacted]	[redacted]	7,888

Austin , TX, [redacted] Prod. Date: 11/22/2017 Dealer: TX072 Southwest KIA Au

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

Benjamin Klein
General Manager
Southwest Kia Austin
512.583.1900
bklein@southwestkia.com

Ben,

Please review and return the attached form. Once returned, I will send the customer a release for his review. If the customer signs the release, we will be able to proceed with placing the customer in the new vehicle and I will be able to submit for dealer payment.

Best,

*** Email - External Email Received commitment updated on 03/14/2019 12:07:07 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/18/2019 and updated by Ryan Ristow ***
Ryan,

This is not the agreement that I sent. I gave Mr. [redacted] this Telluride in good faith in a car that I can not get! At no time did I agree to sell the car at invoice less holdback. This was our only SX Telluride. If this is the most you are willing to pay for the car then I will call Mr. [redacted] and let him know he will owe the difference in cash or return the vehicle.

Best Regards,

Benjamin Klein
General Manager
Southwest Kia Austin
512.583.1900
bklein@southwestkia.com

*** Others - Others created on 03/14/2019 12:07:09 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt reviewed with FAA:
1. KCA will only pay dealer invoice price, but this one time we can waive the holdback.

Wrt reviewed with the DSM:
1. The DSM agreed with the decision to waive the holdback.

*** Email - External Email Received commitment updated on 03/14/2019 12:09:42 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/18/2019 and updated by Ryan Ristow ***
Ben,

I advised that I was putting the document together for you to review the numbers prior to the vehicle being purchased. The way the form is set up is how Kia Consumer Affairs(KCA) handles all substitutions of collateral(SOC). A SOC is an agreement between KCA and the customer and the dealers help facilitate the goodwill settlement. This is why the form requires you to sign off before I send a release to the customer for him to

Last name	First name	VIN of 2018 STINGER	Case Number	Mileage
[redacted]	[redacted]	KNAE45LC2J6[redacted]	[redacted]	7,888

Austin , TX, [redacted] Prod. Date: 11/22/2017 Dealer: TX072 Southwest KIA Au

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

pick the vehicle up. We will only be paying dealer invoice price on this vehicle. This time I can make an exception regarding the holdback. For the sake of keeping the customer satisfied and out of this part of the transaction, KCA will pay the dealer invoice price but will waive the holdback. Please see the updated form. If you have any questions, please contact your district sales manager or myself.

Best,

*** Phone - Call - Inbound created on 03/14/2019 14:36:47 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
The GM called in and left a VM:
1. I sent back the signed doc.
2. The customer advised that he has a question regarding his contribution.

Wrt contacted dealer:
1. GM unavailable.
2. Wrt advised receptionist to advise that an email was sent and that the GM can call back with any questions.

*** Email - External Email Received created on 03/15/2019 08:22:54 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Hey Ryan, I'm having a hard time understanding the difference I have to pay.
I paid $44,650 for the Kia Stinger and the Telluride cost $46,910 the different should be $2,260 and the tax rate is .0625 making the tax come to $141.25 for a total of $2,401.25
Please call me back so we can resolve this.

Wrt contacted the customer:
1. I understand there was confusion.
2. The MSRP and the sales price are not the same.

The customer replied:
1. I will just return the car then.

Wrt replied:
1. I will review your request and see.

The customer replied:
1. Okay.

*** Others - Others created on 03/15/2019 08:24:57 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt reviewed with CAFOM.
1. Assist the customer.

*** Email - External Email Sent created on 03/15/2019 08:28:01 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Ben,

I was able to speak with the customer this morning. We came to an agreement. Hopefully this is the last form that I send. Please sign and return it. I will then immediately send the release to the customer and we will be okay to proceed with the purchase of the new vehicle.

Last name	First name	VIN of 2018 STINGER	Case Number	Mileage
[redacted]	[redacted]	KNAE45LC2J6[redacted]	[redacted]	7,888

Austin , TX, [redacted] Prod. Date: 11/22/2017 Dealer: TX072 Southwest KIA Au

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

Best,

*** Others - Others created on 03/15/2019 13:58:56 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt sent the release to the customer via Adobe E-sign.

*** Phone - Call - Outbound created on 03/15/2019 14:01:08 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt contacted the customer:
1. Calling to follow up regarding the release I just sent.
2. once that is signed, you can proceed with purchasing the vehicle.

The customer replied:
1. Okay, I will sign it and then head into the dealer.

*** Email - External Email Received commitment created on 03/15/2019 14:05:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/22/2019 and created by Ryan Ristow ***

*** Email - External Email Received commitment fulfilled on 03/15/2019 16:23:04 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/22/2019 closed by Ryan Ristow ***
Signed release attached.

*** Others - Others created on 03/15/2019 16:23:06 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
VRS [redacted] submitted.

*** Others - Others commitment created on 03/15/2019 16:23:45 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/18/2019 and created by Ryan Ristow ***

*** Email - External Email Received commitment fulfilled on 03/18/2019 07:55:34 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/18/2019 closed by Ryan Ristow ***

*** Others - Others commitment fulfilled on 03/18/2019 08:25:29 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/18/2019 closed by Ryan Ristow ***
Wrt transmitted case [redacted] to Morley for scheduling surrender.

*** Others - Others commitment created on 03/18/2019 08:26:14 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/25/2019 and created by Ryan Ristow ***

*** 03/18/2019 08:40:46 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1. Intro Calls and Sub Status of Working

*** Others - Others commitment updated on 03/25/2019 10:55:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/01/2019 and updated by Ryan Ristow ***
Pending surrender

*** Others - Others commitment created on 03/18/2019 08:25:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/08/2019 and created by Ryan Ristow ***
Pending surrender

*** Others - Others commitment created on 03/18/2019 08:25:57 (GMT-08:00) Pacific Time (US & Canada) with

Last name	First name	VIN of 2018 STINGER	Case Number	Mileage
[redacted]	[redacted]	KNAE45LC2J6[redacted]	[redacted]	7,888

Austin , TX, [redacted] Prod. Date: 11/22/2017 Dealer: TX072 Southwest KIA Au

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

Commitment Date 04/15/2019 and created by Ryan Ristow ***

*** Case note has been appended from duplicated auto-case on 04/10/2019 01:04:26 (PST)

Comments from UPER

Part ordered for customer vehicle has been placed into the UPER status on04/03/2019 00:00:00

Dealer Name : NEW WORLD AUTO IMPORTS OF AUST Southwest Kia AU
Dealer Contact name : PARTS MANAGER
Dealer Phone : 888 226 0114
Part No# : 91219 J5120QQK Southwest Kia AU
Order No# : [redacted]
Order Qty# : 1

Dealer Comment : 2ND TIME FOR THE SAME REPAIR ON THIS CAR. MILES 8504. CAR IS DOWN IN SHOP. SERVERE COMPLAINTS ON ETA. CUSTOMER IN RENTAL.

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

*** Others - Others commitment updated on 04/15/2019 10:05:13 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/22/2019 and updated by Ryan Ristow ***
Pending vehicle surrender

*** Others - Others commitment updated on 04/22/2019 09:48:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/25/2019 and updated by Ryan Ristow ***
Pending vehicle surrender

*** Others - Others commitment created on 03/18/2019 08:25:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/02/2019 and created by Ryan Ristow ***
Pending vehicle surrender

*** Others - Others commitment fulfilled on 05/01/2019 14:11:10 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/02/2019 closed by Ryan Ristow ***
Surrender completed.

*** Phone - Call - Outbound commitment created on 05/01/2019 14:13:33 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/02/2019 and created by Ryan Ristow ***

*** Phone - Call - Outbound commitment fulfilled on 05/02/2019 09:21:14 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/02/2019 closed by Ryan Ristow ***
Wrt requested a repair update from the dealer.

*** Others - Others commitment created on 05/02/2019 09:21:44 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/06/2019 and created by Ryan Ristow ***

*** Others - Others commitment created on 05/02/2019 09:21:17 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/07/2019 and created by Ryan Ristow ***

*** Others - Others commitment updated on 05/07/2019 11:01:42 (GMT-08:00) Pacific Time (US & Canada) with

Last name	First name	VIN of 2018 STINGER	Case Number	Mileage
[redacted]	[redacted]	KNAE45LC2J6[redacted]	[redacted]	7,888

Austin , TX, [redacted] Prod. Date: 11/22/2017 Dealer: TX072 Southwest KIA Au

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

Commitment Date 05/08/2019 and updated by Ryan Ristow ***
Wrt requested DPSM assistance for repair update.

*** Others - Others commitment updated on 05/08/2019 10:34:21 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/10/2019 and updated by Ryan Ristow ***

*** Others - Others commitment created on 05/02/2019 09:21:17 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/14/2019 and created by Ryan Ristow ***
Svc Mgr advised:

Ryan,

Tech line cases were closed, however we were waiting on parts. The part (harness) has finally been received and is in que for repair. We have multiple engines down from PI1802/1803. Some for over six months so I am attempting to get it worked into the mix as quickly as possible.

John Sheeks
Parts and Service Manager
Southwest KIA Austin
(P) 512-583-1900
(C) 469-744-6077
(F) 512-583-1899

*** Others - Others commitment created on 05/02/2019 09:21:17 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/15/2019 and created by Ryan Ristow ***
Pending repair update

*** Others - Others commitment created on 05/02/2019 09:21:17 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/20/2019 and created by Ryan Ristow ***
Wrt requested a repair update from the dealer.

*** Others - Others commitment fulfilled on 05/20/2019 08:17:24 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/20/2019 closed by Ryan Ristow ***
Ryan,
Needed another harness, got here Monday. I am hoping to have work done today, test drive later today or tomorrow. Soon as that is done I will turn over the last of the documents to Morley and have it ready for pick up. We are getting close!

John Sheeks
Parts and Service Manager
Southwest KIA Austin
(P) 512-583-1900
(C) 469-744-6077
(F) 512-583-1899

*** 05/20/2019 08:18:18 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Ryan Ristow with Resolution Code : Repurchase/SOC
[Resolution Summary]
Case closed pending further contact.

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

STINGER

[redacted]

THE EVERHART LAW FIRM, P.C.
ATTORNEYS AND COUNSELORS AT LAW
P.O. Box 425, Ada MI 49301
(616) 940-7040 / FAX (616) 940-7045
everhartlaw@hotmail.com

May 4, 2018

Via Email: rlevy@seelye.com
& U.S. Mail
Mr. Robert Levy, Resident Agent
Seelye-Wright of Battle Creek, Inc.
3820 Stadium Dr.
Kalamazoo, MI 49009

Via Email: samuelkim@kiausa.com
& U.S. Mail
Mr. Samuel Kim,
Analyst Consumer Affairs
Kia Motors America, Inc.
111 Peters Canyon Road
Irvine, CA 92606

RE: State Farm Insured: [redacted] [redacted] R.
State Farm Claim No: [redacted]; claim numbers for the [redacted] cars and motorcycles are not yet available
Date of Loss: May 3, 2018

Dear Interested Parties:

On behalf of State Farm, as potential subrogee of the [redacted] we would like to advise you of a joint fire scene inspection to determine the cause and origin of the fire which occurred at [redacted] Battle Creek, MI [redacted] You are invited to attend. **The fire scene inspection which will be held on May 18, 2018, starting at 10:00 a.m.**

Please notify your insurance company and make the necessary arrangements to attend and bring any experts, investigators and/or adjustors you may require. This may be your only opportunity to inspect the scene as demolition and repairs may commence immediately thereafter. If you believe that one of your subcontractors and/or agents may have played a role in causing this fire through their act or omission, please forward this letter to them immediately. Failure to provide them with notice of the scene inspection may constitute a waiver of any claims against them.

Please take immediate steps to preserve any evidence in your possession and return any artifacts in your possession so all Interested Parties may inspect all the evidence during the joint scene inspection.

Failure to attend this inspection may be deemed a waiver of any criticism you may have regarding preservation of evidence or the scope of adjustment of

this claim. Please contact State Farm's expert, Mr. Nate Dwyer, directly ((269) 925-2200) to make the necessary arrangements to attend.

Truly yours,
THE EVERHART LAW FIRM, P.C.

Edward J. Everhart

EJE/clc
CC, via email only: State Farm, Mr. Ross Ott; Kent Matthews, kent@seelye.com

THE EVERHART LAW FIRM, P.C.
ATTORNEYS AND COUNSELORS AT LAW
P.O. Box 425, Ada MI 49301
(616) 940-7040 / FAX (616) 940-7045
everhartlaw@hotmail.com

RECEIVED
MAY 09 2018
CONSUMER AFFAIRS

May 4, 2018

Via Email: rlevy@seelye.com
& U.S. Mail
Mr. Robert Levy, Resident Agent
Seelye-Wright of Battle Creek, Inc.
3820 Stadium Dr.
Kalamazoo, MI 49009

Via Email: samuelkim@kiausa.com
& U.S. Mail
Mr. Samuel Kim,
Analyst Consumer Affairs
Kia Motors America, Inc.
111 Peters Canyon Road
Irvine, CA 92606

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State Farm Claim No: [redacted] claim numbers for the [redacted] cars and motorcycles are not yet available
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[redacted]

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Truly yours,
THE EVERHART LAW FIRM, P.C.

Edward J. Everhart

EJE/clc
CC, via email only: State Farm, Mr. Ross Ott; Kent Matthews, kent@seelye.com

THE EVERHART LAW FIRM, P.C.
ATTORNEYS AND COUNSELORS AT LAW
P.O. Box 425, Ada MI 49301
(616) 940-7040 / FAX (616) 940-7045
everhartlaw@hotmail.com

July 20, 2018

Via Email: rlevy@seelye.com
& U.S. Mail
Mr. Robert Levy, Resident Agent
Seelye-Wright of Battle Creek, Inc.
3820 Stadium Dr.
Kalamazoo, MI 49009

Via Email: samuelkim@kiausa.com
& U.S. Mail
Mr. Samuel Kim,
Analyst Consumer Affairs
Kia Motors America, Inc.
111 Peters Canyon Road
Irvine, CA 92606

RE: State Farm Insured: [redacted]
State Farm Claim Nos: [redacted], 2018 Kia Stinger; [redacted], 2016 Chevrolet Corvette; [redacted], 2009 Harley Davidson; [redacted], 2016 Harley Davidson.
Date of Loss: May 3, 2018

Dear Interested Parties:

A destructive laboratory inspection of the artifacts recovered from the [redacted] residence will occur on September 6, 2018, starting at 9:00 a.m. The inspection will be held at Fire Findings Laboratory, 2026 Plaza Drive, Benton Harbor, MI 49022. You are invited to attend and participate. Disassembly or alteration of the artifacts may be necessary.

Feel free to bring any experts you may need to complete the inspection in one day. If you or your insurance company believes one of your contractors, component part manufacturers, or any other entity in your production, distribution, or retail chain may have played a role in causing this loss through their act or omission, please forward this letter to them immediately.

Please contact State Farm's experts Fire Findings directly ((269) 925-2200; fax: 269-925-2204) to make the necessary arrangements to attend. If you do not confirm your attendance in writing by September 1st, State Farm will assume you do not plan on attending.

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

Truly yours,
THE EVERHART LAW FIRM, P.C.
[redacted]
Edward J. Everhart

EJE/clc
CC, via email only: State Farm, Mr. Nate Dwyer, Ian Edwards, Esq. for Kia

[redacted]

THE EVERHART LAW FIRM, P.C.
ATTORNEYS AND COUNSELORS AT LAW
P.O. Box 425, Ada MI 49301
(616) 940-7040 / FAX (616) 940-7045
everhartlaw@hotmail.com

RECEIVED
JUL 30 2018
CONSUMER AFFAIRS

July 20, 2018

Via Email: rlevy@seelye.com
& U.S. Mail
Mr. Robert Levy, Resident Agent
Seelye-Wright of Battle Creek, Inc.
3820 Stadium Dr.
Kalamazoo, MI 49009

Via Email: samuelkim@kiausa.com
& U.S. Mail
Mr. Samuel Kim,
Analyst Consumer Affairs
Kia Motors America, Inc.
111 Peters Canyon Road
Irvine, CA 92606

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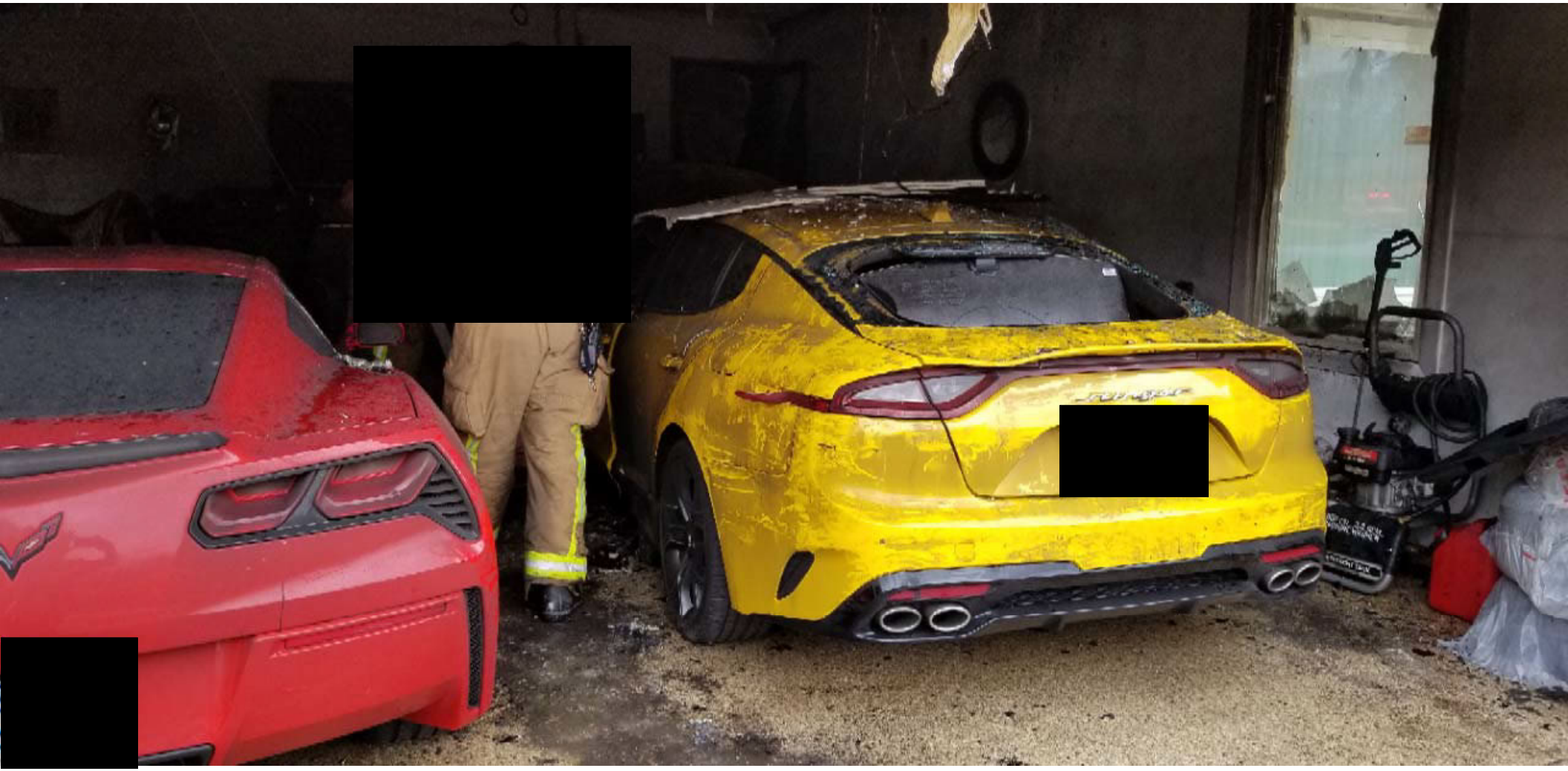
Should you have any questions, please do not hesitate to contact me.

Truly yours,
THE EVERHART LAW FIRM, P.C.
[redacted]
Edward J. Everhart

EJE/clc
CC, via email only: State Farm, Mr. Nate Dwyer, Ian Edwards, Esq. for Kia

[redacted]

[redacted]



[redacted]

[redacted]

CUSTOMER #: [redacted]

[redacted]

INVOICE

SEELYE AUTO GROUP
"BETTER SEE SEELYE"
Michigan Facility No. F-155449
791 W. Dickman Rd. · Battle Creek, MI 49015
(269) 441-8800

[redacted]

BATTLE CREEK, MI [redacted]
HOME: [redacted] CONT: [redacted]
BUS: CELL:

PAGE 1

SERVICE ADVISOR: 903914 SARAH STIMAC

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUNSET YEL	18	KIA STINGER	KNAE35LC3J6[redacted]		699/699	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19MAR18 DD			17:00 12APR18		0.00	CASH	13APR18

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:3.3_DOHC_Liter
09:17 12APR18	11:02 13APR18	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER CONCERN WOULD LIKE REMOTE START INSTALLED			
01D QUICK SERVICE			
909150 IWEO			
1 J5F57-AC100 REMOTE STARTER			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			(N/C) 0.00
INSTALLED A KIA REMOTE START SYSTEM			
**********			
B CUSTOMER CONCERN WOULD LIKE PUDDLE LIGHTS INSTALLED			
01D QUICK SERVICE			
909150 IWEO			
1 J5F67-AU000 PUDDLE LIGHT KIT, IL			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			(N/C) 0.00
INSTALLED A KIA PUDDLE LIGHT KIT			
**********			
C** CUSTOMER CONCERN WOULD LIKE THE HOME LINK MIRROR INSTALLED			
01D QUICK SERVICE			
909150 C		28.20	28.20
1 J5F62-AU000 EC MIRROR, AUTO DIMM	306.00	306.00	306.00
PARTS: 306.00 LABOR: 28.20 OTHER: 0.00 TOTAL LINE C:			334.20
INSTALLED A KIA HOME LINK MIRROR			
**********			
CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER			2.82

State Tax 18.53

CERTIFICATION

ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN CONPLIANCE WITH MICHIGAN AUTO REPAIR ACT. (P.A. 300)

REPAIRS PROPERLY COMPLETED AND CHECKED BY

X

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

SHOP MATERIALS

MISC. SHOP SUPPLIES AND/OR ENVIRONMENTAL CHARGE: MISC. SHOP SUPPLIES ARE INCLUDED AS A PROPORTION OF LABOR FOR SUPPLIES, APPLICABLE ITEMS MAY INCLUDE BUT ARE NOT LIMITED TO: NUTS, BOLTS, WASHERS, TAPE, PINS, SOLVENTS, LUBRICANTS, MATS, TOWELS, RAGS, CARBURETOR CLEANER, BATTERY CLEANER, WINDOW SEALER, ETC. IN ACCORDANCE WITH EPA REGULATIONS, AN ENVIRONMENTAL CHARGE TO DISPOSE OF HAZARD WASTE MAY BE CHARGED. THIS FEE IS BASED UPON THE SERVICE OPERATION PERFORMED IN OUR SHOP AND CAN VARY DEPENDING UPON THE ACTUAL DISPOSAL WASTE CREATED.

X
Customer Signature

DESCRIPTION	TOTALS
LABOR AMOUNT	28.20
PARTS AMOUNT	306.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	2.82
TOTAL CHARGES	337.02
LESS INSURANCE	0.00
SALES TAX	18.53
PLEASE PAY THIS AMOUNT	355.55

Copyright 2014 CDK Global, LLC SERVICE INVOICE TYPE 2 - 0120 - IMAGING

CUSTOMER COPY

[redacted]

Irvine, CA

CARFAX® Vehicle History Report™

An independent company established in 1986

US $39.99

Vehicle Information:
2018 KIA STINGER GT
VIN: KNAE35LC3J6[redacted]
HATCHBACK 4 DR
3.3L V6 F DOHC 24V
GASOLINE
REAR WHEEL DRIVE
Standard Equipment | Safety Options

CARFAX Report Provided By:
Kia Motors America
111 Peters Canyon Rd
Irvine, CA 92606
(949) 468-4800

- No accidents reported to CARFAX
- No other damage reported to CARFAX
- CARFAX 1-Owner vehicle
- **2** Service history records
- Personal vehicle
- **699** Last reported odometer reading

This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 5/14/18 at 3:11:08 PM (EDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

CARFAX Ownership History

The number of owners is estimated

	Owner 1
Year purchased	2018
Type of owner	Personal
Estimated length of ownership	1 month
Owned in the following states/provinces	Michigan
Estimated miles driven per year	---
Last reported odometer reading	699

CARFAX 1 OWNER

CARFAX Title History

CARFAX guarantees the information in this section

	Owner 1
Salvage | Junk | Rebuilt | Fire | Flood | Hail | Lemon	Guaranteed No Problem
Not Actual Mileage | Exceeds Mechanical Limits	Guaranteed No Problem

BUYBACK CARFAX GUARANTEE

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

CARFAX Additional History

Not all accidents / issues are reported to CARFAX

	Owner 1
Total Loss No total loss reported to CARFAX.	No Issues Reported
Structural Damage	No Issues Reported[redacted]

No structural damage reported to CARFAX.	✔
Airbag Deployment No airbag deployment reported to CARFAX.	✔ No Issues Reported
Odometer Check No indication of an odometer rollback.	✔ No Issues Indicated
Accident / Damage No accidents or damage reported to CARFAX.	✔ No Issues Reported
Manufacturer Recall No open recalls reported to CARFAX.	✔ No Recalls Reported

CARFAX Detailed History

Glossary

Owner 1

Purchased:	2018
Type:	Personal
Where:	Michigan
Est. length owned:	3/29/18 - present (1 month)

Date:	Mileage:	Source:	Comments:
02/08/2018	5	Seelye Kia of Battle Creek Battle Creek, MI 269-441-8800 seelyekiabattlecreek.com	Vehicle offered for sale
02/16/2018	6	Seelye Kia of Battle Creek Battle Creek, MI 269-441-8800 seelyekiabattlecreek.com	Pre-delivery inspection completed Recommended maintenance performed
03/19/2018		Seelye Kia of Battle Creek Battle Creek, MI 269-441-8800 seelyekiabattlecreek.com	Vehicle sold
03/29/2018		Michigan Motor Vehicle Dept. [redacted]	Title issued or updated Registration issued or renewed First owner reported Titled or registered as personal vehicle
04/13/2018	699	Seelye Kia of Battle Creek Battle Creek, MI 269-441-8800 seelyekiabattlecreek.com	Recommended maintenance performed

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

CARFAX Glossary

View Full Glossary

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.
5/14/18 3:11:08 PM (EDT)
$vhr.pixelSection.merge($thisVelocityContext)

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

STINGER

[redacted]

7/03/18 [redacted]

7/05/18 Reprint

13 14

[redacted] Taylor Gillen/[redacted]

CHICAGO, IL [redacted] [redacted] KNAE25LA7J6[redacted]

7/02/18 7/02/18

2018 KIA STINGER PREMIUM M. BLUE/WK

[redacted]

Email: [redacted]

#2 - MR MPI: KIA MULTI POINT INSPECTION
Tech: Wayne Mochel(066)
Sub Total: Labor: .00 Parts: .00 Total: .00

#3 - MR WASH: COMPLIMENTARY SPOT FREE RINSE CAR WASH. CAR WILL
Sub Total: Labor: .00 Parts: .00 Total: .00

#4 - MR Customer Reports: C/S WHEN DRIVING THE CAR HAD SMOKE UNDER THE HOOD AND THE CAR SHUT OFF - TOW IN UNABLE TO GET MILES CAR WONT START NOW ADVISE

FOUND BATTERY DISCHARGED. INSPECTION PROVES BATTER Y HAS SPLIT OPEN
Corrected by 37110R00: 37110R00
Tech: Wayne Mochel(066)
Installed 37110 H7A00U :2016 SORENTO AGM/DIN Qty: 1 Warranty
REPLACED BATTERY. CHARGING STARTING SYSTEM IS NOW OPERATING AS DESIGNED (NEUTRALIZED / CLEANED SPILL AGE) Warranty

****
* Thank you for choosing Gerald Kia of Naperville for *
* all your parts and service needs. *
****

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[redacted]

Vehicle Concerns (please list primary concerns first):

Description of Concern	Servicing Dealership(s)	Number of service visit(s) for this concern	Date(s) of service visit(s)	Mileage at service visit(s)	Number of days out of service
(1) Battery exploded while car was being driven.	Gerald Naperville	1	07/02/18	22	3
(2)					
(3)					
(4)					
(5)					
(6)					
(7)					
(8)					
(9)					
(10)					
(11)					
(12)					
(13)					
(14)					
(15)					

[redacted]

Kia Motors America, Inc.

Kia Consumer Affairs Information Request Form

Customer Information:

Vehicle Owner: [redacted]

Vehicle Co-Owner (if applicable): _____

Mailing Address: [redacted]
Street Address

Chicago IL [redacted]
City, State Zip

Telephone: [redacted]

Telephone (Alt.): ( ) -

Fax: ( ) -

Email: [redacted]

Vehicle Information:

Model Year: 2018 Model: Stinger Current Mileage: 412

Selling Dealership, City, State: Gerald Naperville ~~Aurora~~ Naperville IL

Servicing Kia Dealership(s):

Dealer 1: Gerald Naperville Inc

Dealer 2: _____

Dealer 3: _____

☐ I/We serviced our Kia vehicle at more than 3 separate dealerships

Vehicle Purchased as ☒ New ☐ Used ☐ Demo ☐ Leased ☐ Kia Certified Pre-Owned

Purchase/Lease Date: 07/02/18 Mileage at Purchase (if used): _____

First Repair Attempt Date: 07/02/18 First Repair Attempt Mileage: 22

The vehicle has been in an accident/has had body damage: ☐ Yes ☒ No

Date of accident/damage: _____

Description of Damage: _____

[redacted]

GERALD
KIA of Naperville

1661 Aurora Ave - Naperville, IL 60540
Ph: (630) 445-2KIA - Fax: (630) 637-0384

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
8/23/18	[redacted]
R/O Close Date	**Status**
8/24/18	Reprint
Mileage In	**Mileage Out**
1798	1799
Service Advisor / Tag #	
Taylor Gillen/[redacted]	

[redacted]
CHICAGO, IL [redacted]

Work Phone	Vehicle Identification Number	
[redacted]	KNAE25LA7J6[redacted]	
Home Phone	**Delivery Date**	**In-Service Date**
	7/02/18	7/02/18

Year	Make	Model	Body	Color	License Number
2018	KIA	STINGER	PREMIUM	M. BLUE/WK	

[redacted]

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Email: [redacted]	
#4 - MR Customer Reports: REMOTE START	
Tech: Tom Data(987)	184.75
Installed J5F57 AC100 :REMOTE STARTER 1@614.25	614.25
Sub Total: Labor: 184.75 Parts: 614.25 Total: 799.00	
#5 - MR Customer Reports: CLEAN TRUNK - PER KIA BATTERY EXPLODED	
Tech: House Technician(999)	Warranty
#6 * MR MPI: KIA MULTI POINT INSPECTION	
ADDED OPERATION	
Tech: Tom Data(987)	
Sub Total: Labor: .00 Parts: .00 Total: .00	
#7 * MR Customer Reports: C.S THE TRUNK WONT OPEN WHEN HITTING THE BUTTON ON THE FOB	
ADDED OPERATION	
CUSTOMER DOES NOT HAVE POWER LIFT GATE	
Tech: Tom Data(987)	Warranty
#8 * MR DETAIL: COMPLETE DETAIL.	
ADDED OPERATION	
PER KIA CONSUMER AFFAIRS KIA WILL COVER DETAIL DUE TO BATTERY EXPLOSION. SEE PRIOR REPAIR ORDER [redacted] 06. 07/05 14 MILES	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the 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 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."

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LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X [redacted]

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GERALD
KIA of Naperville

1661 Aurora Ave - Naperville, IL 60540
Ph: (630) 445-2KIA - Fax: (630) 637-0384

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
8/23/18	[redacted]
R/O Close Date	**Status**
8/24/18	Reprint
Mileage In	**Mileage Out**
1798	1799
Service Advisor / Tag #	
Taylor Gillen/[redacted]	

[redacted]	Work Phone	Vehicle Identification Number	
	[redacted]	KNAE25LA7J6[redacted]	
CHICAGO, IL [redacted]	Home Phone	Delivery Date	In-Service Date
		7/02/18	7/02/18

Year	Make	Model	Body	Color	License Number
2018	KIA	STINGER	PREMIUM	M. BLUE/WK	
[redacted]					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Tech: Noe Solis(499)	Warranty

#9 * MR RENTAL: ENTERPRISE RENTAL VEHICLE	
ADDED OPERATION	
Tech: House Technician(999)	Warranty
CADENZA RENTAL	
**********	
* Thank you for choosing Gerald Kia of Naperville for *	
* all your parts and service needs. *	
**********	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the 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 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."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	184.75
PARTS	614.25
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX	47.60
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	846.60
VISA/MC/DISC	346.60
Other [redacted]	500.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X [redacted]

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WARRANTY REPAIR ORDER

[redacted]
CHICAGO, IL [redacted]

Work Phone	R/O Open Date	R/O Number
[redacted]	8/23/18	[redacted]/1
Home Phone	**R/O Close Date**	**Cross Reference #**
	8/24/18	Original
Body	**Mileage In**	**Mileage Out**
PREMIUM	1798	1799

Year	Make	Model	License Number	Service Advisor
2018	KIA	STINGER		Taylor Gillen [redacted]

Vehicle Identification Number	Color		Delivery Date	In-Service Date
KNAE25LA7J6[redacted]	M. BLUE/WK		7/02/18	7/02/18

[redacted]

DESCRIPTION OF SERVICE AND PARTS	COST	AMOUNT
Email: [redacted]		
#5 - MR Customer Reports: CLEAN TRUNK - PER KIA BATTERY EXPLODED		
Tech: 999/999 0.00hrs @		
#7 * MR Customer Reports: C.S THE TRUNK WONT OPEN WHEN HITTING THE BUTTON ON THE FOB		
ADDED OPERATION		
CUSTOMER DOES NOT HAVE POWER LIFT GATE		
ADDED OPERATION		
Tech: 987/ 0.00hrs @		
#8 * MR DETAIL: COMPLETE DETAIL.		
ADDED OPERATION		
PER KIA CONSUMER AFFAIRS KIA WILL COVER DETAIL DUE TO BATTERY EXPLOSION. SEE PRIOR REPAIR ORDER [redacted] 07/05 14 MILES		
ADDED OPERATION		
Tech: 499/1499 3.00hrs	49.50	249.99
Sub-Total Labor: 49.50 249.99		
#9 * MR RENTAL: ENTERPRISE RENTAL VEHICLE		
ADDED OPERATION		
Tech: 999/999 0.00hrs		45.00
Sub-Total Labor: 45.00		
CADENZA RENTAL		

ACCOUNT #	LABOR	49.50	294.99
	PARTS		.00
METHOD	SUBLET		.00
	SHOP SUPPLIES		.00
	SALES TAX OR TAX I.D.		.00
RECEIPT #	DEDUCTIBLE		.00
	TOTAL DUE	49.50	294.99

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[redacted]

[redacted] CHICAGO, IL [redacted]			Home Phone	R/O Open Date	R/O Number
				8/23/18	[redacted]
			Work Phone	Time Received	Time Promised
			[redacted]	9:01	8/23 18:00
			Key Tag #	Current Mileage	Mileage Out
			[redacted]	1798	1799
Year	Make	Model	Body	Engine Code	Service Advisor
2018	KIA	STINGER	PREMIUM		Taylor Gill
Vehicle Identification Number		Color	License Number	Delivery Date	In-Service Date
KNAE25LA7J6[redacted]		M. BLUE/WK		7/02/18	7/02/18

George ←

Email: [redacted]

[redacted]

NAE Dent & Ding 0 or 7/02/26 Ded 0
NAE Dent & Ding 0 or 7/02/26 Ded 0
NAE Dent & Ding 0 or 7/02/26 Ded 0

ADD ON AUTHORIZED BY
DATE: 8/23/18
TIME: 9:08AM

#4 - Customer Reports: C
REMOTE START C

[redacted]

#5 - Customer Reports: W
CLEAN TRUNK - PER KIA BATTERY EXPLODED W

#6 C/S the trunk wont open when hitting button on fob advise cl

CO#	RO#	Date	Miles	Service Writer	Tech	Time	Total
GE5	[redacted]	7/03/18	13	Taylor Gillen			.00
	C MPI: KIA MULTI POINT INSPECTION				066	.00	
	C WASH: COMPLIMENTARY SPOT FREE RINSE CAR WASH. CAR					.00	
	W C/S WHEN DRIVING THE CAR HAD SMOKE UNDER THE HOOD				066	.30	
GE5	[redacted]	5/07/18	11	Taylor Gillen			.00
	W SA341: CK FAST STATICE GEAR SHIFT LOGIC				584	.30	
GE5	[redacted]6	4/16/18	5	David Chastain			.00
	W PDISTINGER: PDI STINGER				190	1.00	
	W PDIGAS: PUT $50.00 GAS IN NEW KIA				190	.00	
	I LOCKS: INSTALL WHEEL LOCKS ON PDI				190	.20	
	I DOOREDGE: INSTALL DOOR EDGE GUARDS ON PDI				190	.00	
	I NITROGEN: REMOVE AIR AND CHARGE VEHICLE WITH NITRO				190	.20	
	I FRAME: INSPECT AND REPLACE PLATE SCREWS AND INSTAL				190	.00	
	I STICKER: INSTALL GERALD STICK ON VEHICLE				190	.00	

PRELIMINARY ESTIMATE $_____

AUTHORIZED BY x

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

"I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle articles left in the 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 pa shipments by the supplier or transporter. Thereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or el where 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

Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it liability in connection with the sale of said products. Any Limitation contained herein does not apply where prohibited by law.
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[redacted]

	TECHNICIAN SECTION	ESTIMATED REPAIRS	CLOCK
1	CAUSE Power Spasm CORRECTION TECH [redacted]	LABOR $ PARTS $ TOTAL $	ON OFF ON OFF ON OFF
2	CAUSE CORRECTION TECH	LABOR $ PARTS $ TOTAL $	ON OFF ON OFF ON OFF
3	CAUSE CORRECTION TECH	LABOR $ PARTS $ TOTAL $	ON OFF ON OFF ON OFF
4	CAUSE CORRECTION TECH	LABOR $ PARTS $ TOTAL $	ON OFF ON OFF ON OFF
5	CAUSE CORRECTION TECH	LABOR $ PARTS $ TOTAL $	ON OFF ON OFF ON OFF
6	CAUSE CORRECTION TECH	LABOR $ PARTS $ TOTAL $	ON OFF ON OFF ON OFF
7	CAUSE CORRECTION TECH	LABOR $ PARTS $ TOTAL $	ON OFF ON OFF ON OFF
8	CAUSE CORRECTION TECH	LABOR $ PARTS $ TOTAL $ [redacted]	ON OFF ON OFF ON

GERALD
KIA of Naperville

1661 Aurora Ave - Naperville, IL 60540
Ph: (630) 445-2KIA - Fax: (630) 637-0384

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
8/23/18	[redacted]
R/O Close Date	**Status**
8/23/18	Pre-Invoice
Mileage In	**Mileage Out**
1798	1799
Service Advisor / Tag #	
Taylor Gillen/[redacted]	

	Work Phone	Vehicle Identification Number	
[redacted]	[redacted]	KNAE25LA7J6[redacted]	
CHICAGO, IL [redacted]	**Home Phone**	**Delivery Date**	**In-Service Date**
		7/02/18	7/02/18

Year	Make	Model	Body	Color	License Number
2018	KIA	STINGER	PREMIUM	M. BLUE/WK	
[redacted]					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Email: [redacted]	
#4 - Customer Reports:	
REMOTE START	
Tech: Tom Data (987)	184.75
Installed J5F57 AC100 :REMOTE STARTER 1@614.25	614.25
Sub Total: 799.00	
#5 - Customer Reports:	
CLEAN TRUNK - PER KIA BATTERY EXPLODED	
Tech: House Technician (999)	Warranty
#6 * MPI: KIA MULTI POINT INSPECTION	
ADDED OPERATION	
Tech: Tom Data (987)	
Sub Total: .00	
#7 * Customer Reports:	
C.S THE TRUNK WONT OPEN WHEN HITTING THE BUTTON ON THE FOB	
CUSTOMER DOES NOT HAVE POWER LIFT GATE	
Tech: Tom Data (987)	Warranty
#8 * DETAIL: COMPLETE DETAIL.	
ADDED OPERATION	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the 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 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."

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[redacted]

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X [redacted]

[redacted]

GERALD
KIA of Naperville

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Ph: (630) 445-2KIA - Fax: (630) 637-0384

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
8/23/18	[redacted]
R/O Close Date	**Status**
8/23/18	Pre-Invoice
Mileage In	**Mileage Out**
1798	1799
Service Advisor / Tag #	
Taylor Gillen/[redacted]	

[redacted]	**Work Phone**	**Vehicle Identification Number**	
	[redacted]	KNAE25LA7J6[redacted]	
CHICAGO, IL [redacted]	**Home Phone**	**Delivery Date**	**In-Service Date**
		7/02/18	7/02/18

Year	Make	Model	Body	Color	License Number
2018	KIA	STINGER	PREMIUM	M. BLUE/WK	
[redacted]					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Tech: Noe Solis (499)	Warranty

#9 * RENTAL: ENTERPRISE RENTAL VEHICLE	
ADDED OPERATION	
Tech: House Technician (999)	Warranty
CADENZA RENTAL	
**********	
* Thank you for choosing Gerald Kia of Naperville for *	
* all your parts and service needs. *	
**********	

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LABOR	184.75
PARTS	614.25
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX	47.60
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	~~846.60~~

744.60

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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[redacted]

Kia Motors America, Inc.

Sent Via e-mail [redacted]

July 17, 2018

[redacted]

Chicago IL, [redacted]

Re: Case number [redacted]
2018 Kia Stinger – VIN: KNAE25LA7J6[redacted]

Mr. [redacted]

Thank you for contacting the Kia Motors America Consumer Assistance Center. Our records indicate that you contacted us on **July 3rd, 2018** requesting assistance in regards to your Kia vehicle referenced above.

In order to evaluate your request, we need specific information regarding your purchase/lease of the vehicle and its service history. To assist us in this regard, please be so kind as to fax, mail, or e-mail legible copies of the following documents to our attention within *14 business days* from the date of this letter:

1. Copies of any and all service records from any Kia dealership
2. Copies of your maintenance records for the vehicle
3. Copies of any repair or service records from independent service facilities
4. Copy of your Sales/Lease Contract
5. Copy of your current Vehicle Registration
6. Completed Kia Consumer Affairs Information Request Form (enclosed)

Upon receipt of the documents above, you will be contacted directly by a Kia Motors representative to discuss your request.

We at Kia Motors America, Inc. value your input as a consumer and wish to thank you in advance for your courtesy and cooperation and for allowing us the opportunity to be of assistance.

Sincerely,
Bonnie Bauer
Kia Motors America, Inc.
PO Box 52410
Irvine, CA 32619-2410
Fax: (520)770-4786

[redacted]

RETAIL BUYER'S ORDER

DATE 07/02/18 STOCK NO. [redacted]

BUYER [redacted]

CO-BUYER

MILEAGE 12

Gerald Automotive Group

NISSAN HYUNDAI SUBARU KIA

COMPANY NAME GERALD NAPERVILLE, INC.

MAKE	MODEL	TYPE	YEAR	COLOR	SERIAL NO
KIA	STINGER	N	2018	M. BLUE/WK	KNAE25LA7J[redacted]

RECORD OF TRADE-IN

MAKE	YEAR	TYPE	STOCK
CHEVROLET N/A	2017 N/A	SEDAN	[redacted]

COLOR	MILEAGE	MODEL
GRAY	20,108	IMPALA

LICENSE NO.	SERIAL NO.
	[redacted]

Trade-In and/or Other Credits I understand that the car traded in, if any, is subject to reappraisal at the time of delivery. Buyer is responsible for and shall pay the amount, if any, by which the balance owed on the trade-in exceeds the trade-in allowance. I understand that the trade-in allowance represents only an offer by Dealer to buy the trade-in vehicle at the allowance price, conditioned on Buyer's purchase of the vehicle sold by Dealer in the transaction. Dealer makes no representations regarding what price other parties might or might not be willing to pay Buyer for the trade-in.

NOTICE: TO THE NEGOTIATED CASH SALE PRICE OF EACH VEHICLE. THE ONLY OTHER ADDITIONAL CHARGES PERMITTED ARE DEALER-ADDED OPTIONS, WARRANTY AND SERVICE CONTRACTS, INSURANCE AND THE ACTUAL COST OF LICENSE AND TITLE REGISTRATION AND TAXES.

Contractual Disclosure Statement For Used Vehicle Only
Notice: The following applies to the sale of a used vehicle only. The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.
Aviso: Lo siguiente aplica a la venta de un vehiculo usado unicamente. La informacion que usted ve en el formulario de la ventanilla de este vehiculo forma parte de este contrato. La informacion del formulario de la ventanilla supedita cualesquiera disposiciones contrarias en el contrato de venta.
General Terms & Financing Buyer agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, and all riders attached hereto, that this Order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that this order shall not become binding until accepted by dealer or his authorized representative. In the event of a time sale, Dealer shall not be obligated in any way and have no liability to Buyer under this agreement until approval of the terms hereof and the terms of any retail installment contract is given by a bank or finance company willing to purchase without recourse a retail installment contract between the parties hereto based on such terms. Buyer by his execution of this Order certifies that he has read its terms and conditions and has received a true copy of his Order.

BUYER AGREES THAT ANY DISPUTE RELATING TO THIS SALE MUST BE RESOLVED BY BINDING ARBITRATION PURSUANT TO THE TERMS OF THE ARBITRATION CLAUSE ON THE REVERSE SIDE.

WARRANTY DISCLAIMER: WITHOUT LIMITING THE TERMS ON THE REVERSE SIDE OF THIS AGREEMENT, WITH RESPECT TO NEW VEHICLES OR A DEMONSTRATOR, THE ONLY WRITTEN WARRANTY PROVIDED WITH RESPECT TO THE VEHICLE AND FACTORY INSTALLED ACCESSORIES IS THE MOST RECENT APPLICABLE PRINTED WARRANTY WHICH IS MADE SOLELY BY THE MANUFACTURER OF THE VEHICLE. PARAGRAPH 10 ON THE REVERSE SIDE OF THIS AGREEMENT CONTAINS DETAILED INFORMATION ON THIS DISCLAIMER OF WARRANTY. IF THE VEHICLE IS A USED VEHICLE, THE VEHICLE IS SOLD SUBJECT TO THE USED VEHICLE WARRANTY ACCOMPANYING THIS ORDER. WHETHER THE VEHICLE IS NEW, A DEMONSTRATOR, OR USED, DEALER DISCLAIMS ALL WARRANTIES, WRITTEN, EXPRESS OR IMPLIED, INCLUDING ALL WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE TO THE FULL EXTENT PERMITTED BY LAW. DEALER EXPRESSLY DISCLAIMS ANY LIABILITY TO BUYER FOR ANY CONSEQUENTIAL DAMAGES, DAMAGES FOR LOSS OF USE, LOSS OF PROFITS OR INCOME, LOSS OF TIME OR INCONVENIENCE, OR ANY OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THIS AGREEMENT OR THE OPERATION OF THE VEHICLE PURCHASED HEREUNDER, SEE REVERSED SIDE FOR FULL DETAILS.

DOCUMENTARY FEE. A DOCUMENTARY FEE IS NOT AN OFFICIAL FEE. A DOCUMENTARY FEE IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO BUYERS FOR HANDLING DOCUMENTS AND PERFORMING SERVICES RELATED TO CLOSING OF A SALE. THE BASE DOCUMENTARY FEE BEGINNING JANUARY 1, 2008, WAS $150. THE MAXIMUM AMOUNT THAT MAY BE CHARGED FOR A DOCUMENTARY FEE IS THE BASE DOCUMENTARY FEE OF $150.00 WHICH SHALL BE SUBJECT TO AN ANNUAL RATE ADJUSTMENT EQUAL TO THE PERCENTAGE OF CHANGE IN THE BUREAU OF LABOR STATISTICS CONSUMER PRICE INDEX. THIS NOTICE IS REQUIRED BY LAW.

BASE SELLING PRICE	37,399.00
GERALD PROT. PLAN	1,984.00
*FINAL SELLING PRICE	39,383.00
*TRADE-IN ALLOWANCE	(19,000.00)
CASH DIFFERENCE	20,383.00
*DOCUMENTARY SERVICE FEE	175.94
*OPTIONAL EVR FEE	25.00
LICENSE & TITLE FEE	120.00
STATE TAX	1,510.81
COOK COUNTY TAX	215.83
CHICAGO TAX	269.79
TOTAL SALES TAX	1,996.43
GAP	850.00
	0.00
Wear Care	1,349.00
*Taxable Wear Care	999.00
ESTIMATED PAYOFF ON TRADE	27,670.73
TOTAL DUE	53,569.16
DEPOSIT	9,850.00
REBATE	N/A
UNPAID BALANCE (AMOUNT FINANCED)	43,719.16

* Represents taxable item.

SUBJECT TO INCORPORATED TERMS & CONDITIONS SET FORTH ON REVERSE SIDE AND PRIOR THIRD PARTY FINANCE APPROVAL.

BUYER SIG. [redacted]

E-MAIL ADDRESS [redacted]

ADDRESS N/A

HOME PHONE [redacted]

WORK PHONE JONATHAN MOCK

SALESPERSON

CO-BUYER SIG.

E-MAIL ADDRESS N/A

CITY CHICAGO STATE IL

COUNTY COOK ZIP [redacted]

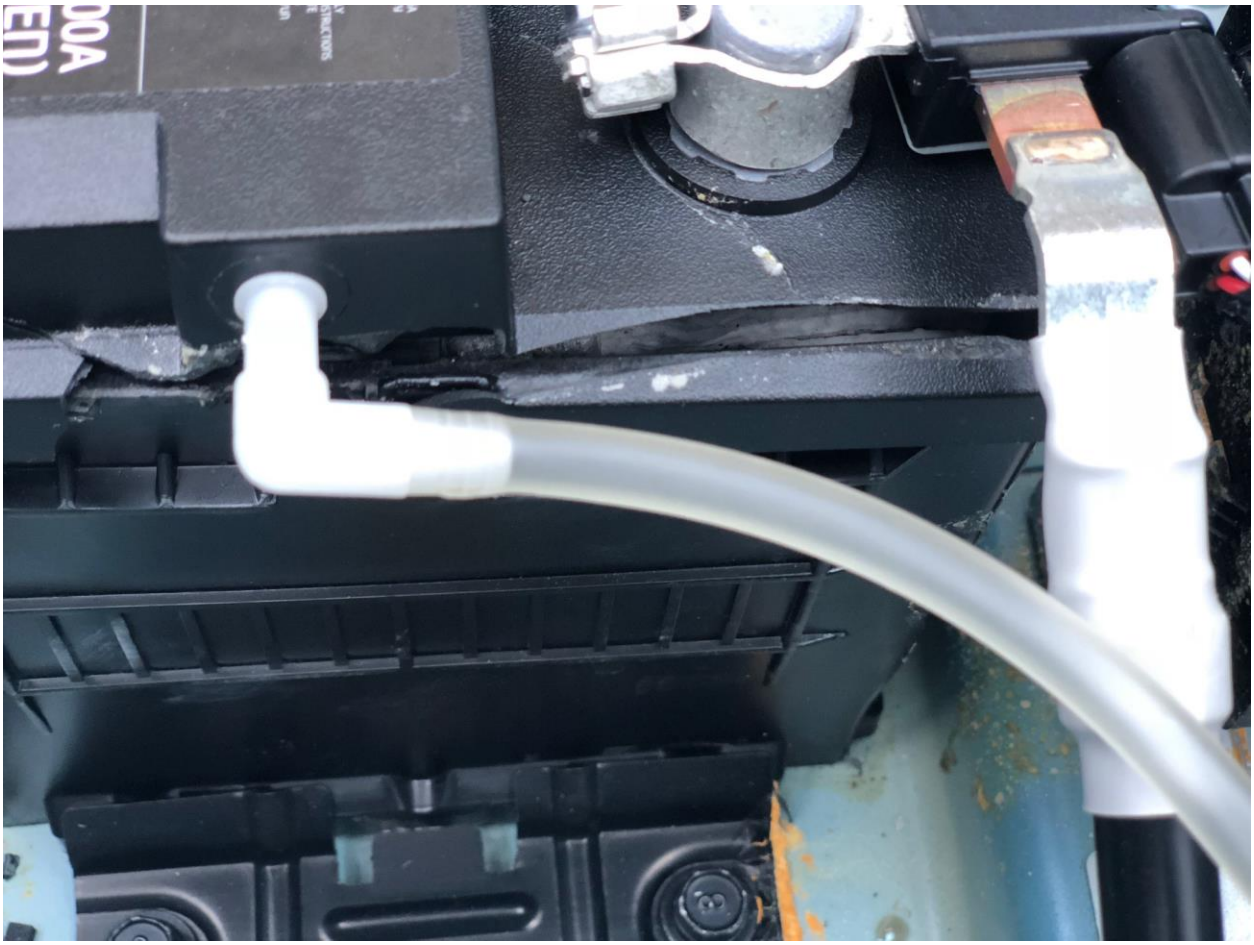
CELL PHONE [redacted]

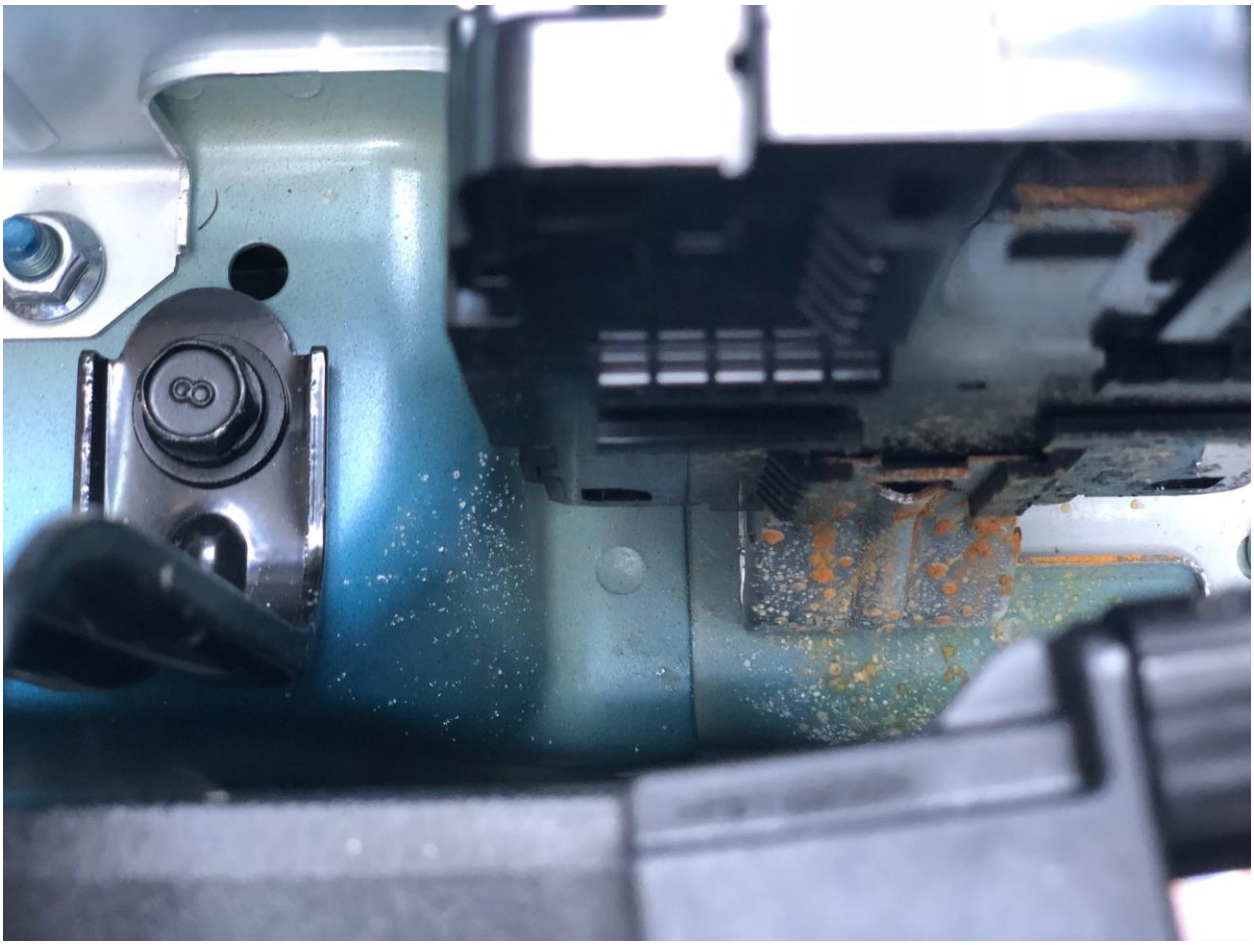
DEALER SIGNATURE

White - Deal Jacket Canary - Buyers Pink - RDR Copy

FORM #102 3/15

[redacted]





CCA 800
(SAE

[redacted]

[redacted]
CHICAGO, IL[redacted]

2019 Illinois Registration Identification Card

Jesse White, Illinois Secretary of State

ERTP / / : 9020983171 : 120.00 EFT

[redacted]

Vehicle Year 2018	Vehicle Make KIA		VIN KNAE25LA7J6[redacted]	
Weight or CCs	Body Style HATCHBACK		Application Type PASSENGER	
Axles 2	Leased/Rental	Unit Number	File Number	County COOK 103
Drivers License Number(s) or FEIN(s)			Expiration Date JUNE 30, 2019	
			Plate Number [redacted]	
Renewal Fee Due				

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

STINGER

[redacted]

Advertisement

2018 Kia Stinger Pricing Report

Style: Premium Sedan 4D
Mileage: 17,000

Sell To Private Party

Private Party Range
$30,040 - $32,759
Private Party Value
$31,363

Valid for ZIP Code [redacted] through 12/13/2018

Vehicle Highlights

Fuel Economy: City 22/Hwy 29/Comb 25 MPG	Max Seating: 5
Doors: 4	Engine: 4-Cyl, Turbo, 2.0 Liter
Drivetrain: RWD	Transmission: Automatic, 8-Spd
EPA Class: Large Cars	Body Style: Sedan
Country of Origin: Korea	Country of Assembly: Korea

Your Configured Options

Our pre-selected options, based on typical equipment for this car.

✓ Options that you added while configuring this car.

Engine
4-Cyl, Turbo, 2.0 Liter

Transmission
Automatic, 8-Spd

Drivetrain
RWD

Braking and Traction
Hill Start Assist Control
Traction Control
Electronic Stability Control
ABS (4-Wheel)

Comfort and Convenience
Keyless Entry
Push Button Start
Air Conditioning
Power Windows
Power Door Locks
Cruise Control

Steering
Power Steering
Tilt & Telescoping Wheel

Entertainment and Instrumentation
AM/FM/HD Radio
harman/kardon Sound
SiriusXM Satellite
Bluetooth Wireless
UVO eServices

Safety and Security
F&R Parking Sensors
R/V Camera
Dual Air Bags
Side Air Bags
F&R Head Curtain Air Bags
Knee Air Bags

Seats
Heated Seats
Dual Power Seats
Leather

Roof and Glass
Power Sun Roof

Lighting
Daytime Running Lights
LED Headlamps

Wheels and Tires
Alloy Wheels

Exterior Color
✓ Black

[redacted]

Glossary of Terms

Kelley Blue Book® Trade-in Value - This is the amount you can expect to receive when you trade in your car to a dealer. This value is determined based on the style, condition, mileage and options indicated.

Trade-In Range - The Trade-In Range is Kelley Blue Book's estimate of what you can reasonably expect to receive this week based on the style, condition, mileage and options of your vehicle when you trade it in to a dealer. However, every dealer is different and values are not guaranteed.

Kelley Blue Book® Private Party Value - This is the starting point for negotiation of a used-car sale between a private buyer and seller. This is an "as is" value that does not include any warranties. The final price depends on the car's actual condition and local market factors.

Private Party Range - The Private Party Range is Kelley Blue Book's estimate of what you can reasonably expect to receive this week for a vehicle with stated mileage in the selected condition and configured with your selected options, excluding taxes, title and fees when selling to a private party.

Excellent Condition - 3% of all cars we value. This car looks new and is in excellent mechanical condition. It has never had paint or bodywork and has an interior and body free of wear and visible defects. The car is rust-free and does not need reconditioning. Its clean engine compartment is free of fluid leaks. It also has a clean title history, has complete and verifiable service records and will pass safety and smog inspection.

Very Good Condition - 23% of all cars we value. This car has minor wear or visible defects on the body and interior but is in excellent mechanical condition, requiring only minimal reconditioning. It has little to no paint and bodywork and is free of rust. Its clean engine compartment is free of fluid leaks. The tires match and have 75% or more of tread. It also has a clean title history, with most service records available, and will pass safety and smog inspection.

Good Condition - 54% of all cars we value. This car is free of major mechanical problems but may need some reconditioning. Its paint and bodywork may require minor touch-ups, with repairable cosmetic defects, and its engine compartment may have minor leaks. There are minor body scratches or dings and minor interior blemishes, but no rust. The tires match and have 50% or more of tread. It also has a clean title history, with some service records available, and will pass safety and smog inspection.

Fair Condition - 18% of all cars we value. This car has some mechanical or cosmetic defects and needs servicing, but is still in safe running condition and has a clean title history. The paint, body and/or interior may need professional servicing. The tires may need replacing and there may be some repairable rust damage.

Tip:
It's crucial to know your car's true condition when you sell it, so that you can price it appropriately. Consider having your mechanic give you an objective report.

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HERTZ LOCAL EDITION
Phone: 1-888-777-3700
E-mail: CUSTOMERBILLING@HERTZ.COM

Hertz

LOCAL EDITION
ORIGINAL INVOICE

Rental Agreement No: [redacted]
Invoice Date: 01/04/2019
Document: [redacted]

Direct All Inquiries To:
HERTZ LOCAL EDITION
HLE COMMERCIAL DEPT 1154
PO BOX 121154
DALLAS, TX 75312-1154
TAX Id: 13-1938568

Renter: [redacted]
Account No.: ******* [redacted] HCC
CDP No.: 1908620
CDP Name: HLE BILL BRYAN KIA

COTTON ALYSSA
BILL BRYAN KIA OF LEESBURG
9039 SOUTH US HWY 441
ATTN ACCTS PAYABLE
LEESBURG, FL 34788

Alyssa
Stinger was on Fire

RENTAL REFERENCE

Rental Agreement No: [redacted]
Reservation ID: 00000000000

RENTAL DETAILS

Rate Plan: IN: CNVC OUT: CNV
Rented On: 11/05/2018 11:09 LOC# [redacted]
LEESBURG, FL
Returned On: 01/04/2019 10:49 LOC# [redacted]
LEESBURG, FL
Car Description: SIREQUINOXAWD1 CTGW27
VIN #: 3GNAXSEV8JS[redacted]
CAR CLASS Charged: F MILEAGE In: 18,365
Rented: L Out: 13,421
Reserved: 99 Driven: 4,944

BILLING INFORMATION

Claim No: PO# [redacted]
Policy No:
Date of Loss: 2018-11-05
Type of Loss: M
Repair Facility: BILL BRYAN KIA
Authorized Rate: 25.00
Authorized Days: 60
Adjuster: COTTON ALYSSA
Insured: 0

BILLING DETAILS

DAYS	60 @	25.00	1500.00
SUBTOTAL			1500.00
TOTAL CHARGES			1500.00 USD
AMOUNT DUE			1500.00 USD

MISCELLANEOUS INFORMATION

TR-X MILES DRIVEN: 21

TOTAL RENTAL DAYS	60
BILLED TO CUSTOMER	0.00
TOTAL RENTAL CHARGES	1500.00

TERMS OF PAYMENT: 10 Days

THANK YOU FOR RENTING FROM HERTZ

DETACH AND SEND WITH PAYMENT-DO NOT STAPLE OR FOLD

PLEASE INCLUDE RENTAL AGREEMENT NO. ON YOUR CHECK.

Rental Agreement No: [redacted]
Invoice Date: 01/04/2019
Document: [redacted]

Renter: [redacted]
Account No.: ******* [redacted] HCC

REMIT TO:
HERTZ LOCAL EDITION
HLE COMMERCIAL DEPT 1154
PO BOX 121154
DALLAS, TX 75312-1154
UNITED STATES

Phone: 1-888-777-3700
E-mail: CUSTOMERBILLING@HERTZ.COM

AMOUNT DUE: 1500.00 USD

GCM1A4 6090 DB

[redacted]

COPART AUTO AUCTIONS
PO BOX 1727
LOGANVILLE, GA 30052
PHONE (770) 554-6366
TAX ID# [redacted]

Date 1/07/19

Visit us at www.copart.com
All Amounts are in USD
*** OWNER RETAINED ***

*** OWNER RETAINED ***

Copart Lot# 49925518 107 GA - ATLANTA EAST
Loss Date 10/18/18
Called In 10/19/18
P/U Cleared 10/19/18
Pickup Date 10/23/18
Original Title
Trans Title
Sale Document
Loss Type BURN
Description 18 KIA STINGER PR BLACK
Vehicle ID# KNAE25LAXJ6[redacted]
License#/ST FL
Mileage 15,263
Pickup From BARRETS TOWING
2570 DANIELSVILLE RD
ATHENS, GA 30601
(706) 543-0900

U260 PIP002A
SALVAGE DEPARTMENT SHARED SERV
USAA - TAMPA REGION
9800 FREDERICKSBURG RD
SEND DIRECT SALVAGE 9022C
SAN ANTONIO, TX 78288

Claim# 4
Policy# [redacted]
Loss Code B
Reference#
Insured [redacted]
Owner

ADVANCE CHARGES PAID BY COPART

STORAGE	80.00	
LATE PICK-UP CREDIT	20.00CR	ADVANCE CHARGES
TOTAL ADVANCE CHARGES	60.00	

COPART SERVICE CHARGES

POOLING CHARGE	75.00	
TOW IN	30.00	Zone 08
TOTAL COPART SERVICE CHARGES	105.00	

TOTAL DUE COPART	165.00
NET DUE COPART	165.00

REMIT TO: COPART
4610 WESTAMERICA DRIVE
FAIRFIELD, CA 94534

Invoice Date 1/07/19 Invoice Amount 165.00 USD

[redacted]

BILL BRYAN KIA

9039 US HWY 441
LEESBURG, FL 34888
(352) 365-1228 PH
(352) 365-2912 FX

DATE 12/13/18

PAGES 2

FAX: 949-469-4509

TO: Alex Villalpando

FROM: JR Rauner

FAX: (352) 365-2912

MESSAGE :

PLEASE PHONE (352-365-1228) IF THERE IS ANY PROBLEMS WITH THIS TRANSMISSION.

KIA VEHICLE REPLACEMENT AUTHORIZATION

Customer(s): [redacted]

Case File #: [redacted]

District: SO04

DPSM: Jamal Bruton

Dealer Code: FL091

Dealer Name: Bill Bryan KIA

Replacement Vehicle VIN: VIN KNDPR3A63K7[redacted]

Replacement Vehicle Must Be RDR'd as:

Replacement Vehicle Costs			
	Dealer Invoice Price		**$ 33,201.00**
+	**Add**	Accessories	
+	**Add**	Document Processing Fees	$ 1,285.50
+	**Add**	License Fees	
+	**Add**	Sales Tax on: - $_____ and/or - No sales tax is due (see attached certificate)	 $ - $ -
+	**Add**	**DEALER TO PAY-OFF OLD LOAN** **subject to verification at time of delivery*	$ 20,305.70
		Subtotal	***$ 54,792.20***
-	**Less**	Manufacturer Rebate **subject to verification at time of RDR*	$ 2,400.00
-	**Less**	Holdback	$ 1,010.00
-	**Less**	Customer Contribution	$ -
-	**Less**	**NEW LOAN TO BE FUNDED (current payoff - $8,820)** **subject to verification at time of delivery*	$ 11,485.70
TOTAL NEW VEHICLE COST: (Amount Payable to Dealer by Kia Consumer Affairs)			**$ 39,896.50**

[redacted]

Dealer Representative — Joe Rauner ***(Name Printed)*** — 12/12/18 ***Date***

[redacted]

Kia Representative — Alex Villalpando ***(Name Printed)*** — ***Date***

[redacted]

CHRYSLER Jeep DODGE

BILL BRYAN

Buyer's Order, Agreement & Vehicle Information Form

KIA SUBARU

Date: 05/11/18

Buyer Name and Address	Co-Buyer Name and Address	Seller Name and Address
[redacted] EUSTIS, FL [redacted] County: LAKE Email: N/A Phone: [redacted] Cell: N/A	County: Email: Phone: Cell:	BILL BRYAN KIA 9039 Us Highway 441 Leesburg, FL 34788 Salesperson: DUSTIN A ROONEY

In this Buyer's Order, Agreement and Vehicle Information Form ("Order and Agreement"), "you" means the buyer, and any co-buyer. "We," "us" and "our" means the Seller. You agree to purchase the vehicle from us according to the terms of this Order and Agreement.

Vehicle Description

Year:	Make:	Model:	Mileage:	Vehicle Identification Number:
2018	KIA	STINGER	129	KNAE25LAXJ6[redacted]
New/Used/Demo/Executive:	**Color:**	**Body:**	**Stock Number:**	
NEW	N/A	4DR SDN PREMIUM	[redacted]	

Additional Vehicle Information

Unless checked below, Seller has no knowledge of and makes no representation about the history of the vehicle.

The vehicle was previously titled, registered, or used as a (check as applicable) ☐ taxicab ☐ police vehicle ☐ short term rental.

The vehicle is (check as applicable) ☐ rebuilt or assembled from parts ☐ a kit car ☐ a glider kit ☐ a replica ☐ a flood vehicle ☐ a manufacturer buy back.

☐ THIS VEHICLE WAS DELIVERED TO A PREVIOUS PURCHASER.

Buyer X _____

Co-Buyer X _____

Disclosures

Unless the Seller makes a written warranty, or enters into a service contract within 90 days from the date of this contract, this vehicle is sold "AS IS" and "WITH ALL FAULTS." The Seller makes no warranties, express or implied, on the vehicle, and there will be no implied warranties of merchantability or of fitness for a particular purpose.

This provision does not affect any warranties covering the vehicle that the vehicle manufacturer may provide.

Buyer acknowledges receipt of any warranty information prior to the sale of the vehicle.

Buyer's Initials [redacted] **Co-Buyer's Initials** _____

Used Car Buyers Guide. The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.

Spanish Translation: Guía para compradores de vehículos usados. La información que ve en el formulario de la ventanilla para este vehículo forma parte del presente contrato. La información del formulario de la ventanilla deja sin efecto toda disposición en contrario contenida en el contrato de venta.

You have thoroughly inspected, accepted, and approved the vehicle described above in all respects. You may obtain an independent third party inspection of the vehicle on your own.

Buyer's Initials [redacted] **Co-Buyer's Initials** _____

We acknowledge that as a condition of sale of the Vehicle, we will perform the following services within 30 days of the date of purchase. Call (352)365-1228 to schedule service.

N/A
N/A
N/A

Purchase Information (e) means an estimate

Vehicle Purchase Price	43,450.00
Accessories	N/A
	N/A
	N/A
	N/A
	N/A
	N/A
	N/A
Subtotal	43,450.00
Less Allowance or Discount of	18,500.00
Net Difference	24,950.00
Predelivery Service Charge**	799.00
Electronic Registration Filing Fee**	189.00
PRIVATE TAG AGENCY FEE**	79.00
**These charges represent costs and profit to the dealer for items such as inspecting, cleaning, and adjusting vehicles, and preparing documents related to the sale.	
Lead Acid Battery Fee	1.50
New Tire Fee ($1.00 per tire)	5.00
Subtotal	26,033.50
Sales Tax	1,562.01
County Tax	50.00
Other Tax	N/A
Lemon Law - Warranty Enforcement Act (New Cars Only)	2.00
N/A	N/A
Title, Registration, and License Fees (e) ☐ New ☐ Transfer	82.35
Prior Credit or Lease Balance	6,260.26
Subtotal	33,990.12
Service Contract	N/A
Maintenance Agreement	89.00
	N/A
	N/A
GAP	N/A
Sales Tax on Ancillary Products	6.23
Total Sale Price	34,085.35
Rebate	2,400.00
Cash Down	10,000.00
Other Downpayment (Describe)	N/A
Total Downpayment	12,400.00
Balance Due on Delivery	21,685.35

Trade-in Vehicle

Year 2017 Make KIA Model SPORTAGE
VIN KNDPRCA68H7[redacted] Mileage 74,179
Lienholder N/A
Payoff Amount 6,260.26 Good Thru: N/A
Lienholder N/A
Payoff Amount N/A Good Thru: N/A

Trade-in Vehicle

Year N/A Make N/A Model N/A
VIN N/A Mileage N/A
Lienholder N/A
Payoff Amount N/A Good Thru: N/A
Lienholder N/A
Payoff Amount N/A Good Thru: N/A

You assign to us all of your rights, title and interest in such Trade-in vehicle(s). You represent that your Trade-in vehicle(s) was not previously used as a police vehicle, taxicab, or under a short-term lease. To the best of your knowledge, the vehicle(s) you are trading in ☐ have ☐ have not been in any accident with damages exceeding $500.

Buyer Initials [redacted] **Co-Buyer Initials** _____

SELLER'S RIGHT TO CANCEL - If Buyer and Co-buyer sign here, the provisions of the Seller's Right to Cancel section on the back, which gives the Seller the right to cancel if Seller is unable to assign a Retail Installment Sale Contract signed with this Order and Agreement within 25 days, will apply. If you fail to return the vehicle within 48 hours after receipt of the notice of cancellation, you agree to pay Seller a charge of $ .00 per day from the date of cancellation until the vehicle is returned or repossessed.

X [redacted] X _____
Buyer Signs **Co-Buyer Signs**

Payoff Agreement - We relied on information from you and/or the lienholder(s) or lessor(s) of your Trade-in vehicle(s) to arrive at the payoff amount(s) shown above. You understand that the amount(s) quoted is/are an estimate. We agree to pay the payoff amount(s) shown above to the identified lienholder(s) or lessor(s) of the Trade-in vehicle(s), or a designee. If the actual payoff amount(s) is/are more than the amount(s) shown above, you must pay us the excess on demand. If the actual payoff amount(s) is less than the amount(s) shown above, we will refund to you any overage we receive from your prior lienholder(s) or lessor(s).

You may secure financing through us or through any financing entity you choose. The financing terms you get could be more favorable than the terms we give you. If we sell you any ancillary product, such as credit insurance or GAP, we may receive part of the cost of the product and/or other compensation from the provider of the product.

The Annual Percentage Rate in a Retail Installment Sale Contract may be negotiable with the Seller. The Seller may assign any Retail Installment Sale Contract to a finance source and retain its right to receive a part of the finance charge imposed on that contract.

Section 501.98, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive trade practice, a consumer must provide the dealer with a written demand letter stating the name, address, and telephone number of the consumer; the name and address of the dealer; a description of the facts that serve as the basis for the claim; the amount of damages; and copies of any documents in the possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, or an address at which the dealer regularly conducts business.

X [redacted] X _____
Buyer's Signature **Co-Buyer's Signature**

This Order and Agreement represents the final agreement between the parties related to the sale of the vehicle and may not be contradicted by evidence of prior, contemporaneous, or subsequent oral agreements of the parties.

Buyer Signs: X [redacted] Co-Buyer Signs: X _____

You have read each page of this Order and Agreement, including the arbitration provision on the reverse side, and agree to its terms. You have received a completely filled in copy of this Order and Agreement.

Buyer Signs: X [redacted] Co-Buyer Signs: X [redacted]

Accepted by Seller: X _____ By: _____

© 2014 The Reynolds and Reynolds Company TO ORDER: www.rrsecure.com 1-800-344-0006, fax 1-800-531-9255

THE REYNOLDS MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

[redacted]

RETAIL INSTALLMENT SALE CONTRACT
SIMPLE FINANCE CHARGE

Dealer Number FL001 Contract Number ______

Buyer Name and Address	Co-Buyer Name and Address	Seller-Creditor (Name and Address)
[redacted] EUSTIS, FL [redacted]	N/A N/A N/A	BILL BRYAN KIA 9039 Us Highway 441 Leesburg, FL 34788
Buyer's Birth Month: Jan	Co-Buyer's Birth Month: N/A	

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Seller-Creditor (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge in U.S. funds according to the payment schedule below. We will figure your finance charge on a daily basis at the Base Rate of 3.900 % per year. The Truth-In-Lending Disclosures below are part of this contract. You have thoroughly inspected, accepted, and approved the vehicle in all respects.

New/Used/Demo	Year	Make and Model	Weight (lbs.)	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2018	KIA STINGER	N/A	KNAE25LAXJ6[redacted]	Personal, family, or household unless otherwise indicated below ☐ business ☐ agricultural ☐ ______

You agree that we advised you whether, based on seller's knowledge, the vehicle was titled, registered, or used as a taxicab, police vehicle, short term rental or is a vehicle that is rebuilt or assembled from parts, a kit car, a replica, a flood vehicle, or a manufacturer buy back.

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $24,639.74 is
3.90 %	$ 2,834.60	$ 21,761.65	$ 24,596.25	$ 49,235.99

Your Payment Schedule Will Be: (e) means an estimate

Number of Payments	Amount of Payments	When Payments Are Due
75	327.95	Monthly beginning 06/25/18
N/A	N/A	N/A

Or As Follows:
N/A

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5 % of each installment.

Prepayment. If you pay off all your debt early, you may have to pay a penalty.

Security Interest. You are giving a security interest in the vehicle being purchased.

Additional Information: See this contract for more information including information about nonpayment, default, prepayment penalties, any required repayment in full before the scheduled date and security interest.

ITEMIZATION OF AMOUNT FINANCED

1 Cash Price (including $ 1,610.[illegible] sales tax) $ 46,145.24 (1)

2 Total Downpayment =
- Gross Trade-In Allowance $ 18,500.00
- Less Pay Off Made By Seller (e) $ 6,260.26
- Equals Net Trade In $ 12,239.74
- + Cash $ 10,000.00
- + Other REBATE $ 2,400.00

(If total downpayment is negative, enter "0" and see 4J below) $ 24,639.74 (2)

3 Unpaid Balance of Cash Price (1 minus 2) $ 21,505.50 (3)

4 Other Charges Including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts):

A Cost of Optional Credit Insurance Paid to Insurance Company or Companies.
- Life $ N/A
- Disability $ N/A $ N/A

B Vendor's Single Interest Insurance Paid to Insurance Company $ N/A

C Other Optional Insurance Paid to Insurance Company or Companies $ N/A

D Optional Gap Contract $ N/A

E Official Fees Paid to Government Agencies $ 8.50

F Government Documentary Stamp Taxes $ 76.30

G Government Taxes Not Included in Cash Price $ N/A

H Government License and/or Registration Fees $ 82.35

I Government Certificate of Title Fees $ N/A

J Other Charges (Seller must identify who is paid and describe purpose)

to	for	$
N/A	for Prior Credit or Lease Balance (e) N/A	N/A
N/A	N/A	N/A
DEALER MAINTENANCE	MAINTENANCE PLUS SI	V 89.00
N/A	N/A	N/A
N/A	N/A	N/A
N/A	N/A	N/A
N/A	N/A	N/A
N/A	N/A	N/A
N/A	N/A	N/A
N/A	N/A	N/A

Total Other Charges and Amounts Paid to Others on Your Behalf $ 256.15 (4)

5 Loan Processing Fee Paid to Seller (Prepaid Finance Charge) $ N/A (5)

6 Amount Financed (3 plus 4) $ 21,761.65 (6)

OPTION: ☐ You pay no finance charge if the Amount Financed, item 6, is paid in full on or before N/A, Year N/A SELLER'S INITIALS N/A

OPTIONAL GAP CONTRACT. A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 4D of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term N/A Mos. N/A Name of Gap Contract

I want to buy a gap contract.

Buyer Signs X N/A

☐ VENDOR'S SINGLE INTEREST INSURANCE (VSI insurance): If the preceding box is checked, the Creditor requires VSI insurance for the initial term of the contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft). VSI insurance is for the Creditor's sole protection. This insurance does not protect your interest in the vehicle. **You may choose the insurance company through which the VSI insurance is obtained.** If you elect to purchase VSI insurance through the Creditor, **the cost of this insurance is** $ N/A and is also shown in Item 4B of the Itemization of Amount Financed. The coverage is for the initial term of the contract.
You authorize us to purchase Vendor's or Lender's Single Interest Insurance.

Buyer Signs X N/A Co-Buyer Signs X N/A Date: N/A

Trade-In Vehicle	Trade-In Vehicle
Year 2017 Make KIA	Year N/A Make N/A
Model SPORTAGE	Model N/A
VIN KNDPNCAC[illegible]	VIN N/A
Gross Trade-In Allowance $ 18,500.00	Gross Trade-In Allowance $ N/A
Payoff Made by Seller $ 6,260.26 (e)	Payoff Made by Seller $ N/A (e)
Lienholder N/A	Lienholder N/A

You assign to Seller all of your rights, title and interest in such trade-in vehicle(s). Except as expressly stated to Seller in writing, you represent that your trade-in vehicle(s) has not been involved in an accident, has not had any major body damage or required any major engine repair, and was not previously used as a taxicab, police vehicle, short term rental or is a vehicle that is rebuilt or assembled from parts, a kit car, a replica, a flood vehicle, or a manufacturer buy back.

Buyer Initials ______ **Co-Buyer Initials** ______

Trade-In Payoff Agreement: Seller relied on information from you and/or the lienholder or lessor of your trade-in vehicle to arrive at the trade-in payoff amount shown above and in Item 2 of the Itemization of Amount Financed as the Pay Off Made by Seller. You understand that the amount quoted is an estimate.
Seller agrees to pay the payoff amount shown above and in Item 2 to the lienholder or lessor of the trade-in vehicle, or its designee. If the actual payoff amount is more than the amount shown above and in Item 2 you must pay the Seller the excess on demand. If the actual payoff amount is less than the amount shown above and in Item 2 Seller will refund to you any overage Seller receives from your prior lienholder or lessor. Except as stated in the "NOTICE" on the back of this contract, any assignee of this contract will not be obligated to pay the Pay Off Made by Seller shown above and in Item 2 or any refund.

Buyer Signature X ______ Co-Buyer Signature X ______

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit unless the box indicating Vendor's Single Interest Insurance is required is checked below. Your choice of insurance providers will not affect our decision to sell you the vehicle or extend credit to you.
If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:
Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
Term N/A
☐ Credit Disability: ☐ Buyer ☐ Co-Buyer ☐ Both
Term N/A
Premium:
Credit Life $ N/A
Credit Disability $ N/A
Insurance Company Name N/A
Home Office Address N/A
N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not to buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments.

If the box above is checked to indicate that you want credit life insurance, please read and sign the following acknowledgments:
1. You understand that you have the option of assigning any other policy or policies you own or may procure for the purpose of covering this extension of credit and that the policy need not be purchased from us in order to obtain the extension of credit.

X N/A Buyer N/A Date
X N/A Co-Buyer N/A Date

2. You understand that the credit life coverage may be deferred if, at the time of application, you are unable to engage in employment or unable to perform normal activities of a person of like age and sex. (You need not sign this acknowledgement if the proposed credit life insurance policy does not contain this restriction.)

X N/A Buyer N/A Date
X N/A Co-Buyer N/A Date

3. You understand that the benefits under the policy will terminate when you reach a certain age and affirm that your age is accurately represented on the application or policy.

X N/A Buyer N/A Date
X N/A Co Buyer N/A Date

Other Optional Insurance

☐ N/A Type of Insurance N/A Term
Premium $ N/A
Ins. Co. Name & Address N/A
N/A
N/A

☐ N/A Type of Insurance N/A Term
Premium $ N/A
Ins. Co. Name & Address N/A
N/A
N/A

☐ N/A Type of Insurance N/A Term
Premium $ N/A
Ins. Co. Name & Address N/A
N/A
N/A

☐ N/A Type of Insurance N/A Term
Premium $ N/A
Ins. Co. Name & Address N/A
N/A
N/A

☐ N/A Type of Insurance N/A Term
Premium $ N/A
Ins. Co. Name & Address N/A
N/A
N/A

Other optional insurance is not required to obtain credit. Your decision to buy or not buy other optional insurance will not be a factor in the credit approval process. It will not be provided unless you sign and agree to pay the extra cost.

I want the insurance checked above.
X Buyer Signature N/A Date
X Co-Buyer Signature N/A Date

LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED IN THIS CONTRACT.

Returned Payment Charge: If any check or other payment instrument you give us is dishonored or any electronic payment you make is returned unpaid, you will pay a charge of $25 if the payment amount is $50 or less; $30 if the payment amount is over $50 but not more than $300; $40 if the payment amount is over $300; or such amount as permitted by law.

Florida documentary stamp tax required by law in the amount of $ 76.30 has been paid or will be paid directly to the Department of Revenue.
Certificate of Registration No. 78-8011753182-[illegible]

You assign all manufacturer rebates and cash back incentives used as a downpayment on this contract to seller. You agree to complete all documents required for assignment of rebates and incentives.

JURY TRIAL WAIVER. By entering this contract, you agree to waive your right to trial by jury.
Buyer Signature X ______ Co-Buyer Signature X ______

SELLER'S RIGHT TO CANCEL - If Buyer and Co-buyer sign here, the provisions of the Seller's Right to Cancel section on the back, which gives the Seller the right to cancel if Seller is unable to assign this contract within ______ days, will apply. If you fail to return the vehicle within 48 hours after receipt of the notice of cancellation, you agree to pay Seller a charge of $ 36.00 per day from the date of cancellation until the vehicle is returned or repossessed.
X ______ **Buyer Signs** X ______ **Co-Buyer Signs**

NO COOLING OFF PERIOD
State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to this contract must be in writing and we must sign it. No oral changes are binding. Buyer Signs X ______ Co-Buyer Signs X ______
If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.
See back for other important agreements.

NOTICE TO THE BUYER: a) Do not sign this contract before you read it or if it contains any blank spaces. b) You are entitled to an exact copy of the contract you sign. Keep it to protect your legal rights.

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You confirm that you received a completely filled-in copy when you signed it.

Buyer Signs X ______ Date 05/[illegible]/18 Co-Buyer Signs X ______ Date N/A

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here X N/A Address N/A
Seller Signs BILL BRYAN KIA Date 06/11/18 By X [redacted] Title ______

Seller assigns its interest in this contract to HYUNDAI CAPITAL DBA KIA MTRS FINANCE (Assignee) under the terms of Seller's agreement(s) with Assignee.
☐ Assigned with recourse XX ☐ Assigned without recourse ☐ Assigned with limited recourse

Seller BILL BRYAN KIA By [redacted] Title [redacted]

[redacted]

RETAIL INCENTIVE CLAIM FORM

BUYER INFORMATION

FIRST NAME	MIDDLE INITIAL	LAST NAME

ADDRE[redacted]	[redacted]	AREA CODE	PHONE NUMBER
		( )	

CITY [redacted]	[redacted] E	
EUSTIS	FL	[redacted]

VEHICLE INFORMATION

VEHICLE IDENTIFICATION NUMBER	SALE DATE	MODEL NUMBER
KNAE25LAXJ6[redacted]	05/11/18	STINGER

RETAILER VALIDATION

RETAILER NAME	RETAILER CODE
BILL BRYAN KIA	FL091

I certify that the vehicle listed above is eligible under the office rules of the Incentive Program named above and that all information presented is true and correct and complies with the KMA definition of a sale. I am authorized to execute the Application on behalf of the Dealer names above, and by submission of this form the Dealer agrees to participant in the program. I further certify that I have read, am familiar with and ensure compliance with all the Program rules and procedures.

[redacted]
Authorized Dealership Signature

PROGRAM INFORMATION

(The specific program rules should be utilized by the authorized Kia Retailer in completing this section)

PROGRAM NAME	INCENTIVE AMOUNT
SUBVENTED RATE	2,000.00
MILITARY	400.00
N/A	N/A
N/A	N/A

RETAIL INCENTIVE REFUND INFORMATION

I elect to receive the refund directly to me from the Retailer. I release Kia Motors America, Inc. and its affiliates from any further claim or obligation for payment to me for this vehicle.

Customer Initial _____

I elect to use the refund toward the purchase or lease, other than a special lease financing program sponsored by KMA, and I therefore assign it to the Retailer. I release Kia Motors America, Inc. and its affiliates from a[redacted]igation for payment to me for this vehicle.

Customer Initia[redacted]

TOTAL INCENTIVE AMOUNT: 2,400.00

Customer must retain a copy of this claim form. Any inquiry regarding payment must reference the vehicle information number

Customer Signatur[redacted]

Date

Note: All payments will be sent directly to the Retailer via their Dealer Statement. If customer elects Retail Incentive, Retailer is responsible to pay the Customer. Completed claim form, signed by the customer and authorized Retailer, must remain on file at dealership. Claim form must be available for review by Kia Motors America at any time.

Revised 01/23/06

[redacted]

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

STINGER

[redacted]

KIA VEHICLE REPLACEMENT AUTHORIZATION

Custc Customer(s): [redacted] Case File #: [redacted]

District: SW05 DPSM: Stormy Childery

Dealer Code: TX072 Dealer Name: Southwest Kia Austin

Replacement Vehicle VIN: 5XYP5DHC3LG[redacted]

Replacement Vehicle Must Be RDR'd as: RSALE

Replacement Vehicle Costs				
	Dealer Invoice Price		$	45,172.00
+	Add	Accessories	$	-
+	Add	Document Processing Fees	$	150.00
+	Add	License Fees	$	282.07
+	Add	Sales Tax on: $2,560 and/or - No sales tax is due (see attached certificate)	$ $	160.00 -
+	Add	**DEALER TO PAY-OFF OLD LOAN** **subject to verification at time of delivery*	$	-
		Subtotal	***$***	***45,764.07***
-	Less	Manufacturer Rebate **subject to verification at time of RDR*	$	(1,000.00)
-	Less	Holdback		
-	Less	Customer Contribution	$	(2,420.00)
-	Less	NEW LOAN TO BE FUNDED **subject to verification at time of delivery*	$	-
TOTAL NEW VEHICLE COST: (Amount Payable to Dealer by Kia Consumer Affairs)			**$**	**42,344.07**

[redacted]
Dealer Representative

Ben Klein
(Name Printed)

3-15-19
Date

[redacted]
Kia Representative

Ryan Ristow
(Name Printed)

3/18/19
Date

[redacted]

[redacted] Loan 0001: 2018 KIA STINGER Transaction Summary 02/04/2019

Post Date	ID	Eff Date	Transacti...	Trans Amt	Balance...	Int/...	Fees	New Balance	Description	Prev Availa...
01/22/2...	L 00...	01/22/2...	Transfer ...	725.21	-654.71	70.50	0.00	37,951.67	From Share 0080	0.00
12/22/2...	L 00...	12/22/2...	Transfer ...	725.21	-655.83	69.38	0.00	38,606.38	From Share 0080	0.00
11/22/20...	L 00...	11/22/20...	Transfer ...	725.21	-652.32	72.89	0.00	39,262.21	From Share 0080	0.00
10/22/2...	L 00...	10/22/2...	Transfer ...	725.21	-653.52	71.69	0.00	39,914.53	From Share 0080	0.00
09/22/2...	L 00...	09/22/2...	Transfer ...	725.21	-649.94	75.27	0.00	40,568.05	From Share 0080	0.00
08/22/2...	L 00...	08/22/2...	Transfer ...	725.21	-648.76	76.45	0.00	41,217.99	From Share 0080	0.00
07/22/2...	L 00...	07/22/2...	Transfer ...	725.21	-650.08	75.13	0.00	41,866.75	From Share 0080	0.00
06/22/2...	L 00...	06/22/2...	Transfer ...	725.21	-646.39	78.82	0.00	42,516.83	From Share 0080	0.00
05/22/2...	L 00...	05/22/2...	Transfer ...	725.21	-647.79	77.42	0.00	43,163.22	From Share 0080	0.00
04/22/2...	L 00...	04/22/2...	Transfer ...	725.21	-644.03	81.18	0.00	43,811.01	From Share 0080	0.00
03/22/2...	L 00...	03/22/2...	Transfer ...	725.21	-544.96	180....	0.00	44,455.04	From Share 0080	0.00
			NEW LOAN BALANCE - 0900234941-01							0.00
01/13/2...	L 00...	01/13/2...	New Loan	45,000.00	45,000.00	0.00	0.00	45,000.00		0.00

University Federal Credit Union

[redacted]

ufcu

LOANLINER.

VEHICLE BUYER'S CHECK
CONFIRMATION RECEIPT

[redacted]
Pflugerville, Tx [redacted]

2018 Kia Stinger VIN: KNAE45LC2J[redacted]

LOAN TYPE	LOAN DATE	LOAN NUMBER	VEHICLE BUYER'S CHECK NUMBER	ACCOUNT NUMBER
Vehicle/auto	1/13/2018	[redacted]	[redacted]	[redacted]

BORROWER 1	BORROWER 2
NAME AND ADDRESS [redacted] Pflugerville, Tx [redacted]	NAME (AND ADDRESS IF DIFFERENT FROM BORROWER 1)

REPAYMENT TERMS

Annual Percentage Rate	Finance Charge	Amount Financed	Total of Payments	Filing Fees
2.15%	$2,863.37	$45,000.00	$47,863.37	$0.00

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments
65	$725.21
1	$724.72

When Payments Are Due: Payments will be due Monthly on the 22nd day of each month beginning 3/22/2018. Your last payment will be due on 8/22/2023 .

You have elected the following Voluntary Payment Protection (if applicable):

Credit Insurance	Insurance Charge
Single Credit Disability	$ 0.00
Joint Credit Disability	$ 0.00
Single Credit Life	$ 0.00
Joint Credit Life	$ 0.00

You have elected the following other coverages (if applicable):

Guaranteed Asset Protection

Extended Warranty

This Confirmation Receipt confirms the terms of your recent vehicle purchase pursuant to the Pre-Approved Loan and Security Agreement and Truth In Lending Disclosure, Voluntary Payment Protection and/or other coverages elected by you (if applicable) and the Vehicle Buyer's Check executed in connection therewith. Please retain this for your records.

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KTXNU8 (NXX832)

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.

[redacted]

PFLUGERVILLE, TX [redacted]

DETACH HERE

TEXAS CERTIFICATE OF TITLE

TxDMV

TEXAS DEPARTMENT OF MOTOR VEHICLES [redacted]

VEHICLE IDENTIFICATION NUMBER	YEAR MODEL	MAKE OF VEHICLE	BODY STYLE
KNAE45LC2J[redacted]	2018	KIA	4H

TITLE/DOCUMENT NUMBER [redacted] DATE TITLE ISSUED 03/08/2019

MODEL	MFG. CAPACITY IN TONS	WEIGHT	LICENSE NUMBER
STI		4200	[redacted]

PREVIOUS OWNER [redacted] PFLUGERVILL TX

ODOMETER READING 10

REMARK(S) ACTUAL MILEAGE

OWNER [redacted]

PFLUGERVILLE, TX [redacted]

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.

DATE OF LIEN NONE — 1ST LIENHOLDER — 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 MARRIED 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 PERSON(S) NAMED IN THE AGREEMENT, THE OWNERSHIP OF THE VEHICLE SHALL VEST IN THE SURVIVOR(S).

_____ SIGNATURE DATE

_____ SIGNATURE DATE

_____ SIGNATURE DATE

FORM 30-C REV. 05/2016

DO NOT ACCEPT TITLE SHOWING ERASURE, ALTERATION, OR MUTILATION.

Whenever you sell or trade in a vehicle, be sure to **protect yourself by filing the Vehicle Transfer Notification online** at www.TxDMV.gov. The notification removes your responsibility for anything the buyer might do with the vehicle. It's free!

You ONLY have 30 days to submit the Vehicle Transfer Notification from the date you sell or trade in the vehicle to remove your liability.

Before you buy, do a Title Check. For more information, go to www.TxDMV.gov and click on the "Title Check" icon.

WHEN VEHICLE IS SOLD, TITLE HOLDER MUST ASSIGN AND FURNISH THIS TITLE INDICATING A DATE OF SALE TO THE PURCHASER WHO MUST FILE APPLICATION WITH COUNTY TAX ASSESSOR-COLLECTOR WITHIN 30 DAYS TO AVOID PENALTY. [redacted]

▶ **FEDERAL AND STATE LAW REQUIRES THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.**

ASSIGNMENT OF TITLE

The undersigned hereby certifies that the vehicle described in this title is free and clear of all liens, except as noted herein, and has been transferred to the following printed name and address:

Name of Purchaser | Street | City | State | Zip

I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked:

▶ ODOMETER READING (No Tenths)

☐ 1. The mileage stated is in excess of its mechanical limits.

☐ 2. The odometer reading is not the actual mileage. WARNING - ODOMETER DISCREPANCY.

Date of Sale

Signature of Seller/Agent | Printed Name (same as signature)

I am aware of the above odometer certification made by the seller/agent.

Signature of Buyer/Agent | Printed Name (same as signature)

FIRST REASSIGNMENT DEALER ONLY

The undersigned hereby certifies that the vehicle described in this title is free and clear of all liens, except as noted herein, and has been transferred to the following printed name and address:

Name of Purchaser | Street | City | State | Zip

I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked:

▶ ODOMETER READING (No Tenths)

☐ 1. The mileage stated is in excess of its mechanical limits.

☐ 2. The odometer reading is not the actual mileage. WARNING - ODOMETER DISCREPANCY.

Date of Sale | Dealer No.

Dealer's Name

Agent's Signature | Printed Name (same as signature)

I am aware of the above odometer certification made by the seller/agent.

Signature of Buyer/Agent | Printed Name (same as signature)

SECOND REASSIGNMENT DEALER ONLY

The undersigned hereby certifies that the vehicle described in this title is free and clear of all liens, except as noted herein, and has been transferred to the following printed name and address:

Name of Purchaser | Street | City | State | Zip

I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked:

▶ ODOMETER READING (No Tenths)

☐ 1. The mileage stated is in excess of its mechanical limits.

☐ 2. The odometer reading is not the actual mileage. WARNING - ODOMETER DISCREPANCY.

Date of Sale | Dealer No.

Dealer's Name

Agent's Signature | Printed Name (same as signature)

I am aware of the above odometer certification made by the seller/agent.

Signature of Buyer/Agent | Printed Name (same as signature)

THIRD REASSIGNMENT DEALER ONLY

The undersigned hereby certifies that the vehicle described in this title is free and clear of all liens, except as noted herein, and has been transferred to the following printed name and address:

Name of Purchaser | Street | City | State | Zip

I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked:

▶ ODOMETER READING (No Tenths)

☐ 1. The mileage stated is in excess of its mechanical limits.

☐ 2. The odometer reading is not the actual mileage. WARNING - ODOMETER DISCREPANCY.

Date of Sale | Dealer No.

Dealer's Name

Agent's Signature | Printed Name (same as signature)

I am aware of the above odometer certification made by the seller/agent.

Signature of Buyer/Agent | Printed Name (same as signature)

LIEN

LIENHOLDER TO BE RECORDED AND SHOWN ON NEW TITLE:

1ST LIEN IN FAVOR OF (NAME & ADDRESS) _____

[redacted]

Home > What's My Car Worth > Style > Options & Condition > GT1 Sedan 4D

$31,210 - $35,829

Private Party Value
$33,520

Important info & definitions

Track this car's values

Condition: Good
Valid for ZIP Code [redacted] through 03/14/2019

Overall Consumer Rating 5 / 5
★★★★★ 7 Ratings
Write a review

PRIVATE PARTY VALUE

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

Average Time to Sell:

30
DAYS

Level of Effort:

High

See Overview of Values

2 See How Others Price Your Car

See what others are asking for your car.

Search Cars for Sale Near You

3 Place an Ad

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

Get Started

KELLEY BLUE BOOK OFFICIAL GUIDE

Autotrader

Start the Trade-in Process Online

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

Your Trade-in Vehicle
2018 Kia Stinger GT1 Sedan 4D

Change Vehicle

What Vehicle Are You Shopping For?

Make | Model | [redacted] | See Local Dealers

More Shopping Tools

presented by KIA

The 2019 Kia Stinger

- Learn More
- Find a Dealer
- Special Offers
- Build & Price
- Inventory
- Gallery

Disclaimer

SPONSORED

New Car Price Quote

Take Control!

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

Kia

Stinger

2018

Base Style

[redacted]

Find Dealers

Sellers Tools

Give Buyers Confidence

Show them a clean AutoCheck vehicle history report

Refinance Your Car

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

Save on Auto Insurance

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

Sellers Information

10 Steps for Selling Your Car

Our experts walk you through the steps. Get the Details

How to Improve Resale Value

Whether selling or trading in, get the most for your car with these tips. Watch video

Home > What's My Car Worth > Style > Options & Condition > GT1 Sedan 4D

$28,641 - $32,864

Trade-in Value
$30,753

Important info & definitions

Track this car's values

Condition: Good
Valid for ZIP Code [redacted] through 03/14/2019

Overall Consumer Rating 5 / 5
7 Ratings
Write a review

TRADE-IN VALUE

This estimated value helps you confidently negotiate with dealers.

Average Time to Trade-In:

1-7
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 Stinger GT1 Sedan 4D

Change Vehicle

What Vehicle Are You Shopping For?

Make | Model | [redacted] | 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 Stinger

2019 Volvo XC60

2018 BMW 4 Series

2019 Acura RDX

More Shopping Tools

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The 2019 Kia Stinger

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Disclaimer

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Trade Up to a New Car

2019 MAZDA CX-9	2018 Volvo V60	2018 Mercedes-Benz C-Class	2019 Chevrolet Travers
Est. $694/mo*	Est. $627/mo*	Est. $665/mo*	Est. $681/mo*

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

New Car Price Quote

Take Control!

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Kia

Stinger

2018

Base Style

[redacted] Find Dealers

Sellers Tools

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AutoCheck A part of Experian

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lendingtree

Save on Auto Insurance

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

GEICO

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Home > What's My Car Worth > Style > Options & Condition > GT1 Sedan 4D

$33,000 - $36,805

Private Party Value
$35,014

Important info & definitions

Track this car's values

Condition: Excellent
Valid for ZIP Code [redacted] through 03/14/2019

Overall Consumer Rating 5 / 5
★★★★★ 7 Ratings
Write a review

PRIVATE PARTY VALUE

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

Average Time to Sell:

30
DAYS

Level of Effort:

High

See Overview of Values

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2018 Kia Stinger GT1 Sedan 4D

Change Vehicle

What Vehicle Are You Shopping For?

Make | Model | [redacted] | See Local Dealers

More Shopping Tools

presented by KIA

The 2019 Kia Stinger

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- Inventory
- Gallery

Disclaimer

SPONSORED

Trade Up to a New Car

2019 Kia Stinger	2019 Volvo XC60	2018 BMW 4 Series	2019 Acura RDX
Est. $686/mo*	Est. $662/mo*	Est. $659/mo*	Est. $683/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.

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Kia

Stinger

2018

Base Style

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