

PE19-004
KIA
6/28/2019
DEFECT C
CA FILES
FORTE KOUP

2010 FORTE KOUP_ACCIDENT
SCRIPTS_ALLEGED DEFECT
C_EXPANDED SCOPE

Accident Report

Case [REDACTED]

Report Details

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

[REDACTED] and [REDACTED] - [REDACTED] Stoney Point NC [REDACTED]

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

[REDACTED] Stoney Point NC [REDACTED]

A-3) Do You Own the Vehicle?

Yes

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

[REDACTED]

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

[REDACTED] 2017 17:30:00

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

It was a sunny day, it was probably about 72 degrees. It was a good road right in front of the high school.

A-7) What Speed was the Vehicle Traveling?

35

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

We were on the way to church .He was going approximately 35 mph on [REDACTED] Rd .We started to smell the brakes in front of the high school. A little while later it started to smoke. He pulled out on [REDACTED] and shortly after that smoke started coming out. We had him pull over into a parking lot. The smoke came out more from the passenger side than the driver side. My husband drove it the remainder of the way to our church.

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?

Driven

Accident Report

Case [REDACTED]

Report Details

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

[REDACTED] Stoney Point NC [REDACTED]

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

[REDACTED] Stoney Point NC [REDACTED]

A-3) Do You Own the Vehicle?

Yes

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

[REDACTED]

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

[REDACTED] 2017 07:00:00

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

It was a sunny day, it was probably about 72 degrees. It was a good road right in front of the high school.

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

We were on the way to church .He was going approximately 35 mph on [REDACTED] Rd .We started to smell the brakes in front of the high school. A little while later it started to smoke. He pulled out on [REDACTED] and shortly after that smoke started coming out. We had him pull over into a parking lot. The smoke came out more from the passenger side than the driver side. My husband drove it the remainder of the way to our church.

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?

Driven

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

[REDACTED] Stoney Point NC [REDACTED]

C-5) Have Any Repairs Been Completed?

No

C-6) Were Parties Wearing Seatbelts?

Yes

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

No

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

No

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

This doesnt seem like a normal thing for this to happen. I am asking that Kia tow the veh and fix it because the veh almost caught fire.

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

Not Applicable

PE19-004
KIA
6/28/2019
DEFECT C
CA FILES
FORTE KOUP

2010 FORTE KOUP_CA
REPORTS_ALLEGED DEFECT
C_EXPANDED SCOPE

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2010 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFU6A23A5	[REDACTED]	[REDACTED]	62.000
Hickory , NC, [REDACTED]		Prod. Date: 07/27/2009		Dealer: NC004	Paramount KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Case History

*** 10/16/2017 08:38:53 (GMT-07:00) Arizona ***

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

*** Phone - Call - Inbound created on 10/16/2017 08:33:17 (GMT-07:00) Arizona and created by Jessica Weaver ***

Cust states:

1. We have had an incident where the brakes are locking up
2. We have been smelling them since he had to avoid a dog
3. We were following behind them and the veh started smoking like they almost caught fire
4. We thought maybe it only happened that once but my husband drove this morning and the same thing happened
5. I called our local Kia DLR to see if there were any recalls on the veh but they couldn't find any and they told me to call you

Writer states:

1. Apologized
2. Ran accident script

Cust states:

1. On the Wednesday before this - 11th - a dog ran out in front of him to avoid hitting a dog
2. Since that time he said he was smelling the brakes
3. He was terrified it almost caught fire
4. We bought car on July 2016
5. We bought it from the Honda Pageant place and they told me that they put new brakes on it
6. There was thick gray smoke coming
7. We drove the veh back home stopping every 10- 15 min
8. We really thought it was going to catch fire
9. I was involved in an accident in March where I was T boned
10. The body shop had it until the 3rd week of May

Writer states:

1. Will forward to another department for review
2. Please allow 2-3 business for follow up
3. Provided case #

Cust states:

1. One more thing
2. The DLR said there was a stoplamp switch that had been on veh but it was repaired
3. His brake light on the right side would flicker
4. We decided to replace it ourselves
5. We went and pressed and light bulb just fell out
6. They said to mention that as well

Writer states:

1. Will notate
2. Please allow 2-3 business days for follow up

Cust thanked

*** Phone - Call - Inbound created on 10/16/2017 17:11:36 (GMT-07:00) Arizona and created by Jessica Weaver ***

Forward to NCA

- 1 Customer alleges the brakes locked up and started smoking

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2010 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFU6A23A5	[REDACTED]	[REDACTED]	62.000
Hickory , NC, [REDACTED]		Prod. Date: 07/27/2009		Dealer: NC004	Paramount KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

2 Vehicle is currently with cust

3 Customer is requesting for Kia to tow veh and complete needed repairs at no cost

4 Please review and follow up accordingly

*** 10/16/2017 17:12:36 (GMT-07:00) Arizona ***

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

Reason:

*** 10/17/2017 07:58:19 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** 10/17/2017 08:14:09 (GMT-08:00) Pacific Time (US & Canada) ***

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

Reason:

*** Phone - Call - Outbound created on 10/17/2017 08:37:07 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wrt contacted the customer:

1. Calling in regards to the vehicle.
2. What happened?

The customer replied:

1. We saw smoke coming out of the brakes.

Wrt replied;

1. okay, please schedule and appointment and we'll have the dealer check it out.

*** Phone - Call - Inbound commitment created on 10/17/2017 08:38:44 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/24/2017 and created by Ryan Ristow ***

*** 10/17/2017 08:44:04 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** Phone - Call - Inbound commitment fulfilled on 10/17/2017 10:11:52 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/24/2017 closed by Ryan Ristow ***

Customer scheduled appointment for 10/18/17 at 8:40AM at NC004.

Wrt requested tow truck for the customer.

*** Phone - Call - Outbound commitment created on 10/17/2017 10:12:03 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/18/2017 and created by Ryan Ristow ***

*** Phone - Call - Outbound commitment fulfilled on 10/18/2017 09:20:55 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/18/2017 closed by Ryan Ristow ***

Wrt sent checklist to the dealer.

*** Others - Others commitment created on 10/18/2017 09:21:05 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/20/2017 and created by Ryan Ristow ***

*** Others - Others commitment created on 10/18/2017 09:21:05 (GMT-08:00) Pacific Time (US & Canada) with

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2010 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFU6A23A5	[REDACTED]	[REDACTED]	62.000
Hickory , NC, [REDACTED]		Prod. Date: 07/27/2009		Dealer: NC004	Paramount KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Commitment Date 10/20/2017 and created by Ryan Ristow ***
wrt requested an update.

*** Others - Others commitment created on 10/18/2017 09:21:05 (GMT-08:00) Pacific Time (US & Canada) with
Commitment Date 10/23/2017 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 10/23/2017 10:37:23 (GMT-08:00) Pacific Time (US & Canada) with
Commitment Date 10/23/2017 closed by Ryan Ristow ***
Mr. Ristow,

Upon further inspection my technician has found the vehicle will require a caliper and rotor on the passenger side
front as well as pads. He is also recommending a brake fluid replacement as the excessive heat has compromised
the fluid. After retracting the caliper, reinstalling and depressing the brake pedal, the caliper has stuck again. The
vehicle has an acceptable fluid level, all brackets and lines appear in good working order.

Please let me know if you need anything else.

Thank you again,
Aaron Bisesti
Paramount Kia Service
828-485-3149

*** Phone - Call - Outbound created on 10/23/2017 10:37:33 (GMT-08:00) Pacific Time (US & Canada) and
created by Ryan Ristow ***
Aaron,

Were the repairs performed for the customer?

Please forward the RO at your earliest convenience.

Thanks,

*** Phone - Call - Inbound commitment created on 10/23/2017 10:54:18 (GMT-08:00) Pacific Time (US & Canada)
with Commitment Date 10/24/2017 and created by Ryan Ristow ***

*** Phone - Call - Inbound commitment created on 10/23/2017 10:54:18 (GMT-08:00) Pacific Time (US & Canada)
with Commitment Date 10/24/2017 and created by Ryan Ristow ***
Wrt requested update

*** Phone - Call - Inbound commitment created on 10/23/2017 10:54:18 (GMT-08:00) Pacific Time (US & Canada)
with Commitment Date 10/25/2017 and created by Ryan Ristow ***

*** Phone - Call - Inbound commitment created on 10/23/2017 10:54:18 (GMT-08:00) Pacific Time (US & Canada)
with Commitment Date 10/27/2017 and created by Ryan Ristow ***

*** Phone - Call - Inbound commitment fulfilled on 10/27/2017 13:36:53 (GMT-08:00) Pacific Time (US & Canada)
with Commitment Date 10/27/2017 closed by Ryan Ristow ***
Wrt received estimate from the dealer.

*** Phone - Call - Outbound created on 10/27/2017 13:37:06 (GMT-08:00) Pacific Time (US & Canada) and

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2010 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFU6A23A5	[REDACTED]	[REDACTED]	62.000
Hickory , NC, [REDACTED]		Prod. Date: 07/27/2009		Dealer: NC004	Paramount KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

created by Ryan Ristow ***
Wrt left a VM for the customer.

*** Phone - Call - Inbound commitment created on 10/27/2017 13:37:27 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/03/2017 and created by Ryan Ristow ***

*** Phone - Call - Inbound commitment fulfilled on 10/27/2017 15:55:52 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/03/2017 closed by Ryan Ristow ***
Customer called back;
1. returning your call.

Wrt replied:

1. I heard back from the dealer, we would like to offer the repair.
2. We just need a signed release since it is outside of the wty.

Customer replied;

1. okay, send it to me and we will review it.

*** Email - External Email Received commitment created on 10/27/2017 15:56:20 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/03/2017 and created by Ryan Ristow ***

*** Email - External Email Received commitment fulfilled on 11/01/2017 10:11:15 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/03/2017 closed by Ryan Ristow ***
Signed release attached.

*** Email - External Email Sent created on 11/01/2017 10:11:16 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Aaron,

I received the signed release back from the customer today.
We would like to authorize the repair as GW for the customer.
Please review the below PWA. It is for a G claim, which means that it will be sent to your DPSM for final review. (Bob, please contact me with any questions.) All repairs for which KMA has authorized a dealer to perform will only be reimbursed by KMA at the warranty labor and parts markup rate in effect at the time of the repair. Please give writ of your acceptance.
Dealer Goodwill CA Authorization

PWA # (Kcase): [REDACTED]

Dealer Name: Paramount Kia
Dealer Code: NC004
Date of Approval: 10/24/17

Dealer Contact : Aaron Biseti abisesti@paramountauto.com
Estimated repair cost: \$2,252.65

Description of approved repair: Repairs described in invoice [REDACTED]

Vehicle: 2010 Forte Koup- KNAFU6A23A5 [REDACTED]

Best,

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2010 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFU6A23A5	[REDACTED]	[REDACTED]	62.000
Hickory , NC, [REDACTED]		Prod. Date: 07/27/2009		Dealer: NC004	Paramount KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

*** Others - Others commitment created on 11/01/2017 10:11:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/08/2017 and created by Ryan Ristow ***

*** Others - Others commitment created on 11/01/2017 10:11:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/09/2017 and created by Ryan Ristow ***

*** Others - Others commitment created on 11/01/2017 10:11:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/10/2017 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 11/10/2017 16:07:19 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/10/2017 closed by Ryan Ristow ***

*** Others - Others commitment created on 11/10/2017 16:08:22 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/15/2017 and created by Ryan Ristow ***

*** Others - Others commitment created on 11/10/2017 16:08:22 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/15/2017 and created by Ryan Ristow ***
Wrt requested a repair update

*** Others - Others commitment created on 11/10/2017 16:08:22 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/20/2017 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 11/20/2017 10:47:06 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/20/2017 closed by Ryan Ristow ***
Svc Mgr contact wrt;

The repairs we discussed are complete sir. The vehicle will require a booster as well. Will Kia be covering this as well?
Thanks

*** Email - External Email Sent created on 11/20/2017 10:47:07 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Aaron,

Does it appear to be related to the other damage caused by the previous failure?

Thanks,

*** Email - External Email Received commitment created on 11/20/2017 10:47:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/27/2017 and created by Ryan Ristow ***

*** Email - External Email Received commitment fulfilled on 11/27/2017 13:10:10 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/27/2017 closed by Ryan Ristow ***
Dealer replied;

1. We can not prove otherwise.

*** Email - External Email Sent created on 11/27/2017 13:10:12 (GMT-08:00) Pacific Time (US & Canada) and

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2010 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFU6A23A5			62.000
Hickory , NC,		Prod. Date: 07/27/2009		Dealer: NC004	Paramount KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

created by Ryan Ristow ***

Wrt replied:

1. Okay, go ahead and include it with the repair.

*** Email - External Email Sent commitment created on 11/27/2017 13:10:56 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/30/2017 and created by Ryan Ristow ***

*** Email - External Email Sent commitment created on 11/27/2017 13:10:56 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/05/2017 and created by Ryan Ristow ***

*** Email - External Email Sent commitment fulfilled on 12/05/2017 13:28:42 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/05/2017 closed by Ryan Ristow ***

Mr. Ristow,

The vehicle has been returned to the customer. The parts are being prepared for shipment and should leave shortly.

Thanks again,

Aaron Bisesti

*** Others - Others commitment created on 12/05/2017 13:28:59 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/12/2017 and created by Ryan Ristow ***

*** Others - Others commitment created on 12/05/2017 13:28:59 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/12/2017 and created by Ryan Ristow ***

Wrt followed up with the dealer and requested the parts.

*** Others - Others commitment created on 12/05/2017 13:28:59 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/19/2017 and created by Ryan Ristow ***

*** 12/15/2017 14:54:13 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** Others - Others commitment created on 12/05/2017 13:28:59 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/21/2017 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 12/21/2017 08:27:47 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/21/2017 closed by Ryan Ristow ***

Wrt requested update on parts shipment.

*** Email - External Email Sent commitment created on 12/21/2017 08:27:53 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/08/2018 and created by Ryan Ristow ***

*** Email - External Email Sent commitment fulfilled on 01/03/2018 08:17:35 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/08/2018 closed by Ryan Ristow ***

Parts received.

*** 01/03/2018 08:19:52 (GMT-08:00) Pacific Time (US & Canada) ***

Closed with Resolution Code : Repaired at Dlr

[Resolution Summary]

Case closed pending customer contact.

PE19-004
KIA
6/28/2019
DEFECT C
CA FILES
FORTE KOUP

2012 FORTE KOUP_ACCIDENT
SCRIPTS_ALLEGED DEFECT
C_EXPANDED SCOPE

Accident Report

Case [REDACTED]

Report Details

1. Who Owns the Vehicle?

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

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

I was driving and a buddy of mine was in passenger seat <Provide Driver's Name, Address, and Phone>

3. Do You Own the Vehicle?

Yes

4. What is the Age of the Driver?

[REDACTED] <Driver's Age>

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

7:15 - 08:00 pm, [REDACTED]/13 <DATE> and <TIME>

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

It was raining earlier, and last night. <ROAD & WEATHER CONDITIONS>

7. What Speed was the Vehicle Traveling?

55 mph <VEHICLE SPEED>

8. Were any Other Vehicles Involved in the Accident?

No

9. Were There Any Injuries?

No

10. Was Anyone Taken by Ambulance to The Hospital?

No

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

No

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

Was traveling on the [REDACTED] North bound side

When it started up underneath the dash, under the steering column. I had the heater on to defrost the window and it started smoking through the vents and had a smell of burnt rubber. We stopped and as I opened the hood, my buddy told me the fire was landing on my floor board on the driver side. In 3 min the dash and front seats completely burned up, if not less. Heard an explosion, assumed it was the airbags. <INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>

13. Were the Police Contacted?

Yes

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

Officer Kellison, AR State Highway Patrol, H9 126 (not sure) <Officer Name, Department, Badge>

15. What is the Police Report Number?

Wasnt given one <POLICE REPORT NUMBER>

16. Was the Insurance Company Contacted?

Nation Wide
Greenwood Road (dont have address)
1.877.669.6877

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

17. Have You Settled With the Insurance Company?

No

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

Towed

19. Where is the Vehicle Now?

At Sports and Imports
2611 Towson Ave Fort Smith, AR 72901
phone # <VEHICLE LOCATION>

20. Have Any Repairs Been Completed?

No

21. Were Parties Wearing Seatbelts?

Yes

22. Did the Airbag(s) Deploy?

No

23. Was Airbag Light on prior to accident?

No

24. What action are you requesting of Kia?

Just reporting in case of a recall of possible wiring problem <RESOLUTION SOUGHT>

25. Have you reviewed the airbag section of the owners manual?

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

- i. Copy of Police Report (if available)
- ii. Pictures of vehicle (front, rear and side views)

Not Applicable

Accident Report

Case [REDACTED]

Report Details

1. Who Owns the Vehicle?

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

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

[REDACTED] [REDACTED] - driver
0 passengers <Provide Driver's Name, Address, and Phone>

3. Do You Own the Vehicle?

Yes

4. What is the Age of the Driver?

<Driver's Age>

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

[REDACTED]/2013 time unknown, around 1 or 2pm <DATE> and <TIME>

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

beautiful day, no rain no nothing <ROAD & WEATHER CONDITIONS>

7. What Speed was the Vehicle Traveling?

vehicel has just been parked, no speed. <VEHICLE SPEED>

8. Were any Other Vehicles Involved in the Accident?

No

9. Were There Any Injuries?

No

10. Was Anyone Taken by Ambulance to The Hospital?

No

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

No

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

Cust was parked at the work parking lot, [REDACTED], Lilburn, GA. The key was shut off and the vehicle continued to run. The vehicle started smoking, and the fire department was called and put out the fire. The fire person said that the fuse box down by her foot, melted, that is where the fire started. The battery was disconnected and the airbag deployed cracking the windshield. <INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>

13. Were the Police Contacted?

No

16. Was the Insurance Company Contacted?

State Farm - cust is not willing to provide

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

17. Have You Settled With the Insurance Company?

No

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

Towed

19. Where is the Vehicle Now?

Rick Case Kia - working with Charles in service <VEHICLE LOCATION>

20. Have Any Repairs Been Completed?

No

21. Were Parties Wearing Seatbelts?

No

22. Did the Airbag(s) Deploy?

Yes

23. Was Airbag Light on prior to accident?

Yes

24. What action are you requesting of Kia?

Cust states - cust would like for the vehicle to be taken back, we do not feel safe. This is an electrical issue and the worse to find and fix. We are afraid to put daughter and granddaughter back into the vehilce. Will never feel safe in this vehicle again. <RESOLUTION SOUGHT>

25. Have you reviewed the airbag section of the owners manual?

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

- i. Copy of Police Report (if available)
- ii. Pictures of vehicle (front, rear and side views)

Not Applicable

Accident Report

Case [REDACTED]

Report Details

1. Who Owns the Vehicle?

I own the vehicle <Provide Owner Name, Address, and Phone>

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

Vehicle was parked. <Provide Driver's Name, Address, and Phone>

3. Do You Own the Vehicle?

Yes

4. What is the Age of the Driver?

[REDACTED] years old <Driver's Age>

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

[REDACTED] around 6 o'clock at night <DATE> and <TIME>

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

Normal, clear, no rain <ROAD & WEATHER CONDITIONS>

7. What Speed was the Vehicle Traveling?

Vehicle was parked <VEHICLE SPEED>

8. Were any Other Vehicles Involved in the Accident?

No

9. Were There Any Injuries?

No

10. Was Anyone Taken by Ambulance to The Hospital?

No

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

No

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

I work from around 7 in the morning to 7 at night. I was on lunch I was talking on the phone. My engine was running for about 20 minutes. Parked it, turned the car off, locked it and went back to work. Came back around 6 o'clock at night. The center console between the driver and passenger seat caught on fire. Everythings melted on the inside.
<INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>

13. Were the Police Contacted?

No

16. Was the Insurance Company Contacted?

Infinity Insurance

Claim # [REDACTED]

The adjustor's name is Adriana Kelly Yes, <Name, Address, and Phone of Insurance Company, Policy #, and Claim #>

17. Have You Settled With the Insurance Company?

No

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

Driven

19. Where is the Vehicle Now?

Insurance took it to their shop. <VEHICLE LOCATION>

20. Have Any Repairs Been Completed?

No

21. Were Parties Wearing Seatbelts?

No

22. Did the Airbag(s) Deploy?

No

23. Was Airbag Light on prior to accident?

No

24. What action are you requesting of Kia?

Through my own research, I found out the same year, make and model had a defect when the emergency brake is engaged <RESOLUTION SOUGHT>

25. Have you reviewed the airbag section of the owners manual?

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

- i. Copy of Police Report (if available)
- ii. Pictures of vehicle (front, rear and side views)

Not Applicable

Accident Report

Case [REDACTED]

Report Details

PE19-004
KIA
6/28/2019
DEFECT C
CA FILES
FORTE KOUP

2012 FORTE KOUP_CA
REPORTS_ALLEGED DEFECT
C_EXPANDED SCOPE

Kia Motors America

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFU6A20C5			35.800
Duluth	, GA,		Prod. Date: 06/21/2011	Dealer: GA083 Rick Case KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

**** NOTES 08/20/2013 01:44:57 PM CDavis Action Type:Manager review

8-20-13 cdavis

1. Reviewed the case with the analyst.
2. Asked to get the recap and all sales docs.
3. We are going to have 3 options for the attorney.
4. One will be an SOC, one is a buyback, and the last will be a goodwill offer.
5. I asked analyst to get all info to me by the 26th.

[!<For Internal Use Only

>!]

**** PHONE LOG 08/23/2013 03:15:44 PM JHoward

Writer note:

1. Requested from Ken this a.m., GA083, customer's buyer's order and fin. p/w.
2. He will fax to me right away.
3. Checked this eve. and Ken advised they had to put in a request fro the p/w from their HQ in FL.
4. Will f/up w/Megan on Monday as she should receive the p/w then.

**** PHONE LOG 08/23/2013 03:22:59 PM JHoward

Writer notye:

1. Phoned Megan/executive asst. in finance at (770) 476-2800 and left vmmsg.
2. Advised I will f/up w/her 26 Aug. as to docs. I requested.

Pending phone call to Megan at GA083 for docs.

**** PHONE LOG 08/23/2013 03:38:19 PM JHoward

Writer note:

1. System indicates part shipped 21 Aug.

Pending part.

**** PHONE LOG 08/26/2013 03:22:43 PM JHoward

Write note:

1. Phoned dlr. serv. dept. at (770) 476-2800 and was advised wiring harness has not come in.
2. Phoned Jim in parts dept. at 770 476 2800 and advised both harnesses are in.

**** PHONE LOG 08/26/2013 03:26:34 PM JHoward

Pending f/up on status of repairs.

**** PHONE LOG 08/28/2013 11:16:01 AM JHoward

Writer note:

1. Spoke to Charles, serv/ mgr. at dlr. and he advised, hope to have the vehicle ready, to include replacing the windshield (sublet) by Thursday or Friday afternoon, the 29th or 30th, 2013.

**** PHONE LOG 08/28/2013 11:22:47 AM JHoward

Pending vehicle repaired and outcome of cross referenced case # /ADL.

**** PHONE LOG 08/28/2013 11:27:42 AM JHoward

Writer note:

1. Sent e-mail request to DPSM for RAF in 7 days as vehicle s/b repaired per sev. mgr. no later than 30 August 2013.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFU6A20C5			35.800
Duluth	, GA,		Prod. Date: 06/21/2011	Dealer: GA083 Rick Case KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

**** PHONE LOG 08/28/2013 11:39:31 AM JHoward
Pending vehicle repaired and RAF from DPSM Baik.

**** PHONE LOG 08/30/2013 02:19:03 PM JHoward
Writer note:
1. Spoke to Jeff and windshield in veh., all it needs is detailing.
2. He will have serv. mgr. Charles phone me.

Pending Charles return phone call.

**** PHONE LOG 08/30/2013 02:36:18 PM JHoward
Writer note:
1. Serv. mgr. Charles phoned me and advised he will check w/detail to see if they can clean veh. today off any smoke smell and get back to me.

Pending Charles return phone call.

**** PHONE LOG 09/03/2013 12:33:46 PM JHoward
Writer note:
1. Phoned Charles/serv. mgr. and he advised the vehicle is repaired but smells of smoke.
2. He advised will gas vehicle up and take it to detail and see if there is anything else they can do and phone me back today.

Pending serv. mgr.'s return call w/status of veh. smoke smell.

**** PHONE LOG 09/03/2013 12:52:25 PM JHoward
Writer note:
1. Discussed w/RCAM and DPSM, who is going to dlr. today and review vehicle.

**** PHONE LOG 09/04/2013 01:02:14 PM JHoward
Writer note:
1. RCAM advised yesterday that DPSM inspected vehicle and it smells of smoke.

Pending dlr. w/DPSM's involvement to rid vehicle of smoke smell.

**** PHONE LOG 09/05/2013 11:38:32 AM JHoward
Writer note:
1. Serv. mgr. Charles phoned me and advised that the smoke smell has dissipated.
2. Advised RCAM and it was agreed that the DPSM did not have to go out and verify.
3. Charles, serv. mgr. will phone customer and advise.
4. Advised serv. mgr. that I need r.o. and he will send once I submit my e-mail request.

Pending r.o. and all sup. docs. to review and send copy to State Farm Ins.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFU6A20C5			35.800
Duluth	, GA,		Prod. Date: 06/21/2011	Dealer: GA083 Rick Case KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

**** PHONE LOG 09/05/2013 11:46:23 AM JHoward

Writer note:

1. Sent e-mail request to serv. mgr. for R.O. and other supporting docs.

Pending r.o. and all supporting docs. to review and send copy to State Farm Ins. Co.

**** PHONE LOG 09/11/2013 06:33:54 PM JHoward

Writer note:

1. Sent another e-mail request to serv. mgr. for final R.O. and other supporting docs.

Pending final r.o. and supporting docs. to add to recap and send a copy to State Farm Ins. Co.

**** PHONE LOG 09/19/2013 09:40:19 AM JHoward

Writer note:

1. Reviewed last r.o. # that reflects the r.o. open and closed date to be the same.
2. Phoned dlr. at 770 476 2800 and left vmsg. for Jeff to phone me as Charles is on vacation.

Pending Jeff's return call to discuss last r.o. and correct date of closure as r.o. needs to reflect this for sending copy to State Farm and updating recap.

**** PHONE LOG 09/23/2013 07:24:57 AM JHoward

Writer note:

1. Phoned Jeff (returned his phone call) at 770 476 2800 and left vmsg. for Jeff to phone me (Charles serv. mgr. on vacation).

**** PHONE LOG 09/23/2013 07:26:30 AM JHoward

Pending Jeff's return call to discuss last r.o. and correct date of closure as r.o. needs to reflect this for sending copy to State Farm and updating recap.

**** PHONE LOG 09/24/2013 02:38:44 PM JHoward

Writer note:

1. Jeff at dlr. and I have been missing each other's calls regarding the close and open date being the same for last repair of this vehicle.
2. Left vmsg. w/serv. mgr. to phone me to discuss and need corrected r.o.

Pending correct r.o./last r.o. and call from Charles/serv. mgr.

**** PHONE LOG 09/27/2013 01:41:31 PM JHoward

Writer note:

1. Phoned dlr. at 770 476 2800 and spoke to Charles who submitted r.o. with end date of last repair reflecting 6 Sept. 2013.
2. Edited recap and submitting RAF to DPSM for completion.

Pending RAF to DPSM.

**** PHONE LOG 10/02/2013 04:30:20 PM JHoward

Writer note:

1. Sent copy of r.o. to State Farm as they requested and it was non deliverable.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNAFU6A20C5	██████████	██████████	35.800
Duluth	, GA, ██████████	Prod. Date: 06/21/2011	Dealer: GA083 Rick Case KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

**** PHONE LOG 10/02/2013 04:39:41 PM JHoward

Writer note:

1. R.O. to State Farm is undeliverable.

Pending completion of recap and RAF to DPSM Dudley.

**** PHONE LOG 10/08/2013 07:22:05 AM JHoward

Writer note:

1. Phoned St. Farm, Mark Fincher 866 527 4120 ext. 770 418 3639 and left vmmsg. advising the e-mail address he provided is undeliverable.

**** PHONE LOG 10/08/2013 07:37:39 AM JHoward

**** CASE CLOSE 10/08/2013 07:41:11 AM

Closing case, refer to ██████████/ADL for settlement.

*** PHONE LOG 10/25/2013 11:59 AM Eastern Daylight Time JHoward Action Type:Outgoing call

Write note:

1. Spoke to Mark Fincher at State Farm and faxed copy of R.O.# ██████████ to him as listed:
2. Fax# 888 870 0317/ Claim# ██████████

*** CASE CLOSE 10/25/2013 12:01 PM Eastern Daylight Time JHoward

Faxed copy of last r.o. to customer's ins. co. per their request.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFU6A29C5			12.000
		Prod. Date: 08/30/2011	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

*** PHONE LOG 08/09/2013 07:44 AM US Mountain Standard Time LThayer

Writer states

1. What is the current concern

Customer states

1. It burnt up
2. Caught on fire as i was driving up the road last night
3. Started up underneath the dash, under the steering column, had the heater on to defrost the window
4. Started having smoke and smell of burnt rubber
5. Buddy said a fire fell down to the floor board where you were sitting

Writer states

1. If you have pictures would it be easier for you to email or mail them?

Customer states

1. Have them on my phone, but I sent them by text to the insurance company

writer states

1. Apologize
2. Advised to call back with case # if any further questions

Customer states

1. Thank you

*** NOTES 08/09/2013 01:49 PM US Mountain Standard Time LThayer Action Type:Manager review

Dispatching to National

1. Customer alleges vehicle caught on fire
2. Assist determination
3. Contact customer as appropriate

*** PHONE LOG 08/13/2013 07:25 AM Pacific Daylight Time JMojica Action Type:Outgoing call

Wtr:

1. Calling to follow up with the vehicle that was involved in a fire.
2. Wanted to see if customer was sending pictures over or if insurance would be able to provide that?

Cust:

1. I haven't sent anything.
2. I don't have my insurance information with me.
3. I am at work.

Wtr:

1. Ok, requested that customer c/b when insurance information was available.
2. Provided contact information.
3. Wtr will be expecting call.

*** PHONE LOG 08/20/2013 12:32 PM Pacific Daylight Time JMojica Action Type:Outgoing call

Wtr:

1. Calling to request pictures.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFU6A29C5			12.000
		Prod. Date: 08/30/2011	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Cust:

1. I contacted the insurance company (Wendy).
2. I gave her your information and she said she was going to contact you to see what exactly you are requesting.

Wtr:

1. Wtr has not been contacted by insurance agent Wendy.

Cust:

1. I will call her right now to have her contact you.

*** PHONE LOG 08/20/2013 02:29 PM Pacific Daylight Time JMoJica Action Type:Incoming call

Received call from Teresa at Nationwide insurance:

1. Teresa advised Meredith Zetzer would have all the information
2. Meredith Zetzer can be reach at 614-854-5918
3. She will have all the information you are requesting.

*** PHONE LOG 08/21/2013 04:33 PM Pacific Daylight Time JMoJica Action Type:Web Contact

Meredith,

I was informed you would be able to provide me with pictures of the vehicle fire for our mutual customer [REDACTED]
[REDACTED] Unfortunately, I do not have his policy or claim #. Let me know what information you will need to locate his file.

Thank you,

*** PHONE LOG 08/22/2013 09:20 AM Pacific Daylight Time JMoJica Action Type:Web Contact

Hello

this claim is pending investigation. At this time I am unable to provide you with any photos as it is all pending. Once Our investigation has been completed and a claims decision has been made, I will be more than happy to provide related information within our company policy and procedures.

Thank you

Meredith

*** PHONE LOG 08/27/2013 01:56 PM Pacific Daylight Time JMoJica Action Type:Outgoing call

Attempted to contact cust. to inform him that insurance cannot currently provide pictures.

-No answer

-No VM

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFU6A29C5			12.000
		Prod. Date: 08/30/2011	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** PHONE LOG 09/04/2013 12:56 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Attempted to contact cust. to inform him that insurance cannot currently provide pictures.
-No answer
-No VM

*** PHONE LOG 09/11/2013 04:01 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Attempted to contact cust. to inform him that insurance cannot currently provide pictures.
-No answer
-No VM

*** CASE CLOSE 09/19/2013 03:06 PM Pacific Daylight Time JMojica
Closing case pending customer contact.

*** NOTES 10/11/2013 02:43 PM Pacific Daylight Time JMojica Action Type:Manager review
TREAD REVIEW COMPLETE <JM>

*** CASE CLOSE 10/11/2013 02:54 PM Pacific Daylight Time JMojica
TREAD REVIEW COMPLETE

*** NOTES 11/04/2013 09:30 AM Pacific Daylight Time MCameron Action Type:Manager review
TREAD review.

*** CASE CLOSE 11/04/2013 09:31 AM Pacific Daylight Time MCameron

*** PHONE LOG 11/27/2013 09:47 AM Pacific Daylight Time KSon Action Type:Web Contact
NCA rec'd customer's insurance company, Nationwide Insurance. Letter states:
1. Please be advised that Nationwide is the insurance carrier for the above-named insured, who sustained fire dmg to his automobile on the above date of loss.
2. Our preliminary investigation reveals that this fire may have resulted from a defect in the automobile, therefore we are placing you on notice of a potential claim against you, as well as providing you with the opportunity to inspect the veh.
3. Please be advised that a destructive exam of the veh will be held w/n the next 14 days and therefore we request you contact the undersigned upon receipt of this notice to advise your intentions with regards to attending this destructive inspection.
4. If you have any questions or concerns, please contact me at 315-453-3587 (Kathleen Styer).

Attaching letter to case and dispatching the case to NCA for further handling.

*** PRIORITY CHANGE 11/27/2013 09:49:55 AM KSon

*** PHONE LOG 12/02/2013 11:06 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr left VM for Ins. Agent Kathleen Styer:

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFU6A29C5			12.000
		Prod. Date: 08/30/2011	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

1. Referenced claim #.
2. Requested pictures for further review of case.
3. Requested c/b.

*** PHONE LOG 12/05/2013 07:53 AM Pacific Daylight Time JMoJica Action Type:Incoming call
Kathleen left VM:

1. Requested c/b or email at kishe2@nationwide.com

*** PHONE LOG 12/06/2013 02:52 PM Pacific Daylight Time JMoJica Action Type:Web Contact
Kathleen,

This email is in reference to our mutual customer (2012 Kia Forte, KNAFU6A29C5) who sustained fire damage to his vehicle on 8/8/2013.

Do you have any pictures of the vehicle and a copy of the fire report? If so, please send them over to me so we can further review this claim.

Thank you,

*** PHONE LOG 12/09/2013 11:33 AM US Mountain Standard Time JShelley Action Type:Incoming call
Kathy Styer from nationwide insurance stated:

1. gave vin
2. calling about an inspection for veh defect
 - sent letter, calling to see if KMA wants to attend

writer stated:

1. apologized
2. hold please

WRITER PLACED CALLER ON HOLD TO CONFER WITH SUPE/LSIMS

writer stated:

1. apologized
2. advised case with CSR/JMoJica
3. gave 877#, case#
4. please hold, will see if JMoJica available
 - if not available will transfer to JMoJica VM

Kathy Styer stated:

1. that's fine, thanks for your help

WRITER PLACED CALLER ON HOLD, JMOJICA NOT AVAILABLE
WRITER TRANSFERRED CALLER TO JMOJICA VOICEMAIL

*** PHONE LOG 12/11/2013 07:49 AM Pacific Daylight Time JMoJica Action Type:Web Contact

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFU6A29C5			12.000
		Prod. Date: 08/30/2011	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Email response from Kathleen at Nationwide:

I just received your email (you had sent it to a co-worker and she forwarded it to me). I am attaching a letter I had sent to you overnight mail yesterday advising that Nationwide plans to move forward with the additional inspection which may be altering to the vehicle. We will retain any components which are removed. Should you want to have attendance please advise me by end of business Thursday December 12th.

Attached is a copy of the letter sent via over night mail, as well as photos secured of the vehicle.

Thank you for your attention and cooperation.

*** PHONE LOG 12/12/2013 01:28 PM Pacific Daylight Time J Mojica Action Type:Outgoing call

Wtr left VM for agent Kathleen Styer:

1. KMA will not be attending inspection.
2. Please proceed.
3. Please inform us of your findings.

*** NOTES 01/07/2014 02:23 PM Pacific Daylight Time S Guindi Action Type:Manager review

NCA rec'd letter from Nationwide Insurance. Letter states:

1. Attached please find photos secured by our expert of the above captioned vehicle damaged in this matter.
2. The fire originated in the vehicle's dash and spread through the firewall into the engine compartment.
3. Upon review of these photos, please contact the undersigned to discuss your company's position.

Attaching to case and reassigning to J Mojica for further handling.

*** NOTES 01/15/2014 05:03 PM Pacific Daylight Time J Mojica Action Type:Manager review

Per KMA Engineer:

1. Please request the results of Nationwide's inspection.

*** PHONE LOG 01/15/2014 05:04 PM Pacific Daylight Time J Mojica Action Type:Outgoing call

Wtr left VM for Kathleen Styer:

1. Referenced claim #:
2. Based upon info that was provided it seems that the cause of the fire is undetermined.
3. Requested results of Nationwide's inspection.
4. Provided email address.
5. Provided c/b # and case # for reference.

*** PHONE LOG 01/23/2014 12:03 PM Pacific Daylight Time J Mojica Action Type:Outgoing call

Wtr spoke to Ins. Agent Kathleen Styer at 315-453-3587:

1. Agent stated that there was not report written.
2. Inspector stated it was clear that the fire originated in the dash and this was electrical.
3. However, the individual component could not be identified because of the extent of the damage caused from the fire.
4. Agent sending info in email.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFU6A29C5			12.000
		Prod. Date: 08/30/2011	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** PHONE LOG 01/30/2014 01:58 PM Pacific Daylight Time JMOjica Action Type:Web Contact

Wtr received email from Kathleen Styler:

This will confirm our telephone conversation in which I advised that I did not have any written report completed by our experts. He advised me verbally that the burn was severe and area of origin was in the dash, breaching the fire wall and entering the engine compartment. As there were no aftermarket installations to the vehicle he would conclude the fire was most likely electrical in original manufacture wiring however due to the extent of damage and consumption of material in the area of origin he did not believe that an electrical engineer would be able to locate cause.

*** PHONE LOG 03/13/2014 08:52 AM Pacific Daylight Time JMOjica Action Type:Incoming call

Wtr:

1. Thanked agent for the call.
2. Informed agent that wtr reviewed case with KMA Engineer.
3. Informed agent that the fire could have been a result of many reasons.
4. At this point in time, KMA will not be accepting this claim.

Agent (Kathleen Styler):

1. Thanked wtr.
2. Are your engineers looking for something specific?
3. I don't know if its worth the \$1,000 to have my expert write up a report saying this originated in the dash since there was too much damage to determine the exact cause.
4. We just know there was no work done on the area of the fire origin and there were no after market products.

Wtr:

1. Apologized.
2. If there is further info please send it over for re-review.
3. However, with the info that was provided KMA cannot accept the claim.

Agent:

1. Ok, can you send me an email stating that?

Wtr:

1. Wtr will get that out today.
2. Thanked agent for patience and cooperation.

*** CASE CLOSE 03/13/2014 02:37 PM Pacific Daylight Time JMOjica

No further action required.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFU6A25C5			64.000
Los Angeles	CA,		Prod. Date: 12/14/2011	Dealer: CA271	KIA of Downtown

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Exterior Lamp

Case History

*** PHONE LOG 11/11/2014 06:06 PM US Mountain Standard Time KCampos

Cust states

1. Had to replace break lights four times now
2. Took the veh to the dealership and they want to charge me \$115 to diagnose since its over 60,000 and out of warranty

Writer states

1. apologize for inconvenience
2. I can contact the dealership to obtain additional information
3. Contact DPSM to see if willing to assist
4. The lights where changed at the dealership the previous four time correct?

Cust states

1. No, my husband changed them out himself

Writer states

1. Apologized for the misunderstanding
2. Provided my ext and case number advised would contact within two days with update

Cust states

1. Ok thank you

Writer thanked for choosing KIA call ended

Writer called cust back stated

1. I want to verify the dealership you took veh to

Cust states

1. KIA of cerritos where I purchased it

Writer states

- 1 Apologized
2. Thank you

*** NOTES 11/12/2014 03:15 PM US Mountain Standard Time KCampos Action Type:Dealer contact

Writer called CA243 spoke with Raul service advisor and stated

1. Wanted service history on this customer

Advisor states

1. All I have is a PDI on 2/1/2012 at 5mi

Writer states

1. No oil changes no maintenance then correct

Advisor states

1. Nothing just that PDI

Writer states

1. Ok thank you so much for your time

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNAFU6A25C5	██████████	██████████	64,000
Los Angeles	CA, ██████████	Prod. Date: 12/14/2011	Dealer: CA271 KIA of Downtown		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Exterior Lamp

*** PHONE LOG 11/12/2014 03:45 PM US Mountain Standard Time KCampos Action Type:Outgoing call

Writer called cust and stated

1. calling in regards to assistance with cost of diagnosis
2. I am unable to ask DPSM for assistance on the repairs with out having a diagnosis
3. Once we have a diagnosis I can ask for assistance with cost of diagnosis or half

Cust states

1. I understand, that's the whole thing that I don't think I should pay \$115 when my veh is 2years old
2. Just because it is over the 60,000 mi
3. I know you can help in some way you are who?

Writer states

1. We are the manufacture and you had warranty up to 60,000 miles

Cust states

1. Let me talk to a higher up
2. Because I am not going to pay for a diagnosis

Writer states

1. May I place you on a brief hold while I do a little more research
2. Thank you for holding I apologize for the hold
3. What I can do for you is speak with the dealerships service manager and ask if they are willing to do a GW for the diagnosis cost
4. At this time there is no guarantee but I can ask

Cust states

1. Ok yes please

Writer states

1. Ok I will call them and give you a call back no later than Friday regarding dealerships response
2. Thanked for choosing KIA call ended

*** PHONE LOG 11/13/2014 04:15 PM US Mountain Standard Time KCampos Action Type:Outgoing call

Writer called CA243 left vm for service manager Karl Sanders

1. Left cust name
2. 800 number and ext

*** NOTES 11/14/2014 03:48 PM US Mountain Standard Time KCampos Action Type:Dealer contact

Writer called Karl Sanders SM left voice mail stating

1. Calling in regards to ██████████ 2012 Forte
2. Left 800 number ext and case

*** PHONE LOG 11/17/2014 05:18 PM US Mountain Standard Time KCampos Action Type:Ltr/email/fax sent
Sent DPSM email regarding assistance

*** PRIORITY CHANGE 11/18/2014 12:14:14 PM KCampos

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFU6A25C5	[REDACTED]	[REDACTED]	64.000
Los Angeles	CA, [REDACTED]	Prod. Date: 12/14/2011	Dealer: CA271 KIA of Downtown		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Exterior Lamp

*** PHONE LOG 11/18/2014 12:22 PM US Mountain Standard Time KCampos Action Type:Incoming call

Writer states

1. Hello Karl thank you for returning my call
2. I was calling in regards to [REDACTED] [REDACTED]
3. For possible GW

Karl service manager at CA243

1. I'm sorry for not getting back to you I was having phone issue
2. I looked at cust history and I'm not willing to do a GW

Writer states

1. Ok thank you that is all I wanted to know

*** PHONE LOG 11/18/2014 12:23 PM US Mountain Standard Time KCampos Action Type:Outgoing call

Writer left vm stating

1. Please return my call regarding case number
2. 800# and ext

*** PHONE LOG 11/18/2014 12:41 PM US Mountain Standard Time ERojas Action Type:Incoming call

CUST CALLS INTO WTR

Cust states:

1. I was just returning a call from Karla
2. Is she available?

Wtr states:

1. One moment
- Trans to KCampos

*** PHONE LOG 11/18/2014 12:53 PM US Mountain Standard Time KCampos Action Type:Incoming call

Writer states

1. Thank you for returning my call
2. I have spoken to the service manager
3. He is not authorizing a GW for the diagnosis

Cust states

1. Ok then I need to speak to a manager
2. Now the the other break light has gone out
3. I am not going to pay to get it diagnosed
4. My veh is only over 3,000 miles

Writer states

1. May I place you on hold to see if my manager is available
2. Thank you for holding
3. My manager is in a meeting right now may I transfer you to her voicemail

Cust states

1. Sure, thank you

Writer thanked call transferred to BBauer

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFU6A25C5			64.000
Los Angeles	CA,	Prod. Date: 12/14/2011	Dealer: CA271 KIA of Downtown		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Exterior Lamp

*** PHONE LOG 11/18/2014 01:58 PM US Mountain Standard Time BBauer Action Type:Incoming call

Customer called writer and left VM:

1. Gave name, case number and callback number
2. Requested callback

*** PHONE LOG 11/18/2014 02:02 PM US Mountain Standard Time BBauer Action Type:Outgoing call

Writer called customer and call was disconnected

*** PHONE LOG 11/18/2014 02:37 PM US Mountain Standard Time BBauer Action Type:Outgoing call

Writer called customer and states:

1. Received VM, returning call
2. Reviewed complaints with brake lights burning out

Customer states:

1. Now it is not just the light bulb it looks light housing burnt out
2. I replaced them both on each side four times
3. Now light on back windshield burnt out-replaced it last night and plastic all around it melted
4. That is not normal, its melted like it was burned
5. Now have to pay because vehicle is over by 3k miles

Writer states:

1. Apologized
2. Advised KMA does not charge diagnostic fee, advised that is something handled by independent dealer in terms of rate and time
3. Advised once diagnosis is completed and put in request with DPSM for assistance if it is not a warranty concern
4. Advised electrical concerns covered under warranty for defects for 5/60k miles

Customer states:

1. I should not have to pay \$115 it will only take them 10 minutes for realize their is an issue
2. Then I will have to pay if it is not under warranty
3. Vehicle is only two years old, this is not right could be a fire hazard if it catches on fire

Writer states:

1. Advised not denying assistance but need to have diagnosis to determine root cause of concern and if parts need to be replaced so can request assistance through DPSM
2. Reiterated KMA does not charge diagnosis fee that is through dealer
3. Advised diagnosis fee does go towards cost of repairing vehicle

Customer states:

1. I understand that but should not have to pay \$115 to have vehicle looked at

Writer states:

1. Reiterated vehicle will need to have diagnosis done in order to request assistance
2. Advised KMA cannot offer GW towards diagnosis fee

Customer states:

1. I used to work for car company and work for KBB
2. Know that manufacturers can do that

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Last name	First name	VIN of	2012 FORTE KOUP	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFU6A25C5	[REDACTED]	[REDACTED]	64,000
Los Angeles	CA,	[REDACTED]	Prod. Date: 12/14/2011	Dealer: CA271	KIA of Downtown

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Exterior Lamp

3. Will not buy another kia.

*** NOTES 11/18/2014 05:03 PM US Mountain Standard Time BBauer Action Type:Dealer contact

[!<For Internal Use Only

Per NCA-Please dispatch case for possible PL review>!]

*** NOTES 11/19/2014 04:38 PM US Mountain Standard Time KCampos Action Type:Manager review
DPSM has been notified

*** NOTES 11/19/2014 04:42 PM US Mountain Standard Time KCampos Action Type:Manager review
Dispatching for
Possible product liability

[REDACTED]
KNAFU6A25C5 [REDACTED]
2012 Forte 64,000
[REDACTED]

CA243

Customer claims the tail light housings are melting and causing the tail lights bulbs to burn out.
Customer however refuses to get diagnosis by the dealer because she does not want to pay the \$115 diagnosis fee. Dealer not willing to extend good will.

*** PHONE LOG 11/19/2014 04:47 PM US Mountain Standard Time KCampos Action Type:Outgoing call

Writer called cust

- 1.Wanted to advise you that your case is being forwarded to the appropriate personal for further review
2. Please allow 2 business days for someone to contact you
3. Until then if further assistance is needed feel free to contact us

Cust states

1. OK thank you

Writer thanked call ended

*** PHONE LOG 11/20/2014 09:36 AM Pacific Daylight Time JMojica Action Type:Outgoing call

Wtr left VM for customer:

1. Calling in reference to vehicle.
2. Wtr understands customer experienced concern with vehicle.
3. Case has been escalated to NCA.
4. Requested c/b.
5. Provided c/b # and case # for reference.

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Last name	First name	VIN of	2012 FORTE KOUP	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFU6A25C5	[REDACTED]	[REDACTED]	64,000
Los Angeles	CA, [REDACTED]	Prod. Date:	12/14/2011	Dealer:	CA271 KIA of Downtown

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Exterior Lamp

*** PHONE LOG 11/20/2014 10:09 AM Pacific Daylight Time JMOjica Action Type:Incoming call

Wtr:

1. Thanked customer for c/b.
2. Requested pictures.
3. How often do the lights go out?

Customer:

1. It seems like every couple of months they go out one after the other.

Wtr:

1. Has customer every had dlr look at this?
2. Who has changed the lights?

Customer:

1. No, they've never looked at it.
2. We just go to autozone and change it ourself.
3. They've gone out like 4 times each.

Wtr:

1. Apologized.
2. Requested pictures of melted housing.

Customer:

1. Ok, I will send you pictures tonight.
2. The melting happened on the light thats on the windshield, and one of the other ones looks burnt/smokey.

Wtr:

1. Ok, wtr will review case once pictures are recieved.
2. Then, wtr will get back to customer.
3. Thanked and disconnected.

*** PHONE LOG 11/21/2014 03:14 PM Pacific Daylight Time JMOjica Action Type:Ltr/email/fax rec'd

Wtr received email from customer:

From: [REDACTED] (KBB - Irvine) [mailto:[REDACTED]]

Sent: Friday, November 21, 2014 9:11 AM

To: Mojica, Jeannie [KMA]

Subject: Pictures of tail lights

Hello,

I have attached the pictures of the burnt tail lights. I apologize, it was night time however, you are still able to see what is burnt and melted.

Thank you for contacting me and please let me know if you have any questions.

Thanks,

[REDACTED]
Product Support Specialist
Dealer Advertising Operations

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Last name	First name	VIN of	2012 FORTE KOUP	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFU6A25C5	[REDACTED]	[REDACTED]	64,000
Los Angeles	CA, [REDACTED]	Prod. Date:	12/14/2011	Dealer:	CA271 KIA of Downtown

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Exterior Lamp



*** PHONE LOG 11/21/2014 03:19 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
Wtr replied to customer's email:

From: Mojica, Jeannie [KMA]
Sent: Friday, November 21, 2014 3:19 PM
To: [REDACTED] (KBB - [REDACTED])
Subject: Kia Case #: [REDACTED]

Ms. [REDACTED]

I received the pictures. I will review your case and get back to you.

Thank you,

*** PHONE LOG 11/24/2014 04:17 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr:

1. Calling in reference to vehicle.
2. Wtr reviewed case.
3. KMA will be covering diagnostic fee as 1 time GW gesture.
4. We will go from there.

Customer:

1. That is great news.
2. Thank you.

Wtr:

1. Wtr will contact dlr today.
2. Customer can call dlr tomorrow to schedule appointment.
3. Thanked and disconnected.

*** PHONE LOG 11/24/2014 04:18 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr spoke to SA Teresa:

1. Wtr informed SA of GW diagnostic.
2. SA will be reaching out to customer to schedule app.
3. Wtr will f/u with SA, thanked and disconnected.

*** PHONE LOG 11/26/2014 08:35 AM Pacific Daylight Time JMojica Action Type:Incoming call
Wtr received VM from SA Teresa:

1. I spoke to my SM Carl and he said he would prefer that she go to another dlr if that's possible

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFU6A25C5			64.000
Los Angeles	CA,	Prod. Date: 12/14/2011	Dealer: CA271 KIA of Downtown		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Exterior Lamp

2. Please c/b at 562-860-2424 ext. 295

*** PHONE LOG 11/26/2014 01:39 PM Pacific Daylight Time JMoJica Action Type:Outgoing call
Wtr left VM for SM Carl requesting c/b.

*** PHONE LOG 12/02/2014 01:41 PM Pacific Daylight Time JMoJica Action Type:Outgoing call
Wtr spoke to SM Carl:
1. SM stated that dlr did not want bad CSI score.
2. SM stated that reimbursement from KMA takes too long.

*** PHONE LOG 12/02/2014 01:50 PM Pacific Daylight Time JMoJica Action Type:Outgoing call
Wtr left VM for SM:
1. If customer paid diagnostic fee directly to dlr, would that make it easier?
2. Please c/b.

*** PHONE LOG 12/02/2014 01:52 PM Pacific Daylight Time JMoJica Action Type:Outgoing call
Wtr left VM for customer:
1. Wtr is trying to set this up with dlr.
2. Wtr will c/b afterwards.
3. However, please c/b if there are any questions in the meantime.

*** PHONE LOG 12/08/2014 10:48 AM Pacific Daylight Time JMoJica Action Type:Outgoing call
Wtr left VM for customer requesting c/b.

*** PHONE LOG 12/11/2014 08:41 AM Pacific Daylight Time JMoJica Action Type:Incoming call
Customer left VM requesting c/b.

*** PHONE LOG 12/12/2014 02:55 PM Pacific Daylight Time JMoJica Action Type:Outgoing call
Wtr:
1. Wtr is still trying to set this up with dlr, its a little complicated.
2. Wtr wanted to see if customer would like to pay diagnostic fee and then KMA will reimburse customer for diagnostic.

Customer:

1. How long would that take?

Wtr:

1. About 2 weeks, expedited.

Customer:

1. I really can't afford to do that with the holidays.

Wtr:

1. Ok, then wtr would appreciate the patience while setting this up.
2. Wtr will keep trying and get back to customer.

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Last name	First name	VIN of	2012 FORTE KOUP	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFU6A25C5	[REDACTED]	[REDACTED]	64,000
Los Angeles	CA,	Prod. Date: 12/14/2011	Dealer: CA271 KIA of Downtown		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Exterior Lamp

3. Thanked and disconnected.

*** PHONE LOG 12/23/2014 11:05 AM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr spoke to SM Mel at CA271:

1. Wtr advised SM that KMA is offering to cover diagnostic as 1 time GW.
2. Wtr provided customer's info.
3. SM stated someone will reach out to customer today.

*** PHONE LOG 12/23/2014 11:08 AM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr left VM for customer:

1. Wtr had to contact CA271 to help with diagnostic.
2. Unfortunately, wtr could not set this up with Kia of Cerritos.
3. If this is not something that customer is comfortable with, please c/b.
4. However, this is the best wtr could do at this time.
5. CA271 will be reaching out to customer to schedule appointment.
6. Advised customer of holiday break.
7. Thanked and disconnected.

*** PHONE LOG 01/05/2015 11:26 AM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr left msg for SM Mel requesting c/b.

*** PHONE LOG 01/08/2015 04:12 PM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr spoke to SA Sergio:

1. SA stated SM is at lunch.
2. Wtr provided last 6 of VIN.
3. SA stated vehicle has not visited dlr.

*** PHONE LOG 01/15/2015 03:49 PM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr spoke to SW:

1. SW stated no record of vehicle at that dlr.

*** CASE CLOSE 01/15/2015 03:49 PM Pacific Daylight Time JMoJica

Closing case pending further contact.

*** PHONE LOG 01/27/2015 09:27 AM Pacific Daylight Time JMoJica Action Type:Ltr/email/fax rec'd

Wtr received email from customer:

From: [REDACTED]
Sent: Thursday, January 22, 2015 9:46 AM
To: Mojica, Jeannie [KMA]
Subject: RE: Kia Case #: [REDACTED]

Hi Jeannie,

I believe last time we spoke, you said someone would be calling me from a different dealership to set me up for an

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Last name	First name	VIN of	2012 FORTE KOUP	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFU6A25C5	[REDACTED]	[REDACTED]	64,000
Los Angeles	CA, [REDACTED]	Prod. Date: 12/14/2011	Dealer: CA271 KIA of Downtown		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Exterior Lamp

appt. As of today, I still have not heard from anyone? Could you please let me know what's going on with this?

Thanks

[REDACTED]

*** PHONE LOG 01/27/2015 09:31 AM Pacific Daylight Time JMoJica Action Type:Ltr/email/fax sent
Wtr replied to customers email:

From: Mojica, Jeannie [KMA]
Sent: Tuesday, January 27, 2015 9:31 AM
To: [REDACTED]
Subject: RE: Kia Case #: [REDACTED]

Ms. [REDACTED]

I did reach out to the dealer and instructed them to contact you to schedule an appointment. I apologies if they have not reach out to you yet. I will follow up with them to make sure they try calling you again. You could also try reaching out to Service Manager Mel at 213-741-5000. He is my contact there and is informed of the situation.

Thank you,

*** PHONE LOG 01/27/2015 09:43 AM Pacific Daylight Time JMoJica Action Type:Outgoing call
Wtr spoke to SM Jay:
1. SM stated SM Mel is not available.
2. Wtr provided customer's info.
3. Wtr informed SM that all that KMA is covering at this point is the diagnostic fee.
4. SM will reach out to Ms. [REDACTED]

*** PHONE LOG 01/29/2015 12:35 PM Pacific Daylight Time JMoJica Action Type:Outgoing call
Wtr spoke to SW Lulu:
1. Wtr was informed customer has not scheduled appointment yet.

*** PHONE LOG 02/09/2015 01:06 PM Pacific Daylight Time JMoJica Action Type:Ltr/email/fax sent
Wtr sent f/u email to customer:

From: Mojica, Jeannie [KMA]
Sent: Monday, February 09, 2015 1:06 PM
To: [REDACTED]
Subject: FW: Kia Case #: [REDACTED]

Ms. [REDACTED]

Did the dealer reach out to you?

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Last name	First name	VIN of	2012 FORTE KOUP	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFU6A25C5	[REDACTED]	[REDACTED]	64,000
Los Angeles	CA, [REDACTED]	Prod. Date:	12/14/2011	Dealer:	CA271 KIA of Downtown

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Exterior Lamp

*** PHONE LOG 02/12/2015 04:20 PM Pacific Daylight Time JMoJica Action Type:Outgoing call
Wtr spoke to SW:
SW stated no record of pending appointment or customer visit in the system.

*** CASE CLOSE 02/12/2015 04:20 PM Pacific Daylight Time JMoJica
Closing case pending further contact.

*** PHONE LOG 04/27/2015 07:39 AM Pacific Daylight Time JMoJica Action Type:Incoming call
Customer left VM:
1. I spoke to Jay and he had no idea what I was talking about.
2. I need someone to contact me asap.
3. This has been going on since November.

*** PHONE LOG 04/27/2015 07:40 AM Pacific Daylight Time JMoJica Action Type:Ltr/email/fax rec'd
From: [REDACTED]
Sent: Monday, April 27, 2015 7:14 AM
To: Mojica, Jeannie [KMA]
Subject: RE: Kia Case #: [REDACTED]

I need you to call me please, I just spoke with Jay. And he had NO idea what I was talking about. He said he doesn't remember speaking to anyone about my car or anyone at KIA in regards to this. This is very unprofessional and ridiculous that this is taking this long to get my car looked at. You have the pictures of the break light BURNT and the history of my car's break lights failing multiple times. I need this repaired now. It's been long enough.

Please give me a call back [REDACTED] or work [REDACTED]

Thank you,

[REDACTED]

[REDACTED]

*** PHONE LOG 04/27/2015 04:20 PM Pacific Daylight Time JMoJica Action Type:Incoming call
Wtr spoke to SM Jay:
1. Wtr reminded SM of GW diagnostic.
2. SM stated vehicle has never visited dlr for concern, customer stated Jiffy Lube is who has been replacing the bulb, and concern began around 63,000 miles.
3. SM requested email confirmation [REDACTED]

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Last name	First name	VIN of	2012 FORTE KOUP	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFU6A25C5	[REDACTED]	[REDACTED]	64,000
Los Angeles	CA, [REDACTED]	Prod. Date: 12/14/2011	Dealer: CA271 KIA of Downtown		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Exterior Lamp

*** PHONE LOG 04/27/2015 04:23 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent

From: Mojica, Jeannie [KMA]

Sent: Monday, April 27, 2015 5:23 PM

To: [REDACTED]

Subject: [REDACTED] KNAFU6A25C5 [REDACTED]

Jay,

Per our conversation, KMA is offering to goodwill the diagnostic fee for this customer's vehicle. Please have someone at your dlr reach out to he [REDACTED] or work [REDACTED]

Please let me know once her appointment is scheduled, so I know when to follow up with you.

If you have any questions, my contact info is listed below.

Thank you,

*** PHONE LOG 04/27/2015 04:25 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent

From: Mojica, Jeannie [KMA]

Sent: Monday, April 27, 2015 5:26 PM

To: [REDACTED]

Subject: RE: Kia Case #: [REDACTED]

Ms. [REDACTED]

I just got off the phone with Jay. I reminded him that Kia is covering the diagnostic fee. I recommend reaching out to the dealer and speaking to Jay to schedule your appointment to have the concern diagnosed. We will have to go from there.

Thank you,

*** PHONE LOG 04/29/2015 01:42 PM Pacific Daylight Time JMojica Action Type:Outgoing call

Wtr left VM for SM Jay:

1. I wanted to f/u to see if Ms. [REDACTED] scheduled an appt yet.
2. Please c/b or email.

*** PHONE LOG 05/01/2015 02:19 PM Pacific Daylight Time JMojica Action Type:Outgoing call

Wtr spoke to SM Jay:

1. SM stated Assistant SM Ara has called customer 2 x and left VM to try to scheduled appt.

*** PHONE LOG 05/01/2015 02:22 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent

From: Mojica, Jeannie [KMA]

Sent: Friday, May 01, 2015 3:22 PM

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Last name	First name	VIN of	2012 FORTE KOUP	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFU6A25C5	[REDACTED]	[REDACTED]	64,000
Los Angeles	CA, [REDACTED]	Prod. Date:	12/14/2011	Dealer:	CA271 KIA of Downtown

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Exterior Lamp

To: 'Rodriguez, [REDACTED]

Subject: RE: Kia Case #: [REDACTED]

Ms. [REDACTED]

I was informed the Assistant Service Manager, Ara, has left you a couple of messages. You can reach Kia of Downtown at 213-741-5000. Please ask for the Service Department and then ask for Ara so she can schedule your appointment.

Thank you,

*** PHONE LOG 05/11/2015 02:07 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent

From: Mojica, Jeannie [KMA]

Sent: Monday, May 11, 2015 3:07 PM

To: [REDACTED]

Subject: FW: Kia Case #: [REDACTED]

Ms. [REDACTED]

Have you scheduled your appointment yet? I need to know when to follow up with Kia of Downtown.

Thank you,

*** PHONE LOG 05/18/2015 12:21 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd

From: Mojica, Jeannie [KMA]

Sent: Monday, May 18, 2015 1:21 PM

To: [REDACTED]

Subject: FW: Kia Case #: [REDACTED]

Ms. [REDACTED]

Just a reminder on the below:

*** PHONE LOG 05/21/2015 02:52 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd

From: [REDACTED]

Sent: Tuesday, May 19, 2015 7:27 AM

To: Mojica, Jeannie [KMA]

Subject: RE: Kia Case #: [REDACTED]

I've all and left a message.. haven't heard back from Ara!

[REDACTED]

[REDACTED]

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Last name	First name	VIN of	2012 FORTE KOUP	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFU6A25C5	[REDACTED]	[REDACTED]	64,000
Los Angeles	CA, [REDACTED]	Prod. Date:	12/14/2011	Dealer:	CA271 KIA of Downtown

Kia Case Type Lv11: Complaint

Kia Case Type Lv13: Exterior

Kia Case Type Lv12: Quality

Kia Case Type Lv14: Exterior Lamp

*** PHONE LOG 05/28/2015 03:44 PM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr left VM for Ara:

1. Please c/b customer or myself

*** PHONE LOG 06/22/2015 02:29 PM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr left VM for Ara:

1. Please c/b customer or myself

*** PHONE LOG 06/26/2015 12:17 PM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr spoke to SM Jay:

1. SM stated no appts scheduled, no veh hist.

*** PHONE LOG 06/26/2015 12:18 PM Pacific Daylight Time JMoJica Action Type:Ltr/email/fax sent

From: Mojica, Jeannie [KMA]

Sent: Friday, June 26, 2015 1:19 PM

To: [REDACTED]

Subject: RE: Kia Case #: [REDACTED]

[REDACTED]

You can also try scheduling your appointment online, or any one at the service department can help you with scheduling an appointment.

Thank you,

*** CASE CLOSE 07/07/2015 01:15 PM Pacific Daylight Time JMoJica

Closing case pending customer contact.

Kia Motors America

Consumer Affairs Department

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Last name	First name	VIN of	2012 FORTE KOUP	Case Number	Mileage
		KNAFU6A2XC5			55.000
		Prod. Date:	03/23/2012	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

*** PHONE LOG 01/21/2016 12:54 PM US Mountain Standard Time JUpson

*** NOTES 01/21/2016 12:58 PM US Mountain Standard Time JUpson Action Type:Dealer contact

[!<For Internal Use Only

If [REDACTED] calls back, please fill out accident report concerning incident, thank you>!]

*** NOTES 01/22/2016 09:39 AM Pacific Daylight Time CLoftus Action Type:NCA Corresp. rec'd
Customer has filed following VOQ with NHTSA:

TL-THE CONTACT OWNS A 2012 KIA FORTE. THE CONTACT STATED THAT THE VEHICLE CAUGHT FIRE AS HE WALKED OUTSIDE. THE CONTACT NOTICED THAT THE VEHICLE'S WINDOWS WERE BLACK FROM THE RESIDUE OF THE FIRE. THE VEHICLE WAS DESTROYED. THE VEHICLE WAS TOWED. THERE WAS NO POLICE REPORT FILED. THE FIRE WENT OUT BEFORE THE FIREFIGHTERS WERE CALLED. THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE. THE FAILURE MILEAGE WAS 54,000. AD

*** NOTES 01/22/2016 01:51 PM US Mountain Standard Time JUpson Action Type:Dealer contact

Writer called [REDACTED] @ [REDACTED] - no answer, left VM

- 1) Calling regarding incident of vehicle that we had talked about on 1/21/2016 before you had to go back to work
- 2) Please call back so we can fill out incident report
- 3) Apologized for concern
- 4) After we fill out the incident report I will be dispatching case to NCA where they will further address concerns

*** PHONE LOG 01/25/2016 11:23 AM US Mountain Standard Time JUpson Action Type:Outgoing call

*****First call on 1/21/2016*****

[REDACTED]
1) My car caught on fire

2) I want to know what I should do and what my warranty is

3) Vehicle is currently at my girlfriends house, waiting on insurance company to come and pick it up and see what the cause was

4) I did contact dealer, they said to have insurance look at it first

5) I am at work and do not have time to fill out a report, I will contact back

Writer

1) Thanked, apologized, updated information

2) Advised Customer that we need to fill out accident report, and from there I will dispatch up to NCA where they will address concerns

3) Advised Customer to give us call back when they get a chance

4) Thanked and apologized

[!<For Internal Use Only

Notes did not document from 1/21/2016, these are notes from first call>!]

*** NOTES 01/25/2016 11:25 AM US Mountain Standard Time JUpson Action Type:Dealer contact

Writer called [REDACTED] @ [REDACTED] - no answer, left VM

- 1) Calling regarding incident of vehicle that we had talked about on 1/21/2016 before you had to go back to work

Kia Motors America

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFU6A2XC5			55.000
		Prod. Date: 03/23/2012	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

- 2) Please call back so we can fill out incident report
- 3) Apologized for concern
- 4) After we fill out the incident report I will be dispatching case to NCA where they will further address concerns

*** NOTES 01/25/2016 12:57 PM US Mountain Standard Time JUpson Action Type:Dealer contact
Dispatching Case to NCA

- 1) @
- 2) 2012 Forte Koup 55k miles
- 3) Customer alleges vehicle randomly caught on fire
- 4) Unable to take accident report due to unable to contact Customer
- 5) Contact Customer for assist determination

*** PHONE LOG 01/27/2016 05:36 PM Pacific Daylight Time SamuelKim Action Type:Incoming call
Received message from customer:

1. My name is
2. I'm returning your call about my Kia Forte
3. And I'm trying to have this issue resolved as soon as possible
4. I'm becoming very irate and irritated with this whole situation
5. The whole process has been getting to be very long and just, I'm becoming very upset
6. I need to get some information on my warranty issue, I have a 100,000 miles warranty on my vehicle
7. I caught fire all on its own in the parking lot
8. And I need to know what the hell is going to be done
9. Because this isn't right and I need to right away
10. So please give me a call back at
11. Thank you

*** PHONE LOG 01/27/2016 05:37 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called customer and left message:

1. Calling in regards to a 2012 Kia Forte
2. Requested call back
3. Gave call back number

*** PHONE LOG 01/28/2016 09:52 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called customer and left message:

1. Calling in regards to a 2012 Kia Forte
2. Requested call back
3. Gave call back number

*** PHONE LOG 01/29/2016 01:56 PM Pacific Daylight Time SamuelKim Action Type:Incoming call
Received message from customer:

1. This is I was just returning your call
2. You left me a message from this morning
3. I was hoping you'd get back to me by today, but apparently you're a little too busy
4. I will be free tomorrow
5. Please give me a call back as soon as possible regarding my Kia Forte
6. Thank you very much

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFU6A2XC5			55.000
		Prod. Date: 03/23/2012	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** PHONE LOG 01/29/2016 04:54 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called and spoke with

Writer states:

1. Calling in regards to your 2012 Kia Forte
2. Apologized for the phone tag

(Writer completed Accident Script)

Customer states:

1. This happened on around 10:30, 11:30 in the morning
2. I work from around 7 in the morning to 7 at night
3. I was on lunch I was talking on the phone
4. My engine was running for about 20 minutes
5. Parked it, turned the car off, locked it and went back to work
6. Came back around 6 o'clock at night
7. The center console between the driver and passenger seat caught on fire
8. Everythings melted on the inside

Writer states:

1. Was the fire department called?
2. Was the vehicle towed or driven from the scene?
3. Did you settle with your insurance company?
4. Are you currently in a rental?

Customer states:

1. When I found it, it extinguished by itself
2. I was able to drive it over to my girlfriend's house
3. As I was driving, all the sensors were going off, everything was locking up
4. I don't know yet, they were inspecting it
5. It just sat there and insurance took it to their shop
6. They sent an appraiser and he looked at the car and determined it would take further investigation to determine cause and damage
7. They haven't put me in a rental or anything
8. Through my own research, I found out the same year, make and model had a defect when the emergency brake is engaged
9. I have 100,000 miles warranty

Writer states:

1. Damages as a result of fires are not covered under warranty
2. Your insurance company will need to complete their investigation to try and determine cause of fire
3. If your insurance company believes this is the result of a manufacturing defect, they can subrogate us
4. Requested photos
5. Gave customer email address
6. We will need to wait and see what your insurance company determines

Customer states:

1. Right now, I'm actually on vacation, I'm getting ready to go to Tahoe

*** PHONE LOG 01/29/2016 05:02 PM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax rec'd

Received photos from customer

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of	2012 FORTE KOUP	Case Number	Mileage
		KNAFU6A2XC5			55,000
		Prod. Date:	03/23/2012	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** NOTES 02/02/2016 01:39 PM Pacific Daylight Time SamuelKim Action Type:Internal
Advised KMA Engineers, pending further response.

*** NOTES 02/02/2016 01:50 PM Pacific Daylight Time SamuelKim Action Type:Internal
Reviewed case with KMA Engineers:
1. Refer customer to insurance

*** CASE CLOSE 02/02/2016 01:54 PM Pacific Daylight Time SamuelKim

*** PHONE LOG 02/04/2016 03:29 PM Pacific Daylight Time SamuelKim Action Type:Incoming call
Received message from customer:

1. My name is [REDACTED]
2. I have the Kia with the fire damage which is actually being looked at by my insurance through Infinity Insurance
3. Claim number [REDACTED]
4. I was calling back to see if you can give me an update
5. If you guys have contact with my insurance
6. It's just been a very long, ongoing process
7. I was hoping to get this expedited as soon as possible
8. Thank you

*** PHONE LOG 02/05/2016 02:26 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called customer and left message:

1. Requested call back
2. Gave call back number

*** PHONE LOG 02/09/2016 05:22 PM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax rec'd
Received email from customer [REDACTED]

Hello Samuel this is mr. [REDACTED] with the Kia Forte that had the fire damage I need someone to contact me regarding my vehicle warranty it has almost been two months without my vehicle and absolutely no progress has accrued. I am becoming extremely frustrated with how my case has been handled up to this point. I have been very patient and understanding with the situation but it has become u huge inconvenience and effecting my job since I do not have a reliable source of transportation. I am strongly considering legal action at this point. What is going on with my vehicle?! And is anyone handling the situation?! Please contact me regarding my vehicle and resolve this issue!

Sent from my iPhone

*** PHONE LOG 02/09/2016 05:23 PM Pacific Daylight Time SamuelKim Action Type:Incoming call
Received message from customer:

1. This is [REDACTED] with the Kia
2. Claim number through Infinity Insurance for the fire damage is [REDACTED]
3. Just calling you to get some information about my manufacturer's warranty
4. It looks like they are, the Body Shop the vehicles currently at

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Last name	First name	VIN of	2012 FORTE KOUP	Case Number	Mileage
		KNAFU6A2XC5			55,000
		Prod. Date: 03/23/2012	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

5. They're unable to 100% specify what the cause of the damage is or how the fire occurred
6. So he is leaning towards electrical damage but I do need have some information regarding my warranty
7. Because I need to have this issue taken care of
8. I've currently been out of a vehicle for almost 2 months
9. So if you could please give me a call back today
10. Thank you

*** PHONE LOG 02/10/2016 09:23 AM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax rec'd

Received email from customer

I reached out to you today Samuel, but u failed to contact me. I hope you realize the severity of my situation regarding my vehicle, however you clearly do not, or take the situation seriously. I have given Kia motors more than enough time to address the situation. Upon your refusal of taking ownership of my case I will be Pursuing legal action as of your clear actions state u are not concerned or consider my case a priority. I hope to hear from you as soon as possible however at this point I really doubt you are in any situation or have any authority to resolve the issue, though I hope this is not the case I hope to hear from you regarding my vehicle. You will be hearing from my legal team at a timely notice, and I am sorry you could not resolve my issue at a timely manner Sincerely Mr.

*** PHONE LOG 02/10/2016 04:33 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called customer and left message:

1. Requested call back
2. Gave call back number

*** PHONE LOG 02/12/2016 02:35 PM Pacific Daylight Time SamuelKim Action Type:Incoming call

Received message from customer:

1. It's Tim again with the Kia, I've called you multiple times
2. If you can call me back on my work number, I'll be there til 7 PM tonight
3. I would really like to get this issue taken care of with my vehicle and have someone take a look at it
4. Or have some information about my warranty since my vehicle is currently pretty much totaled
5. No one can seem to find a reason why the vehicle caught on fire all by itself with something in the center console
6. More than likely, electrical damage is what they're telling me
7. They cannot tell 100% for sure, but I need to get this going cause I need this taken care of right away
8. It's been almost 2 months since my vehicles been there in the shop
9. And I really need this taken care of as soon as possible
10. Thank you

*** PHONE LOG 02/12/2016 02:45 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called America's Tire Store in Fremont and spoke with

Writer states:

1. Apologized for the phone tag and delay
2. You have 10/100 PTW and 5/60 basic which cover electrical
3. One of the reasons why fires are different from a typical warranty claim because there is property damage
4. Your insurance company will need to complete their investigation to try and determine cause of fire
5. Fires are not necessarily the result of a manufacturing defect
6. If your insurance company believes this is the result of a manufacturing defect, they can subrogate us

Customer states:

1. That makes sense

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Last name	First name	VIN of	2012 FORTE KOUP	Case Number	Mileage
		KNAFU6A2XC5			55,000
		Prod. Date: 03/23/2012	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

2. He can't 100% say that it is electrical damage, it was more than likely electrical damage
3. All he can tell is it started by center console by the e-brake
4. The vehicle is totaled
5. But I also let them know more than likely I did my research and found other models that had the same problem
6. The insurance is only going to pay off the remainder of my loan and I've left with having to take out another loan

Writer states:

1. Apologized
2. Whatever you have put into your vehicle to this point would be considered cost of ownership
3. You would not be entitled to compensation from both your insurance and Kia
4. Assuming you have coverage, your insurance would be obligated to make you whole
5. You're welcome

Customer states:

1. I guess I'll have to call my insurance company and work through them
2. Thank you for calling me back

*** CASE CLOSE 02/12/2016 02:45 PM Pacific Daylight Time SamuelKim

*** PHONE LOG 02/19/2016 11:52 AM Pacific Daylight Time SamuelKim Action Type:Incoming call

Received message from customer:

1. This is [REDACTED] with the Kia, with the fire damage again
2. We spoke multiple times here
3. So it looks like the vehicle is totaled beyond repair
4. So I've decided just to go through you guys, you know, to process
5. If you guys are making an offer on the vehicle
6. Which again like you said, you have to contact my insurance and base the payoff on what they think the value of the vehicle is
7. I did give my adjustor your information, so she should be contacting you
8. If you would like for me to also give you her information, I will email it to you
9. Just so you can be in contact
10. Call me back if you have questions or if you have any information I need to be aware of
11. Thank you very much, have a great day

*** PHONE LOG 02/19/2016 11:53 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called America's Tire Store in Fremont and spoke with [REDACTED]

Writer states:

1. Kia is not offering you compensation at this time
2. Referred customer to insurance company
3. If your insurance company believes this is the result of a manufacturing defect, they can subrogate us

Customer states:

1. Okay

*** CASE CLOSE 02/19/2016 11:54 AM Pacific Daylight Time SamuelKim

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFU6A2XC5			55.000
		Prod. Date: 03/23/2012	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** NOTES 03/30/2016 12:12 PM Pacific Daylight Time SamuelKim Action Type:Other (external)
Received email from Senior Subrogation Specialist Bart Davis at Infinity Auto Insurance (bart.davis@ipacc.com)
Hello -

We have a subrogation claim in the amount of \$5456.26 for the fire damage to our insured's 2012 Kia Forte. Our insured is [REDACTED] [REDACTED] [REDACTED] Can you advise as to where we can submit our claim for reimbursement?

*** NOTES 03/30/2016 12:13 PM Pacific Daylight Time SamuelKim Action Type:Other (external)
Sent email to Senior Subrogation Specialist Bart Davis at Infinity Auto Insurance (bart.davis@ipacc.com)
You may email or mail me the entire subrogation package to the address below (Please be advised, our emails are limited to 10MB in maximum size per message). Please include photos, copy of police or fire report and Cause and Origin. If you have any questions, please feel free to contact me.

*** CASE CLOSE 03/30/2016 12:13 PM Pacific Daylight Time SamuelKim

*** NOTES 03/31/2016 08:49 AM Pacific Daylight Time SamuelKim Action Type:Internal
TREAD review complete.

*** CASE CLOSE 03/31/2016 08:51 AM Pacific Daylight Time SamuelKim

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNAFU6A2XC5	██████████	██████████	71.963
Kingsport, TN, ██████████		Prod. Date: 02/08/2012		Dealer: TN043 Chantz Scott KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Exterior Lamp

Case History

Dealer :Kia of Kingsport

Technician :Cody Sexton

Service Manager :Lynn Lawson

Dealer Phone :4232304542

DPSM :Philip Park

Vehicle Model :FORTE KOUP

Model Year :2012

Mileage :71963

Initial comments by Technician found in TL Case # ██████████ :

*** Performed by contact: Cody Sexton, 4232304542

*** This is a Request for Assistance ***

Problem Description :

customer states brake lights are out this car has been here multiple times for this concern from what I can gather from all the old ro's this has what's been preformed the driver side tail light harness was replace car came back in with same concern again found ground to excess resistance cleaned all grounds under the hood car returned once again to have found another ground in the trunk that runs both tail lights to be corroded cleaned ground and clear coated ground car is back again with a right side brake light out and third brake light out found the right side brake light to be after market it didn't look blown but I got one of our bulbs and put it in light worked correctly inspected third found socket to be melted and bulb to be blown what further action do suggest to correct the concern

Diagnostics Performed :

same as above

Please contact dealer for additional information regarding customer handling & repair status and update customer accordingly.

*** NOTES 08/31/2016 06:45 AM Eastern Daylight Time Tlcnhour Action Type:Internal

[!<For Internal Use Only

Kia of Kingsport 4232304542>!]]

*** NOTES 08/31/2016 08:15 AM Eastern Daylight Time Tlcnhour Action Type:Dealer contact

Wrt calls Kia of Kingsport 4232304542

Wrt states

1 Need RO info for VIN KNAFU6A2XC5 ██████████

2 we show ██████████ as the owner but I don't think she is the current owner.

3 Unable to speak with a live person, keep getting same recording.

*** NOTES 09/01/2016 01:51 PM Eastern Daylight Time Tlcnhour Action Type:Dealer contact

Wrt calls Kia of Kingsport 423-230-4542

Wrt states

1 Need RO info for VIN KNAFU6A2XC5 ██████████, 12 Forte Koup

2 No answer left vm with case id and contact info

*** NOTES 09/02/2016 10:56 AM Eastern Daylight Time Tlcnhour Action Type:Dealer contact

Wrt calls Kia of Kingsport 423-230-4542

Wrt states

1 Need RO info for VIN KNAFU6A2XC5 ██████████, 12 Forte Koup

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Last name	First name	VIN of	2012 FORTE KOUP	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFU6A2XC5	[REDACTED]	[REDACTED]	71,963
Kingsport, TN, [REDACTED]		Prod. Date: 02/08/2012		Dealer: TN043 Chantz Scott KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Exterior Lamp

2 No answer left vm with case id and contact info

Speaking with: Heath

Customer Name: [REDACTED]

Customer phone #: [REDACTED]

Customer address: on file

VIN: KNAFU6A2XC5 [REDACTED]

MY and Mileage: 12 Forte Koup 71,963

Most recent RO# and Open Date: 08/29/16 [REDACTED]

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

Most recent Repair Issue and Diagnosis:

Concern - Cust states all tail lights are completely out.

Opened TL case. Cleaned ground, replaced all blown bulb and burnt connections. Clean grounds and clear coated for protection confirmed operation of lights and found no high resistance.

Able to Duplicate (Y or N): Y

Repeat Repair (Y/N), if so, how many times?: y/7

Repair History of current concern with dates and mileage:

[REDACTED] 06/07/16 66,923

Cust states both tail lights are out. Found ground wire to be corroded. Cleaned ground wire, concern corrected.

[REDACTED] 02/12/16 59,841

Cust states left tail light is out. Found excessive resistance at ground. Cleaned all under hood ground. Cleaned grounds, clear coats. Excess resistance good. Cust concern corrected. All parts working at Kia specs at this time.

[REDACTED] 02/02/16 59,833

Cust states drivers tail light is inop. Found light harness to have internal issues. Replaced harness and both tail light bulbs. Concern corrected.

[REDACTED] 01/27/16 59,525

Cust states drivers tail light is out. Found wiring harness to be bad. Ordered wiring harness and replaced bulbs. Cust will return for repairs.

[REDACTED] 09/30/15 53,526

Cust states tail lights are inop. Previously replaced driver side tail light socket. Correction was found both tail lights blown, replaced bulbs. concern corrected.

[REDACTED] 07/06/15 47,981

Cust states driver tail light is out. Special order part. Found driver side socket to have short. Replaced driver side socket assembly.

[REDACTED] 05/16/15 45,520

Cust states driver tail light is out. Found driver bulb burnt out and found socket to have internal short. Replaced bulb. Order socket assembly.

ETA for completion of repairs (if applicable): already repaired.

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

Techline Case (if applicable): [REDACTED]

Rental / Loaner Provided? If so, since when?: n/a

Dealer contacted DPSM (if needed): n/a

Kia Motors America

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFU6A2XC5	[REDACTED]	[REDACTED]	71.963
Kingsport , TN, [REDACTED]		Prod. Date: 02/08/2012		Dealer: TN043 Chantz Scott KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Exterior Lamp

Vehicle repaired?: Y

Customer has possession?: Y

Dealer Code/Selling Dealer (Y or N): TN043/N SC029

Original Owner (Y or N): N

What is current Customer Request (if needed): Unknown as have not spoken with customer yet.

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

*** PHONE LOG 09/06/2016 04:38 PM Eastern Daylight Time Tlcnhour Action Type:Outgoing call

Wrt calls [REDACTED]

Wrt states

1 Following up on brake light issue, [REDACTED]

Cust states

1 So far everything is working good

2 But they have fixed it before and they've went out again

Wrt states

1 I have confidence it is repaired this time

2 Please let us know if you need any futher assistance

Cust states

1 Thank you

Wrt states

1 Thank you

*** CASE CLOSE 09/06/2016 04:39 PM Eastern Daylight Time Tlcnhour

PE19-004
KIA
6/28/2019
DEFECT C
CA FILES
FORTE KOUP

2013 FORTE KOUP_ACCIDENT
SCRIPTS_ALLEGED DEFECT
C_EXPANDED SCOPE

Accident Report

Case [REDACTED]

Report Details

PE19-004
KIA
6/28/2019
DEFECT C
CA FILES
FORTE KOUP

2013 FORTE KOUP_CA
REPORTS_ALLEGED DEFECT
C_EXPANDED SCOPE

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2013 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFU6A22D5			60,100
Cleveland ,	TN,		Prod. Date: 10/08/2012	Dealer: TN041	KIA of Cleveland

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Audio System

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Audio Controller/Display Opera

Case History

*** PHONE LOG 02/22/2017 04:56 PM Eastern Daylight Time NAllen

Cust states

1. we bought this car in 2013
2. less than a year later we started having trouble with headlights and blinkers
3. we took it to the dealer and they cant find the issue
4. we went back a second time they found a burnt housing
5. they fixed it and when we got home the other side is doing the same thing
6. they have replaced the bulb 2 x and now my wife is going on a trip for work
7. after 10 minutes the radio goes off and it wont work
8. The warranty since this has expired
9. We told them that something was electrical but they wouldnt listen
10. every time we call them they ask does it have 60,000 miles on it yet
11. we have been around around and around on this
12. in my opinion the warranty should still cover this since it started before the warranty went out

wtr states

1. apologized
2. advised in order for kcac to step in would need a diagnosis
3. advised i can call dealer and speak to them on history but with no diagnosis there is not much we can do

cust states

1. well of course now that its out of warranty they are ready to start digging and finding out what is going on

wtr states

1. advised understand it is frustrating but it could be a bad radio unit
2. the radio unit warranty is 3/36 if that is the issue then its not electrical

cust states

1. ok so how do i get all this case info

wtr states

1. provided case id
2. advised once at dealership please call back

*** CASE CLOSE 02/22/2017 04:56 PM Eastern Daylight Time NAllen

*** CASE CLOSE 03/28/2017 06:25 PM Eastern Daylight Time CMcFarlane

Fire TREAD completed / AMcFarlane

PE19-004
KIA
6/28/2019
DEFECT C
CA FILES
FORTE KOUP

2016 FORTE KOUP_ACCIDENT
SCRIPTS_ALLEGED DEFECT
C_EXPANDED SCOPE

Accident Report

Case [REDACTED]

Report Details

1. Who owns the vehicle?

<Provide driver's name, address & phone>

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

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

3. What is the age of the driver?

[REDACTED] <Driver's age>

4. How many other passengers were in the vehicle?

1 passenger <Number of passengers>

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

Passenger front seat - [REDACTED] Age [REDACTED] <Passenger positions, names & ages>

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

No No

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

[REDACTED] at 2:30 Pm <Date & time>

8. What time was 911 called?

Yes <Time>

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

Sunny Dry Clear <Road & weather conditions>

10. Were there any injuries (describe injuries)?

No

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

Driving on loop [REDACTED] Flames and Smoke from under driver seat pulled over and flames were coming from under the driver seat <Description of incident>

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

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

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

No No

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

No No

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

<Location info>

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

No <Description>

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

17. Which fire agency responded?

San Angelo fire dept <Name of fire department>

18. What is the fire report number?

Yes <Fire report number>

19. Where is the vehicle now?

Vehicle is in a impound lot right now <Vehicle location>

20. Have any repairs been completed?

no No

21. Was the insurance company contacted?

Geico - unknown Yes <name, address, phone number of insurance company, policy # and claim #>

22. Have you settled with the insurance company?

no No

23. What action are you requesting of Kia?

Customer wants to know why and how it could happen I dont want to have to pay for the vehicle and down payment assistance on another vehicle <Resolution sought>

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

(1) Fire report (if available)

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

PE19-004
KIA
6/28/2019
DEFECT C
CA FILES
FORTE KOUP

2016 FORTE KOUP_CA
REPORTS_ALLEGED DEFECT
C_EXPANDED SCOPE

Kia Motors America

Consumer Affairs Department

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Last name	First name	VIN of	2016 FORTE KOUP	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFZ6A32G5	[REDACTED]	[REDACTED]	2.500
San Angelo	TX, [REDACTED]	Prod. Date:	03/17/2016	Dealer: TX133	Kelly Grimsley KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

*** NOTES 05/12/2017 12:14 PM Eastern Daylight Time TWidener Action Type:Dealer contact
DPSM Emailed

*** NOTES 05/12/2017 12:15 PM Eastern Daylight Time TWidener Action Type:Dealer contact
Call to Action

1. Customer alleges vehicle caught fire under driver seat
2. Vehicle is currently in impound
3. DPSM emailed
4. Please contact custoemr with a resolution

*** PHONE LOG 05/12/2017 12:17 PM Eastern Daylight Time TWidener

Customer alleges

1. vehicle caught fire under driver seat
2. It is a total loss
3. It is at a impound lot
4. I would like assistance purchasing a new vehicle

Wtr states

1. Apologized
2. Advised will be 2/3 business days to be contacted

Customer states

1. Ok Thank you

*** NOTES 05/12/2017 04:13 PM Eastern Daylight Time JJones Action Type:Internal

[!<For Internal Use Only

Approved for Dispatch*>!]]

*** 05/15/2017 08:05:29 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** 05/15/2017 09:07:57 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin default of Samuel Kim by Jeff Stroup

Reason:

*** Phone - Call - Inbound created on 05/17/2017 10:48:25 (GMT-07:00) Arizona and created by Nicholas Koob **

Cust Alleges

1. I was just wondering if anyone was going to be getting back in contact with me.
2. I was told 2-3 business days, and today is day 3.

Writ states

1. Apologized
2. I show this case has been dispatched to our National divison and they are reviewing it.
3. I'm afraid I don't have the authority to make any promises or guarantees.
4. What I can do is document your concerns, and our NCA will be made aware of it.

Cust alleges

1. My insurance settlement is not going well at this point.
2. I want to know what Kia would be able to offer me.
3. This was a brand new car, and I just want to break even on this.

Kia Motors America

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Last name	First name	VIN of	2016 FORTE KOUP	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFZ6A32G5	[REDACTED]	[REDACTED]	2.500
San Angelo	TX, [REDACTED]	Prod. Date:	03/17/2016	Dealer: TX133	Kelly Grimsley KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Writ states

1. I do understand.
2. I will document this for your NCR

Cust states

1. Thank you.

*** Phone - Call - Inbound created on 05/17/2017 13:54:58 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Received message from customer:

1. Yes sir, this is [REDACTED] [REDACTED] about the 2016 Kia Forte Koup
2. If you could, please give me a call back at [REDACTED]
3. Thank you, bye, bye

*** Note - Others created on 05/17/2017 14:13:11 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

IAA Abilene, TX location in Hawley, TX. Stock number [REDACTED]

*** 05/17/2017 14:18:24 (GMT-08:00) Pacific Time (US & Canada) ***

IAA Photos_ [REDACTED] pdf added by Samuel Kim on 05/17/2017 14:18:24

*** 05/17/2017 14:18:40 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 24/24 and Sub Status of Assigned

*** Phone - Call - Outbound created on 05/17/2017 16:01:03 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Called and spoke with [REDACTED] [REDACTED]

Writer states:

1. Calling in regards to a 2016 Kia Forte
2. Apologized for the delay

Customer states:

1. I just purchased it on February 23, 2017, the car had been fine
2. I went to go pick up an employee of mine
3. On the way back, going loop [REDACTED] all of sudden white smoke started coming out from underneath the driver's seat
4. We pulled over, moved the seat the forward and flames started coming out from underneath the driver's seat
5. They took my car to a city impound lot, Home Motors Inc.
6. I declined medical attention

Writer states:

1. Apologized
2. Was your insurance company contacted?
3. What are you requesting from Kia?

Customer states:

1. I have filed a claim and turned the vehicle over
2. They're making an offer, but I don't agree with
3. They are not paying off the loan
4. They're offering me \$3,500 less than the loan
5. I put down maybe about \$2,000 on the car, I want to be made whole
6. I don't mind if I have to make payments on a new car, I just want to start back from square one

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Last name	First name	VIN of	2016 FORTE KOUP	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFZ6A32G5	[REDACTED]	[REDACTED]	2,500
San Angelo	TX, [REDACTED]	Prod. Date: 03/17/2016	Dealer: TX133	Kelly Grimsley KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Writer states:

1. Have you had a chance to talk to someone in the Sales Department?

Customer states:

1. I talked to the GM at Kelly Grimsley Kia (TX028) and he said I needed to contact with Consumer Affairs
2. They were trying to get me to sign on a cancellation of warranty
3. I would get back around \$3,000

Writer states:

1. Requested photos and copy of fire report
2. Gave customer email address
3. Once received, I will get it reviewed and follow up with you

Customer states:

1. The fire inspector did come out and do an onsite fire inspection
2. I do have his report and it says there is evidence of wires arching underneath
3. Thank you

*** Email - External Email Received created on 05/17/2017 16:01:03 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Received photos from customer ([REDACTED])

hi samuel,

here are the pictures and fire marshall report you requested. If needing to reach me my phone number is

[REDACTED]
Thank you
[REDACTED]

*** Email - External Email Received created on 05/17/2017 16:15:30 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Received email from customer ([REDACTED])

here is fire marshall report

*** 05/17/2017 16:18:35 (GMT-08:00) Pacific Time (US & Canada) ***

CustomerPhotos_[REDACTED].pdf added by Samuel Kim on 05/17/2017 16:18:35

*** 05/17/2017 16:18:40 (GMT-08:00) Pacific Time (US & Canada) ***

FireReport_[REDACTED].pdf added by Samuel Kim on 05/17/2017 16:18:40

*** 05/17/2017 16:18:59 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin Pictures / Police Report and Sub Status of Assigned

*** Note - Others created on 05/19/2017 12:49:56 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Reviewed case with KMA Engineer and CAFOM

*** Phone - Call - Outbound created on 05/19/2017 12:53:17 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Called and spoke with [REDACTED]

Writer states:

1. Requested copy of Sales Contract
2. Thank you

Customer states:

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Last name	First name	VIN of	2016 FORTE KOUP	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFZ6A32G5	[REDACTED]	[REDACTED]	2,500
San Angelo	TX,	Prod. Date: 03/17/2016	Dealer: TX133	Kelly Grimsley KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

1. I have a Bill of Sales
2. I can email that to you as soon as I get off of work

*** 05/19/2017 12:54:19 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin Legal Review and Sub Status of Assigned

*** Email - External Email Received created on 05/19/2017 16:02:59 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Received email from customer [REDACTED]
here you are samuel. this is the bill of sale i got from kelly grimsley kia.

*** Email - External Email Received created on 05/23/2017 17:07:04 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Received email from customer [REDACTED]
there was a 2500 cash back rebate that I used also for the down payment

*** Phone - Call - Inbound created on 05/23/2017 17:07:27 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Received message from customer:

1. This is [REDACTED]
2. We had spoke about the 2016 Kia Forte Koup
3. If you can, please give me a call back at [REDACTED]
4. Thank you, goodbye

*** 05/23/2017 17:08:17 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 5/23 (Tuesday) and Sub Status of Assigned

*** 05/24/2017 17:09:55 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 5/24 (Wednesday) and Sub Status of Assigned

*** Phone - Call - Outbound created on 05/24/2017 17:15:27 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Called and spoke with [REDACTED]

Writer states:

1. Apologized for the delay
2. I received your Bill of Sale
3. The down payment shows \$4,500
4. I will get this reviewed and follow up with you

Customer states:

1. I paid the \$2,000 down and they gave me a check in my name for \$2,500
2. I had a salesperson come with me, we went to the bank, cashed it and I gave them the money
3. They said it was for rebate to something like that
4. Thank you

*** Phone - Call - Outbound created on 05/25/2017 12:37:55 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Called customer, but phone kept ringing. Writer unable to leave message.

*** 05/25/2017 12:38:26 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 5/25 (Thursday) and Sub Status of Assigned

*** Phone - Call - Inbound created on 05/25/2017 13:20:47 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Received message from customer:

1. This is [REDACTED]

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFZ6A32G5	[REDACTED]	[REDACTED]	2.500
San Angelo	TX, [REDACTED]	Prod. Date: 03/17/2016	Dealer: TX133 Kelly Grimsley KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

2. I saw I had a missed call from you
3. Just giving you a call back
4. You can, please give me a call at [REDACTED]
5. Thank you

*** Phone - Call - Outbound created on 05/25/2017 13:22:07 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Called and spoke with [REDACTED]

Writer states:

1. Could you contact your dealership and see how much you would get back if you cancelled your extended warranty

Customer states:

1. The extended warranty was through Millennium
2. Say Geico does the settlement and I cancel the warranty and that takes care of the car
3. I'm still out the downpayment

Writer states:

1. I cannot promise you anything, but I would be more than happy to look into the possibly of some goodwill

Customer states:

1. I was excited to get that Forte Koup
2. Thank you

*** 05/25/2017 13:29:48 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 5/26 (Friday) and Sub Status of Assigned

*** 05/30/2017 16:09:55 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 5/30 (Tuesday) and Sub Status of Assigned

*** Phone - Call - Outbound created on 06/01/2017 11:10:06 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Called customer and left message:

1. Requested call back
2. Left call back number

*** 06/01/2017 11:10:30 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 5/31 (Wednesday) and Sub Status of Assigned

*** 06/01/2017 11:10:36 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 6/5 (Monday) and Sub Status of Assigned

*** Phone - Call - Inbound created on 06/01/2017 12:23:51 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Received message from Bertha at Webb, Stokes & Sparks:

1. This message is for Samuel Kim
2. This is Bertha with the Law Firm of Webb, Stokes & Sparks
3. If you could please give me a call back, my numbers (325)653-6866
4. I would really appreciate it
5. This is reference to [REDACTED] on his Kia
6. It's a 2016 Kia For, I guess it's a Forte Koup
7. If you could please give me a call back, I would really appreciate it
8. Again, my name is Bertha and I'm with the Law Firm of Webb, Stokes & Sparks and my numbers 325653-6866
9. Thank you

*** Phone - Call - Outbound created on 06/01/2017 12:48:08 (GMT-08:00) Pacific Time (US & Canada) and

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFZ6A32G5	[REDACTED]	[REDACTED]	2.500
San Angelo	TX, [REDACTED]	Prod. Date: 03/17/2016	Dealer: TX133 Kelly Grimsley KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

created by Samuel Kim ***

Called the Law Firm of Webb, Stokes & Sparks and spoke with Bertha (325)653-6866

Writer states:

1. I received a message requesting a return call back

Bertha states:

1. Mr. [REDACTED] came into our office in reference to his vehicle
2. He did explain that he had been speaking with you

Writer states:

1. Is your office representing Mr. [REDACTED]

Bertha states:

1. No, we're just doing a consultation for him
2. He just came in and talked to the attorney
3. I hadn't spoken to Geico yet
4. He said something to do with wiring under the seat
5. He still owes over \$20,000 and the insurance was only offering to pay \$17,000
6. He did mention you wanted to give him a discount and a warranty
7. He said he didn't have any credit

Writer states:

1. There is no open recall on this vehicle at this time
2. Kia does not have any reason to believe Mr. [REDACTED] loss is due to a manufacturing defect at this time
3. Kia would be more than happy to consider some goodwill in the form of an extended warranty if the customer decides to purchase a new Kia for customer satisfaction

Bertha states:

1. I will let the attorney know I spoke with you
2. He wants another Kia
3. I know he had some slight minor burns
4. Can I have a fax number and mailing address

Writer states:

1. Sure, gave fax number and mailing address

*** Fax - Fax Received created on 06/01/2017 17:22:25 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Received Letter of Representation from the Law Firm of Webb, Stokes & Sparks

*** 06/01/2017 17:24:02 (GMT-08:00) Pacific Time (US & Canada) ***

[REDACTED] 6.11.17.PDF added by Samuel Kim on 06/01/2017 17:24:01

*** Phone - Call - Outbound created on 06/02/2017 13:57:20 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Called the Law Firm of Webb, Stokes & Sparks and spoke with Attorney Guy Choate (325)653-6866

Writer states:

1. We received a Letter of Representation from your office yesterday
2. Kia is not making a settlement offer at this time

Attorney states:

1. You're not going to be able to go to Federal Court, your headquarters is in Korea

Kia Motors America

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Last name	First name	VIN of	2016 FORTE KOUP	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFZ6A32G5	[REDACTED]	[REDACTED]	2.500
San Angelo	TX, [REDACTED]	Prod. Date:	03/17/2016	Dealer: TX133	Kelly Grimsley KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

2. I will sue, a brand new car burned up
3. I dont care if you call it warranty or product liability

Writer states:

1. Kia has no reason to believe Mr. [REDACTED] loss is due to a manufacturing concern at this time
2. If Mr. [REDACTED] is interested in purchasing a new Kia, Kia would be more than happy to offer a Friends & Family discount and an extended warranty contract for customer satisfaction

Attorney states:

1. I'll ask him to go to the dealership and pick out a car

*** Email - External Email Sent created on 06/02/2017 14:24:48 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Sent email to Attorney Guy Choate at the Law Firm of Webb, Stokes & Sparks (gdchoato@webbstokessparks.com)
Dear Mr. Choate,

I spoke with the General Manager Charles Spearman over at Kelly Grimsley Kia. I've advised Mr. Spearman that Mr. [REDACTED] will be in contact with him. Mr. Spearman has also advised me that if Mr. [REDACTED] decides to cancel his extended service contract, he should be able to receive a pro-rated refund.

Per our conversation, attached you will find a Friends & Family PIN Certificate that can be used at any participating Kia dealership towards the purchase of a new car. This code is one-time use only and expires on 7/2/2017. In addition, Kia would be more than happy to issue your client an extended service contract similar to the one he purchased on the original vehicle as a one-time, goodwill from Kia Motors America, Inc. for customer satisfaction. If Mr. [REDACTED] decides to purchase a new Kia, please advise him NOT to purchase an extended warranty contract as that will be issued from Kia headquarters.

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

*** 06/02/2017 14:27:01 (GMT-08:00) Pacific Time (US & Canada) ***

Friends&FamilyCertificate_[REDACTED].pdf added by Samuel Kim on 06/02/2017 14:27:01

*** 06/02/2017 14:30:43 (GMT-08:00) Pacific Time (US & Canada) ***

Buyer'sOrder_[REDACTED].pdf added by Samuel Kim on 06/02/2017 14:30:43

*** Email - External Email Received created on 06/02/2017 14:40:13 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Received email from Attorney Guy Choate at the Law Firm of Webb, Stokes & Sparks (gdchoato@webbstokessparks.com)
Thanks

We are starting the process.

*** 06/06/2017 11:15:24 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 6/06 (Tuesday) and Sub Status of Assigned

*** 06/06/2017 16:27:27 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 6/07 (Wednesday) and Sub Status of Assigned

*** 06/09/2017 11:27:41 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 6/12 (Monday) and Sub Status of Assigned

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Last name	First name	VIN of	2016 FORTE KOUP	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFZ6A32G5	[REDACTED]	[REDACTED]	2.500
San Angelo	TX, [REDACTED]	Prod. Date:	03/17/2016	Dealer: TX133	Kelly Grimsley KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** Email - External Email Received created on 06/09/2017 11:28:51 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Received email from General Manager Charles Spearman at dealer TX133 (charles@kellygrimsley.com) and CC'd to DSM MTaylor:

Mr. [REDACTED] phoned me today and we have an appointment for this Saturday

Charles Spearman-GM
Kelly Grimsley Kia
San Angelo, Texas

*** 06/13/2017 15:57:51 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 6/13 (Tuesday) and Sub Status of Assigned

*** 06/13/2017 16:13:34 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 6/15 (Thursday) and Sub Status of Assigned

*** Email - External Email Received created on 06/13/2017 16:13:52 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from General Manager Charles Spearman at dealer TX133 (charles@kellygrimsley.com)
He came in, but do to his adverse credit issues the only lender that would finance him had an \$1800 fee which I could not afford to eat. He did not like the fact that I could not due invoice and eat that large fee. He said he would get back to us.

*** 06/14/2017 12:14:05 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 6/14 (Wednesday) and Sub Status of Assigned

*** 06/15/2017 11:29:24 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 6/15 (Thursday) and Sub Status of Assigned

*** Phone - Call - Outbound created on 06/16/2017 12:45:43 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called the Law Firm of Webb, Stokes & Sparks and spoke with Attorney Guy Choate (325)653-6866
Writer states:

1. The dealership was only able to find one lender who would be willing to finance Mr. [REDACTED] with a \$1,800 fee
2. If Mr. [REDACTED] still wishes to purchase a new Kia, Kia would be more than happy to offer a Friends & Family discount and a goodwill in the amount of \$1,800 for customer satisfaction

Attorney states:
1. Let me run that by him

*** 06/16/2017 14:49:51 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 6/23 (Friday) and Sub Status of Assigned

*** Phone - Call - Inbound created on 06/16/2017 14:50:19 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received message from Bertha at Law Firm of Webb, Stokes & Sparks:
1. This is Bertha at Webb, Stokes & Sparks
2. Calling in reference to [REDACTED]
3. I know you had spoken to Mr. [REDACTED] and I needed to speak to you in reference to the file
4. So if you can call me back (325)653-6866
5. Thank you sir

Kia Motors America

Consumer Affairs Department

Page 9 of 13

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFZ6A32G5	[REDACTED]	[REDACTED]	2.500
San Angelo	TX, [REDACTED]	Prod. Date: 03/17/2016	Dealer: TX133 Kelly Grimsley KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** Phone - Call - Outbound created on 06/19/2017 11:05:14 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Called the Law Firm of Webb, Stokes & Sparks and spoke with Bianca (325)653-6866

Writer states:

1. I received a message from Bertha requesting a call back
2. Thank you

Bianca states:

1. She won't be in until tomorrow
2. I will have her call you back first thing tomorrow

*** 06/19/2017 11:06:21 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 6/19 (Monday) and Sub Status of Assigned

*** Phone - Call - Inbound created on 06/20/2017 10:30:55 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Received message from Bertha at Law Firm of Webb, Stokes & Sparks:

1. This is Bertha with the Law Firm of Webb, Stokes & Sparks
2. If you could please give me a call, my numbers (325)653-6866
3. This is in reference to [REDACTED] [REDACTED]
4. Thank you sir

*** Phone - Call - Outbound created on 06/20/2017 11:09:27 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Called the Law Firm of Webb, Stokes & Sparks and spoke with Bianca (325)653-6866

Writer states:

1. Requested to speak with Bertha
2. Thank you

Bianca states:

1. She got really sick this afternoon
2. I will have her give you a call back

*** 06/23/2017 16:46:48 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 6/22 (Thursday) and Sub Status of Assigned

*** Phone - Call - Inbound created on 06/23/2017 16:47:00 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Received message from Bertha at Law Firm of Webb, Stokes & Sparks:

1. It's Bertha at Webb, Stokes & Sparks
2. Calling in reference to the [REDACTED] [REDACTED] case
3. Can you please give me a call back
4. My numbers (325)653-6866
5. Thank you sir

*** Phone - Call - Outbound created on 06/26/2017 12:10:41 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Called the Law Firm of Webb, Stokes & Sparks and spoke with Bertha (325)653-6866

Writer states:

1. I received your message

Bertha states:

Kia Motors America

Consumer Affairs Department

Page 10 of 13

Last name	First name	VIN of	2016 FORTE KOUP	Case Number	Mileage
██████████	██████████	KNAFZ6A32G5	██████████	██████████	2.500
San Angelo	TX, ██████████	Prod. Date: 03/17/2016	Dealer: TX133 Kelly Grimsley KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

1. ██████████ went and he looked at a vehicle that he wanted and was not happy with the figure that they gave him
2. They never disclosed what the discount he was going to 3. But his biggest worry is Mr. ██████████ had to go out of town and the Friends & Family discount expires on July 2nd

Writer states:

1. It is my understanding Mr. ██████████ does not have credit history
2. The dealership would be able to provide exact cost
3. I would be more than happy to re-issue the Friends & Family discount once the previous one expires

Bertha states:

1. My email is burteaga@webbstokessparks.com
2. I'll call him to let him know to not worry about the expiration
3. Thank you

*** 06/26/2017 12:15:26 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 6/26 (Monday) and Sub Status of Assigned

*** Note - Others created on 06/30/2017 17:46:09 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

TREAD review complete

*** 07/05/2017 11:12:29 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 6/30 (Friday) and Sub Status of Assigned

*** 07/06/2017 13:13:52 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 7/05 (Wednesday) and Sub Status of Assigned

*** 07/10/2017 16:53:46 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 7/10 (Monday) and Sub Status of Assigned

*** Phone - Call - Inbound created on 07/26/2017 10:40:14 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Received message from Bianca at Law Firm of Webb, Stokes & Sparks:

1. This is Bianca with the Law Firm of Webb, Stokes and Sparks
2. I'm calling you on our client ██████████ ██████████
3. If you can call me back at (325)653-6866
4. They, ██████████ had mentioned that he had gone to the dealership and that they are not willing to work with him in regards to the information
5. I guess that he'd spoke with about the manager about them, I guess putting up front the \$1,800 processing fee and then also still giving him the Friends & Family discount
6. If you can call me back at (325)653-6866
7. I'd appreciate it, thank you

*** Phone - Call - Outbound created on 07/26/2017 10:44:08 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Called the Law Firm of Webb, Stokes & Sparks and left message for Bianca (325)653-6866

1. Requested call back
2. Left call back number

*** 07/26/2017 10:45:10 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 7/26 (Wednesday) and Sub Status of Assigned

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of	2016 FORTE KOUP	Case Number	Mileage
San Angelo	TX,	Prod. Date:	03/17/2016	Dealer: TX133 Kelly Grimsley KIA	2.500

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** Phone - Call - Inbound created on 07/28/2017 10:37:42 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Received message from Bertha at Law Firm of Webb, Stokes & Sparks:

1. This is Bertha with the Law Firm of Webb, Stokes & Sparks calling you in reference to [REDACTED]
2. You could call me back at (325)653-6866
3. I had spoken to Alex while you were on vacation and he said he was going to get me a detailed report on the vehicle that [REDACTED] was trying to purchase
4. Cause when I spoke to [REDACTED] he said that his payments were going to be higher even with the Friends & Family discount and the \$1,800
5. And he said that they also offered a \$3,500 rebate
6. So I'm just wanting to see if there's anything we can do to go, you know, to see what the figures are
7. What the actual price that the Friends & Family price that he would be getting minus the \$1,800 and of course the \$3,500 rebate
8. So that we can see why the payment was gonna to be higher
9. He also stated that he was going to get his sister to co-sign so I guess we just need to discuss that
10. If you could call me back (325)653-6866
11. Thank you

*** Phone - Call - Outbound created on 07/31/2017 11:08:17 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Called the Law Firm of Webb, Stokes & Sparks and left message for Bianca (325)653-6866

Writer states:

1. I received a message from Bertha requesting a call back
2. Thank you

Bianca states:

1. I know she was needing to speak to you directly
2. She is out of the office until Wednesday
3. I will let her know

*** 07/31/2017 11:10:19 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 7/31 (Monday) and Sub Status of Assigned

*** 08/03/2017 14:39:23 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 8/3 (Thursday) and Sub Status of Assigned

*** Phone - Call - Inbound created on 08/03/2017 14:40:58 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Received message from Bertha at Law Firm of Webb, Stokes & Sparks:

1. This is Bertha at Webb, Stokes & Sparks
2. Can you please give me a call when you get a chance
3. I'm actually on the, I have Mr. [REDACTED] on the other line, we're trying to get this resolved
4. He sent me a screenshot of the breakdown on the vehicle that he's wanting
5. So if you could please give me a call back as soon as you get this message, I would really appreciate it
6. My numbers (325)653-6866
7. Thank you sir

*** Phone - Call - Outbound created on 08/03/2017 14:42:04 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Called the Law Firm of Webb, Stokes & Sparks and spoke with Jennifer (325)653-6866

Writer states:

Kia Motors America

Consumer Affairs Department

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Last name	First name	VIN of	2016 FORTE KOUP	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFZ6A32G5	[REDACTED]	[REDACTED]	2.500
San Angelo	TX, [REDACTED]	Prod. Date: 03/17/2016	Dealer: TX133 Kelly Grimsley KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

1. I received a message from Bertha requesting a call back
2. Thank you

Jennifer states:

1. She is upfront with client
2. I will give her the message
3. We appreciate you guys taking care of him

*** Phone - Call - Inbound created on 08/07/2017 14:55:34 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Received message from Bertha at Law Firm of Webb, Stokes & Sparks:

1. It's Bertha at Webb, Stokes & Sparks
2. I was calling because I just got a call from Mr. [REDACTED]
3. He stated that he has come to an agreement with Mr. Spearman in reference to the vehicle that he wants
4. But he is wanting you to contact Mr. Spearman to let him know to go ahead and cut that check for \$1,800
5. Mr. [REDACTED] was going to use part of that money as a down payment but was not allowed to because he said that you had to contact them to give the okay to cut the check
6. So if you can call Mr. Spearman or call me back once it's done just to let me know that it's okay for them to do that, that would be greatly appreciated
7. Again, they have come to an agreement for the vehicle that he wants and they are just needing to get an approval to issue the check, the \$1,800 check for that processing fee that was waived
8. So if you could call me back, that would be greatly appreciated
9. The numbers (325)653-6866
10. Thank you

*** Phone - Call - Outbound created on 08/07/2017 14:57:58 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Called the Law Firm of Webb, Stokes & Sparks and spoke with Bertha (325)653-6866

Writer states:

1. Apologized for the phone tag
2. I will expedite this as soon as possible

Bertha states:

1. He's really tight on money because he used his paycheck to make the downpayment
2. His mom loaned him a little more to put the \$1,000
3. If you want to go ahead and mail the check to us
4. I'll let him know

*** 08/08/2017 11:02:14 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 8/7 (Monday) and Sub Status of Assigned

*** 08/08/2017 13:21:06 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 8/10 (Thursday) and Sub Status of Assigned

*** 08/08/2017 16:23:08 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [REDACTED] Submitted

*** 08/09/2017 09:00:51 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [REDACTED] Submitted

*** 08/09/2017 16:06:50 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [REDACTED] Final Approved

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 FORTE KOUP</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFZ6A32G5	[REDACTED]	[REDACTED]	2.500
San Angelo	TX, [REDACTED]	Prod. Date: 03/17/2016	Dealer: TX133	Kelly Grimsley KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** Letter - Letter Sent created on 08/11/2017 15:54:04 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Sent goodwill check to attorney via Fedex. Tracking number [REDACTED]

*** Email - External Email Received created on 08/14/2017 13:01:30 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Received email from Legal Assistant Bertha Urteaga at the Law Firm of Webb, Stokes & Sparks (burteaga@webbstokessparks.com)
Perfect.

Thank you so very much for your attention in this matter.

Bertha A. Urteaga
Legal Assistant
Webb, Stokes & Sparks
P. O. Box 1271
San Angelo, TX 76902
(325)653-6866
(325)655-1250 (fax)
e-mail: burteaga@webbstokessparks.com

*** 08/14/2017 13:02:58 (GMT-08:00) Pacific Time (US & Canada) ***

Closed with Resolution Code : Goodwill Issued
[Resolution Summary]

PE19-004
KIA
6/28/2019
DEFECT C
CA FILES
FORTE KOUP



PARAMOUNT[®] AUTOMOTIVE GROUP

Corporate Mailing Address: P.O. Box 3447, Hickory, N.C. 28603
WEBSITE: www.paramountauto.com

HICKORY
(828) 328-1050

VALDESE
(828) 874-2161

GREENSBORO
(336) 294-0200

ASHEVILLE
(828) 298-6006

CHARLOTTE
(704) 535-7100

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

S E R V I C E

STATE REG#

WAITING	VEHICLE ID NO. KNAFU6A23A5	YEAR/MAKE/MODEL 10/KIA/FORTE KOUP/	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
☐	GRANITE FALLS, NC	CUSTOMER NO.	SERVICE CONTRACT	WARR. START DATE	DELIVERY MILES	SELLING DEALER NO.
METHOD OF PAYMENT	COLOR		CONTRACT NO.		EXPIRATION DATE	EXPIRATION MILES
☐ CASH	TURBO		K1ZZ	AIR COND.	P.S.	TRANS
☐ CHECK	RESIDENCE PHONE		BUSINESS PHONE		MILEAGE	ADVISOR NO.
☐ CREDIT CARD	TIME RECEIVED 01:48pm		DATE/TIME PROMISED 10/18/17 03:48pm		PRIORITY 1	ADVISOR AARON BISESTI
APPOINTMENT	CELL: [REDACTED]		DISCLAIMER OF WARRANTY			
☒ Yes			The only warranties, if any, applying to this part(s) and/or service are those offered by the manufacturer. The Seller, PARAMOUNT AUTOMOTIVE GROUP, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of MERCHANTABILITY or fitness for a particular purpose, and NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. This disclaimer by the Seller, PARAMOUNT AUTOMOTIVE GROUP, in no way affects the terms of the manufacturer's warranty. 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.			
☐ No						

JOB	ORIGINAL CUSTOMER ESTIMATE: TOTAL 130.01	ESTIMATE OF REPAIRS
X	COMMENTS: X06DEH5Q69:created 2017-10-17 11:44:00am taken by Jennifer Rhodes	PARTS
1	C 90K1ZKOP1 KIA QUALITY CONTROL	LABOR
2	C 07K1Z BRAKES/TRACTION CTRL	SUBLET
CUST STATES WHILE DRIVING THE BRAKES BEGAN TO SMOKE AND SMELLED BURNING, PLEASE ADVISE FOLLOW INSPECTION PROVIDED BY KIA-SEE ATTACHED SHEET--		TAXES
		TOTAL \$
		AGREES TO REPAIR
		☐ YES ☐ NO
		CUSTOMER: PLEASE READ AND INITIAL
		a. Replaced parts are to be saved for inspection or return. ☐ YES ☐ NO
		b. I waive my right to receive a written estimate. ☐ YES ☐ NO
		c. A storage fee of \$25.00 per day will be assessed after the customer has been notified that the repair work has been completed.
		d. DIAGNOSTIC TIME: We charge for our diagnostic time, whether the actual repairs are performed or not. In the case of a leaddown for inspection or estimate, there will be an additional charge for reassembly on declined repairs.
		e. I understand I am responsible for any diagnostic or repair charges for any non warrantable repairs up to \$
		f. I hereby authorize repairs to be completed on this vehicle up to but not exceeding \$350.00.
		I hereby authorize the repair work and/or diagnostic work to be performed along with the necessary materials and agree that PARAMOUNT is not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond PARAMOUNT'S control, including damage for lack of antifreeze, or any delays caused by the unavailability of parts or delays in parts shipments by the supplier, factory or transporter. I hereby grant PARAMOUNT and/or its 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 car, truck, or vehicle to secure the amount of repairs thereto. In the event it is necessary to place any portion of the repair order for collection with PARAMOUNT AUTOMOTIVE GROUP, attorneys or agent, I agree to pay all costs of collection. Repair work done in this order will be based upon a flat rate manual computation. I CERTIFY THAT THIS VEHICLE IS PROPERLY INSURED...AND, FOR ANY CLAIMS, MY INSURANCE IS PRIMARY. I also certify that I am the registered owner of the vehicle for which I'm requesting service.
		TERMS: CASH UNLESS ARRANGEMENTS MADE
		I AGREE that Paramount does not warranty any repairs performed on a vehicle that has been altered or modified from original factory specifications. These prior alterations or modifications to the vehicle may void components of the factory warranty.
		X CUSTOMER'S SIGNATURE



PARAMOUNT AUTOMOTIVE

1205 S CENTER ST

HICKORY, NC 28602

828-449-8370

Date: 10/27/2017 13:43:48

Customer:

Home:

GRANITE FALLS NC

Mobile:

Work:

Email:

For: 2010 Kia Forte Koup 2.0L Eng VIN 2 EX

TYPE	DESCRIPTION	PART #	QTY	PRICE	RATE	HOURS	LINE TOTAL
Labor	ABS CONTROL UNIT - Remove & Replace All Applicable Models	-	-	-	\$102.50	1.1	\$112.75
Parts	ABS CONTROL UNIT Assembly [Contact Dealer with VIN for proper application and price.]	58920 1M720	1.0	\$1,807.04	-	-	\$1,807.04
Parts	BRAKE SHOES &/OR PADS Front, To 10-21-2009	58101 1MA01	1.0	\$66.68	-	-	\$66.68
Parts	CALIPER Front, Right, 15"	58190 1MA20	1.0	\$200.00	-	-	\$200.00
Labor	CALIPER - Remove & Replace [Includes: Bleed System and replace Pads (if necessary).] One Side	-	-	-	\$102.50	0.5	\$51.25
Labor	BRAKE SHOES &/OR PADS - Remove & Replace [Includes: Clean, lube and/or replace Brake Hardware as necessary. Adjust Brakes (where applicable). Includes: Repack Wheel Bearings (where applicable). DOES NOT include refinishing.] Front, Both Sides	-	-	-	\$102.50	0.5	\$51.25

Labor:	\$215.25
Parts:	\$2,073.72
Shop Supplies:	\$23.68
Hazardous Materials:	\$0.00
Labor Taxes:	\$15.07
Parts Taxes:	\$145.16
TOTAL:	\$2,472.88

Customer Signature: _____

THANK YOU FOR YOUR BUSINESS

PE19-004
KIA
6/28/2019
DEFECT C
CA FILES
FORTE KOUP



July 03, 2013

Kia Motors
111 Peters Canyon Rd
Irvine CA 92606-1790

State Farm Claims
P. O. Box 106145
Atlanta GA 30348-6145

RECEIVED

AUG 01 2013

CONSUMER AFFAIRS

RE: Claim Number: [REDACTED]
Date of Loss: [REDACTED] 2013
City/State of Loss: Duluth, GA
Insured: [REDACTED]
Vehicle: KIA Forte Koup
VIN: KNAFU6A20C5 [REDACTED]
Mileage: 35,800

To Whom It May Concern:

This notice is to advise you of a loss that occurred to our insured's vehicle. Our preliminary investigation indicates that Kia Motors America may be responsible for this loss. Please consider this as our notice of possible subrogation and our notice to you of the opportunity to schedule an inspection of the vehicle.

Any settlement with our policyholder with respect to this loss must not prejudice State Farm's rights, as subrogator, nor shall State Farm's rights be released by the execution of a general release with such policyholder.

In order to assist you in evaluating and processing the subrogation claim, we may provide nonpublic personal information about our customer. We are sharing this information to effect, administer, or enforce a transaction authorized by the consumer. However, you are neither authorized nor permitted to: (1) use the customer information we provide for any purpose other than to evaluate and process the subrogation claim or (2) disclose or share the customer information we provide for any purpose other than to evaluate and process the subrogation claim.

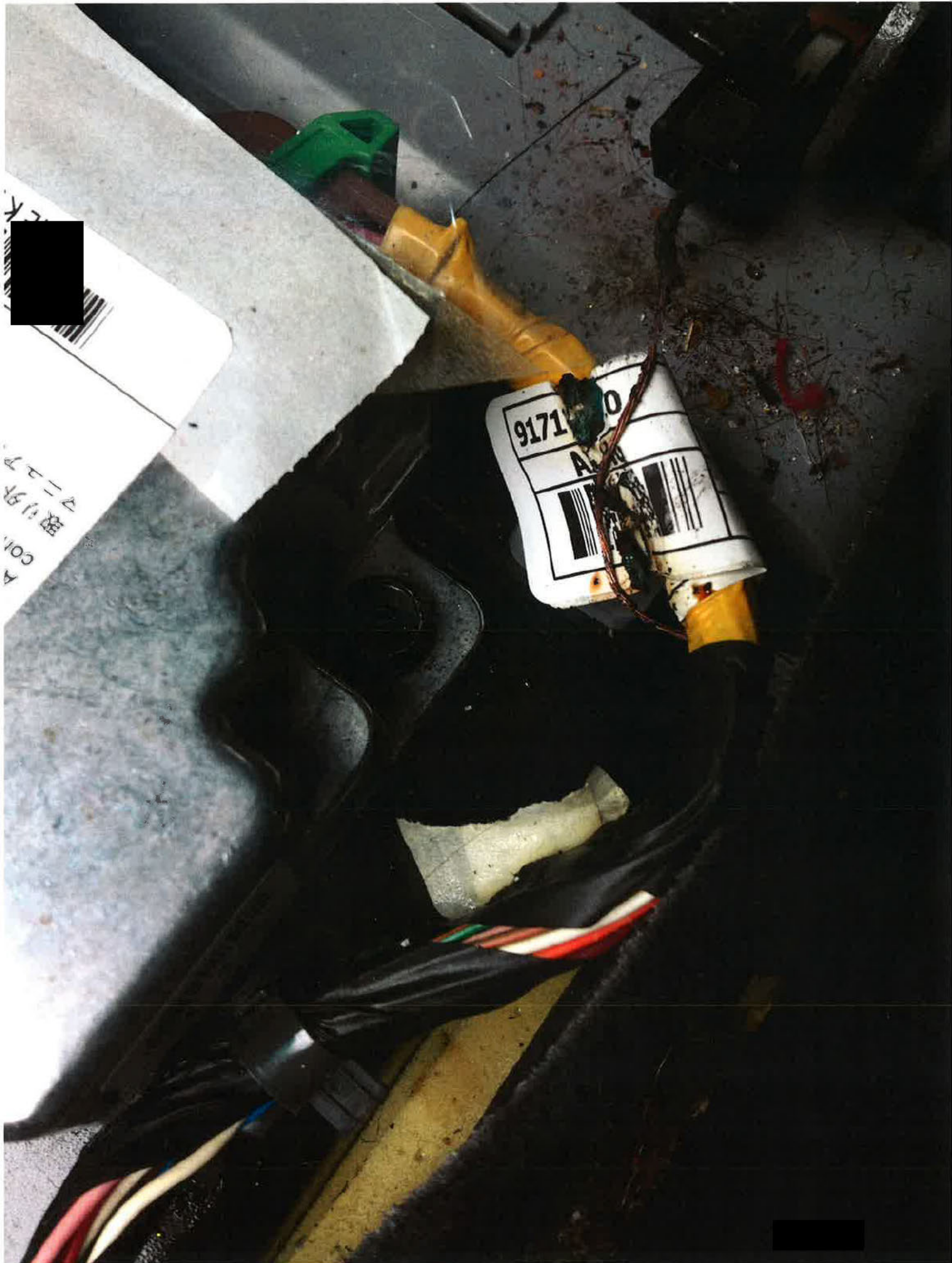
Your cooperation is appreciated. If you have any questions, or would like to set up an appointment to inspect the evidence, please contact us.

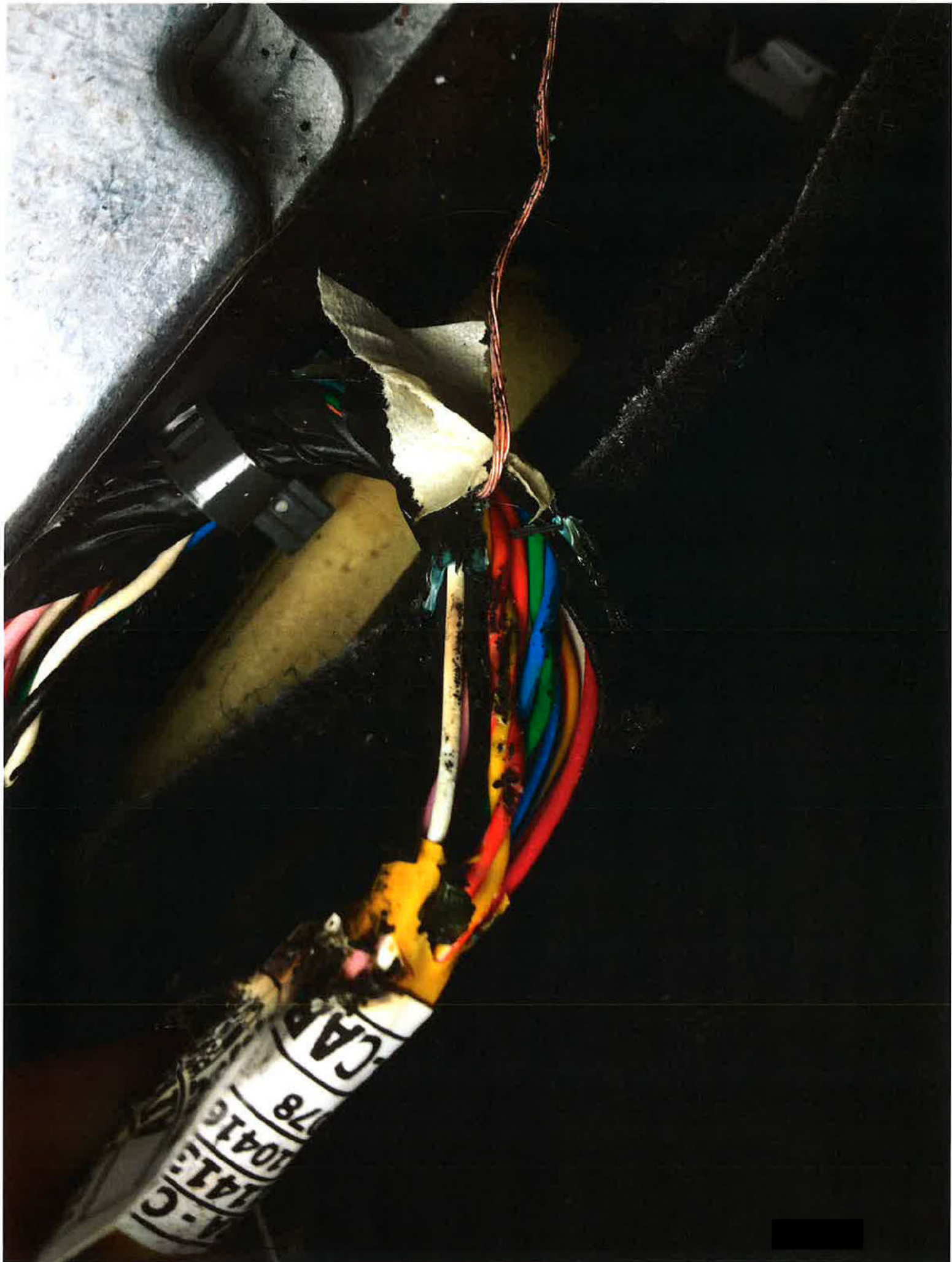
Received

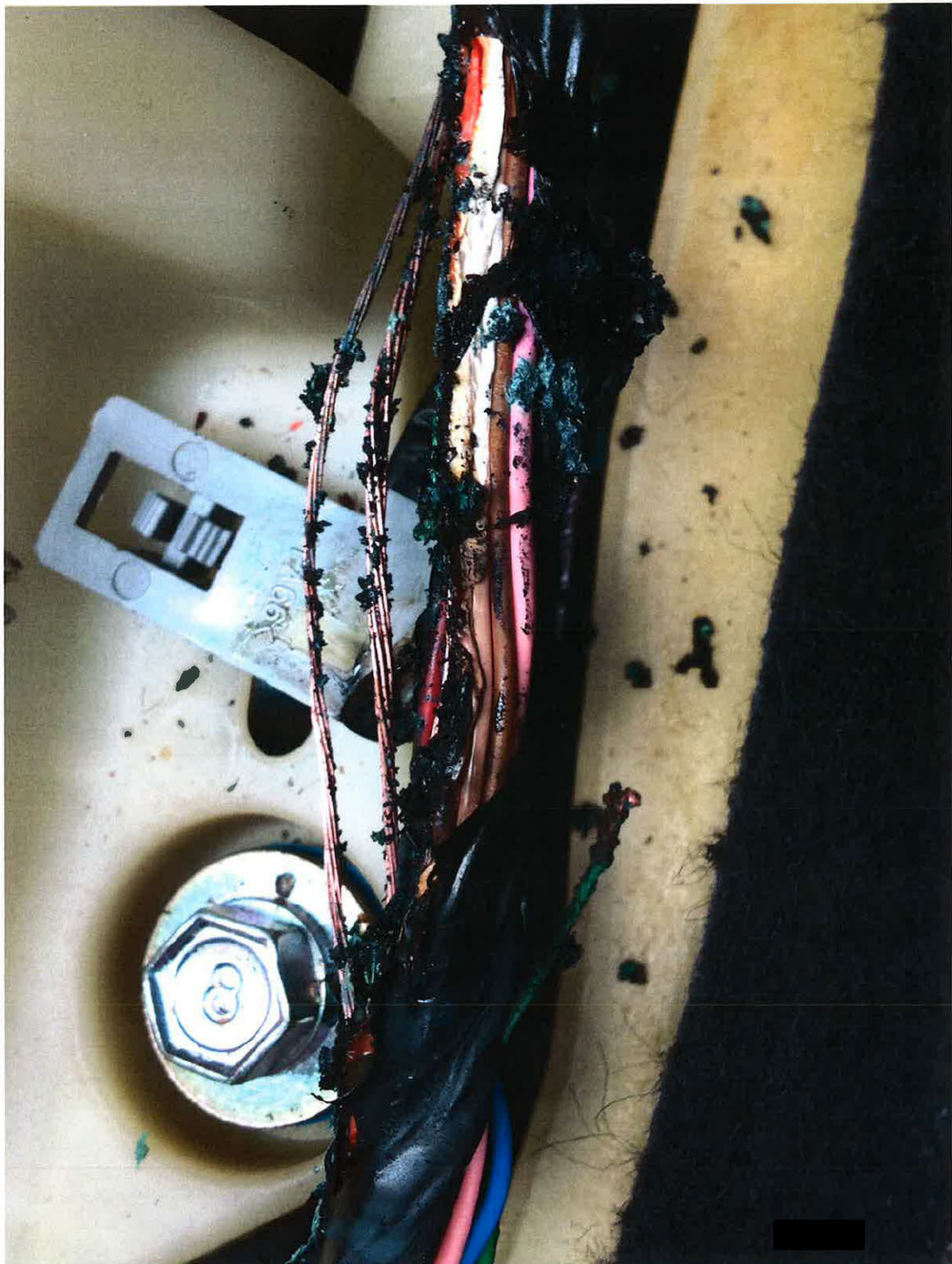
JUL 31 2013

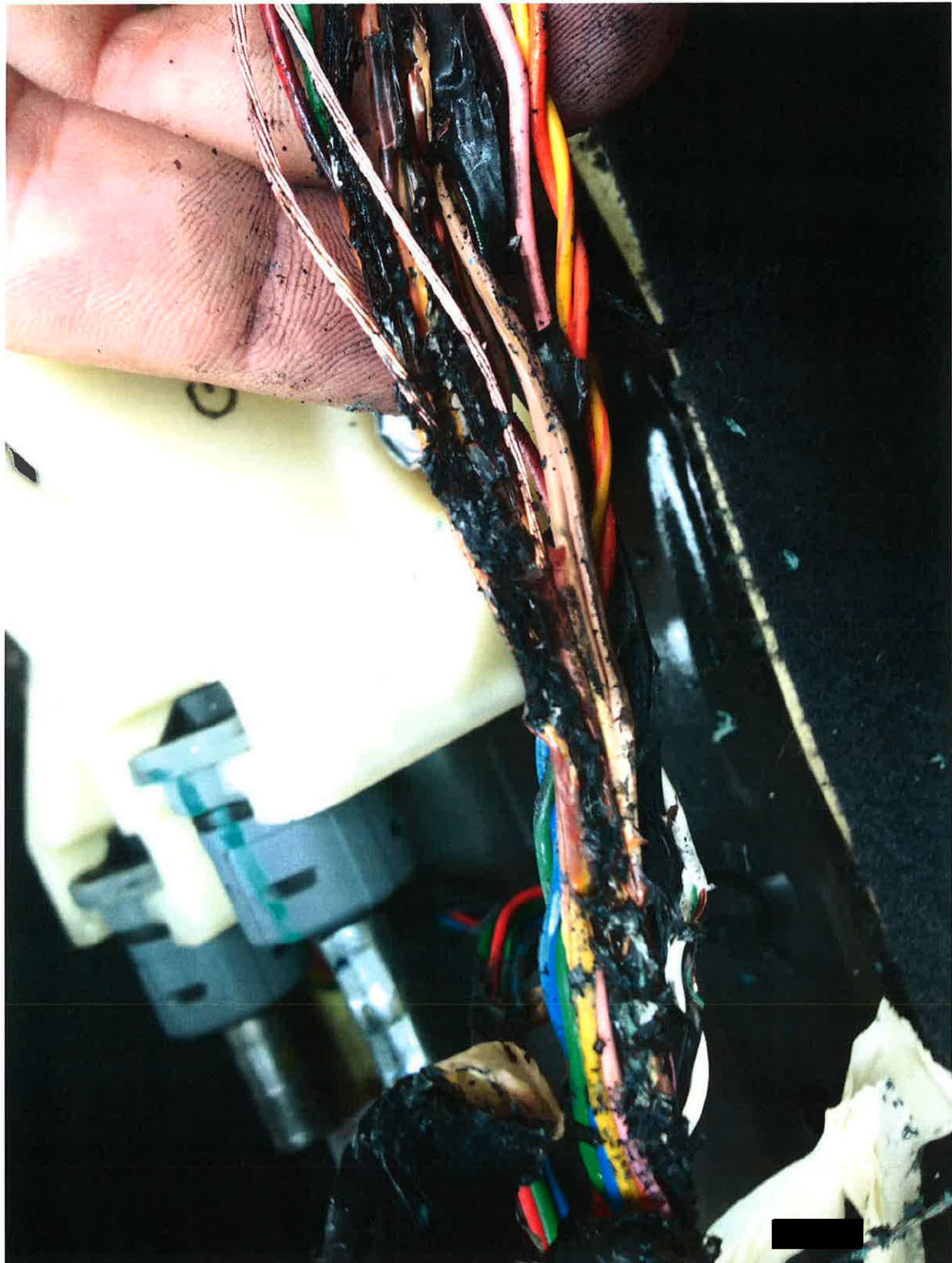
KMA Legal Dept
Irvine

[REDACTED]

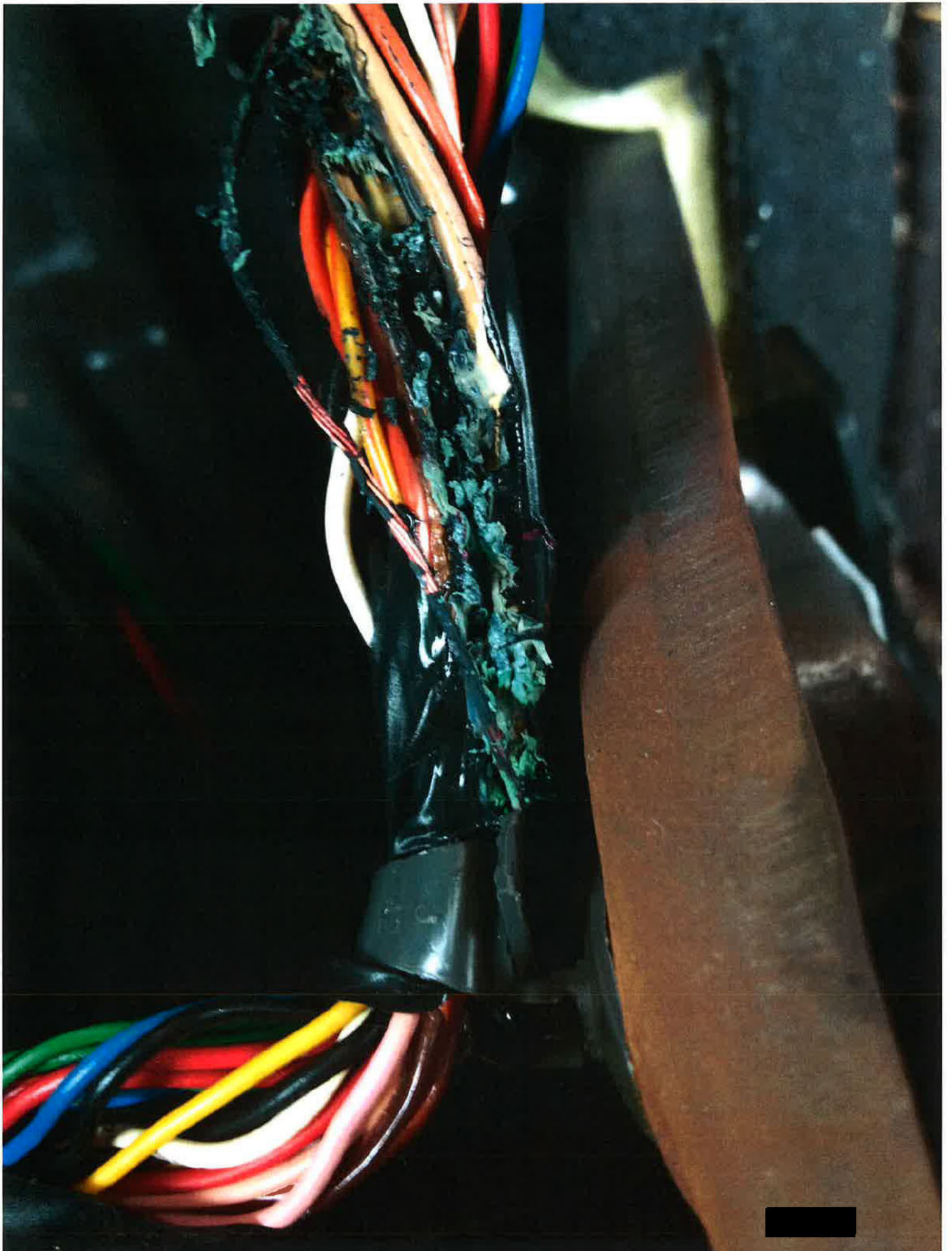


















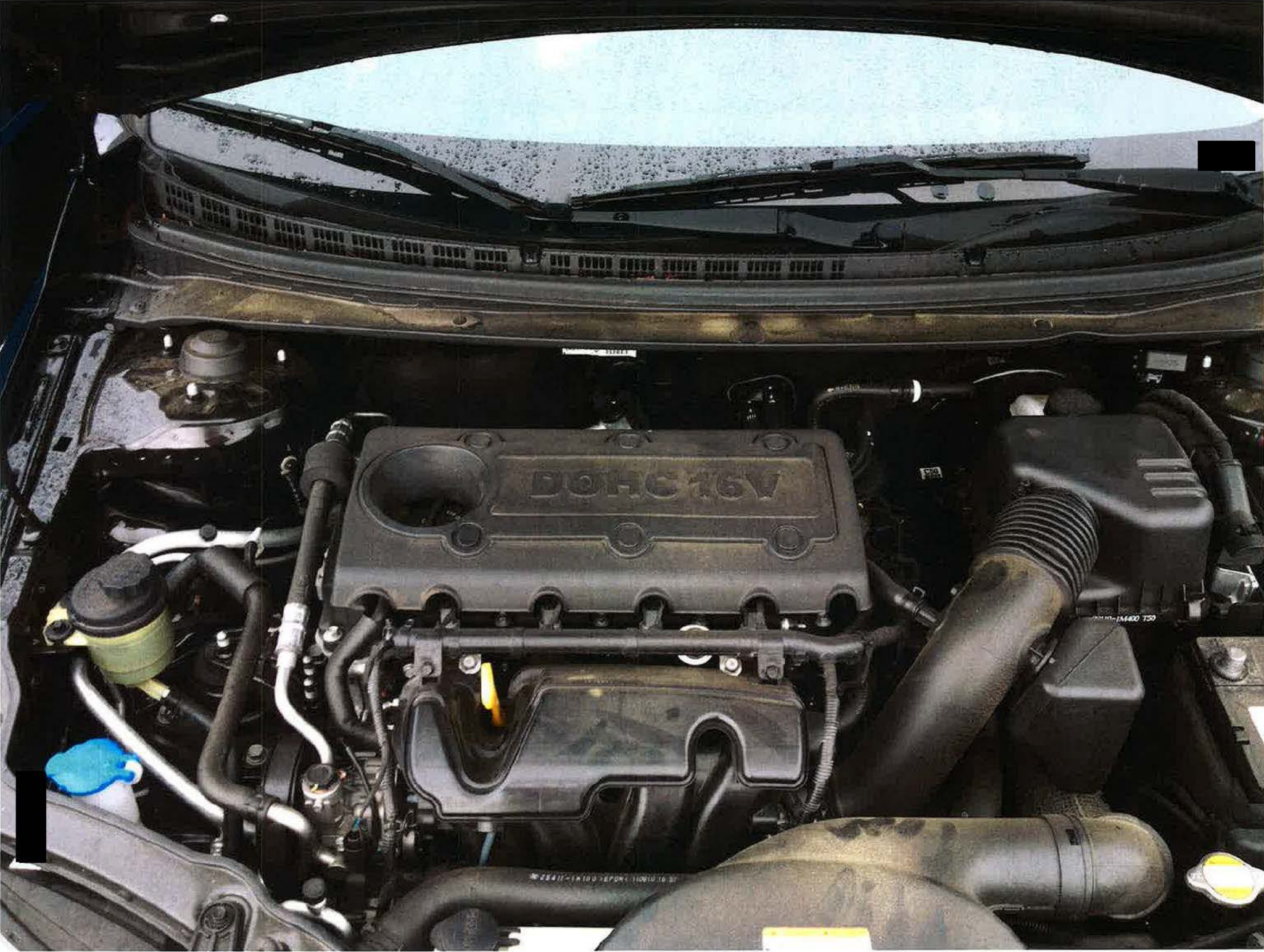




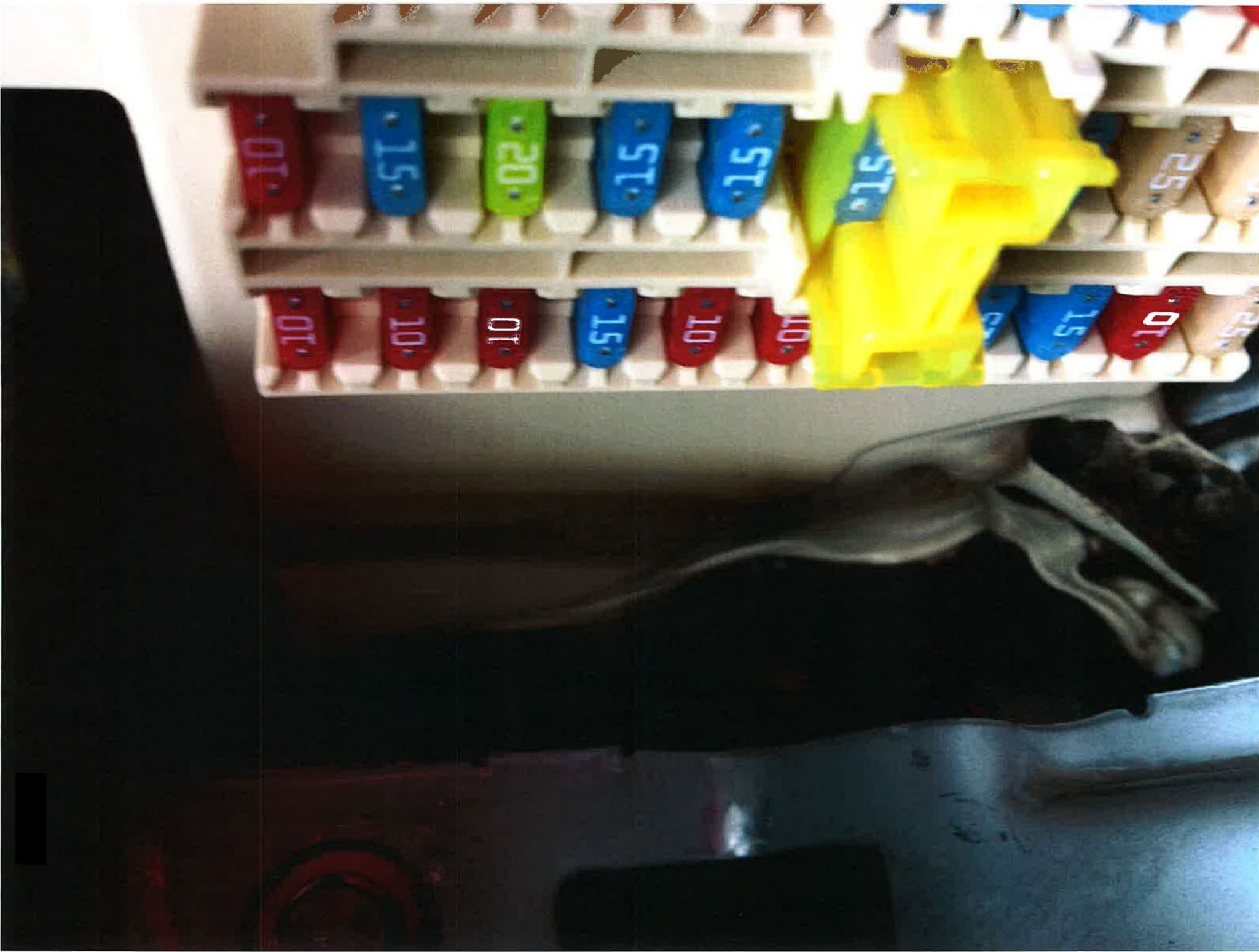




KNAFU6A20C5









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Detach component
strictly according to

Avant démontage
conformément aux

取り外す前に必ず
マニュアルの指示

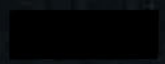
التعليمات



1MEK



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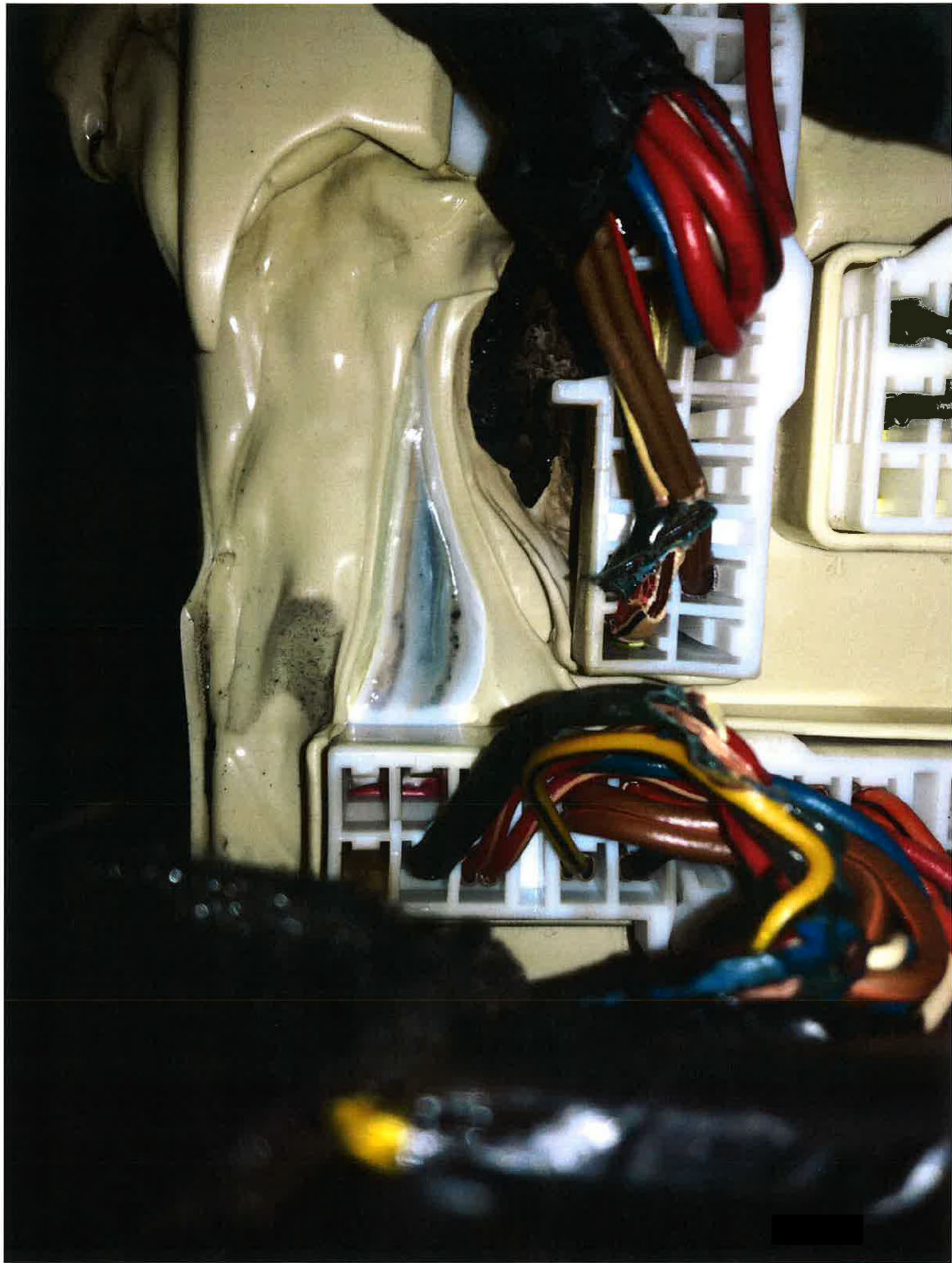




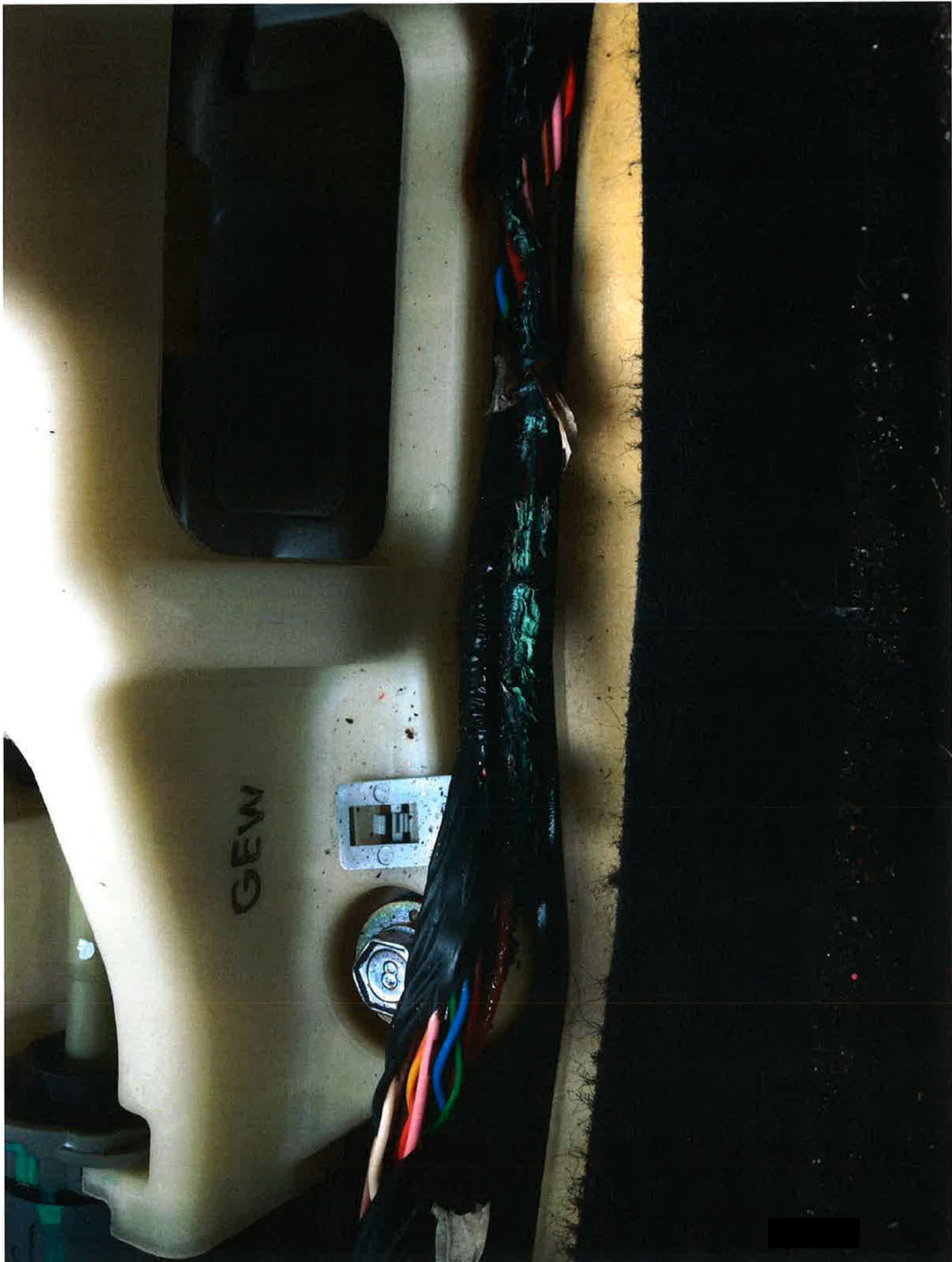






















Consumer Assistance Center Case Report

Printed By: JMoore

Case Number - [REDACTED]

06/28/2013 10:57:57 AM

Case Details

Title: cust alleges veh w ld not shut off with key out and fire in fuse box airbag dep

VIN: KNAFU6A20C5 [REDACTED]

Mileage: 35000

Status: Working

Year: 2012

Model: FORTE KOUP

Priority: Non-Priority

Severity: Low

Call Source: Phone - English

Owner: Jeremy [REDACTED]

Owner Email: JMoore@kiausa.com

Case Type Level1: Complaint

Case Type Level2: Quality

Case Type Level3: Product Liability

Case Type Level4: Fire/Explosion

Contact Details

Name: [REDACTED]

Phone: [REDACTED]

Alt Phone:

Fax:

Address1: [REDACTED]

Address2:

City: McDonough

State: GA

Zip: [REDACTED]

Email: [REDACTED]

Dealer Details

Code: GA083

Name: Rick Case Kia

Case History

*** PHONE LOG 06/24/2013 07:39:39 AM (Local Time) DLyons Action Type: Outgoing call

Writer called dealership, Rick Case Kia, to speak to service manager: Jeff

1. Calling to provide case # for customer vehicle
2. Recommend that your DPSM involved with this vehicle

Jeff states:

1. It came in the shop in the parking lot for tow in
2. Complaint that the vehicle ran hot, vehicle was shut off, key out of the ignition
3. It was going from 2-8K RPM's and cust was stating that the vehicle was shifting but make noise
4. The noise made noise when RPM's were really high - cust is shifting
5. We got the vhelcie in for low voltage codes, we cleared the codes and requested that the customer do test drive with the dealer- we did battery test and everything returned negative
6. Cust stated no time, not able to do a test drive with the deaer, then called us back to tell us that the vehicle was on fire.
7. The vehicle was towed in the second time on 6/20/2013 - an hour after release of the vehicle
8. 6/20/2013 RO# [REDACTED] miles: 35857
9. We have not touched the vehicle, working off of same RO.
10. DPSM has been contacted, no further instructions.

Writer requested to be connected to Service Manager, Charles:

1. Calling to get any further details from the vehicle returning to the dealer for fire.

Charles states:

1. We spoke to DPSM who requested e mail with everyting going on
2. E amil was sent ot DPSM on Friday, 6/21/2013
3. The fire was in the fuse panel in the left of dash - there was an electrical fire - no other damage to the interior of the vehicle
4. The battery cables removed and four hours later, the air bag had deployed on the passenger side and broke the windshield, and was towed back to us on Friday.

Writer thanked Charles for the information.

[!<For Internal Use Only:

>!]

Case History

*** PHONE LOG 06/24/2013 07:40:04 AM (Local Time) DLyons Action Type:

cust states:

Lisa [REDACTED] - mother - co buyer

1. in 11 purchased 12 Forte for my daughter
2. It has 35k miles on it, took to the dealer because it would not shut off, her key was in her had
3. The car kept running and racing, and RSA towed to the dealer
4. The dealer called her the next morning and said to come and get the vehicle
5. The airbag light was on
6. On lunch she went to pickup the vehicle, and was advised that the dealer wanted to do a test drive
7. But she could not do that, same day
8. Cust takes the vehicle back to work, and the same thing happened, the vehicle would not shut off and the key was in her had
9. It melted the fuse box in the vehicle, there was an electrical fire, the fire department put out the vehicle
10. Cust called the dealer, rick case and no one answered the phone.
11. We don't know who to call, insurance company or the dealer.
12. The airbag also deployed and cracked the windshield - the customer had disconnected the airbag
13. I will never drive this vehicle again, it could have killed her, we do not want this vehicle back
14. Cust is requesting a new vehicle.
15. The service manager called me on saturday and made it sound like it was my fault that this happened

Writer advised:

1. Apologized
2. Will need to get further information from customer - took accident report
3. Apologized for the inconvenience
4. Will be involving further personnel to review cust case today
5. Provided address for KMA, requested fire report, pics front rear and side views, provided case#
6. Will get this information to the office who handles these concerns
7. Updated cust info, no previous cases, no sc

[!<For Internal Use Only:

>!]

*** NOTES 06/24/2013 07:42:19 AM (Local Time) DLyons Action Type: Manager review

Reviewed case with TM APM, send to nca

[!<For Internal Use Only:

>!]

*** NOTES 06/24/2013 07:43:34 AM (Local Time) DLyons Action Type: Manager review

Forwarding case to NCA:

1. Cust states vehicle caught fire in the dash fuse panel
2. Cust no longer wants the vehicle - cust was advised to contact insurance company
3. Vehicle is at GA083, Rick Case Kia, DPSM is involved
4. Please review case to determine what action is needed.

[!<For Internal Use Only:

>!]

*** CASE DISPATCHED 06/24/2013 07:46:21 AM (Local Time) DLyons

from WIP OPEN CASE to Queue National CA.

*** CASE ACCEPTED 06/24/2013 11:35:09 AM (Local Time) JMoore

from Queue National CA to WIP default.

*** PHONE LOG 06/26/2013 10:35:39 AM (Local Time) JMoore Action Type: Outgoing call

Writer states:

1. Called and left message for Charles at dealer
2. Requested callback

[!<For Internal Use Only:

>!]

*** PHONE LOG 06/26/2013 10:41:57 AM (Local Time) JMoore Action Type: Outgoing call

Writer states:

1. Attempted to contact customer at number on file
2. Message states mailbox is full and hangs up

[!<For Internal Use Only:

>!]

*** CASE PRIORITY CHANGED 06/26/2013 10:42:08 AM (Local Time) JMoore

from priority Non-Priority to priority Management Special

*** PHONE LOG 06/26/2013 11:09:34 AM (Local Time) JMoore Action Type: Incoming call

Writer states:

1. Received call from Charles at dealer

Charles states:

1. The vehicle was brought in for air bag light, running with no key in the ignition, and harsh shifting from 1st to 2nd gear
2. We could not duplicate any concerns and found a low voltage code for the air bags
3. The daughter [REDACTED] picked it up and then less than an hour later called and said it was on fire
4. I was expecting it to be engulfed in flames but it was just a minor electrical fire in the fuse box

Case History

5. And then at some point the passenger air bag deployed and busted the windshield

Writer states:

1. Requested photos to be emailed
2. Do you have a better contact number?

Charles states:

1. The mother [REDACTED]
2. They apparently do not speak to each other, I have to call them both every time
3. They do not want the car back

[!<For Internal Use Only:

>!]

*** PHONE LOG 06/26/2013 11:13:44 AM (Local Time) JMoore Action Type: Outgoing call

Writer states:

1. Called and left message for [REDACTED] [REDACTED]
2. Informed that case had been escalated to NCA and writer would serve as case manager
3. Informed that dealer was currently providing photos for review and writer would be following up after that
4. Provided contact number

[!<For Internal Use Only:

>!]

*** CASE PRIORITY CHANGED 06/26/2013 11:14:18 AM (Local Time) JMoore
from priority Management Special to priority Non-Priority

*** NOTES 06/26/2013 02:19:41 PM (Local Time) JMoore Action Type: Manager review

Writer states:

1. Received photos from dealer
2. Scanned and attached to case

[!<For Internal Use Only:

>!]

*** NOTES 06/26/2013 02:21:22 PM (Local Time) JMoore Action Type: Manager review

Writer states:

1. Received photos from dealer
2. Scanned and attached to case

[!<For Internal Use Only:

>!]

Attachments to Case:

File Name

Location

[REDACTED] Photos.pdf

\\copubs\ClarifyObj\CA_Attachments\ [REDACTED] Photos.pdf

*****End Case Report [REDACTED] *****

PE19-004
KIA
6/28/2019
DEFECT C
CA FILES
FORTE KOUP





Kia Motors America, Inc.
Corporate Headquarters

111 Peters Canyon Road, Irvine, CA 92606-1790 USA
T 1 949 468 4800 F 1 949 468 4905

September 19, 2013

[REDACTED]
Van Buren, AR [REDACTED]

Re: KNAFU6A29C5 [REDACTED] - 2012 Kia Forte
Case #: [REDACTED]

Dear Mr. [REDACTED]

Thank you for calling KIA Motors Inc. and requesting assistance. We appreciate hearing from our customers who inform us of issues that need to be addressed. However, a KIA representative has not been able to get a hold of you through the phone number provided.

In order to best assist you with your concerns, we need to be in contact with you. If you still have any concerns that you would like a KIA representative to address, please contact me at 949-468-1191. Thank you again for taking the time to contact us. We look forward to hearing from you.

Sincerely, [REDACTED]

[REDACTED]
Jeannie Mojica
Kia Motors America, Inc.
National Consumer Affairs

[REDACTED]



Kia Motors America, Inc.

Corporate Headquarters

111 Peters Canyon Road, Irvine, CA 92606-1790 USA

T 1 949 468 4800 F 1 949 468 4905

March 13, 2014

Nationwide Insurance
Kathleen Styer
1 Nationwide Gateway
Des Moines, IA 50391-5595

RE:

Your Insured: [REDACTED]

Claim #: [REDACTED]

Our Case #: [REDACTED]

Car: 2012 Kia Forte

VIN: KNAFU6A29C5 [REDACTED]

Dear Ms. Styer:

This letter is to confirm that we are in receipt of your letter, dated January 2, 2014, in regards to the vehicle fire your insured had on the above stated vehicle. Please be advised that based on the information provided, there is lack of evidence to support your claim.

Kia Motors America, Inc. will take no further action in this matter at this time. If you have additional information you wish to be considered, please forward it to me at the above address. Thank you for your courtesy and cooperation.

Sincerely,

A black rectangular box redacting the signature of Jeannie Mojica.

Jeannie Mojica
National Consumer Affairs
Kia Motors America, Inc.

A black rectangular box redacting text at the bottom right of the page.



Nationwide Insurance
Allied Insurance
Nationwide Agribusiness
Titan Insurance
Victoria Insurance

Kia Motors of America
Attn: Jeannie, Case: [REDACTED]

Date prepared December 10, 2013
Claim number [REDACTED]

Questions? Contact Claims Associate
Kathleen Styer
STYERK@NATIONWIDE.COM
Phone 315-453-3587

Kia Motors of America
Attn: Jeannie, Case: [REDACTED]
111 Peters Canyon Rd
Irvine, CA 92606

Claim details

Insurer: NATIONWIDE PROPERTY & CASUALTY INSURANCE
COMPANY
Policyholder: [REDACTED]
Claimant: Kia
Claim number: [REDACTED]
Loss date: August 8, 2013
Vehicle: 2012 Kia Forte, VIN: KNAFU6A29C5 [REDACTED]

Dear Kia Motors of America ,

Please be advised that we have attempted to reach you by phone and have been unsuccessful. On December 9th a voice mail message was left advising that Nationwide was planning to conduct an additional inspection of the vehicle which would be altering in nature. We advised that we would be moving forward with this inspection unless we heard from her to advise that your company would like to attend same. As we can not hold up our investigation any longer we must proceed to conduct this inspection. Any parts/components removed from the vehicle will be retained, as well as the vehicle itself should you desire to inspect at a later date.

Thank you for your attention to this matter.

For more information

If you have any questions or concerns, please contact me at 315-453-3587 or STYERK@NATIONWIDE.COM.

Sincerely,

Kathleen Styer
NATIONWIDE PROPERTY & CASUALTY INSURANCE COMPANY
One Nationwide Gateway
Des Moines, IA 50391-5595

For your protection, California law requires the following to appear on this form. Any person who knowingly presents false or fraudulent claim for the payment of a loss is guilty of a crime and may be subject to fines and confinement in state prison.

























Nationwide Insurance
Allied Insurance
Nationwide Agribusiness
Titan Insurance
Victoria Insurance

Kia Motors of America
Case: [REDACTED]

Date prepared
Claim number

January 2, 2014

Questions?

Contact Claims Associate
Kathleen Styer
STYERK@NATIONWIDE.COM
Phone 315-453-3587

Kia Motors of America
Case: [REDACTED]
111 Peters Canyon Rd
Irvine, CA 92606

RECEIVED

JAN 06 2014

CONSUMER AFFAIRS

Claim details

Insurer: NATIONWIDE PROPERTY & CASUALTY INSURANCE COMPANY
Policyholder: [REDACTED]
Claimant: Kia Motors
Claim number: [REDACTED]
Loss date: August 8, 2013
Vehicle: 2012 Kia Forte, VIN: KNAFU6A29C5 [REDACTED]

Dear Kia Motors of America ,

Attached please find photos secured by our expert of the above captioned vehicle damaged in this matter. The fire originated in the vehicle's dash and spread thru the firewall into the engine compartment.

Upon review of these photos please contact the undersigned to discuss your company's position.

For more information

If you have any questions or concerns, please contact me at 315-453-3587 or STYERK@NATIONWIDE.COM.

Sincerely,

Kathleen Styer
NATIONWIDE PROPERTY & CASUALTY INSURANCE COMPANY
One Nationwide Gateway
Des Moines, IA 50391-5595

For your protection, California law requires the following to appear on this form. Any person who knowingly presents false or fraudulent claim for the payment of a loss is guilty of a crime and may be subject to fines and confinement in state prison.





Nationwide Insurance
Allied Insurance
Nationwide Agribusiness
Titan Insurance
Victoria Insurance



Kia Motors of America

Page 1 of 2

Date prepared November 20, 2013

Claim number [REDACTED]

Questions?

Contact Claims Associate
Kathleen Styer
STYERK@NATIONWIDE.COM
Phone 315-453-3587

Kia Motors of America
111 Peters Canyon Rd
Irvine, CA 92606

Claim details

Insurer: NATIONWIDE PROPERTY & CASUALTY INSURANCE COMPANY
Policyholder: [REDACTED]
Claimant: Kia Motors
Claim number: [REDACTED]
Loss date: August 8, 2013
Vehicle: 2012 Kia Foret, VIN: KNAFU6A29C5 [REDACTED]

Dear Kia Motors of America ,

Please be advised that Nationwide is the insurance carrier for the above-named insured, who sustained fire damage to his automobile on the above date of loss. Our preliminary investigation reveals that this fire may have resulted from a defect in the automobile, therefore we are placing you on notice of a potential claim against you, as well as providing you with the opportunity to inspect the vehicle.

Please be advised that a destructive exam of the vehicle will be held within the next 14 days and therefore we request you contact the undersigned upon receipt of this notice to advise your intentions with regards to attending this destructive inspection.

Thank you for your prompt attention to this matter.

For more information

If you have any questions or concerns, please contact me at 315-453-3587 or STYERK@NATIONWIDE.COM.

Sincerely,

Kathleen Styer
NATIONWIDE PROPERTY & CASUALTY INSURANCE COMPANY



For your protection, California law requires the following to appear on this form. Any person who knowingly presents false or fraudulent claim for the payment of a loss is guilty of a crime and may be subject to fines and confinement in state prison.



PE19-004
KIA
6/28/2019
DEFECT C
CA FILES
FORTE KOUP







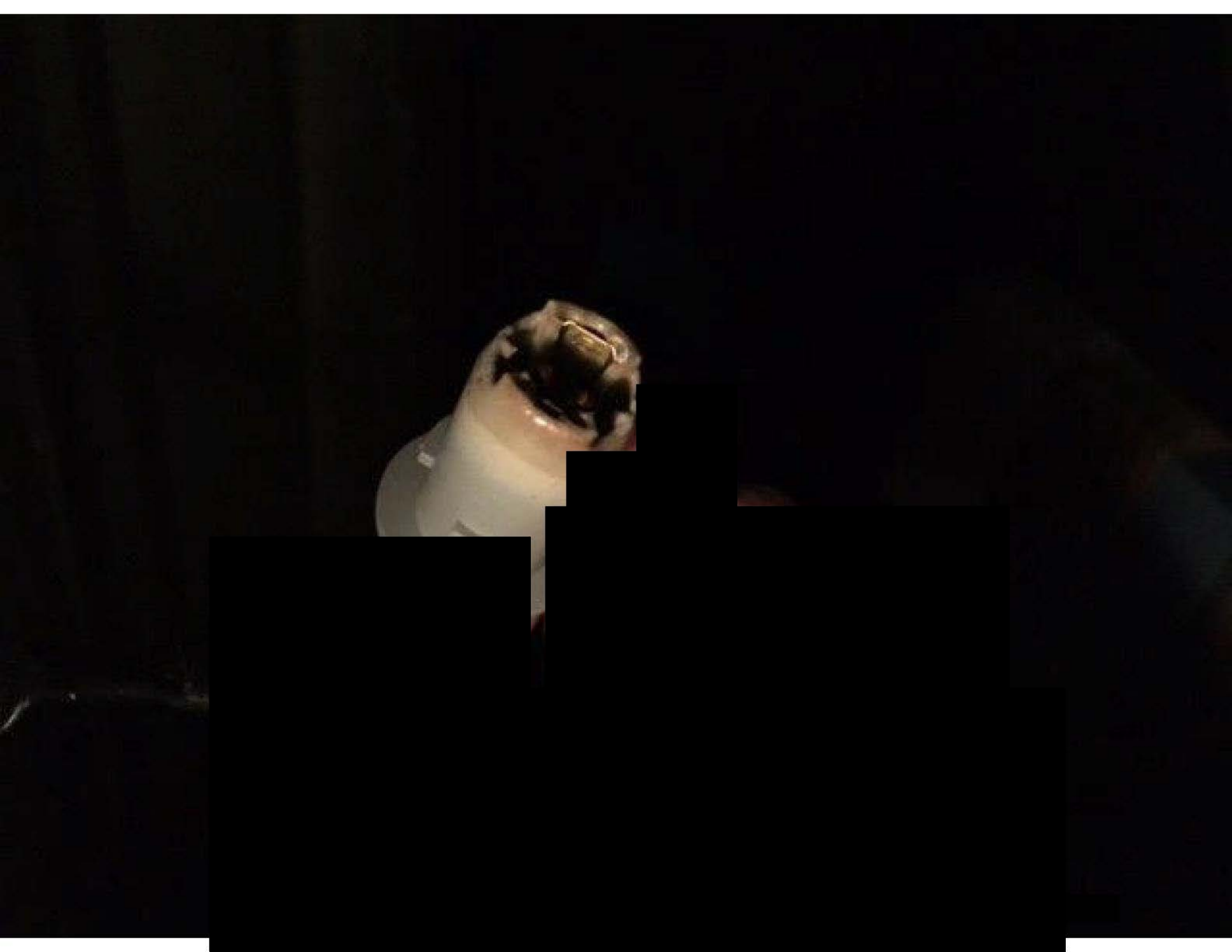












PE19-004
KIA
6/28/2019
DEFECT C
CA FILES
FORTE KOUP







recall?

- Toa Alta, PR, USA

#1

Forte

35,000 MILES

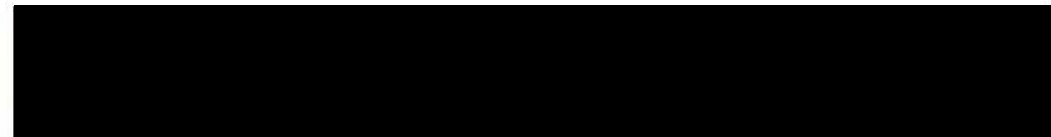
2013

JUN 12

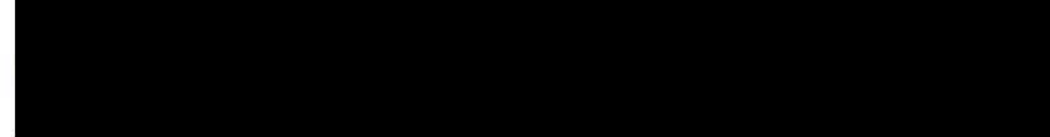
The contact owns a 2012 Kia Forte. The contact stated that while the vehicle was powered off and parked, the engine started racing. The vehicle stopping after running for one full hour. The contact had to have the vehicle towed to a dealer however, the dealer could not find an issue with the vehicle. The failure recurred later and the vehicle became engulfed in flames. In addition, the air bags independently deployed. The fire department was called and was able to extinguish the fire. The vehicle was then towed to a dealer, who stated that the coating around the wire near the emergency brakes had melted and left the wires exposed. The dealer stated that the wiring harness needed to be replaced. The contact called the manufacturer and filed a complaint. The failure mileage was 35,000.

- McDonough, GA, USA




on Facebook




on Twitter



Switch to the full (non-mobile) website

PE19-004
KIA
6/28/2019
DEFECT C
CA FILES
FORTE KOUP



WEBB, STOKES & SPARKS, L.L.P.

ATTORNEYS AT LAW

Aubrey D. Stokes (1921-1990)

*Tom Webb (1926-1996)

*Sam D. Sparks

* Max Parker

*Guy D. Choate

* Mary Noel Golder

*Carlos Rodriguez

314 West Harris

—

P.O. Box 1271

San Angelo, Texas 76902

(325) 653-6866

Fax (325) 655-1250

edsparks@webbstokessparks.com

mparker@webbstokessparks.com

gdchoate@webbstokessparks.com

mngolder@webbstokessparks.com

crodr@webbstokessparks.com

* Board Certified
Personal Injury Trial Law
Texas Board of Legal Specialization
National Board of Trial Advocacy

FAX TRANSMITTAL

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DATE: June 1, 2017
TO: Samuel Kim
COMPANY: Kia Motors America
FAX NO: 949-299-3230
FROM: Bertha A. Urteaga
OF PAGES: 3 (including cover sheet)

MESSAGE: Letter of Representation for [REDACTED]

RE: 2016 Kia Forte Koup SX

Please contact Bertha A. Urteaga if you do not receive all pages.

File Name: [REDACTED]

Sent by: BAU

Email: burteaga@webbstokessparks.com

WEBB, STOKES & SPARKS, L.L.P.

ATTORNEYS AT LAW

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—

P.O. Box 1271

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gdchoate@webbstokessparks.com

mngolder@webbstokessparks.com

crodr@webbstokessparks.com

* BOARD CERTIFIED

PERSONAL INJURY TRIAL LAW

TEXAS BOARD OF LEGAL SPECIALIZATION

♣ NATIONAL BOARD OF TRIAL ADVOCACY

June 1, 2017

Fax No.: 949-299-3230

Kia Motors America

Attn: **Samuel Kim**

111 Peters Canyon Rd

Irvine, CA 92606

Fax No.: 855-475-0123

GEICO Insurance

Attn: **Ken Porter**

Re:	<i>Our Client</i>	:	[REDACTED]
	<i>GEICO Claim</i>	:	[REDACTED]
	<i>Date of Incident</i>	:	[REDACTED] 2017
	<i>Place of Incident</i>	:	Dallas Street, San Angelo, TX
	<i>Vehicle</i>	:	2016 Kia Forte Koup SX
	<i>VIN#</i>	:	KNAFZ6A32G5 [REDACTED]

Dear Mr. Kim and Mr. Porter,

This is to advise you that we have been retained to represent [REDACTED] regarding a fire that engulfed his essentially brand new 2016 Kia Forte Koup SX. This automobile was a major purchase for [REDACTED]. Ironically, [REDACTED] who has always paid his bills and is essentially debt free could only get credit at a staggering 18% while a person with major debt and maxed credit cards get a lower rate because they have "established credit".

The long and the short of this situation is a defect caused this car to burn up. It is virtually res ipsa loquitur. Further, the vehicle was fully covered, this is a comprehensive claim and short of his deductible, he has a right to be put back into the situation he was in immediately before the defective products was burned up.

At this point, I am willing to represent pro bono to get this problem solved. That will involve getting him back to where he was without having to pay a down payment for a second time when his car was destroyed through no fault of his own. [REDACTED] only wants what is right.

[REDACTED]

06/1/17

Page 2 of 2

He is willing to accept and I am willing to advise him to accept that he be put back into a similar vehicle at a similar or lower monthly payment, given his good job, good character and certain credit worthiness and he will agree to a non-disclosure agreement and provide a complete release to all parties.

We understand that GEICO will have a subrogation right against Kia so I suggest the two entities put their heads together and figure out the quickest and most fair way to make [REDACTED] whole and allow him to put this behind him and get back into a vehicle.

We would be happy to work this matter out on a mutually satisfactory basis. Feel free to contact me with ideas that are productive towards this end.

Sincerely,

WEBB, STOKES & SPARKS, L. L. P.

[REDACTED]

GUY D. CHOATE

GDC/BAU

[REDACTED]



3970 Arden Road

San Angelo, TX 76901

Phone: (325) 276-3683 • Fax: (325) 284-3100

www.kellygrimsleykia.com

DATE 02/23/2017

Deal # 942

TITLE TO:		SOLD TO:					
ADDRESS:		ADDRESS:					
CITY SAN ANGELO	STATE TX	ZIP	CITY SAN ANGELO				
LIEN TO		PHONE - RES.					
SALESMAN TONY CANALES		PHONE - WORK					
STOCK NO.	YEAR	MAKE	MODEL & BODY STYLE	COLOR	N.U.D.	IDENTIFICATION NUMBER	
	2016	KIA	FORTE	SILVER	NEW	KNAFZ6A32G5	
MILEAGE OF UNIT SOLD: 15				MILEAGE OF TRADE-IN:			
(See Odometer Certification For Verified Mileage)				(See Odometer Certification For Verified Mileage)			
TRADE-IN	YEAR	MAKE	MODEL & BODY STYLE	COLOR	CYL.	IDENTIFICATION NUMBER	VAL.

The Dealer's Inventory Tax Charge is intended to reimburse the dealer for ad valorem taxes on its motor vehicle inventory. The charge, which is paid by the dealer to the county tax assessor-collector, is not a tax imposed on a consumer by the government, and is not required to be charged by the dealer to the consumer.

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.

Initials **N/A**

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 RELATING TO THE SALE. A DOCUMENTARY FEE MAY NOT EXCEED A REASONABLE AMOUNT AGREED TO BY THE PARTIES. THIS NOTICE IS REQUIRED BY LAW.

SHOW LIEN TO: **SANTANDER CONSUMER USA**ADDRESS: **PO BX 961288****FORT WORTH TX 76161**

ATTN:

PAYOFF TO: **N/A**ADDRESS: **N/A**

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, THAT THE PURCHASER HAS READ ITS TERMS AND CONDITIONS AND HAS RECEIVED A TRUE COPY OF THIS ORDER, 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.

I, the undersigned purchaser, warrant title to the above described trade in (if applicable) and hereby assign, sell and transfer said automobile to the above named Dealership. I own said automobile and have the right to sell and deliver it to the Dealership.

Initials

PRICE		\$ 20337.40
ACCESSORIES	+	N/A
LESS TRADE-IN	-	N/A
CASH DIFF.		20337.40
STATE TAX	+	1271.09
LUXURY TAX	+	N/A
LICENSE	+	153.00
TITLE FEE	+	28.00
STATE INSPECT.	+	7.00
DOCUM. FEE	+	150.00
DEALER INV. TAX		42.51
TOTAL		21989.00
PAY-OFF ON TRADE-IN	+	N/A
CASH TOTAL		21989.00
REBATE		N/A
CASH RECEIVED	-	4500.00
BALANCE DUE		17489.00
PHY. DAM. INS.	+	N/A
GAP INS.	+	N/A
CREDIT LIFE INS.	+	N/A
ACC. & HEALTH INS.	+	N/A
EXT. SERVICE	+	3086.00
BAL. TO FINANCE		20575.00
FINANCE CHARGE	+	13212.44
TOTAL PAYMENTS	+	33787.44
72	PAYMENTS AT \$	469.27 A.P.R. 18.00

DISCLAIMER OF WARRANTIES

Any warranties on the product sold are those made by the manufacturer(s) of those products. The seller sells the product in its as is condition and the seller expressly disclaims all warranties, either expressed or implied, including but not limited to any implied warranty of merchantability or fitness for particular purpose. Seller makes no warranties which extend beyond the description on the face of this contract. Seller neither assumes nor authorizes any other person to assume for seller any liability in connection with the sale of the product in this contract.

SOCIAL SECURITY #:

Acknowledged by PURCHASER:

KG Auto ACCEPTED:

55617*1*KIA-FI









NFIRS-1 Basic

A

[REDACTED]	TX	[REDACTED]	[REDACTED]	2017	Station 1 (ST1)	[REDACTED]	0
FDID	State	Month	Day	Year	Station	Number	Exposure

B Location Type

Census tract: [REDACTED]

Street Address
☒ Intersection
☐ In Front Of
☐ Rear Of
☐ Adjacent To
☐ Directions
☐ US National Grid

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Number	Prefix	Street or Highway	Street Type	Suffix

[REDACTED]	SAN ANGELO	TX	[REDACTED]
Apt./Suite/Room	City	State	Zip Code

[REDACTED]
Cross Street

C Incident Type

131-Passenger vehicle fire

D Aid Given Or Received

1 Mutual Aid Received
 2 Auto. Aid Received
 3 Mutual Aid Given
 4 Auto. Aid Given
 5 Other Aid Given
☒ None

Their FDID	Their State
Their Incident Number	

E1 Dates and Times

Alarm [REDACTED] 2017 13:36
 Arrival [REDACTED] 2017 13:45
 Controlled [REDACTED]
 Last Unit Cleared [REDACTED] 2017 14:54

E2 Shifts and Alarms

B [REDACTED] [REDACTED]
 Shift or Alarms District
 Platoon

E3 Special Studies

ID# [REDACTED] Value [REDACTED]

F Actions Taken

11-Extinguishment by fire service personnel
 Primary Action Taken
 12-Salvage & overhaul
 Additional Action Taken

G1 Resources

☒ Apparatus or Personnel Module is used.

	Apparatus	Personnel
Suppression	1	4
EMS	1	2
Other	1	1

Resource counts include aid received resources.

G2 Estimated Dollar Losses and Values

Losses: Required for all fires if known. Optional for all non-fires. None

Property: \$ 15,000.00
 Contents: \$ 500.00

Pre-Incident Values: Optional None

Property: \$ 15,000.00
 Contents: \$ 500.00

Completed Modules 2 - Fire 3 - Structure Fire 4 - Civilian Fire Cas. 5 - Fire Service Cas. 6 - EMS 7 - HazMat 8 - Wildland Fire 9 - Apparatus 10 - Personnel 11 - Arson	H1 Casualties ☒ None <table border="1"> <tr> <td></td> <td>Deaths</td> <td>Injuries</td> </tr> <tr> <td>Fire Service</td> <td>0</td> <td>0</td> </tr> <tr> <td>Civilian</td> <td>0</td> <td>0</td> </tr> </table>		Deaths	Injuries	Fire Service	0	0	Civilian	0	0	H3 Hazardous Materials Release 1 - Natural Gas 2 - Propane Gas 3 - Gasoline 4 - Kerosene 5 - Diesel Fuel / Fuel Oil 6 - Household Solvents 7 - Motor Oil 8 - Paint 0 - Other ☒ None	I Mixed Use Property Not Mixed 10 - Assembly Use 20 - Education Use 33 - Medical Use 40 - Residential Use 51 - Row Of Stores 53 - Enclosed Mall 58 - Business and Residential 59 - Office Use 60 - Industrial Use 63 - Military Use 65 - Farm Use 00 - Other Mixed Use
		Deaths	Injuries									
Fire Service	0	0										
Civilian	0	0										
H2 Detector Required for Confined Fires 1 - Detector Alerted Occupants 2 - Detector Did Not Alert Them 3 - Unknown												

J Property Use None Structures 131 Church, Place of Worship 161 Restaurant or Cafeteria 162 Bar/Tavern or Nightclub 213 Elementary School, Kindergarten 215 High School, Junior High 241 College, Adult Education 311 Nursing Home 331 Hospital	341 Clinic, Clinic-Type Infirmary 342 Doctor/Dentist Office 361 Prison or Jail, Not Juvenile 419 1- or 2-Family Dwelling 429 MultiFamily Dwelling 439 Rooming/Boarding House 449 Commerical Hotel or Motel 459 Residential, Board and Care 464 Dormitory/Barracks 519 Food and Beverage Sales	539 Household Goods, Sales, Repairs 571 Gas or Service Station 579 Motor Vehicle/Boat Sales/Repairs 599 Business Office 615 Electric-Generating Plant 629 Laboratory/Science Laboratory 700 Manufacturing Plant 819 Livestock/Poultry Storage (Barn) 882 Non-Residential Parking Garage 891 Warehouse
--	--	--

Outside 124 Playground or Park 655 Crops or Orchard 669 Forest (Timberland) 807 Outdoor Storage Area 919 Dump or Sanitary Landfill 931 Open Land or Field 936 Vacant Lot	938 Graded/Cared for Plot of Land 946 Lake, River, Stream 951 Railroad Right-of-Way 960 Other Street 961 ☒ Highway/Divided Highway 962 Residential Street/Driveway 981 Construction Site 984 Industrial Plant Yard	Property Use: Description Look up and enter a Property Use code and description only if you have NOT checked a Property Use box.
--	---	--

K2

Owner		Property Owner		[REDACTED]	
Local Option	Person/Entity Type	Business Name (if applicable)	Phone Number		
Mr., Ms., Mrs.	First Name	MI	Last Name	Suffix	
Number	Prefix	Street or Highway	Street Type	Suffix	
Post Office Box	Apt./Suite/Room	City			
TX	76904				
State	Zip Code				

L Remarks:

L1 dispatched for possible vehicle fire. Initial dispatch advised it was going to be at the intersection of the dispatched address. Upon approach L1 crew could see heavy smoke coming from the area. When L1 got closer we could see the vehicle and it was on the highway just below the intersection that had been dispatched under the overpass. There was no way for L1 to reach the vehicle without first driving down to the Glenna St cross over so we could get on the highway. Once L1 arrived on scene we pulled 1 3/4 pre connected line for fast attack. PD already had traffic blocked off and all traffic was being diverted to the access road. There was a passenger car that was fully involved and PD reported that all occupants were out of the vehicle. L1 crew witnessed some arcing coming from the vehicle before we hit it with water. L1 crew first put out the fire in the passenger area of the vehicle and then we used a haligan to open up the hood. The fire under the hood was then put out. L1 crew used about 350 gallons of water to extinguish the fire. L1 called for FM to respond to the scene. The fire was out and FM1 arrived on scene to investigate. PD had called for ambulance to come to the scene for driver of the vehicle. M5 was responding. L1 made contact with the pt and he had a minor 1st degree burn on the top of his R foot. L1 crew asked him if he wished to go to the hospital via ambulance and he advised that he did not wish to go. L1 canceled M5 en route. L1 obta...

Full primary narrative can be found in NFIRS 15 - Supplemental

M Authorization				
Officer In Charge ID	Signature	Position or Rank	Assignment	Date
1059	NAYLOR, CHRISTOPHER	CAPTAIN	Station 1	2017
1059	NAYLOR, CHRISTOPHER	CAPTAIN	Station 1	2017
Member Making Report ID	Signature	Position or Rank	Assignment	Date

NFIRS-2 Fire

A	
FDID	TX
Month	Day
Year	2017
Station	Station 1 (ST1)
Number	0
Exposure	

B	C
Property Details B1 ☒ Not Residential Estimated number of residential living units in the building of origin whether or not all units became involved B2 ☒ Buildings Not Involved Number of buildings involved B3 ☒ None Less than 1 acre Acres burned (outside fires)	On-Site Materials Or Products ☒ None On-Site Materials Storage Use ☒ None

D	E1	E3
Ignition D1 ☒ 81-Operator/passenger area of transportation equipment Area of Fire Origin D2 ☒ 13-Electrical arcing Heat Source D3 ☒ Undetermined Item First Ignited D4 ☒ 77-Plastic-coated fabric Type of Material First Ignited	Cause of Ignition 1 - Intentional 2 - Unintentional ☒ 3 - Failure of Equipment or Heat Source 4 - Act of Nature 5 - Cause Under Investigation U - Cause Undetermined After Investigation E2 Factors Contributing to Ignition ☒ 34-Unspecified short-circuit arc Factor Contributing to Ignition	Human Factors Contributing to Ignition Check all applicable boxes ☒ None 1 - Asleep 2 - Possibly impaired by alcohol or drugs 3 - Unattended person 4 - Possibly Mentally Disabled 5 - Physically Disabled 6 - Multiple Persons Involved 7 - Age Was A Factor Estimated Age of Person Involved Male ☐ Female ☐

F1	F2	G
Equipment Involved in Ignition ☒ None ☐ Equipment Involved Brand Model Serial # Year	Equipment Power Source ☐ Equipment Power Source F3 Equipment Portability 1 - Portable 2 - Stationary Portable equipment normally can be moved by one or two persons.	Fire Suppression Factors ☒ None

H1	H2	Local Use
Mobile Property Involved 1 - Not involved in ignition, but burned 2 - Involved in ignition, but did not burn ☒ 3 - Involved in ignition and burned None	Mobile Property Type and Make ☒ 11-Automobile, passenger car, ambulance, race car Mobile Property Type KI-Kia Mobile Property Make Forte Koup Year 2016 Mobile Property Model Texas KNAFZ6A32GS State License Plate Number VIN	Pre-Fire Plan Available Arson Report Attached Police Report Attached Coroner Report Attached Other Reports Attached

NFIRS-9 Apparatus or Resources

A

FDID	TX	Month	Day	2017	Station 1 (ST1)	Number	0
FDID	State	Month	Day	Year	Station	Number	Exposure

B

Apparatus/Resource	Dates/Times	Sent	Number of People	Apparatus Use	Actions Taken
ID: FM1 Type: 99-Privately owned vehicle	Dispatch: 2017 13:42 Arrival: Clear: 2017 14:45	☒ Sent	1	Suppression EMS ☒ Other	86-Investigate
ID: L1 Type: 12-Truck or aerial	Dispatch: 2017 13:36 Arrival: 2017 13:45 Clear: 2017 14:54	☒ Sent	4	☒ Suppression EMS Other	11-Extinguishment by fire service personnel 12-Salvage & overhaul
ID: MS Type: 76-ALS unit	Dispatch: 2017 13:51 Arrival: Clear:	☒ Sent	2	Suppression ☒ EMS Other	93-Cancelled en route

NFIRS-10 Personnel

A

FDID	TX	Month	Day	Year	Station 1 (ST1)	Number	Exposure
				2017			0

B

Apparatus/Resource	Dates/Times	Sent	Number of People	Apparatus Use	Actions Taken
ID: FM1	Dispatch: /2017 13:42	Sent	1	Suppression EMS Other	86-Investigate
Type: 99-Privately owned vehicle	Arrival: ☐ ☐				
	Clear: /2017 14:45				

Personnel ID	Name	Rank	Role	Attend	Actions Taken
34958	Coleman, Henry	Fire Marshal	5588002-Officer	☒	☐

ID: L1	Dispatch: /2017 13:36	Sent	4	Suppression EMS Other	11-Extinguishment by fire se 12-Salvage & overhaul
Type: 12-Truck or aerial	Arrival: /2017 13:45				
	Clear: /2017 14:54				

Personnel ID	Name	Rank	Role	Attend	Actions Taken
34957	MORALES, MICHAEL	DRIVER	5588001-Driver	☒	☐
34956	NAYLOR, CHRISTOPHER	CAPTAIN	5588002-Officer	☒	☐
34955	RUSSELL, CHATTA	LIEUTENANT	5588004-Crew 4	☒	☐
34954	COFFEY, JOSHUA	DRIVER	5588003-Crew 3	☒	☐

ID: M5	Dispatch: /2017 13:51	✓ Sent	2	Suppression EMS Other	93-Cancelled en route
Type: 76-ALS unit	Arrival: ☐ ☐				
	Clear: ☐ ☐				

Personnel ID	Name	Rank	Role	Attend	Actions Taken
34961	HARTMAN, BRAD	APPARATUS OPERATOR	5588003-Crew 3	☒	☐
34962	BELL, BRICE	APPARATUS OPERATOR	5588004-Crew 4	☒	☐

NFIRS-1S Supplemental

A

WN704	TX	05	02	2017	Station 1 (ST1)	[REDACTED]	0
FDID	State	Month	Day	Year	Station	Number	Exposure

Additional Narrative (#1 of 1):

Vehicle Fire

San Angelo, Texas

Vehicle Make Model: 2016 Kia Forte Koup

VIN: KNAFZ6A32G

Lic Plate: [REDACTED]

Insurance: Geico Policy# [REDACTED]
800-841-3000

On May 2, I was dispatched to a reported vehicle fire on the [REDACTED]. On arrival the fire department was extinguishing a KIA Forte that had been totally involved. I started my examination by looking over the entire vehicle in a clockwise manner. An initial examination of the vehicle showed a complete burn out throughout the entire vehicle. I noticed that the rear of the vehicle was unaffected in the area around the bumper and that the rear license plate was unaffected by the fire. As I approached the driver's side door, I noted that burn patterns on the vehicle showed excessive burning at the floor level adjacent to the driver's side seat. I examined the underneath side of the vehicle ceiling and noted that there was an extensive amount of heat damage directly above the passenger seat. I then examined the engine compartment and found no physical damage relating to a direct fire cause. The burning in this area appeared to be an exposure from the passenger compartment and not related to any type of engine failure. The lower portion of the passenger side door of the vehicle's exterior was unaffected and also appeared to be the result of heat and fire transfer coming from the driver's side of the vehicle. The burn patterns in the truck also appeared to be a result of heat and fire transfer coming from the same area. As I began looking over the inside of the vehicle, I noticed that there were several signs of possible electrical arcing on the wire harness running on the floor board adjacent to the driver's side front seat. The wires had several beaded formations which indicated the result of localized heating where some locations along the wire attained a higher temperature above the average temperature of a typical fire. This wiring is arranged in a format coming from the dash/engine area to the rear of the vehicle. There were no other indicators of any potential ignition sources discovered in the vehicle. Due to the excessive damage, I could not determine what the wires were powering or exactly where they initiated. Other wires in the vehicle did not exhibit signs of arcing.

After conducting my examination, I spoke with the owner/operator of the vehicle who stated that he left work and was traveling along the expressway when he discovered smoke coming from beneath his seat. He pulled over and noted fire below the seat and exited the vehicle. His statement was consistent to my finding of the area of origin located in that area.

In my professional opinion, the ORIGIN of the fire is in the area on the floorboard of the driver's side front seat and the CAUSE is UNDETERMINED. While the vehicle's wiring harness which leads from the front of the vehicle to the rear of the vehicle shows indications of arcing, the exact cause could not be determined.

R. Coleman
Fire Marshal



Family & Friends (KFA) PIN Certificate

Present this certificate to a participating Kia dealer prior to purchase, to receive Program discount

PIN : [REDACTED]

First Name : [REDACTED]

Last Name: [REDACTED]

Issue Date : 08/08/2017

Expiration Date : 09/07/2017

I certify that I am the person whose name appears on this certificate.

Authorized By:

Customer Signature: _____

Name: _____

Date: _____

Dealer Code: _____

Date: _____

Disclaimer

PIN is non-transferable and can not be reused once a purchase has been made. Vehicle must be purchased from a participating Kia dealer in the name of the person appearing on this certificate. This program is not eligible for a KMA APR/Lease Programs. See dealer for complete offer details.

Offer good only in the Continental United States, District of Columbia, Hawaii, and Alaska.

Kia Motors America, Inc. reserves the right to modify or discontinue the Kia Family & Friends Purchase Program any time without notice.



ORIGIN ID: DTHA (949) 468-4708

KIA MOTORS
111 PETERS CANYON ROAD

IRVINE, CA 92606
UNITED STATES US

SHIP DATE: 11AUG17
ACTWGT: 0.50 LB MAN
CAD: 358537/CAFE3107

BILL SENDER

TO **BERTHA URTEAGA**
WEBB STOKES & SPARKS
314 W HARRIS AVE

SAN ANGELO TX 76903

(326) 858-8886

REF:

INV:
PO:

DEPT:



FedEx
Express



TRK#
0201

MON - 14 AUG 3:00P
STANDARD OVERNIGHT

SB SJTA

TX-US **AUS**



Part # 156148V-434 RIT2 EXP 03/18 ***

2016 KIA Forte SX

Stock#: [REDACTED]

VIN: KNAFZ6A32G5 [REDACTED]



~~Dealer~~
~~Dismantler~~
~~Rebuilder~~
~~Scrapper~~
~~Exporter~~
~~Other Licensed Business~~
~~Non-Auto Licensed Business~~

IAA Condition Details

Loss: Fire
Primary Damage: Total Burn
Odometer: Inoperable Digital Dash
Start Code: Cannot Test Start
Key: Key(s) Missing
Vehicle Wheels: Standard Wheels
Airbags Checked: Driver:
None
Left:
None
Passenger:
None
Right:
None

Selling Branch: Abilene (TX)
Vehicle Location: At the branch
Auction Date and Time: Not Ready for Sale
Lane/Item #: Available two days before sale
Seller: Geico Insurance
Actual Cash Value: \$17,472 USD
Estimated Repair Cost: \$20,980 USD
Title/Sale Doc: Wait Title

VIN Details

VIN (Status): KNAFZ6A32G5 [REDACTED] (OK)
Vehicle: Automobile
Manufactured In: US
Body Style: Coupe 2 Door
Vehicle Class: 2-door Compact Passenger Car
Model: Forte
Series: SX
Engine: 1.6L I4 FI DOHC 16V NF4, Turbo
Fuel Type: Gasoline
Cylinders: 4 Cylinders
Restraint System: Du Frnt/Sd/Hd Air Bgs/Rr Hd Ar Bgs/Act Belts
Transmission: Unknown
Drive Line Type: Front Wheel Drive
Exterior/Interior: Gray / Brown

[More VIN Details](#)

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05/11/2017



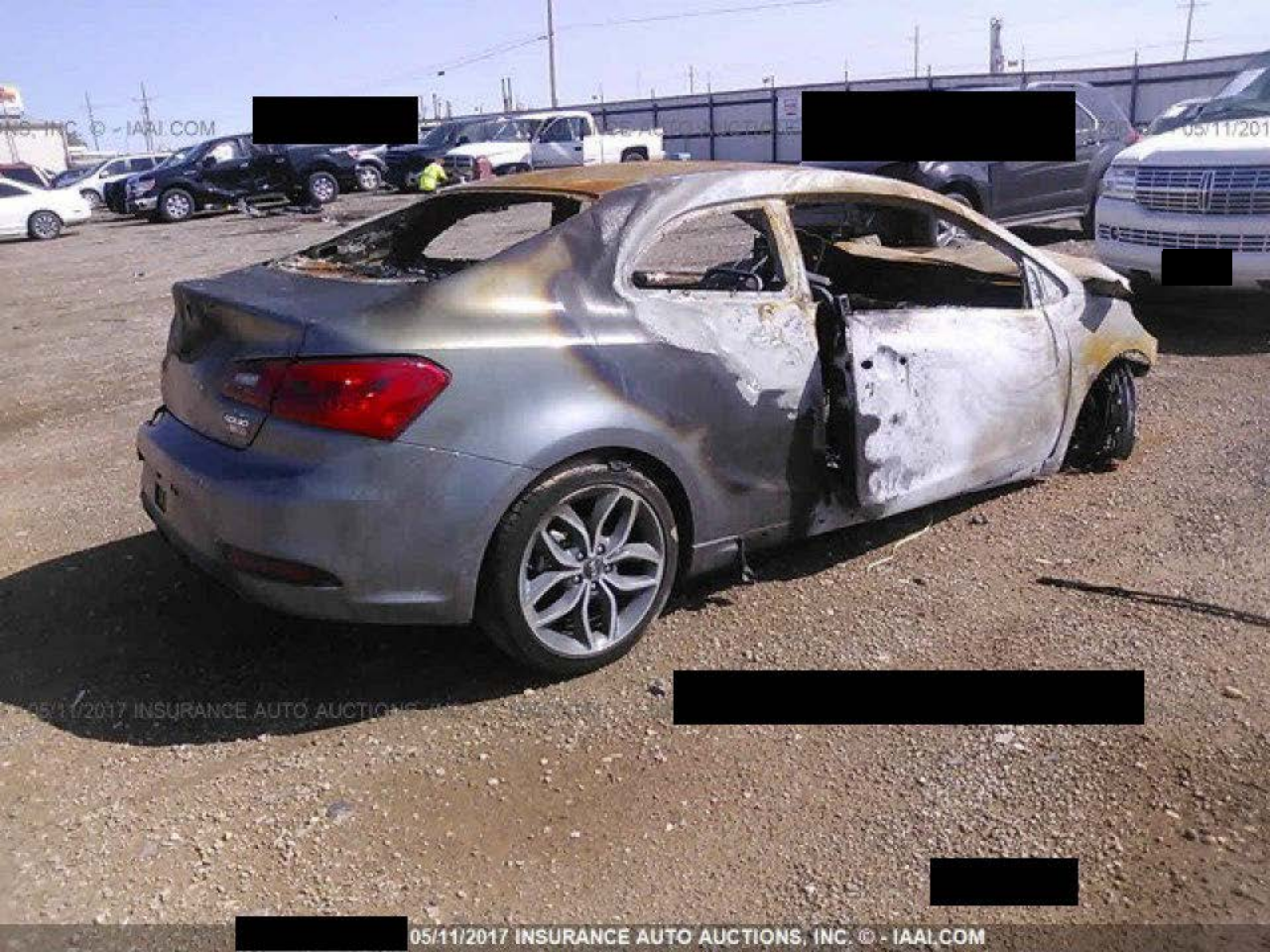
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VIN MISSING

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Pe19-004

KIA

6/28/2019

DEFECT C

CA FILES

OPITIMA

2016 OPTIMA_ACCIDENT
SCRIPTS_ALLEGED DEFECT
C_EXPANDED SCOPE

Accident Report

Case [REDACTED]

Report Details

1. Who Owns the Vehicle?

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

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

[REDACTED] [REDACTED] no <Provide Driver's Name, Address, and Phone>

3. Do You Own the Vehicle?

No

4. What is the Age of the Driver?

[REDACTED] <Driver's Age>

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

[REDACTED]/16 - 9:30am apprx <DATE> and <TIME>

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

NA <ROAD & WEATHER CONDITIONS>

7. What Speed was the Vehicle Traveling?

Veh was parked and off. <VEHICLE SPEED>

8. Were any Other Vehicles Involved in the Accident?

Cust States

1. The veh parked in front was a [REDACTED].

2. It was the neighbors Yes, <Document Vehicle Information>

9. Were There Any Injuries?

Cust states:

1.I was outside and punched the window out because the fire was inside.

2. The fire was in the center console and nothing would unlock so I punched the window Yes, <Describe Injuries>

10. Was Anyone Taken by Ambulance to The Hospital?

No

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

No

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

<INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>

13. Were the Police Contacted?

Yes

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

NA <Officer Name, Department, Badge>

15. What is the Police Report Number?

NA <POLICE REPORT NUMBER>

16. Was the Insurance Company Contacted?

AAA insurance

3333 Fairview RD

Costa Mesa, CA

800.672.5246

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

17. Have You Settled With the Insurance Company?

No

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

Towed

19. Where is the Vehicle Now?

Cust states:

1. Its my Aunts house.. [REDACTED] Whittier, CA [REDACTED] <VEHICLE LOCATION>

20. Have Any Repairs Been Completed?

No

21. Were Parties Wearing Seatbelts?

No

22. Did the Airbag(s) Deploy?

No

23. Was Airbag Light on prior to accident?

No

24. What action are you requesting of Kia?

Cust states:

1. To notify kia
 2. To see if there is any recalls
 3. To investigate further.
 4. Had we been driving we would have burnt.
- <RESOLUTION SOUGHT>

25. Have you reviewed the airbag section of the owners manual?

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

- i. Copy of Police Report (if available)
- ii. Pictures of vehicle (front, rear and side views)

Yes

Accident Report

Case [REDACTED]

Report Details

1. Who Owns the Vehicle?

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

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

[REDACTED]
[REDACTED] / Neptune, NJ [REDACTED]
4. Passenger- Customer's grandson <Provide Driver's Name, Address, and Phone>

3. Do You Own the Vehicle?

No

4. What is the Age of the Driver?

[REDACTED] years old <Driver's Age>

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

[REDACTED]. <DATE> and <TIME>

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

NA <ROAD & WEATHER CONDITIONS>

7. What Speed was the Vehicle Traveling?

55 MPH when cust realized there was burn hole in door panel. <VEHICLE SPEED>

8. Were any Other Vehicles Involved in the Accident?

No

9. Were There Any Injuries?

No

10. Was Anyone Taken by Ambulance to The Hospital?

No

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

No

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

Cust states:

On Saturday [REDACTED]/16), my husband [REDACTED] was driving in veh and my daughter was a passenger. My daughter mentioned a burning smell in the veh but my husband could not smell. On Sunday [REDACTED] 16), I was driving with my grandson in the veh. Was only about 2 miles away from home and was on [REDACTED] Parkway. As I looked to the right to passenger side door, noticed there was a burn mark on the lower middle part of panel. Got off on next exit [REDACTED] and went straight home. Opened the trunk and doors and there was a terrible burning smell. I drove the veh to NJ057 on Monday [REDACTED] 16). The passenger and passenger rear window will not open and veh has been at dlr for one week.

<INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>

13. Were the Police Contacted?

No

16. Was the Insurance Company Contacted?

No

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

Driven

19. Where is the Vehicle Now?

1. Gateway Kia of North Brunswick
2. (732) 325-6100
3. 720 U.S. Route 1 North/ North Brunswick/ NJ, 08902 <VEHICLE LOCATION>

20. Have Any Repairs Been Completed?

No

21. Were Parties Wearing Seatbelts?

Yes

22. Did the Airbag(s) Deploy?

No

23. Was Airbag Light on prior to accident?

No

24. What action are you requesting of Kia?

Cust states:

1. Would like different a car or to see what will be done with this veh. <RESOLUTION SOUGHT>

25. Have you reviewed the airbag section of the owners manual?

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

- i. Copy of Police Report (if available)
- ii. Pictures of vehicle (front, rear and side views)

Not Applicable

Accident Report

Case [REDACTED]

Report Details

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?

CAR WAS PARKED NO DRIVER CUSTOMER IN CLASS

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

[REDACTED]

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

NONE

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

N/A

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

NO

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

[REDACTED]/2018 11:14:00

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

just the charger port was damaged

B-2) What time was 911 called?

N/A

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

NORMAL

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

Customer was in class when she arrived back at vehicle found the radio area on fire was able to put out with water

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?

Transmission work completed on 03/03

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

None

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

Pike & Huron

C-1) Which fire agency responded?

N/A

C-2) What is the fire report number?

N/A

D-1) Where is the vehicle now?

Summit Place Kia

D-2) Have any repairs been completed?

Not yet

D-3) Was the insurance company contacted?

no

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

N/A

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

To fix issue and make sure there are no electrical issues in car that would cause another fire

Accident Report

Case



Report Details

Accident Report

Case [REDACTED]

Report Details

A-1) Who owns the vehicle?

[REDACTED] [REDACTED]

Accident Report

Case [REDACTED]

Report Details

Pe19-004

KIA

6/28/2019

DEFECT C

CA FILES

OPITIMA

2017 OPTIMA_ACCIDENT
SCRIPTS_ALLEGED DEFECT
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Kia Motors America

Consumer Affairs Department

Page 1 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 OPTIMA	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	5XXGT4L34GG ██████████	██████████	52.000
Auburn Hills MI, ██████████		Prod. Date: 11/11/2015	Dealer: MI024	Summit Place KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

*** 03/13/2018 11:12:01 ***

Contact = ██████████ Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 03/13/2018 11:09:50 and created by Dianne Clark ***

Customer states

- 1- car caught on fire
- 2- was told it was due to a cigarette ash
- 3- first the transmission went out just got back on 03/03/18
- 4- fire happened on the 8th.
- 5- fills unsafe for herself and her ██████ yr old daughter
- 6- wants to know how to get kia to buy back car if possible

Wrtr

- 1- Refer to WICM
- 2- advised will call dlr
- 3- will escalate case due to buy back request
- 4- gave case #

Customer states

- 1- thank you

*** Note - Others commitment created on 03/13/2018 12:16:55 with Commitment Date 03/14/2018 and created by Dianne Clark ***

*** 03/16/2018 16:21:20 ***

Case moved into WIPBin Call Dealer and Sub Status of Working

*** Phone - Call - Inbound created on 03/28/2018 15:29:41 (GMT-05:00) Eastern Time (US & Canada) and created by Aimee McFarlane ***

<For Internal Use Only

Fire Tread complete - AM>

*** Note - Others commitment created on 03/13/2018 12:16:55 with Commitment Date 03/14/2018 and created by Dianne Clark ***

Called customer

wrtr

- 1- greeting
- 2- just wanted to follow up with you

Customer

- 1- I'm glad you did
- 2- I no longer want to do the buy back
- 3- my dad said it is a good car
- 4- I love my car

Wrtr

- 1- great

Kia Motors America
Consumer Affairs Department

Page 2 of 3

Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[REDACTED]	[REDACTED]	5XXGT4L34GG [REDACTED]	[REDACTED]	52,000
Auburn Hills MI, [REDACTED]		Prod. Date: 11/11/2015	Dealer: MI024	Summit Place KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

2- but i will still be escalating case due to the fire

Customer

1- that will be fine

2- thank you

*** Note - Others commitment created on 03/13/2018 12:16:55 with Commitment Date 03/14/2018 and created by Dianne Clark ***
Cld dlr spoke with Chuck

Customer Name: [REDACTED]
Customer phone: [REDACTED]
Customer address: [REDACTED] PONTIAC MI
VIN: 5XXGT4L34GG [REDACTED]
MY and Mileage:
Most recent RO# [REDACTED] Open Date 03/13 closed 03/23:
Days Down at initial Service Alert report
Most recent Repair Issue and Diagnosis:
Concern: smoke coming from radio area
Cause dealer said due to cigarette ashe
Correction N/A
Able to Duplicate (Y or N): N
Repeat Repair (Y/N), if so, how many times?:
Repair History of current concern- dates/mileage:
ETA for completion of repairs:
Parts on order- part# order#: no
Techline Case: no
Rental / Loaner Provided? Dates: no
Dealer contacted DPSM: no
Vehicle repaired?: no
Customer has possession?: Yes
Dealer Code/Selling Dealer (Y or N): MI024 N
Original Owner (Y or N): N
What is current Customer Request (if needed):

*** Note - Others commitment fulfilled on 03/28/2018 13:15:32 with Commitment Date 03/14/2018 closed by Dianne Clark ***

*** Note - Others created on 03/28/2018 13:44:14 and created by Dianne Clark ***

Forwarding to NCA

- 1- Customer alleges vehicle caught on fire while in class. Customer states everything is fine now
- 2- MI024 states only found ash
- 3- Dispatching for case review
- 4- Please review and follow up accordingly

*** 03/29/2018 06:41:26 ***

Dispatched from WIPBin = Commitment Set to Queue Central Region ECR by Dianne Clark
Reason:

*** 03/30/2018 06:31:44 (GMT-07:00) Arizona ***

Kia Motors America

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 OPTIMA	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	5XXGT4L34GG ██████████	██████████	52.000
Auburn Hills MI, ██████████		Prod. Date: 11/11/2015	Dealer: MI024	Summit Place KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Accepted from Queue Central Region ECR to WIPBin default-1 by Randy Chacon

*** 03/30/2018 06:33:03 (GMT-07:00) Arizona ***

Assigned to WIPBin 00: INBOX of Albert Judson by Randy Chacon

Reason:

*** 03/30/2018 07:26:18 ***

Dispatched from WIPBin = Default to Queue National CA by Dianne Clark

Reason:

*** 03/30/2018 07:47:00 (GMT-08:00) Pacific Time (US & Canada) ***

Accepted, from Queue = National CA to WIPBin Inbox/Need To Call

*** 03/30/2018 08:13:41 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin 24/24 of Samuel Kim by Jeff Stroup

Reason:

*** 03/30/2018 13:43:36 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 24/24 and Sub Status of Assigned

*** 04/02/2018 15:02:21 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 4/2 (Monday) and Sub Status of Assigned

*** Phone - Call - Outbound created on 04/02/2018 15:04:16 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Called and spoke with ██████████

Writer states:

1. Calling in regards to a 2016 Kia Optima

Customer states:

1. I went into class, when I closed my car it happened to be fine
2. I smelled something burning but I thought it was the outside air
3. When I got back, the front console where you can plug your phone in was melted and it was on fire
4. I poured some water on it and was able to put it out
5. I took it to the dealership the next day and they said it was ash that caused fire

Writer states:

1. Was there anything plugged in there?
2. Requested photos
3. Gave customer email address
4. Once received, I will get it reviewed and follow up with you

Customer states:

1. I did have a little charger plugged in there, it's burnt
2. I know it wasn't the ash that did that
3. I'm going in fear my car will catch on fire again
4. It still smell likes it's burning inside my car
5. Okay, thank you

*** 04/19/2018 16:22:21 (GMT-08:00) Pacific Time (US & Canada) ***

Closed with Resolution Code : Information Given

[Resolution Summary]

Closing case pending further customer contact.

Kia Motors America

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 OPTIMA</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XXGU4L37GG	[REDACTED]	[REDACTED]	30.000
Albany	, NY, [REDACTED]	Prod. Date: 06/02/2016	Dealer: NY120 Destination KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Diagnosis

Kia Case Type Lvl2: Service

Kia Case Type Lvl4: Poor Diagnosis

Case History

*** 09/24/2018 09:52:06 (GMT-07:00) Arizona ***

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

*** Phone - Call - Inbound created on 09/24/2018 10:23:38 (GMT-07:00) Arizona and created by Debra Rustin ***

Customer states

- 1.told me to call back
- 2.dlr never kept my car
- 3.a lot of electrical issues
- 4.its unsafe to drive

Writer states

- 1.Apologized
- 2.where is vehicle now?

Customer states

- 1.im in line at service department now
- 2.guy who i spoke with said to go back to the dlr
- 3.said to put the dlr on the phone with us
- 4.tell them to keep my car
- 5.its been here so many times

Writer states

- 1.they can ever find the issue?

Customer states

- 1.no, it does it when it wants to
- 2.put a new fuel pump in it
- 3.when i go up street with gps on
- 4.it did a 180 on the screen
- 5.shows me going backwards
- 6.route wont close unless you push it 3-4 times
- 7.its all electrical stuff
- 8.also transmission makes a thump when it downshifts
- 9.thats why they told me to bring it back and make them keep it
- 10.could be leading to something serious

Writer states

- 1.so your going to leave it there today?

Customer states

- 1.yes
- 2.your suppose to tell them they have to keep it

Writer states

- 1.what is biggest concern?

Customer states

- 1.engine is shaking

writer states

- 1.can you put dlr on the phone?

Kia Motors America

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 OPTIMA	<u>Case Number</u>	<u>Mileage</u>
		5XXGU4L37GG		30.000
Albany	, NY,	Prod. Date: 06/02/2016	Dealer: NY120	Destination KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Diagnosis

Kia Case Type Lvl2: Service

Kia Case Type Lvl4: Poor Diagnosis

NY120/Adam

1.were going to have to open another techline case for this

NY120/Adam

1.ok

writer states to customer

1.they are going to open a techline case today

Customer states

1.ok, thanks

*** Phone - Call - Inbound created on 09/24/2018 09:44:25 (GMT-07:00) Arizona and created by Chistopher Davis ***

Customer states:

- 1.Car has been going to shop multiple times over the years
- 2.Sunroof concerns and tail light keeps going on by itself
- 3.Dealer has not been able to fix or duplicate issue
- 4.Tail light mainly will remain on when it is raining

Writer states:

- 1.Apologized
- 2.Vehicle will need to go back to dealer for diagnoses
- 3.Dealer does need to duplicate concerns in order to make any repairs
- 4.Please contact us back once vehicle at dealer so we can follow up
- 5.Provided case #

Customer states:

1.Okay thanks

*** 09/24/2018 10:32:44 (GMT-07:00) Arizona ***

Closed by Chistopher Davis with Resolution Code : Referred to Dlr
[Resolution Summary]

*** 10/05/2018 12:49:49 ***

Reopened by CHRISTOPHER VANBUREN with Sub Status of Working

*** Phone - Call - Inbound created on 10/05/2018 12:55:08 and created by CHRISTOPHER VANBUREN ***

Customer States

- 1) They are saying I cause the smoke issue because I had something plugged into the fusebox
- 2) They charged me \$235.
- 3) They supposedly fixed the wires and it's still not fixed.

WRT States

1) Apologized

Customer States

- 1) There have been so many problems.
- 2) The vehicle has a lot of electrical issues.

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Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[REDACTED]	[REDACTED]	5XXGU4L37GG [REDACTED]	[REDACTED]	30,000
Albany	NY, [REDACTED]	Prod. Date: 06/02/2016	Dealer: NY120	Destination KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Diagnosis

Kia Case Type Lvl2: Service

Kia Case Type Lvl4: Poor Diagnosis

WRT States

- 1) Have you experienced any other concerns with the vehicle?

Customer States

- 1) Everyone tells me to go to Romeo on Kingston
- 2) But they wont see me because they state I have plugged things into the fuses.

WRT States

- 1) As you stated your vehicle has been down multiple times your case is being escalated
- 2) Provided case number and extension.
- 3) You will be contacted within the next 2 - 3 business days.
- 4) Educated customer about 10/100k WTY
- 5) 3/36k for audio

Customer States

- 1) Thank you

*** Phone - Call - Outbound created on 10/05/2018 12:56:56 and created by CHRISTOPHER VANBUREN ***

- 1) This is Christopher calling in regards to a mutual customer

NY120 States

- 1) I just spoke with this customer
- 2) He has a lot of phantom concerns that we cannot duplicate, neither can he.
- 3) There is a myriad of aftermarket parts (lighting in the vehicle)
- 4) A techline case was created.
- 5) He removed as many aftermarket parts as he could before he brought in the vehicle
- 6) I even told him we did not replace the wiring harness as it would cost close to \$2 - 3 k dollars
- 7) He had footwell lights, ballast, nose and tail badges that were wired on.

Customer Name: [REDACTED]

Customer phone #: [REDACTED]

Customer address [REDACTED], Hudson NY [REDACTED]

VIN: 5XXGU4L37GG [REDACTED]

MY and Mileage: 2016 OPTIMA EX 4CYL AUTO /

Repeat concern? Y

Most recent RO# and Open Date: [REDACTED]

RO#:

Open date: 10/1

Closed date: --

Concern: Smoke coming from wiring

Diagnosis: P200800 code. The harness was burnt. We did a wiring harness repair but did not replace it.

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

Able to Duplicate (Y or N): N. We saw the wires but could not duplicate outside of the one code. We verified and it checked out.

ETA for completion of repairs (if applicable): --

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

Techline Case (if applicable):

[REDACTED] Destination KIA 9/24/18

[REDACTED] Destination KIA 4/10/17

Kia Motors America
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Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[REDACTED]	[REDACTED]	5XXGU4L37GG [REDACTED]	[REDACTED]	30,000
Albany	, NY, [REDACTED]	Prod. Date: 06/02/2016	Dealer: NY120	Destination KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Diagnosis

Kia Case Type Lvl2: Service

Kia Case Type Lvl4: Poor Diagnosis

Rental / Loaner Provided? If so, since when?: N
Dealer contacted DPSM (if needed): N
Vehicle repaired?: Y
Customer has possession?: Y
Dealer Code/Selling Dealer (Y or N): NY120
Original Owner (Y or N): N
What is current Customer Request (if needed): N/A
If HEV vehicle, is dealer HEV certified (if needed): N/A

WRT States

1) Thank you

*** Phone - Call - Inbound created on 10/05/2018 12:57:00 and created by CHRISTOPHER VANBUREN ***

1 Customer states they are experiencing multiple electrical problems with the vehicle

2 NY120 states

3 Dispatching because vehicle has been down 3x for same concern. Techline cases:

[REDACTED] Destination KIA 9/24/18

[REDACTED] Destination KIA 4/10/17

4 DPSM has been advised

5 Please review and follow up accordingly

*** Case [REDACTED] is sent on 10/8/2018 8:28:4 by CHRISTOPHER VANBUREN

To: rspeer@kiausa.com

Cc: cvanburen@kiaconsumeraffairs.com

Title: NO ACTION REQUIRED - Case Escalation: NY120, [REDACTED] [REDACTED]

*** 10/08/2018 08:28:17 ***

Dispatched from WIPBin = Default to Queue Eastern Region ECR by CHRISTOPHER VANBUREN

Reason:

*** 10/08/2018 09:01:55 (GMT-07:00) Mountain Time (US & Canada) ***

Accepted from Queue Eastern Region ECR to WIPBin Trevor Clay by Julie Miller

*** 10/08/2018 11:43:13 (GMT-07:00) Mountain Time (US & Canada) ***

Assigned to WIPBin Trevor's Inbound of Trevor Clay by Julie Miller

Reason:

*** Phone - Call - Outbound created on 10/19/2018 15:08:21 (GMT-07:00) Arizona and created by Trevor Clay ***

Called cust at [REDACTED] and call cannot be completed this time. Try again later.

*** Email - External Email Sent created on 10/19/2018 15:09:21 (GMT-07:00) Arizona and created by Trevor Clay

Sent email requesting call back to address on file.

*** Phone - Call - Inbound commitment created on 10/19/2018 15:09:51 (GMT-07:00) Arizona with Commitment

Date 10/22/2018 and created by Trevor Clay ***

*** Phone - Call - Inbound commitment fulfilled on 10/26/2018 07:30:36 (GMT-07:00) Arizona with Commitment

Date 10/22/2018 closed by Trevor Clay ***

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 OPTIMA</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XXGU4L37GG	[REDACTED]	[REDACTED]	30.000
Albany	, NY, [REDACTED]	Prod. Date: 06/02/2016	Dealer: NY120 Destination KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Diagnosis

Kia Case Type Lvl2: Service

Kia Case Type Lvl4: Poor Diagnosis

*** 10/26/2018 07:30:39 (GMT-07:00) Arizona ***

Closed by Trevor Clay with Resolution Code : Referred to Dlr
[Resolution Summary]

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 OPTIMA</u>	<u>Case Number</u>	<u>Mileage</u>
		5XXGU4L38GG			23,164
Clarksville, TN,		Prod. Date: 10/22/2015		Dealer: TN047 Wyatt Johnson KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Air Conditioning

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: A/C Device Operation

Case History

Dealer : Wyatt Johnson KIA

Technician : Gordon Key

Service Manager : JOSHUA GRIFFY

Dealer Phone :

DPSM : June Sifford

Vehicle Model : OPTIMA EX 4CYL AUTO

Model Year : 2016

Mileage : 23164

Initial comments by Technician found in TL Case # :

[Problem Description]

CS that the fan is not blowing any air - hot or cold.

[Diagnostics Performed]

Confirmed that the fuses were good. Voltage to the blower motor was confirmed, however, when manipulating the fan speed at the control head it was noticed that resistance did not change. I replaced the MOSFET due to the lack of change in the resistance values. Fan remained inop. After removing the combination fuse it was noticed that one of the legs was burned with plastic having melted from the fuse box. No DTCs were/are present.

*** Assigned to WIPBin Inbox of Angel Soto on 12/06/2018 07:06:23 (PST)

*** 12/12/2018 10:29:39 (GMT-07:00) Arizona ***

Dispatched from WIPBin = Inbox to Queue Service Alert / Techline by Angel Soto

Reason:

*** 12/26/2018 17:03:01 (GMT-05:00) Eastern Time (US & Canada) ***

Accepted from Queue Service Alert / Techline to WIPBin Inbox by Ashley Lewis

*** 12/26/2018 17:15:28 (GMT-05:00) Eastern Time (US & Canada) ***

Dispatched from WIPBin Inbox to Queue ZZ Kelsey Peace by Ashley Lewis

*** 12/27/2018 11:07:55 ***

Accepted from Queue ZZ Kelsey Peace to WIPBin Inbox by Kelsey Peace

*** Phone - Call - Outbound created on 12/31/2018 11:30:28 and created by Kelsey Peace ***

Wrt called customer @

Wrt States:

1. Introduces self
2. Advised KCAC is calling to follow up on your recent vehicle concerns
3. Please give us a call back if you have any questions

Customer States:

1. Yes, everything was repaired and taken care of
2. I have my vehicle back
3. Thank you

Wrt States:

1. You're welcome, that is great to hear
2. Have a great day

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 OPTIMA</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XXGU4L38GG	[REDACTED]	[REDACTED]	23.164
Clarksville,	TN,	[REDACTED]	Prod. Date: 10/22/2015	Dealer: TN047	Wyatt Johnson KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Air Conditioning

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: A/C Device Operation

*** 12/31/2018 11:32:02 ***

Closed by Kelsey Peace with Resolution Code : Repaired at Dlr
[Resolution Summary]

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 OPTIMA</u>	<u>Case Number</u>	<u>Mileage</u>
		5XXGU4L34GG			40,149
Spartanburg	SC,	Prod. Date: 08/19/2016		Dealer: SC034	Benson KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Outside Mirror

Case History

*** 01/28/2019 13:27:04 (GMT-07:00) Arizona ***

Contact = , Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 01/28/2019 13:24:35 (GMT-07:00) Arizona and created by Yeimy Armenta ***

cust states:

- 1 went to dealer
- 2 there is bulging on the out side mirror
- 3 not sure what it is
- 4 it just pop up is kind of weird
- 5 dealer said that is not cover
- 6 this just happen
- 7 was told to call you

writer states:

- 1 apologize
- 2 was the mirror hit?

cust states:

- 1 no, it looks like something the sun did but is weird
- 2 looks like melted not sure if the paint bubbled up or if it's the actual piece of the plastic that melted

writer states:

- 1 apologize
- 2 would need to talk to dealer to gather more details and look into it
- 3 if can please allow a couple of days to follow up

cust states:

- 1 Thank you

*** Phone - Call - Outbound commitment created on 01/29/2019 06:14:49 (GMT-07:00) Arizona with Commitment Date 01/30/2019 and created by Yeimy Armenta ***

*** Phone - Call - Outbound commitment fulfilled on 01/30/2019 14:06:26 (GMT-07:00) Arizona with Commitment Date 01/30/2019 closed by Yeimy Armenta ***

writer states:

- 1 called dealer SC034
- 2 spoke with Brent service adviser
- 3 request RO info

Brent states:

- 1 i didn't wrote an RO for it
- 2 advice cust OOW since out of paint 3/36k

writer states:

- 1 cust advice that plastic on outside mirror was damaged

Brent states:

- 1 the mirror plastic is fine
- 2 is just the paint bubbling like if something burn it but not sure
- 3 have never seen something like that
- 4 refer cust to you since he wasn't agreeing with being OOW

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 OPTIMA	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XXGU4L34GG [REDACTED]	[REDACTED]	40,149
Spartanburg SC, [REDACTED]	Prod. Date: 08/19/2016		Dealer: SC034 Benson KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Outside Mirror

writer states:

- 1 understand
- 2 was DPSM contacted to see if assistance can be provided?
- 3 what is the cost for repair cust/ warranty rate?

Brent states:

- 1 didn't contact DPSM
- 2 563. plus tax CUST/ 465. Tax WARRANTY
- 3 Cust does service at the dealer

writer states:

- 1 Thank you

*** Case [REDACTED] is sent on 1/30/2019 13:8:30 by Yeimy Armenta

To: pgianmoena@kiausa.com

Cc: yarmenta@kiaconsumeraffairs.com

Title: ACTION REQUIRED - Goodwill (Out of Warranty) :SC034, [REDACTED] [REDACTED]

*** Phone - Call - Outbound commitment created on 01/30/2019 14:09:22 (GMT-07:00) Arizona with Commitment Date 02/04/2019 and created by Yeimy Armenta ***

*** Phone - Call - Outbound commitment fulfilled on 02/02/2019 06:37:29 (GMT-07:00) Arizona with Commitment Date 02/04/2019 closed by Yeimy Armenta ***

writer states:

- 1 received response from DPSM

DPSM states:

- 1 talked to dealer
- 2 have agreed to cover repair of outside mirror 1x GW for repaint

*** Phone - Call - Outbound created on 02/01/2019 12:39:18 (GMT-07:00) Arizona and created by Yeimy Armenta ***

writer states:

- 1 called cust
- 2 calling to advise of DPSM decision
- 3 has agree to cover 1x gw for mirror repaint
- 4 dealer aware
- 5 can setup appt

cust states:

- 1 will call dealer when ready
- 2 thank you

*** 02/02/2019 06:38:28 (GMT-07:00) Arizona ***

Closed by Yeimy Armenta with Resolution Code : Referred to Dlr
[Resolution Summary]

*** 02/25/2019 18:49:36 (GMT-07:00) Arizona ***

Reopened by Brenda Hernandez with Sub Status of Working

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 OPTIMA</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XXGU4L34GG	[REDACTED]	[REDACTED]	40,149
Spartanburg	SC, [REDACTED]	Prod. Date: 08/19/2016	Dealer: SC034 Benson KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Outside Mirror

*** Phone - Call - Inbound created on 02/25/2019 18:49:40 (GMT-07:00) Arizona and created by Brenda Hernandez ***
Fire tread completed

*** 02/25/2019 18:50:02 (GMT-07:00) Arizona ***
Closed by Brenda Hernandez with Resolution Code : Referred to Dlr
[Resolution Summary]

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Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[REDACTED]	[REDACTED]	5xxgu4l31gg030763	[REDACTED]	5,229
Lithonia, GA, [REDACTED]		Prod. Date: 12/15/2015	Dealer: GA093 Nalley KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Performance

Case History

*** PHONE LOG 05/31/2016 08:11 AM US Mountain Daylight Time DLyons

Cust states:

1. The wiper fluid drains out of the bottom of the reservoir
2. Cust also states that there is smoke coming out of the rear of the vehicle - no CEL
3. the sunroof is making a noise, it is popping when it is being driven when kids are in the vehicle
4. There was a speaker - 2 12's were installed in the back of the vehicle and the tweeters in the front are no good

Writer advised:

1. Apologized
2. This office is going to need to contact your kia dealer to be able to get the repair information for customer

Cust states:

1. Cust is calling channel 2 news - cust feels that cust was tricked into a contract
2. Cust purchased a new vehicle and did not want to have these concerns
3. Cust is tire of men telling her that there is nothing wrong with the vehicle
4. Cust says that the wiper fluid needed to be replaced, idiots, they need to find out why it is leaking out,
5. The engine is knocking, cust feels that the dealer needs to go above and beyond, they just want to go off on wha they know

Writer advised:

1. Apologized
2. Will return call to customer once there is further information, will return call to customer
3. Updated cust info, no previous cases, no sc, provided case# for reference

*** NOTES 05/31/2016 09:33 AM US Mountain Daylight Time DLyons Action Type:Dealer contact

Writer called dealership, Nalley Kia, to speak to service:

1. Calling to get repair information for customer engine noise and other concerns

Eugene Service Advisor:

Customer Name: [REDACTED]

Customer phone #: [REDACTED]

Customer address: [REDACTED], Lithonia, GA [REDACTED]

VIN: 5xxgu4l31gg [REDACTED]

MY and Mileage: 16 Optima 3456

Most recent RO# and Open Date: [REDACTED] 5/31/2016

Days Down at initial Service Alert report (if applicable): 0

Most recent Repair Issue and Diagnosis: Customer says engine noise & water leaking out of reservoir - dealer did not find any leaks. Someone installed sub woofers and amps were installed by outside repair facility and tapped into the speakers - our tech found nothing wrong with the factory system. Cust also stated white smoke coming from exhaust and did not accelerate uphill - dealer CND, test drove. Sunroof making noise when driving - dealer CND

Able to Duplicate (Y or N): N

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

Repair History of current concern with dates and mileage: na

ETA for completion of repairs (if applicable): Vehicle returned to customer

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

Techline Case (if applicable): N

Rental / Loaner Provided? If so, since when?: N

Dealer contacted DPSM (if needed): N

Vehicle repaired?: N

Customer has possession?: Y

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 OPTIMA	<u>Case Number</u>	<u>Mileage</u>
		5xxgu4l3lgg		5.229
Lithonia , GA,		Prod. Date: 12/15/2015	Dealer: GA093 Nalley KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Performance

Dealer Code/Selling Dealer (Y or N): GA093/GA093

Original Owner (Y or N): Y

What is current Customer Request (if needed): to take care of engine noise, sunroof rattling, reservoir leaking, speakers not working

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

*** NOTES 06/01/2016 07:58 AM US Mountain Daylight Time DLyons Action Type:Dealer contact

Writer called dealership, Nalley Kia, to speak to service:

1. Calling to determine if customer's vehicle was returned

Jed Sevice Manager:

1. The dealer had to call the police to remove the customer from the dealer

2. The dealer was not able to duplicate any concerns on test drive and found no codes.

Writer thanked Jed for the information.

*** PHONE LOG 06/01/2016 08:16 AM US Mountain Daylight Time DLyons Action Type:Outgoing call

Writer called dealership:

1

Cust states:

1. Tony who is a manager, denied business card, ate his lunch in front of me

2. Will be reaching out to channel 2 and 5 for this concern

3. Cust advised of the concerns with the vehicle again.

4. They treated me as low as low can be treated, after they signed the contract, and not going to do anything for me.

Writer advised

1. Would customer like to go to another kia dealer?

Cust states:

1. The vehicle will not accelerate, and there is no CEL and the white smoke is coming out of the vehicle.

2. Cust is asking for rental while the vehicle is in for diagnosis.

3. cust is very frustrated, single parent, with child in the hospital, and does not have time to run all over the place with the vehicle

4. The dealer was very ugly to customer when she was asking for assistance

5. The dealer test drove the vehicle without customer being in the vehicle, so how to they know what cust was experiencing

Writer advised:

1. Apologized

2. Possibly taking the vehicle to another kia dealer will provide another opinion for customer

3. This office is not able to provide rental assistance once there is a diagnosis on the vehicle

4. Referred to the next nearest kia dealer

5. This office will follow up with customer next week to determine if cust returned to the dealer

6. Advised of contact information and recommended that if cust wanted this office involved to let this office know when cust returns to the dealer

Cust states:

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 OPTIMA</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5xxgu4l31gg	[REDACTED]	[REDACTED]	5,229
Lithonia	, GA, [REDACTED]	Prod. Date: 12/15/2015	Dealer: GA093 Nalley KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Performance

1. Thank you

*** PHONE LOG 06/06/2016 10:58 AM US Mountain Daylight Time DLyons Action Type:Outgoing call
Writer called customer: line busy

*** PHONE LOG 06/06/2016 11:00 AM US Mountain Daylight Time DLyons Action Type:Ltr/email/fax sent
Call me letter sent

*** CASE CLOSE 06/06/2016 11:00 AM US Mountain Daylight Time DLyons

*** NOTES 07/01/2016 05:42 AM US Mountain Daylight Time RWhite Action Type:Dealer contact
Dup case notes

*** NOTES 06/29/2016 08:12 AM clarify Action Type: Dealer contact

*** Performed by contact: Kim Robertson, 7709683400

5XXGU4L31GG [REDACTED]

5,229 MILES

1st OWNER

03-17-2016 DELIVERY DATE

SELLING DEALER- SA093 NALLEY KIA

CUSTOMER WAS GIVEN CONSUMER AFFAIRS CASE # [REDACTED] CUSTOMER PREVIOUS TOOK HER VEHICLE INTO NALLEY KIA WHICH WAS HER SELLING DEALERSHIP AND THEY WERE NOT ABLE TO DUPLICATE ANY OF HER CONCERNS AND FOUND THAT CUSTOMER HAD ADDED AFTERMARKET 1000 WATT AMP AND SUB WOOFERS TO HER VEHICLE WHICH MAY BE THE CAUSE OF HER CONCERNS. CUSTOMER WAS REFERED TO OUR DEALER SHIP WHERE WE ALSO WERE NOT ABLE TO DUPLICATE ANY OF HER CONCERNS. HOWEVER CUSTOMER IS NOT HAPPY WITH OUR DECISION AND STATES THAT HERE VEHICLE IS UNSAFE TO DRIVE. WE HAVE 3 DIFFERENT TECHNICIANS TEST DRIVE HER VEHICLE IN ATTEMPTS TO DUPLICATE ANY CONCERN SHE HAD AND NEITHER WERE ABLE TO FIND ANY ABNORMAL DRIVING CONDITIONS. HER CONCERNS AND OUR FINDINGS ARE AS FOLLOWS::;1. C/S HEAVY THICK WHITE SMOKE COMING FROM EXHAUST/ WE FOUND NORMAL OPERATION RESIDUE ON INSIDE OF EXHAUST IS NORMAL. 2.C/S TICKING NOISE COMING FROM ENGINE AREA AND NOISE CONTINUES AFTER VEHICLE IS TURNED OFF FOR HOURS/WE FOUND THAT THE ENGINE MAY BRIEFLY EMIT SOME NORMAL TIMING CHAIN/VALVE TRAIN CHATTER DURING START-UP AND AFTER VEHICLE HAS SAT FOR SEVERAL HOURS PER TSB140. 3.C/S POPPING SOUND COMING FROM AROUND PANORAMIC SUNROOF/ WE WERE UNABLE TO DUPLICATE CONCERN. 4.C/S LOUD NOISE COMES FROM AROUND DASH AREA WHEN TURNING OFF AC /WE WERE UNABLE TO DUPLICATE CUSTOMERS CONCERNS. 5.C/S INTERMITT VEHICLE HAS VERY LITTLE POWER/ WE SCANNED ALL MODULE AND THERE WERE NO CODES. WE TEST DROVE VEHICLE AND WAS UNABLE TO DUPLICATE CUSTOMERS CONCERNS. 6.C/S SOUND SYSTEM TWEETERS ARE BUSTED/ WE FOUND AFTERMARKET DIVISES INSTALLED INTO UNIT USING LEFT REAR DOOR SPEAKERS TO RECEIVE SIGNAL FROM AMS. IN ADDITIONAL WE HAVE PROVIDED CUSTOMER WITH ALTERNATE TRANSPORTATION DURING THIS DOWN PERIOD. CUSTOMER WAS ADVISED OF OUR FINDING AND ASKED TO RETURN THE RENTAL CAR BY THE END OF TODAY'S WORK DAY. CUSTOMER FEELS THAT WE ARE NOT DOING ENOUGH TO HELP HER.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 OPTIMA</u>	<u>Case Number</u>	<u>Mileage</u>
		5xxgu4l31gg			5,229
Lithonia	, GA,	Prod. Date:	12/15/2015	Dealer:	GA093 Nalley KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Performance

*** NOTES 07/01/2016 05:31 AM US Mountain Daylight Time RWhite Action Type:Dealer contact

Writer called GA054 and states:

1 Calling to get info on veh

2 Gave cust info

Svca Tim states:

Customer Name:

Original Owner (Y/N):

Customer phone #:

Customer address: Same

VIN: 5xxgu4l31gg

MY and Mileage: 2016 Optima 5229

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

Most recent RO# and Open Date: / 06/22/16

Most recent Repair Issue and Diagnosis: Cust states white smoke from exhaust, engine noise, sunroof noise, AC noise, lack of power, busted speaker; CND any of the cust concerns

Able to Duplicate (Y or N): N

Days Down at initial Service Alert report (if applicable): 8

Vehicle repaired?: N/A

Customer has possession?: Y

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

Repair History of current concern with dates and mileage:

N/A

ETA for completion of repairs (if applicable): N/A

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

Techline Case (if applicable): N/A

Rental / Loaner Provided? If so, since when?: Y; 06/22/16

Dealer contacted DPSM (if needed): N

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

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

End dup case notes

*** PHONE LOG 07/01/2016 05:55 AM US Mountain Daylight Time RWhite Action Type:Outgoing call

Writer called cust on and the line rang fast busy

Writer called customer on and states:

1 This is KMA calling, we had received notice you may have had an issue with your vehicle; apologize

2 Do you have any questions, comments or concerns we need to address?

Cust states:

1 I have brought the veh in several times, 4x to the selling dlr

2 I am disgusted by the situation

3 I have had issues since the day of purchase

4 It is literally malfunctioning and it is not safe

5 The cust service at the dlr was so terrible that I had to open a case with you

Writer states:

1 Apologize

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Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[REDACTED]	[REDACTED]	5xxgu4l31gg [REDACTED]	[REDACTED]	5,229
Lithonia, GA, [REDACTED]		Prod. Date: 12/15/2015	Dealer: GA093 Nalley KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Performance

2 Advised that due to the length of time/amount of times the veh has been down your case will be escalated to another office for further review

3 Someone will be in touch in the next 2-3 business days with further information

4 Should you require assistance prior to hearing back from us, please call; 800# and case ID provided

Cust states:

1 Ok, I am on the road going to Wisconsin right now and they put it back on the road with me

2 I am having anxiety about driving it right now; it is not safe

3 I feel like I was bamboozled by the dlr when they sold the veh to me; they said "it looks nice"

4 They charged me for a warranty that does not even cover me for the oil change and tire rotation; it says on my paper that I have services but they never gave me the contract

5 I have already contacted the news because I have not even had the veh for 90 days and there has been nothing but problems

6 I even showed them video footage of the malfunctions and they still let me leave

7 Kim Robertson at the dlr the svc mgr said she had no problem emailing you about the video and the concern, she said she would be my advocate

8 She asked that you reach out to her

Writer states:

1 Understand; apologize

2 Informed cust writer will document the information in the case for the ECR to see what is all going on

3 Advised cust writer will LVM with info since cust is on the road

Cust thanked and ended the call

[!<For Internal Use Only

Writer LVM with info for cust>!]

*** NOTES 07/01/2016 06:00 AM US Mountain Daylight Time RWhite Action Type:Dealer contact

Email sent to DPSM H Baik advising dispatching to the region

*** NOTES 07/01/2016 06:03 AM US Mountain Daylight Time RWhite Action Type:Dealer contact

Call to action

Dispatch for:

1 Cust states veh has been in 4x and 2 different dlrs CND concern

2 Cust feels veh is unsafe and advised to speak to svc mgr Kim Robertson about concerns and videos provided

3 Cust advised she has gone to the news to express concern and way that the selling dlr handled everything

4 Cust aware of escalation; assist determination

*** PHONE LOG 07/07/2016 08:29 AM US Mountain Daylight Time JMiller-SO Action Type:Outgoing call

Writer Called customer @ [REDACTED]

1. Fast busy signal

*** PHONE LOG 07/08/2016 08:21 AM US Mountain Daylight Time JMiller-SO Action Type:Incoming call

Received VM from customer @ 10:09 am 7/7

1. [REDACTED]

2. [REDACTED]

3. My new number is [REDACTED]

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Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[REDACTED]	[REDACTED]	5xxgu4l31gg [REDACTED]	[REDACTED]	5,229
Lithonia, GA, [REDACTED]		Prod. Date: 12/15/2015	Dealer: GA093 Nalley KIA	

Kia Case Type Lv11: Complaint

Kia Case Type Lv13: Engine/Exhaust/Battery/Fuel Sy

Kia Case Type Lv12: Quality

Kia Case Type Lv14: Engine Performance

*** PHONE LOG 07/08/2016 08:22 AM US Mountain Daylight Time JMiller-SO Action Type:Outgoing call

Writer Called customer @ [REDACTED] left VM

1. Calling to F/U after case was escalated to my attention
2. Requested callback
3. Left name number and case number

*** PHONE LOG 07/13/2016 07:18 AM US Mountain Daylight Time JMiller-SO Action Type:Incoming call

Received VM from customer @ 1:16 pm 7/12

1. [REDACTED]
2. [REDACTED]
3. Returning your call

*** PHONE LOG 07/13/2016 07:27 AM US Mountain Daylight Time JMiller-SO Action Type:Outgoing call

Received VM from customer @ 1:19 pm 7/12

1. [REDACTED]
2. I accidentally hung up without the phone number

*** PHONE LOG 07/13/2016 08:02 AM US Mountain Daylight Time JMiller-SO Action Type:Outgoing call

Writer Called customer @ [REDACTED]

1. Calling to F/U and return VM's
2. I have read through your case, and I am sorry for the issues you are experiencing
3. Do you have your Optima at this time?

Customer States:

1. Yes, I do
2. I am overwhelmed with the situation with this car
3. I though buying brand new me and my kids would be safe
4. I am fearing for my kids safety at this point
5. The dealer cannot diagnose the vehicle, they are saying its normal or they cannot duplicate it

Writer Advised:

1. I understand it can be frustrating for all involved diagnosing intermittent issues
2. The dealer cannot diagnose the vehicle if not exhibiting concerns at the time its in for repairs
3. Have you test driven with technician?

Customer States:

1. No they never gave option
2. GA093, after they sold the car to me they did not care anymore, and were unwilling to work with me or help
3. They only drove 2 miles when I took it in for service there, they cant diagnose driving only 2 miles
4. GA054 did not drive the car enough either
5. (Now crying) I am paying a car note on a car that is not safe
6. They also ripped me off with a contract that is no use thought it was for maintenance, oil changes and tire rotations and it is not

Writer Advised:

1. The extended warranty goes through a separate company, if the plan is not what was explained to you, or was explained improperly you can cancel the plan and the company may be able to reimburse you whatever was

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 OPTIMA</u>	<u>Case Number</u>	<u>Mileage</u>
		5xxgu4l31gg			5,229
Lithonia	, GA,	Prod. Date: 12/15/2015		Dealer: GA093 Nalley KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Performance

remaining on it

Customer States:

1. I need this plan though
2. I am just fed up with getting the run around
3. No one wants to help
4. This car is dangerous
5. Reiterated multiple issues
6. (Screaming now) This car is not safe
7. What is it that you people do not understand?

Writer Advised:

1. May I ask you some questions regarding the concerns you are experiencing?

Customer States:

1. Oh I am sorry, you are obviously frustrated now
2. Go ahead

Writer Advised:

1. Apologized, I am not frustrated at all
2. I understand that you are very frustrated, rightfully so, but I would like to get to the bottom of...

Customer interrupted:

1. Ask your questions

Writer Advised:

1. You mentioned a heavy thick white smoke that comes out of the exhaust and residue
2. When do you notice this?

Customer States:

1. Oh my god, I have explained this so many times already
2. Every single morning, when I start it a ploof of heavy thick white smoke comes out, and there is black residue all in my exhaust

Writer Advised:

1. So it is only at cold start up in the mornings

Customer States:

1. No, its all the time

Writer Advised:

1. The ticking noise that you are experiencing is normal, the vehicle may have a ticking at start up and when you shut it off
2. This is the timing chain and valve cover
3. What are your concerns surrounding the ticking noise?

Customer States:

1. Its not normal, you or the dealer or anyone can tell me that this is normal!
2. (Yelling) Its not normal!!!!
3. I am scared my car is gonna blow up!
4. If my kids die is Kia going to bring them back to life?
5. Will Kia be paying for the funerals?

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 OPTIMA</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	5xxgu4l31gg	██████████	██████████	5,229
Lithonia	, GA, ██████████	Prod. Date: 12/15/2015	Dealer: GA093 Nalley KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Performance

Writer Advised:

1. Do not believe that your vehicle will be blowing up
2. The popping noise you are hearing from the sunroof?
3. Is this when its in use?

Customer States:

1. (Sarcastically) Obviously its when its in use
2. When the Optima is not in use, how the ██████████ would I know if the god ██████████ sunroof is popping?

Writer Advised:

1. Sorry for the confusion
2. I am not asking when the Optima is in use, I am asking when you are opening and...

Customer Interrupted:

1. No, it happens when its open, shut, being opened closing all the time intermittently
2. What do you think I am stupid?
3. If it only happened when it was opening and closing obviously there will be some noises when this happens

Writer Advised:

1. I am trying to help and better understand your concerns, and determine the best way we can offer assistance to you
2. The noise that you hear from your A/C, does this happen all the time?

Customer States:

1. Oh my god, how many times do I have to say it
2. (Yelling) This car is malfunctioning all these issues are intermittent
3. They dont happen all the time
4. The car is malfunctioning what dont you understand about that

Writer Advised:

1. The acceleration issue, is this only when you are going up a hill?
2. Is it between certain gears or at certain speeds?

Customer States:

1. Its not my ██████████ job to figure all this out for you!
2. (Yelling) This car is a lemon
3. You need to take it back
4. Ticking for an hour is not normal
5. A/C issues are not normal
6. All these issues are not normal
7. Kia cannot convince me its normal
8. The car almost stalling when going up hill and me having to floor the gas to get it going and almost being hit by a big rig twice and almost dying is not normal!

Writer Advised:

1. I am trying to assist here, my suggestion would be to start

Customer interrupted:

1. I am not taking suggestions
2. You all say the same ██████████
3. I dont want to hear it anymore I need to speak with your manager

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 OPTIMA	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5xxgu4l31gg [REDACTED]	[REDACTED]	5,229
Lithonia, GA, [REDACTED]		Prod. Date: 12/15/2015	Dealer: GA093 Nalley KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Performance

Writer Advised:

1. Your case was escalated to me and I have full authority and ability to manage it
2. There is no escalation process beyond this point
3. I am trying to assist and get to the root cause of your issues and determine how we can assist the dealer in duplicating your issues
4. If you are unwilling to assist KMA in getting the vehicle diagnosed it may

Customer States:

1. I no longer want to speak with you
2. You need to get someone else on the line
3. You cannot sit here and tell me you do not have a manager
4. I need to speak with your manager

Writer Advised:

1. I do have a manager, and she does not work cases
2. She will not be able to tell you anything differently
3. The concerns the dealer did find, are normal, the others they were unable to duplicate
4. And one is due to aftermarket parts install....

Customer States:

1. (Yelling) YOU NEED TO GET ME A MANAGER NOW!!!!

Writer Advised:

1. I will request my supervisor call you back
2. Please allow 3-4 business days for a call back

Customer States:

1. I knew you would say that
- Customer hung up

*** SUBCASE [REDACTED] 1 CREATED 07/13/2016 08:07 AM US Mountain Daylight Time JMiller-SO

- Review with DPSM, of further inspectiopossibility n with additional personnel
- Review with PL

*** PHONE LOG 07/18/2016 01:45 PM US Mountain Daylight Time TShamburger Action Type:Outgoing call
wrt called [REDACTED] and lvm

- 1 this is Tammy from KMA returning your call
- 2 Julie said you wanted a sup call for your case.
- 3 please c/b writer when avail. left case# and ph#

*** NOTES 07/26/2016 09:53 AM US Mountain Daylight Time JMiller-SO Action Type:Internal

***Customer has not returned call, closeable

*** NOTES 07/27/2016 06:49 AM Pacific Daylight Time DCalderon Action Type:Internal

ECA reviewed.

Kia Motors America Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 OPTIMA	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5xxgu4l31gg [REDACTED]	[REDACTED]	5,229
Lithonia , GA, [REDACTED]		Prod. Date: 12/15/2015	Dealer: GA093 Nalley KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Performance

*** RETURN 07/27/2016 06:49 AM Pacific Daylight Time DCalderon

*** SUBCASE [REDACTED] 1 CLOSED 07/27/2016 06:10 AM US Mountain Daylight Time JMiller-SO

*** CASE CLOSE 07/27/2016 06:10 AM US Mountain Daylight Time JMiller-SO

*** CASE CLOSE 07/27/2016 06:10 AM US Mountain Daylight Time JMiller-SO

Added asterisk

*** PHONE LOG 08/26/2016 11:39 AM Pacific Daylight Time DCalderon Action Type:Ltr/email/fax rec'd
ECA received BBB case.

*** PHONE LOG 08/26/2016 11:46 AM Pacific Daylight Time DCalderon Action Type:Ltr/email/fax sent
ECA sent MRF.

*** PHONE LOG 09/02/2016 06:31 AM Pacific Daylight Time DCalderon Action Type:Ltr/email/fax rec'd
BBB closed case with repair as resolution.
1. Pending MVDN.

*** PHONE LOG 09/09/2016 06:56 AM Pacific Daylight Time DCalderon Action Type:Ltr/email/fax sent
ECA emailed Eric at BBB.
Eric,

Why is this in closed not finished? The customer has never sent in their MVDN. It's also on the open compliance report. Please advise.

*** PHONE LOG 09/09/2016 07:33 AM Pacific Daylight Time DCalderon Action Type:Ltr/email/fax rec'd
ECA recieved and email from Eric at BBB.
Because it was just settled on 8/30 for the customer to send her notice and allow repairs.
It will be on your report until performance verification is complete approximately 9/30.

During that time, you should be receiving the notice and responding to it to schedule the inspection/repair.

A settled case is a "closed" case.

Someone who is happy after settlement, or ineligible cases are "Finished" cases.

Closed means there is action that needs to take place in the future.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 OPTIMA</u>	<u>Case Number</u>	<u>Mileage</u>
		5xxgu4l31gg			5.229
Lithonia	, GA,		Prod. Date: 12/15/2015	Dealer: GA093	Nalley KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Performance

*** PHONE LOG 09/09/2016 07:33 AM Pacific Daylight Time DCalderon Action Type:Ltr/email/fax sent
ECA emailed Eric at BBB.
Thank you,

So if I do not receive the MVDN by 9/30 I can update the compliance report just saying that the MVDN never came in; correct?

*** NOTES 09/29/2016 10:13 AM Pacific Daylight Time DCalderon Action Type:NCA Web Contact
ECA updated fulfillment date on BBB case.
1. KMA has yet to receive their MVDN.

*** NOTES 09/29/2016 03:55 PM Pacific Daylight Time CLoftus Action Type:NCA Corresp. rec'd
1. 3 or more repair attempts have been made to repair the same defect or condition
2. Alleged defects: Engine popping/knocking, a/c doesn't function properly after long length of time, popping sound coming from panoramic sunroof, thick white smoke coming from exhaust, black residue on the exhaust pipe, seat belt melting, leather in car is cracking, navigation system impractical.
3. This is a notification of the final opportunity to correct the continuing substantial defect or condition.

Attaching to case and reassigning to DCalderon.

*** PRIORITY CHANGE 09/29/2016 03:56:06 PM CLoftus

*** PHONE LOG 10/04/2016 11:26 AM Pacific Daylight Time DCalderon Action Type:Ltr/email/fax sent
ECA sent cust confirmation letter via certified mail.

*** PHONE LOG 10/04/2016 12:14 PM Pacific Daylight Time DCalderon Action Type:Outgoing call
ECA spoke with Tim at dealer GA054
Writer:
1. Requested any and all cust copies of ROs.

Dealer:
1. Sts will fax.

*** PHONE LOG 10/04/2016 12:23 PM Pacific Daylight Time DCalderon Action Type:Ltr/email/fax sent
ECA emailed Jimmy at dealer GA083.
1. Requested any and all cust copies of ROs.

*** PHONE LOG 10/10/2016 11:13 AM Pacific Daylight Time DCalderon Action Type:Ltr/email/fax sent
ECA emailed Jimmy at dealer GA083.
1. Requested any and all cust copies of ROs.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 OPTIMA</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5xxgu4l31gg	[REDACTED]	[REDACTED]	5,229
Lithonia	, GA, [REDACTED]	Prod. Date: 12/15/2015	Dealer: GA093 Nalley KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Performance

*** PHONE LOG 10/13/2016 09:09 AM Pacific Daylight Time DCalderon Action Type:Incoming call
ECA received a VM from cust.

1. Requested a call back to schedule FTS appointment.

*** PHONE LOG 10/13/2016 09:48 AM Pacific Daylight Time DCalderon Action Type:Outgoing call
ECA spoke with cust. [REDACTED]

Writer:

1. Adv that we are calling to arrange the FTS appointment.
2. Adv that the first date that we have avail is 10/25/16.
3. Adv that she can drop off the day of or evening before.
4. Adv that alternate transportation would be provided if it is needed.

Cust:

1. Sts that she has taken the veh to 3 dealers.
2. Sts that it has been in 4x.
3. Sts that she has been reading a lot on the LL.
4. Sts do I have to take the veh in.
5. Sts how many times am I going to have to do this.
6. Sts that I don't pay \$550 a month for a car that is at the dealer.

Writer:

1. Apol for the concerns.
2. Adv that we are entitled to a final repair attempt.

Cust:

1. Sts that she can drop off the veh on the 25th at 10:30AM

Writer:

1. Adv that we will make the arrangements and DHemm will follow up the day before as a reminder.
2. Adv that he will be handling the case moving forward.
3. Adv that we can email the cust with DHemm contact info.

Cust:

1. Understood and thanked and provide [REDACTED]

*** PHONE LOG 10/13/2016 09:53 AM Pacific Daylight Time DCalderon Action Type:Ltr/email/fax sent
ECA emailed cust.

Ms. [REDACTED]

As we discussed I will make the arrangements for our Field Technical Specialist inspection on 10/25/16. I will make the dealer aware of you dropping off your vehicle on 10/25/16 around 10:30AM. As I had mentioned David will be following up with you regarding the appointment and sending you a reminder email on 10/21. You can contact David via emailed DHemm@kiausa.com <mailto:DHemm@kiausa.com> or phone 949)430-3344. Please advise if you have any questions.

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 OPTIMA</u>	<u>Case Number</u>	<u>Mileage</u>
		5xxgu4l31gg			5,229
Lithonia	, GA,	Prod. Date:	12/15/2015	Dealer:	GA093 Nalley KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Performance

*** PHONE LOG 10/13/2016 10:05 AM Pacific Daylight Time DCalderon Action Type:Ltr/email/fax sent
ECA emailed BT requesting that he makes the dealer aware of the FTS appointment.

*** NOTES 10/13/2016 10:18 AM Pacific Daylight Time BThompson Action Type:Dealer contact
SECC contacted GA083 SVCM GMilazzo to inform of FTS Inspection on 10/25/16 at 10:30am

*** PHONE LOG 10/24/2016 07:25 AM Pacific Daylight Time DHemm Action Type:Ltr/email/fax sent
ECA sent email to cust:
Hello Ms.

This is to remind you of your appointment tomorrow at Rick Case Kia.

Please let me know if anything has changed and if you are unable to attend.

Thank you,

*** NOTES 10/27/2016 08:24 AM Pacific Daylight Time DHemm Action Type:Internal
ECA received FPQR

*** PHONE LOG 11/08/2016 09:55 AM Pacific Daylight Time DHemm Action Type:Outgoing call
ECA called cust:

1. Checking on status of vehicle after repair
2. Please return my call if there is anything we need to address

*** PHONE LOG 11/08/2016 01:00 PM Pacific Daylight Time DHemm Action Type:Ltr/email/fax sent
ECA sent MRF to BBB

*** NOTES 11/23/2016 01:37 PM Pacific Daylight Time DHemm Action Type:Internal
Pending response from BBB
Arb set for week of the 12th

*** PHONE LOG 12/14/2016 09:58 AM Pacific Daylight Time CSanchez Action Type:Outgoing call
Pending arbitrator's decision

*** PHONE LOG 01/03/2017 10:34 AM Pacific Daylight Time CSanchez Action Type:Outgoing call
Arbitrator denied customer's request for replacement vehicle.

*** CASE CLOSE 01/03/2017 10:59 AM Pacific Daylight Time CSanchez
Arbitrator denied customer's request. Case closed. No further action needed

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Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 OPTIMA	<u>Case Number</u>	<u>Mileage</u>
██████	██████	5XXGU4L3XGG ██████	██████	6.815
North Brunsw NJ , ██████		Prod. Date: 10/26/2015	Dealer: NJ057	Gateway KIA of North Br

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

*** PHONE LOG 08/16/2016 11:45 AM US Mountain Daylight Time MCampos Action Type:Outgoing call
Mrs. ██████ ██████ ██████

Cust states:

1. Noticed passenger window would not go down on Saturday
2. That was Saturday
3. On Sunday, my daughter said there was burning smell
4. Electrical fire burned hole right through passenger door
5. If you lower window on driver side, can smell burning
6. Window does not go down on passenger or passenger rear
7. Took it back to NJ057 and spoke w/ Ken
8. Keep saying engineers and inspectors were coming to look at veh
9. Did not give me loaner and gave me rental
10. Not happy w/ rental
11. Has been a week and still no inspections done
12. They are puzzled as well

Wrt states:

1. Apologized
2. * Took accident script *
3. Seems KMA reps are already involved
4. Would like to have case forwarded to correct dept
5. Another repa will be contacting cust in 2-3 business days
6. Gave case #

Cust thanked and call ended

*** NOTES 08/16/2016 12:45 PM US Mountain Daylight Time MCampos Action Type:Dealer contact
Dispatching to NCA:

1. Cust alleges electrical fire burned hole in passenger door panel
2. Veh currently located @ NJ057 (since 8/8/16)
3. Please review and follow up accordingly

*** PHONE LOG 08/18/2016 02:06 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called and spoke with ██████ ██████

Writer states:

1. Calling in regards to your 2016 Kia Optima

Customer states

1. On Saturday, I had went out to get gas in the car, I was going to open the window
2. The window wouldn't go down, so I told my husband
3. My husband looked at it, the window wouldn't go down on the front passenger side and the back wouldn't go down either
4. So I just put the a/c on and went and got gas
5. My husband drove the vehicle with my daughter ██████ and she kept saying there's a burning smell in here
6. My husband's got asthma, he's got allergies so his smelling senses are not the greatest
7. On Sunday, I took the car with my grandson, it was my birthday, we were going to go to the Yankee game
8. I smelt this horrible burning so I called my husband
9. As I was telling him this, I look toward the passenger side of the car and there was a big burn hole in the door

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 OPTIMA	<u>Case Number</u>	<u>Mileage</u>
		5XXGU4L3XGG		6.815
North Brunsw NJ ,		Prod. Date: 10/26/2015	Dealer: NJ057	Gateway KIA of North Br

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

10. I got so petrified, I got off the next exit, turned around and came home
11. I drove it to the dealer on Monday and they've had it there since
12. I've waited a week and they didn't realize that I had to call Consumer Affairs
13. So they gave me the number to call you guys up

Writer states:

1. Are you and your family okay?
2. Are you currently in a loaner or a rental?
3. Was the police or fire department contacted?
4. Was the insurance company contacted?
5. Requested photos

Customer states:

1. Yes we're okay, thank god
2. They didn't have a loaner so they put me into a Enterprise car
3. No
4. No
5. I didn't take any photos

Writer states:

1. I will work with the dealership to address your concerns
2. Gave customer call back number
3. We'll keep in touch

*** NOTES 08/18/2016 02:10 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Called dealer NJ057 and spoke with Service Manager Ken Mcfadyen

Writer states:

1. Calling to get more information on this vehicle
2. Requested photos and codes
3. Gave dealer email address

Dealer states:

1. It doesn't appear to have any aftermarket components
2. It has a melted door panel
3. I didn't report it as a fire, I reported it as a electrical short
4. I'll have the technician pull the codes in the morning

*** NOTES 08/18/2016 02:12 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Received 1 photo from Service Manager Ken Mcfadyen at dealer NJ057

*** NOTES 08/22/2016 11:18 AM Pacific Daylight Time SamuelKim Action Type:Internal
Reviewed case with KMA Engineers:

1. Have dealer remove door trim panel and take pictures

*** NOTES 08/22/2016 11:22 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Sent email to Service Manager Ken Mcfadyen at dealer NJ057 and CC'd DPSM GKaras:

Our engineers would like you to go ahead and remove the door trim panel and take additional photos. Also, please

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 OPTIMA	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	5XXGU4L3XGG ██████████	██████████	6.815
North Brunsw NJ , ██████████		Prod. Date: 10/26/2015	Dealer: NJ057	Gateway KIA of North Br

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

check for codes and verify the passenger front and/or passenger rear windows are not working.

*** NOTES 08/22/2016 12:54 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Received email from Service Manager Ken Mcfadyen at dealer NJ057 (kenm@gatewaykia.com)
Good Afternoon. I wanted to follow up regarding the 2016 Optima Door Panel situation. We ran the scan test and there are NO DTC's stored. Please let me know how to proceed.

Take Care,

Ken McFadyen
Service & Parts Director
Gateway Kia of North Brunswick
KenM@GatewayKia.com <mailto:KenM@GatewayKia.com>
#732-325-6100

*** NOTES 08/23/2016 09:20 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Received email from Service Manager Ken Mcfadyen at dealer NJ057 (kenm@gatewaykia.com)
As requested. Please let me know if there are any questions.

*** NOTES 08/23/2016 09:29 AM Pacific Daylight Time SamuelKim Action Type:Internal
Pending response from KMA Engineers

*** NOTES 08/23/2016 10:07 AM Pacific Daylight Time SamuelKim Action Type:Internal
Reviewed case with KMA Engineers:
1. Proceed with repairs under warranty
2. Have dealer send us original parts

*** NOTES 08/23/2016 10:11 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Sent email to Service Manager Ken Mcfadyen at dealer NJ057 ██████████ and CC'd DPSM
GKaras:
Hi Ken,

Thank you for your quick response. Please get in contact with your DPSM for a PWA (if applicable) and proceed with repairs under warranty. Also, please ship the replaced parts to the address below. To the extent possible, please keep the parts intact during removal. If you have any questions, you are more than welcome to contact me.

*** PHONE LOG 08/23/2016 10:13 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called customer, person on other end picked up phone, but no response. Writer unable to leave message.

*** PHONE LOG 08/23/2016 10:22 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Received call from ██████████ ██████████
Writer states:
1. I was calling to follow up with you on your 2016 Kia Optima
2. Repairs will be covered under the terms of the warranty
3. The dealership will be in contact with you once the vehicle is ready for pickup

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 OPTIMA	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XXGU4L3XGG [REDACTED]	[REDACTED]	6.815
North Brunsw NJ , [REDACTED]		Prod. Date: 10/26/2015	Dealer: NJ057	Gateway KIA of North Br

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

4. Sure

Customer states:

1. Okay, if my husband has any other questions, I'll have him call you

*** NOTES 08/30/2016 10:05 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Sent email to Service Manager Ken Mcfadyen at dealer NJ057 (kenm@gatewaykia.com) and CC'd DPSM GKaras:
Requested update

*** NOTES 08/31/2016 09:43 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Receved email from Service Manager Ken Mcfadyen at dealer NJ057 (kenm@gatewaykia.com)
The work was being performed today and I am going to QC the job throughout the day tomorrow.....I just spoke to my Parts Manager and he is going to ensure the parts are shipped back to your attention.

*** NOTES 08/31/2016 11:26 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Received message from Assistant Parts Manager Manuel Rivera at dealer NJ057:
1. Hi good afternoon Mr. Kim, Manny from Gateway Kia NJ057
2. I'm calling regarding this claim, the part number
3. Sorry, I'm calling regarding this parts that we ordered for this Kia Optima
4. The VIN number is, the last 8 is GG011306
5. Anyway, we get all the parts
6. All we have to do is just like you said, you're requesting it to send it to you guys
7. Anyway, I hopefully tomorrow I can send everything back
8. Or else you can give me a call back at [REDACTED] and ask for Manny at the Parts Department
9. Thank you, have a good day, bye, bye

*** NOTES 08/31/2016 11:26 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Receved email from Service Manager Ken Mcfadyen at dealer NJ057 (kenm@gatewaykia.com)
The parts are being shipped to your attention and will be going via FedEx at some point today (possibly already - I would have to verify with my Parts Manager. Please let me know if you have any questions or concerns I can assis you with on this vehicle. Thank you again for your assistance.

*** NOTES 09/01/2016 10:42 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Received parts from dealer NJ057. Fedex tracking number [REDACTED]

*** CASE CLOSE 09/07/2016 08:44 AM Pacific Daylight Time SamuelKim

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Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[REDACTED]	[REDACTED]	5XXGU4L35GG [REDACTED]	[REDACTED]	4,383
Santa Fe	NM [REDACTED]	Prod. Date: 10/08/2015	Dealer: NM014 KIA of Santa Fe	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Interior Lamp Operation

Case History

**** PHONE LOG 10/25/2016 07:01:03 PM sa

Dealer :Kia of Santa Fe

Technician :Sergio Chavez

Service Manager :Carlos Abeyta

Dealer Phone :5059821957

DPSM :Robert Leal

Vehicle Model :OPTIMA

Model Year :2016

Mileage :4383

Initial comments by Technician found in TL Case [REDACTED] :

*** Performed by contact: Sergio Chavez, 5059821957

*** This is a Request for Assistance ***

Problem Description :

CUSTOMER STATES THAT THE INTERIOR LIGHT ARE INOP

Diagnostics Performed :

CHECKED AND FOUND THE INTERIOR FUSE BLOWN, I HAD REPLACED THE FUSE ALREADY 3 DAYS AGO AND BEFORE THAT, I REPLACED THE REAR PERSONAL ROOM LAMP ASSY DUE TO IT HAD MELTED CAUSING A SHORT AND BLOW THE FUSE, SO TODAY THE FUSE WAS BLOWN AGAIN, SO I CHECKED THE REAR ROOM LAMP AGAIN AND I FOUND IT MELTED AGAIN. I REPLACED THE ROOM LAMP FOR THE SAME ISSUE ON ANOTHER 2016 OPTIMA. IT LOOKS LIKE WE NEED A SUPERSEDED PART OR A DIFFERENT BULB THAT IT DOESNT PRODUCE SO MUCH HEAT??.

Please contact dealer for additional information regarding customer handling & repair status and update customer accordingly.

**** NOTES 10/27/2016 06:03:23 PM LBachmann Action Type:Dealer contact

[!<For Internal Use Onlytemplate needed>!]

**** NOTES 11/04/2016 11:31:36 AM LBachmann Action Type:Dealer contact

Called DLR: NM014

Spoke with: Justin in Service and Jeremy in Parts

- Customer Name: [REDACTED]
- Customer phone #: [REDACTED]
- Customer address: [REDACTED] Hernandez, NM [REDACTED]
- VIN: 5XXGU4L35GG [REDACTED]
- MY and Mileage: 16 Optima/ 4383
- Most recent RO# and Open Date: RO [REDACTED] / Opened:10/25/16
- Days Down at initial Service Alert report (if applicable):
- Most recent Repair Issue and Diagnosis: Interior light not working
- Diagnosis: we replaced the whole dome light assembly, they came back in for the same issue, it was a blown fuse, and then less than a week later, they had the same issue, There is a defective part,
- Able to Duplicate (Y or N): Yes
- Repeat Repair (Y/N), if so, how many times?: Yes
- Repair History of current concern with dates and mileage:
- RO: [REDACTED] Date: 10/18/2016 Mileage: 4176
- RO: [REDACTED] Date: 6/13/2016 Mileage: 1,649
- ETA for completion of repairs (if applicable): Waiting on parts

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 OPTIMA</u>	<u>Case Number</u>	<u>Mileage</u>
		5XXGU4L35GG			4,383
Santa Fe	NM	Prod. Date: 10/08/2015	Dealer: NM014 KIA of Santa Fe		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Interior Lamp Operation

- Parts on order (Y/N), if so obtain part#, order#: Yes / Part#: 92870 D4000CGA Order#:
- Techline Case (if applicable):
- Rental / Loaner Provided? If so, since when?: No
- Dealer contacted DPSM (if needed): No
- Vehicle repaired?: No
- Customer has possession?: Yes
- Dealer Code/Selling Dealer (Y or N): NM014/ Yes
- Original Owner (Y or N): Yes

**** PHONE LOG 11/04/2016 11:32:52 AM LBachmann

Called Cust, left vm

Wrt States:

1. Gave case # and 800#
2. Advised calling in regards to case

[!<For Internal Use OnlyWaiting on part>!]

**** PHONE LOG 11/07/2016 02:56:45 PM NAllen

Cust states

1. the dealership now tells me i cant come in at 4 this is the only time that i can come
2. this car is terrible and i just want it fixex
3. i dont want to go back to this dealership its horrible
4. i am going to just go to the paper

wtr states

1. apologized
2. i can call the dealer to see what we can do to get you in
3. we can also try a different dealer for you

cust states

1. ok try any one in the san jose area
2. I can be at anyone at 10 in the morning

called Premier kia

1. spoke to svc mgr and he had opening
2. xfer customer to svc mgr for confirming appt.

**** CASE CLOSE 11/07/2016 05:49:03 PM

*** PHONE LOG 11/16/2016 04:09 PM US Mountain Standard Time KQuintero Action Type:Incoming call

Cust stated:

1. Calling because I was told that the case was going to be escalated and no one has called me back
2. We have been waiting for the dome light to come in its been 3 weeks and nothing
3. I know that after 3x or more the veh can qualify for lemon law and I just feel that this veh is one

Writer stated:

1. I apologize for concern

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 OPTIMA</u>	<u>Case Number</u>	<u>Mileage</u>
		5XXGU4L35GG			4,383
Santa Fe	NM	Prod. Date: 10/08/2015	Dealer: NM014 KIA of Santa Fe		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Interior Lamp Operation

2. Advised that I can escalate the case
3. Advised to reference W.C.I.M
4. Allow 2-3 business days for follow up from ECR

Cust stated:

1. Thank you

*** NOTES 11/16/2016 04:09 PM US Mountain Standard Time KQuintero Action Type:Manager review
Per AS400

=====ORDER=====					UPER	Alloc		
Part Number	Part Name	Number	Type	Qty	Date	ETA	Qty	
92870 D4000CGA	LAMP ASSY-REAR	102516E	E	1	10/25/16	11/26/16	1	

*** NOTES 11/16/2016 04:10 PM US Mountain Standard Time KQuintero Action Type:Dealer contact
Dispatching to ECR for:
1. 2016 Optima with 4,383 miles
2. Cust states veh is a lemon
3. Part (dome light) on back order
4. Please handle accordingly

*** PHONE LOG 11/28/2016 11:17 AM US Mountain Daylight Time KCampos-CE Action Type:Outgoing call
Writer called cust a left vm
1. Call back number and case number

*** SUBCASE 1 CREATED 11/28/2016 11:18 AM US Mountain Daylight Time KCampos-CE
What is the status of repair? RO's for RO review please
Thank you

*** SUBCASE 1 - NOTES 11/29/2016 10:40 AM Pacific Daylight Time MBautista Action Type:Dealer contact
ECC states:
1. I requested all RO's from NM014
2. I spoke to SVCM Lawrence for more details

Lawrence states:

1. Dome light housing is on back order.
2. Customer has car but Special order parts not yet in
3. I will send ROs to fax (I gave him new ECC's fax number)

*** PHONE LOG 11/29/2016 03:29 PM US Mountain Daylight Time JWeaver Action Type:Incoming call
Cust states:
1. Provided case ID

Writer states:

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 OPTIMA</u>	<u>Case Number</u>	<u>Mileage</u>
		5XXGU4L35GG			4,383
Santa Fe	, NM	Prod. Date: 10/08/2015	Dealer: NM014 KIA of Santa Fe		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Interior Lamp Operation

1 .How may you be helped

Cust states:

1. I received a call yesterday and I am not sure if it was Karla or Kayla
2. The number that was left - I have called multiple times but havent received a call back
3. The part thats being ordered isnt suppose to arrive until January
4. This is the 3rd time we have been in for this concern
5. Its a new veh
6. The part they keep putting in just blows out all of the fuses
7. I am not sure what to do

Writer states:

- 1 .Apologized
2. Informed showing case with ECR
3. Number you have is correct
4. Showing ECR to follow up tomorrow
5. Will send email informing of best time to contact - email sent
6. What is the best time to contact you

Cust states:

- 1.After 11 mountain time

Writer states:

- 1 .Will info

Cust thanked and disconnected

*** NOTES 11/29/2016 02:43 PM Pacific Daylight Time KPedrosa Action Type:Internal
Attached ROs in subcase

*** PHONE LOG 12/05/2016 09:59 AM US Mountain Daylight Time SLarez Action Type:Outgoing call
Customer states.

1. I am not getting any call back from my ECR.
2. I got one call but not any other ones.
- 3.. I think we are waiting for a part to come in.
4. I am not sure why this is going on, it is a new car.

Writer states.

1. I am sorry
2. I gave Karla a note to call you.
3. I am sorry this is going on.

Customer states.

1. Thank you

*** NOTES 12/05/2016 09:58 AM Pacific Daylight Time KPedrosa Action Type:Dealer contact
WECC contacted svc NM014 regarding part arrival:

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 OPTIMA	<u>Case Number</u>	<u>Mileage</u>
		5XXGU4L35GG		4,383
Santa Fe	NM	Prod. Date: 10/08/2015	Dealer: NM014 KIA of Santa Fe	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Interior Lamp Operation

Writer states:

1. Has the part for this veh arrived?
2. If so, is the repair complete?

Svc states:

1. It just arrived
2. We will contact the cust to bring in the veh
3. Should only take a day to repair

Writer states:

1. Will follow up towards the end of the week

*** PHONE LOG 12/05/2016 04:20 PM US Mountain Daylight Time KCampos-CE Action Type:Outgoing call

Writer called cust states

1. I received a note from Steve to give you a call
2. After that there was an update to your case as well
3. The part is in as the dealership reached out to you

Cust states

1. They called and said that it was in
2. My concern is that it is the third time since we bought the veh
3. This is the third time they said the dome light is melting the plastic
4. There is a screw that maybe making contact causing the fuse to short
5. I can't trust this veh any more
6. I know there is a lemon law and I am thinking that is what I am going to do

Writer states

1. I apologize I can understand your concern
2. Our obligation is to make repairs under warranty guidelines
3. I do recommend looking at your WCIM for details pertaining to your state
4. I will stay involved until repairs have been completed
5. Thanked call ended

*** NOTES 12/09/2016 10:25 AM Pacific Daylight Time KPedrosa Action Type:Dealer contact

WECC Lance (svc) NM014 regarding repair status

Writer states:

1. Has this cust's veh been repaired?

Lance states:

1. Yes, it was repaired yesterday
2. Cust got their oil changed and dome light replaced
3. Cust has the veh right now
4. No complaints with the dome light as of yet

*** PHONE LOG 12/12/2016 09:28 AM US Mountain Daylight Time KCampos-CE Action Type:Outgoing call

Writer called cust left vm stating

1. I am calling to follow up on your repairs

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 OPTIMA	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XXGU4L35GG [REDACTED]	[REDACTED]	4,383
Santa Fe	, NM [REDACTED]	Prod. Date: 10/08/2015	Dealer: NM014 KIA of Santa Fe	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Interior Lamp Operation

2. Call back number and case number

*** NOTES 12/13/2016 10:52 AM Pacific Daylight Time ADellarocca Action Type:Dealer contact
ECA reviewed case

*** PHONE LOG 12/15/2016 12:05 PM US Mountain Daylight Time KCampos-CE Action Type:Outgoing call
Writer called cust left vm stating
1. I am calling in regards to recent repairs
2. Want to verify all concerns have been resolved

*** SUBCASE [REDACTED] 1 CLOSED 12/28/2016 03:36 PM US Mountain Daylight Time KCampos-CE

*** CASE CLOSE 12/28/2016 03:36 PM US Mountain Daylight Time KCampos-CE

*** PHONE LOG 01/03/2017 05:56 PM Eastern Daylight Time ALewis Action Type:Outgoing call
Customer states:
1. I don't even feel safe in this vehicle anymore.
2. My previous case manager said because of the certain number of times it's been to the dealer I can invoke lemon law if needed.
3. I just don't know what to do, I don't feel safe in the vehicle any longer.
4. Before my car's light would just go out on it's own.
5. Now my car is making a popping sound in the back and it sounds like a rock is being thrown at my vehicle.
6. It's so frustrating that I've had to go to the dealership 4x for this problem.
7. I don't even live near the dealership, so I have to take off work and spend my day driving over there to have this handled.
8. I want to know what KMA will do for me?
9. I don't want this car anymore.
10. I wish you would just lemon law it and pay it off and keep the vehicle.
11. I don't feel comfortable in the car at all anymore.

Writer states:
1. Apologized.
2. Advised writer will be happy to assist.
3. Advised case will be sent back to escalation team for additional review.
4. Advised customer will be contacted by escalation case manager within 2-3 business days.

Customer states:
1. Thank you.

*** NOTES 01/03/2017 05:58 PM Eastern Daylight Time ALewis Action Type:Manager review
Writer emailed DPSM Robert Leal as FYI due to case being escalated.

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
[REDACTED]	[REDACTED]	5XXGU4L35GG [REDACTED]	[REDACTED]	4,383
Santa Fe	NM [REDACTED]	Prod. Date: 10/08/2015	Dealer: NM014 KIA of Santa Fe	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Interior Lamp Operation

*** NOTES 01/03/2017 05:59 PM Eastern Daylight Time ALewis Action Type:Internal
Forwarding to ECR.

1. Customer states interior light is popping loudly.
2. NM014 states they replaced the whole dome light assembly, then customer came back with same issue and it was a blown fuse, and customer came back with same issue again.
3. DPSM has been notified.
4. Dispatching because customer is claiming lemon law and requesting buyback of the vehicle.
5. Please contact the customer with resolution.

*** PHONE LOG 01/06/2017 05:40 PM Eastern Daylight Time MReese Action Type:Incoming call
Cust

1. I was told my case was being escalated
2. I haven't heard anything from anyone

Writer

1. Apologized
2. Today is 3rd day
3. Allow 2-3 days for contact

Cust

1. Thank you

*** PHONE LOG 01/06/2017 06:05 PM US Mountain Daylight Time LHargis Action Type:Incoming call
[REDACTED] states:

1. My case number is [REDACTED]
2. the guy said I would get a call today

Wrt states:

1. The case has been sent to ECR.
2. ECR will review case and follow up...needs at least 2-3 bus days.

Cust states:

1. The last guy said it was reviewed

Wrt states:

1. there are no case notes that ECR reviewed and ECR is not available
2. Hold for vm

** transferred to ecr vm ***

*** PHONE LOG 01/09/2017 12:53 PM US Mountain Daylight Time KCampos-CE Action Type:Outgoing call
Writer called cust states

1. Your case was escalated to my office for further assistance
2. I know there was a second repair are you still having
3. the same concerns

Cust states

Kia Motors America

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 OPTIMA	<u>Case Number</u>	<u>Mileage</u>
		5XXGU4L35GG		4,383
Santa Fe	NM	Prod. Date: 10/08/2015	Dealer: NM014 KIA of Santa Fe	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Interior Lamp Operation

1. It has been repaired twice-three times
2. There is a popping noise it does it once in a while
3. I am scared there is a short or something
4. The light is still on hasn't burnt out yet but I know it will

Writer states

1. I can understand your concern
2. Our obligation is to make repairs under warranty guidelines
3. I will reach out to the dealership and TL to see if they have any
4. recommendations for testing
5. KMA is not repurchasing or replacing the veh at this time
6. I do recommend looking at your WCIM for details pertaining to your state
7. It may take me a couple days to get back to you with more details
8. Thanked call ended

*** SUBCASE 2 CREATED 01/09/2017 12:56 PM US Mountain Daylight Time KCampos-CE
Cust states veh is making popping noise still
Please obtain diagnosis details and repairs
Popping noise still present after repairs should TL get involved?

*** NOTES 01/09/2017 03:09 PM Pacific Daylight Time KPedrosa Action Type:Dealer contact
WECC contacted Lawrence (svc mgr) NM014 requesting for more info on veh history

Lawrence states:

1. Cust came in on 10/18/16 with this concern
2. Found that it had a burnt fuse
3. We replaced the burnt fuse
4. Cust came back on 10/25/16 with the same concern
5. Found that the dome light housing was getting hot causing the bulb to short
6. We replaced the dome light housing
7. Hasn't been back since

Writer states:

1. Cust's stating their concern is still present
2. I will have my rep contact her to advise her to return veh to dlr to diagnose concern
3. We might want to open a TL case to cover the basics

[!<For Internal Use Only

WECC contacted Gino (FTS) requesting for input on concern

Gino states:

1. The wiring harness might be pinched which may be the problem>!]

*** PHONE LOG 01/09/2017 04:30 PM US Mountain Daylight Time KCampos-CE Action Type:Outgoing call

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 OPTIMA	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XXGU4L35GG [REDACTED]	[REDACTED]	4,383
Santa Fe , NM [REDACTED]		Prod. Date: 10/08/2015	Dealer: NM014 KIA of Santa Fe	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Interior Lamp Operation

Writer called cust left vm

1. Please take your veh back to the dealership for further diagnosis
2. Call back number and case number

*** NOTES 01/10/2017 11:17 AM Pacific Daylight Time ADellarocca Action Type:Dealer contact
ECA reviewed case

*** NOTES 01/26/2017 10:14 AM Pacific Daylight Time ADellarocca Action Type:Dealer contact
ECA reviewed case

*** SUBCASE [REDACTED] 2 CLOSED 01/26/2017 12:37 PM US Mountain Daylight Time KCampos-CE

*** NOTES 01/26/2017 12:37 PM US Mountain Daylight Time KCampos-CE Action Type:Internal
Sent call me letter

*** CASE CLOSE 01/26/2017 12:37 PM US Mountain Daylight Time KCampos-CE

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 OPTIMA	<u>Case Number</u>	<u>Mileage</u>
		5XXGU4L37GG		2,191
		Prod. Date: 03/02/2016	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

*** PHONE LOG 11/16/2016 11:16 AM US Mountain Daylight Time LHargis

states

1. My car burst into flames.
2. My alarm went off last night.
3. I looked outside and my car burst in flames.
4. It looks like a electrical fire.

Wrt states:

1. Apologized.
2. Updated cust info.
3. Took accident script.
4. Adv cust to send in police report and pictures.
5. What action are you requesting?

Cust states:

1. To find out what happend
2. If there are any recalls

Wrt states:

1. No SC on veh
2. Provided case number.
3. Provided addr to send police report and pictures
4. Wrt will escalate case to appropriate dept for review.

Cust states:

1. Thank you.

Cust Declined survey

*** NOTES 11/16/2016 11:23 AM US Mountain Daylight Time LHargis Action Type:Dealer contact

*** CALL TO ACTION: Dispatch To NCA ***

1. Cust alleged veh interior caught fire while parked.
2. Cust alleged veh parked in front of his was damaged by fire.
3. Cust alleged AAA insurance and police have been contacted
4. Cust requesting to know the cause of fire.

*** PHONE LOG 11/17/2016 11:05 AM Pacific Daylight Time AnReyes Action Type:Outgoing call
NCA attempted to reach customer at VM full, unable to leave VM.

*** PHONE LOG 11/17/2016 12:56 PM Pacific Daylight Time AnReyes Action Type:Outgoing call
NCA spoke with customer

Writer:

1. Calling in reference to-

-Customer cuts off writer-

Customer :

1. Are you calling from Kia ?!
2. I am off at you guys right now.

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Consumer Affairs Department

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Last name	First name	VIN of 2016 OPTIMA	Case Number	Mileage
		5XXGU4L37GG		2,191
		Prod. Date: 03/02/2016	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

3. I have to deal with the insurance company, I don't have the report yet!
4. I have the guy's number.
5. I will let them know.
6. What is the purpose of your call?
7. The car caught fire.
8. Destroyed everything I had in the car.
9. I punched the window in because I couldnt unlock it with the key fob.
10. That is a design flaw.

Writer:

1. Apologized, we would like to see how we can assist.
2. I can reach out to your insurance company to make it easier on you.

Customer:

1. Thanked.
2. I hope this is recorded.
3. I am going after you guys.
4. I called my insurance company.
5. They will pay off the loan and go after you guys.
6. I will go after you guys too.

Writer:

1. Apologized, line is not recorded.
2. If you settle with your insurance company, that is up to you.
3. We would like to investigate prior to you settling with them
4. Was there any other damage besides the vehicle?

Customer:

1. I have to talk to my insurance company.
2. I had things in the car.
3. Everything is gone.
4. I had \$1000.00 in the car.
5. I practically lived in it.
6. Thanked. Will send info over once I get it.

Writer:

1. Thanked for the info.
2. I'll reach out to the insurance company for you.

Customer:

1. Thanked.

*** NOTES 11/17/2016 01:07 PM Pacific Daylight Time AnReyes Action Type:Other (external)
NCA left VM for Lacey Reed claims for AAA requesting photos, fire report, call back. Claim #

*** PHONE LOG 11/23/2016 04:55 PM Eastern Daylight Time NAllen Action Type:Incoming call
Cust states

1. I need to talk to someone about what to do
2. I have the amount my insurance is paying off and I am pretty mad
3. I dont have gap insurance and i need to know what you all are doing

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 OPTIMA	<u>Case Number</u>	<u>Mileage</u>
		5XXGU4L37GG		2,191
		Prod. Date: 03/02/2016	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

4. I have witnesses that when the car was on fire there were blue sparks
5. That indicates there was an electrical fire so this is your alls fault
6. What do I need to do I need a car

wtr states

1. apologized
2. I would need to get you to your case Mgr as this kind of case is worked from different dept.
3. Xfer to NCA rep

*** PHONE LOG 11/29/2016 11:55 AM Eastern Daylight Time Tlcnhour Action Type:Incoming call

Cust states

1. [REDACTED]
2. TCS isn't going to be available for a while.
3. Who is going to work my case?
4. Why has no one called me back?

Wrt states

1. Apologized
2. Reviewed case notes.
3. Advised that NCA is working case.

Cust states

1. CHP officers said that the police report is ready but can't get it right now.
2. Can fax it if necessary.
3. Want Kia to go to the lot to do their investigation.

Wrt states

1. Offered NCA contact info

Cust states

1. Thank you

Wrt states

1. Thank you

*** PHONE LOG 11/29/2016 09:21 AM Pacific Daylight Time AnReyes Action Type:Outgoing call

NCA rec'd call from customer

Customer:

1. Can't believe nothing has been done about this.
2. The police department in Santa Fe has the police report.
3. You being a corporation, they should be able to release it to you guys.
4. I want it documented that my insurance company isn't doing anything and I have to do all the work.

Writer:

1. Apologized, requested photos from your insurance rep.
2. Have not received photos,
3. We are a third party, they might not release that information to us.
4. If you have photos, you can send them over.

Customer:

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 OPTIMA	<u>Case Number</u>	<u>Mileage</u>
		5XXGU4L37GG		2,191
		Prod. Date: 03/02/2016	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

1. I can't believe they haven't sent you guys anything.
2. I am going to get on them.
3. That is between me and them
4. I am driving, send me an email

Writer:

1. Will email.

NCA rec'd call from customer's insurance company.

Rep:

1. You guys can investigate this if you want.

Writer:

1. Apologized, we need photos to proceed.

Rep:

1. Will send photos.

NCA rec'd photos

*** PHONE LOG 11/29/2016 09:22 AM Pacific Daylight Time AnReyes Action Type:Outgoing call
-----NCA has not rec'd photos----

*** PHONE LOG 11/30/2016 09:00 AM Pacific Daylight Time AnReyes Action Type:Outgoing call
NCA rec'd photos from insurance company, pending review

*** PHONE LOG 12/06/2016 11:24 AM Pacific Daylight Time AnReyes Action Type:Outgoing call
NCA left VM and emailed Lacey Reed, insurance representative requesting a call back.

*** NOTES 12/08/2016 03:48 PM Pacific Daylight Time AnReyes Action Type:Dealer contact
NCA rec'd a call from fire investigator Dave Aoki with Special Investigations Unit from insurance company
1. Vehicle fire was an intentional fire in the passenger's compartment, test came back positive for traces of gasoline
2. There is no manufacturer's concern with the vehicle from our investigation
3. If you have any questions you can reach Keith Mevan manager at Special Investigations Unit 714 424 7825

Writer:

1. Thanked.
2. Will log this phone call and give you a call back if we need anything

*** PHONE LOG 12/14/2016 05:03 PM Pacific Daylight Time AnReyes Action Type:Outgoing call
NCA spoke with customer

Writer:

1. We reviewed available information
2. We do not believe this is a defect with the vehicle.
3. Please give your insurance company a call, as I understand they will have some questions for you.

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 OPTIMA	<u>Case Number</u>	<u>Mileage</u>
██████	██████	5XXGU4L37GG ██████	██████	2,191
		Prod. Date: 03/02/2016	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Customer:

1. States I know what the investigator said.
2. I can't believe you guys believe it.
3. You are supposed to investigate it.
4. He said there was gasoline.
5. No %\$#@ there was gasoline in there, it's a car.
6. I am going to go to corporate.
7. You have a manager don't you

Writer:

1. I can have him reach out to you
2. The fire investigator and you're insurance company can go over their findings.

Customer:

1. Have him give me a call

*** PHONE LOG 12/22/2016 09:06 AM Pacific Daylight Time JeffStroup Action Type:Outgoing call
wtr spoke with Mr. ██████ and stated:

1. understand you were speaking with CSR and asked to speak with me

Mr. ██████ stated:

1. yes, to make a long story short at the end of the day i need to inspect everything
2. they said they found gas in my car
3. i had cologn and other things in my car
4. my insurance is actually saything there is multiple point of starting the fire inside the vehicle
5. they even took stuff back for labratory testing
6. the insurance is trying to get me to do a statement of oath
7. im not going to answer all the questions they have in that statement because some of the questions are what are the names of my kids and i will never tell them my kids names, it has no meaning
8. what do i do?

wtr stated:

1. apologized for concern
2. from what i understand is that your insurance company has inspected the vehicle and do not feel its a manufacturing concern
3. typically they will send a fire investigator out to inspect the vehicle and possibly that is their conclusion
4. have you asked for a copy of the C&O?

Mr. ██████ stated:

1. no, whats that

wtr stated:

1. the C&O is the report from the fire investigator and it typically advises his findings

Mr. ██████ stated:

1. but i didnt start the fire
2. i had to punch the window to try and get all the stuff out of the car

wtr stated:

1. again, apologized as dont know too much about your situation
2. again all i can advise is that it appears the insurance company does not feel its a manufacturing concern

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 OPTIMA	<u>Case Number</u>	<u>Mileage</u>
		5XXGU4L37GG		2,191
		Prod. Date: 03/02/2016	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Mr. [REDACTED] stated:

1. ok, i will make sure to get a copy of the report
2. i have the card from the guy who inspected it, i will call them.

*** CASE CLOSE 01/05/2017 04:31 PM Pacific Daylight Time JeffStroup
wtr closing case pending further contact from customer.

*** 04/03/2018 08:50:49 ***

Reopened with Sub Status of Working

*** Phone - Call - Inbound created on 04/03/2018 08:55:08 and created by Jeddah Ortega ***

Customer states:

1. I am in a legal battle with my insurance company.
2. They are saying the people I spoke to about my case do not exist.
3. The insurance company is trying to blame me for this and I am trying to get this sorted up.
4. I need to build up my defense.
5. I need to get this over with because it is killing my credit.
6. This car has not been paid off.
7. I need to know that who I spoke to made notes of this in their documents.

Writer states:

1. I will get your case over to our NCA office so that we can get in contact with your previous case owner to review
-

Customer states:

1. Wait a minute.
2. You are going to fast.
3. You are trying to get me off the phone.
4. Why is Kia not helping me?
5. This has been going on for a year and a half.
6. Kia is supposed to stand by their customers.
7. I am a loyal customer.
8. I just bought a new Kia.
9. Why would I buy a new Kia if I did this?
10. This has been a nightmare.
11. I need them to tell the insurance company that I am not lying.

Writer states:

1. It looks like your case was closed because the insurance company advised the fire was not caused by a manufacturer defect.
2. In this case, Kia would no longer be involved which is why your case was closed.
3. But I will send your case over to our NCA office so that they can review this and follow up with you.
4. Someone will contact you in 2-3 business days.
5. Provided case #.
6. Verified contact # and e-mail.

Customer states:

1. Ok, I need them to call me as soon as possible.

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Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 OPTIMA	<u>Case Number</u>	<u>Mileage</u>
		5XXGU4L37GG		2,191
		Prod. Date: 03/02/2016	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

2. Thank you.

*** 04/03/2018 09:13:38 ***

Dispatched from WIPBin = Assigned to Queue National CA by Jeddah Ortega

Reason: Customer requesting assistance from NCA regarding case to provide information in court for legal proceedings with insurance company

*** 04/04/2018 08:29:47 (GMT-08:00) Pacific Time (US & Canada) ***

Accepted, from Queue = National CA to WIPBin 1.1 Default/IC

*** 04/04/2018 08:43:06 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin default of Alex Villalpando by Gustavo Villela

Reason:

*** Phone - Call - Outbound created on 04/04/2018 09:31:45 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt states

1. Hello contacting in regards to case
2. Please advise

Cust states

1. This has been an on going battle for over a year
2. Requesting assistance from Kia
3. Insurance is not helping me and saying that is is my fault
4. I have hired an attorney
5. Insurance is saying that I never spoke to the Kia rep
6. They think I made this person up but I know I spoke to the other person
7. I even bought another Kia after this

Wrt states

1. Have reviewed notes
2. Unable to offer assistance at this time
3. Do see that you have had contact with previous agent

Cust states

1. Insurance is putting the blame on me and I did not do it
2. I have no idea where the car is at now
3. Can something be given to me saying that I spoke to the last rep

Wrt states

1. unsure if able to provide an external document with information provided but can check
2. If you, your attorney, or insurance have any questions
3. you may contact me

Cust states

1. No one wants to help me
2. I will have my attorney contact you

*** 04/04/2018 09:37:48 (GMT-08:00) Pacific Time (US & Canada) ***

Closed with Resolution Code : Concerns Recorded

[Resolution Summary]

Pending further contact.

Pe19-004

KIA

6/28/2019

DEFECT C

CA FILES

OPITIMA

2017 OPTIMA_ACCIDENT
SCRIPTS_ALLEGED DEFECT
C_EXPANDED SCOPE

Accident Report

Case [REDACTED]

Report Details

Pe19-004

KIA

6/28/2019

DEFECT C

CA FILES

OPITIMA

2017 OPTIMA_CA
REPORTS_ALLEGED DEFECT
C_EXPANDED SCOPE

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 OPTIMA</u>	<u>Case Number</u>	<u>Mileage</u>
Escondido,	CA,	5XXGT4L33HG			1.600
		Prod. Date: 12/22/2016	Dealer: CA107 North County KIA		

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

Case History

*** 06/05/2018 15:53:48 ***

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

*** Phone - Call - Inbound created on 06/05/2018 14:53:14 and created by Valerie Martinez ***

Customer states:

1. The car has died on me multiple times
2. This has happened to me on the freeway several times and two times on the street
3. No lights come on.
4. It takes several times before it finally turns back one
5. Adrian was the associate that sold me the car
6. He was unprofessional
7. I called back in and informed them I don't feel comfortable in this new car
8. I took multiple trips to the dealership and they told me there is nothing they can tell her
9. I tried to contact them today about giving the car back
10. I bought it June 2017 and I called a couple days later stating I wanted to give the car back
11. North County Kia on Escondido, CA
12. Is there anything that Kia can do to buy back this car?

Writer states:

1. Apologized
2. I am going to create a case for you and notate your concern and what you are requesting from Kia

**** Call disconnects ****

Writer Contacted Customer [REDACTED] and left a VM:

1. Introduced self
2. Calling to inform you that I have created your case
3. I will be calling the dealership to obtain additional information
4. Then sending you case to our regional office for further assistance
5. I'd allow 2-3 business days to f/u with you
6. Any questions KMA 800#, Case # provided

*** 06/05/2018 16:00:16 ***

Web - Note created on 06/05/2018 16:00:16 and created by [REDACTED]

I purchased a '17 Kia Optima 6/26/2017 from North County KIA dealership after bringing in my '11 Kia Optima that had been effected by an engine recall. I waited at the dealership for 6 hours before having any update on my vehicle. A salesman (Adrian Aguirre) had assisted me in looking at other vehicles. Him & his supervisor advised it was best to purchase a new vehicle from them & let them buy my old KIA (they were desperate to buy due to the number of recalls). I was never advised the lease term would be 48 months or that the equity from the '11 KIA would roll over. I called 2 days later to return the vehicle because I felt pressed & cheated out of my money. Adrian advised me it was no problem and to follow up with supervisor. After days of playing phone tag with the supervisor, he told me there was nothing they were doing to do. After more then several desperate attempts I tried to reach out again a few weeks later, wasting my time coming back to the dealership 3 more times just to be turned away. Since then the vehicle has stopped on the road more then several times & has had 3 recalls i was never notified of that could've been life threatening had i not followed up with my regular services. In addition the vehicle is now jerking on the road. I have a small child & no longer feel safe in any vehicle. This dealership is unprofessional and shown they don't care about their customers. This vehicle needs to be purchased back or will seek legal counsel to get this rectified.

*** Phone - Call - Outbound created on 06/05/2018 16:36:36 and created by Valerie Martinez ***

Writer Called Dealer CA107 - North County Kia and Spoke to Svc Dept

1. Calling to verify vehicle repair status and location

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2017 OPTIMA	Case Number	Mileage
[REDACTED]	[REDACTED]	5XXGT4L33HG [REDACTED]	[REDACTED]	1,600
Escondido, CA, [REDACTED]		Prod. Date: 12/22/2016	Dealer: CA107	North County KIA

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

2. Provided VIN#

Christina in service States:

1. She's come in for her oil changes and for recalls on her vehicle
2. She's only come in one time stating that concern

Customer Name: [REDACTED]

Customer Phone #: [REDACTED]

Customer Address: [REDACTED] San Diego, CA [REDACTED]

VIN: 5XXGT4L33HG [REDACTED]

MY and Mileage: 2017 OPTIMA LX 4CYL AUTO @1,600

Most recent RO# Open Date and Close date (if applicable):

RO#: [REDACTED]

Open date: 02/20/2018

Close date: 02/20/2018

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

Most recent Repair Issue and Diagnosis:

*** Concern: Customer states the vehicle died on me on the freeway a couple of times

*** Cause: Unable to Duplicate

Able to Duplicate (Y or N): N

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

Repair History of current concern with RO#, Open and Closed dates with mileage:

ETA for completion of repairs (if applicable): N/A

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

Techline Case (if applicable): N

Rental / Loaner Provided? If so, since when? N

Dealer contacted DPSM (if needed): N

Vehicle repaired? N

Customer has possession? Y

Dealer Code/Selling Dealer (Y or N): CA107/Y

Original Owner (Y or N): Y

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

*** Note - Others created on 06/05/2018 16:38:49 and created by Valerie Martinez ***

Forward to ECR

1. Customer states the vehicle died on me on the freeway a couple of times, (06/05/2018) Buy Back
2. Dispatching because customer states getting or filing (attorney/buyback)
4. DPSM has been advised
5. Please review and follow up accordingly

*** Case [REDACTED] is sent on 6/5/2018 16:42:56 by Valerie Martinez

To: RLEAL@KIAUSA.COM

Cc: vmartinez@kiaconsumeraffairs.com

Title: NO ACTION REQUIRED - Case Escalation:CA107, [REDACTED] [REDACTED]

*** 06/05/2018 16:44:41 ***

Dispatched from WIPBin = Default to Queue Western Region ECR by Valerie Martinez

Reason: Customer alleges buy back or legal action

*** 06/06/2018 07:40:33 (GMT-08:00) Pacific Time (US & Canada) ***

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

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2017 OPTIMA	<u>Case Number</u>	<u>Mileage</u>
Escondido, CA,		5XXGT4L33HG		1.600
		Prod. Date: 12/22/2016	Dealer: CA107 North County KIA	

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

*** 06/06/2018 08:00:54 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin 0. Default of Farah Velasquez by Esther Kong

Reason:

*** Email - External Email Sent created on 06/11/2018 10:30:02 (GMT-08:00) Pacific Time (US & Canada) and created by Farah Velasquez ***

ECR emailed Greg (svc mgr) CA107 requesting svc history

*** Phone - Call - Outbound created on 06/12/2018 17:44:53 (GMT-08:00) Pacific Time (US & Canada) and created by Farah Velasquez ***

ECR contacted cust

Wrt states:

1. Introduced self, case was escalated

Cust states:

1. I have stalling concern & jerking
2. Unhappy with dlr cust service as well. They aren't documenting my concerns on RO. Have brought veh in twice, only 1x was it documented
3. What are my options to have veh bought back?

Wrt states:

1. Understood, apologized
2. Can lodge formal complaint against dlr, if you wish
3. In terms of not documenting concerns, do advise cust to make sure listed concerns are on RO, as custs are asked to sign paper after visit. It is considered a legal document
4. For buyback review, would have to escalate case. My general understanding is buyback is something that is offered in accordance with state's LL. Offered in situations where veh has had multiple repair attempts for a verified defect that has still not been able to be repaired or veh has been down at dlr for unreasonable amount of time (30+days), resulting in warranty repair
5. Currently, the documented svc history for your veh is only 1 visit for concern dated 2/20/18, resulting in CND. At this time, based on documented svc history, I believe buyback is not something Kia would be offering since only 1 day down/1 visit/CND

CUST DISCONNECTED CALL

*** Phone - Call - Outbound created on 06/12/2018 17:48:46 (GMT-08:00) Pacific Time (US & Canada) and created by Farah Velasquez ***

ECR contacted cust-LVM

Wrt states:

1. Phone call must have dropped
2. Just wanted to continue discussing concerns
3. Kia's main obligation is to repair veh under terms of your warranty. Would need veh brought back in to dlr for diag
4. I can discuss case with technical resources here at corporate to assess concern & how to move forward
5. Please let me know if you require any assistance

*** Phone - Call - Outbound created on 06/18/2018 08:24:15 (GMT-08:00) Pacific Time (US & Canada) and

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Last name	First name	VIN of	2017 OPTIMA	Case Number	Mileage
[REDACTED]	[REDACTED]	5XXGT4L33HG	[REDACTED]	[REDACTED]	1,600
Escondido, CA,	[REDACTED]	Prod. Date: 12/22/2016		Dealer: CA107	North County KIA

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

created by Farah Velasquez ***

ECR contacted cust-LVM

Wrt states:

1. Calling to f/u on veh concerns
2. Please cb to discuss if you'd like assistance

*** Email - External Email Sent created on 06/18/2018 08:32:01 (GMT-08:00) Pacific Time (US & Canada) and

created by Farah Velasquez ***

ECR emailed cust CM letter

*** 06/18/2018 08:32:40 (GMT-08:00) Pacific Time (US & Canada) ***

Closed by Farah Velasquez with Resolution Code : No Cust Contact

[Resolution Summary]

Closed pending cust contact-sent cm letter

*** 06/18/2018 11:33:32 (GMT-08:00) Pacific Time (US & Canada) ***

Reopened by Farah Velasquez with Sub Status of Working

*** Phone - Call - Inbound created on 06/18/2018 11:33:38 (GMT-08:00) Pacific Time (US & Canada) and created by Farah Velasquez ***

From: [REDACTED]

Sent: Monday, June 18, 2018 11:18 AM

To: Velasquez, Farah [KMA]

Subject: Re: Kia Case [REDACTED]

I did follow up with you this morning via voicemail. I want to know if it is a option of them letting me out of my lease and letting me refinance that way I am able to get out of the vehicle. This vehicle is not reliable and can potentially be detrimental to my child, myself or any other passengers at any given moment. I do not want to pay money for lawyer fees but again I do have a lawyer on call to take care of this if need be. Please let me know if they would like to rectify this matter or would they prefer a lawsuit on their hands. Thank you.

Sent from my iPhone

*** Phone - Call - Inbound created on 06/18/2018 11:34:02 (GMT-08:00) Pacific Time (US & Canada) and created by Farah Velasquez ***

From: Velasquez, Farah [KMA]

Sent: Monday, June 18, 2018 11:32 AM

To: [REDACTED]

Subject: RE: Kia Case [REDACTED]

Hi Ms. [REDACTED]

Any lease or refinancing questions would have to be referred to your lienholder's attention. Kia Motors America is the manufacturer, separate from Kia Motors Finance, (KMF phone # is: 1-866-331-5632), and our Consumer Affairs department can only assist in situations regarding warranty repairs or Lemon Law review.

Since you state you do not feel safe in your vehicle, I can assist you by escalating your case to the appropriate KMA corporate team that can review your case to see if it would qualify under California Lemon Law for a repurchase. To my understanding, usually the only way to be let out from a lease is go through an early termination process, which would involve substantial fees, or to qualify through Lemon Law. As I mentioned previously, that team would review your vehicle's existing service history, which at this time only shows one visit for the concern, resulting in the dealership diagnosis of "cannot duplicate concern". If you'd like more information on California Lemon Law, please

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2017 OPTIMA	Case Number	Mileage
[REDACTED]	[REDACTED]	5XXGT4L33HG [REDACTED]	[REDACTED]	1,600
Escondido, CA, [REDACTED]		Prod. Date: 12/22/2016	Dealer: CA107 North County KIA	

Kia Case Type Lv11: Complaint

Kia Case Type Lv13: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lv12: Quality

Kia Case Type Lv14: Eng Stall(Idle/Unconfirmed)

review your Warranty and Consumer Information Manual (WCIM), usually located in your glovebox.

Alternatively, I can also assist you by having you bring your vehicle back in to the dealership to have them try to diagnose your vehicle, and proceed with repairs, if necessary.

Best Regards,

*** Phone - Call - Inbound created on 06/18/2018 14:28:38 (GMT-08:00) Pacific Time (US & Canada) and created by Farah Velasquez ***

From [REDACTED]
Sent: Monday, June 18, 2018 11:54 AM
To: Velasquez, Farah [KMA]
Subject: Re: Kia Case [REDACTED]

I won't be paying any fees to end the lease early when the vehicle itself is not up to par. Kia vehicles has a history of not being safe vehicles hence the constant recalls and class action suits. If you could assist or route me in the right direction to speak with someone regarding buying the vehicle back that would be great.

Thank you.
Sent from my iPhone

*** Phone - Call - Inbound created on 06/18/2018 14:28:48 (GMT-08:00) Pacific Time (US & Canada) and created by Farah Velasquez ***

From: Velasquez, Farah [KMA]
Sent: Monday, June 18, 2018 2:28 PM
To: [REDACTED]
Subject: RE: Kia Case [REDACTED]

I am very sorry you feel that way. Please see the attached letter, indicating some documents that Kia would need from you in order to review your buyback request. I already have your service history from the dealership, so all I would need from you is a copy of your sales contract in its entirety, and a copy of your current registration card. As soon as I receive these documents from you, I can go ahead and escalate your case for the Escalated Case Administrator (ECA) team to review under California Lemon Law.

Best Regards,

*** Email - External Email Sent created on 06/25/2018 11:35:32 (GMT-08:00) Pacific Time (US & Canada) and created by Farah Velasquez ***

From: Velasquez, Farah [KMA]
Sent: Monday, June 25, 2018 11:35 AM
To: [REDACTED]
Subject: RE: Kia Case [REDACTED]

Hi Ms. [REDACTED]

I'm following up with you on my request for copies of your sales contract and current registration card. As I indicated in my email below, I cannot escalate you to the appropriate team until I receive both of these documents.

Kia Motors America

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 OPTIMA</u>	<u>Case Number</u>	<u>Mileage</u>
Escondido,	CA,	5XXGT4L33HG			1.600
		Prod. Date: 12/22/2016	Dealer: CA107 North County KIA		

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

Best Regards,

*** Case note has been appended from duplicated auto-case on 06/26/2018 01:02:52 (PST)

Comments from Service Alert - TL

Dealer : North County Kia
Technician : SALVADOR ALVAREZ
Service Manager : Greg Meer
Dealer Phone :
DPSM : Robert Leal
Vehicle Model : OPTIMA LX 4CYL AUTO
Model Year : 2017
Mileage : 18907
Initial comments by Technician found in TL Case # :
:

[Problem Description]

CUSTOMER STATES THE CAR WILL DIE ON HER AT A STOPLIGHT AFTER ABOUT 10 MINUTES OF DRIVING WHILE IDLING AT THE STOP LIGHT THE CAR PROCEEDED TO DIE AND STALL OUT ON HER WHEN THIS HAPPENS

[Diagnostics Performed]

I CHECKED FOR CODES IN ALL THE MODULES NO CODES FOUND NOR ANY HISTORY CODES TEST DROVE VEHICLE FOR OVER 10 MINUTES VEHICLE DID NOT STALL NOR WANTED TO STALL I WAS UNABLE TO DUPLICATE CONCERN

*** 07/05/2018 09:24:29 (GMT-08:00) Pacific Time (US & Canada) ***

Dispatched from WIPBin = To Be Escalated to Queue Western Region Admin by Farah Velasquez
Reason:

*** 07/10/2018 16:31:51 (GMT-08:00) Pacific Time (US & Canada) ***

Accepted, from Queue = Western Region Admin to WIPBin NEW

*** Phone - Call - Inbound commitment created on 07/10/2018 16:32:12 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/13/2018 and created by Casey Crowell ***

*** Phone - Call - Inbound created on 07/11/2018 11:13:16 (GMT-08:00) Pacific Time (US & Canada) and created by Farah Velasquez ***
ECR rec'd call from Greg (svc mgr) CA107

Greg states:

1. Cust wants to bring veh back in for same concern & is demanding rental
2. Should I just get a flight recorder?
3. Concern is always CND & cust has expressed to me she wants to keep bringing veh in to qualify for LL

Wrt states:

1. I no longer own case, cust is under LL review
2. Yes, please request flight recorder from TL case

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 OPTIMA</u>	<u>Case Number</u>	<u>Mileage</u>
		5XXGT4L33HG			1.600
Escondido, CA,		Prod. Date: 12/22/2016		Dealer: CA107	North County KIA

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

2. Will email you dlr & cust consent forms so you can initiate request

Greg thanked & ended call.

*** Email - External Email Sent created on 07/11/2018 11:18:02 (GMT-08:00) Pacific Time (US & Canada) and created by Farah Velasquez ***

ECR emailed Greg (svc mgr) CA107 flight recorder consent forms

*** Phone - Call - Inbound commitment updated on 07/25/2018 13:39:04 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/27/2018 and updated by Casey Crowell ***

ECA called cust on primary #:

1. LVM for return call

*** Phone - Call - Inbound commitment fulfilled on 07/25/2018 13:55:07 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/27/2018 closed by Casey Crowell ***

Inbound from cust:

1. dlr doesn't seem to care about her anymore
2. veh keeps cutting off on her
3. SVCM told her there is nothing she can say to get her out of this car
4. never heard anything about a flight recorder

ECA:

1. pls describe what's happened thus far
2. was flight recorder installed.
3. when was veh back at the dlr

Cust:

- 1 hoping to get the veh back in next weekend.
2. dlr never notates what she's bringing it in for.
3. when pressing the gas, it will not move
4. has to cycle the engine to get it to run properly.
5. sometimes the dash lights will all illuminate
6. happens intermittently.
7. also a burning smell in the veh when turning on the A/C

ECA:

1. will get into contact w/ dlr
2. will inquire about flight recorder
3. will discuss w/ them and f/u w/ you.

Cust:

1. sounds good, thanks
2. I am about ready to drop this veh at the dlr and not pick it up again

*** Phone - Call - Inbound commitment created on 07/25/2018 13:55:43 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/26/2018 and created by Casey Crowell ***

*** Phone - Call - Inbound commitment updated on 07/27/2018 13:03:03 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/30/2018 and updated by Casey Crowell ***
built file

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2017 OPTIMA	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	5XXGT4L33HG ██████████	██████████	1.600
Escondido, CA, ██████████		Prod. Date: 12/22/2016	Dealer: CA107 North County KIA	

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

*** Phone - Call - Inbound commitment updated on 07/30/2018 16:40:51 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/31/2018 and updated by Casey Crowell ***

*** Phone - Call - Inbound commitment updated on 07/30/2018 16:41:55 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/31/2018 and updated by Casey Crowell ***

*** Phone - Call - Inbound commitment fulfilled on 07/31/2018 15:58:09 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/31/2018 closed by Casey Crowell ***
rcvd' RO review

*** Phone - Call - Inbound commitment created on 07/31/2018 15:59:33 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/01/2018 and created by Casey Crowell ***

*** Phone - Call - Inbound commitment updated on 08/03/2018 12:27:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/03/2018 and updated by Casey Crowell ***

*** Phone - Call - Inbound commitment fulfilled on 08/03/2018 16:03:17 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/03/2018 closed by Casey Crowell ***

From: Crowell, Casey [KMA]

Sent: Friday, August 03, 2018 4:03 PM

To: 'Greg Meer'

Subject: ██████████ - 5XXGT4L33HG ██████████ - ██████████

Hi Greg,

Wanted to get your take on this customer.

Ms. ██████████ claims the vehicle is stalling on her and when she presses the gas, it will hesitate to accelerate at all. Have you spoken with her about these concerns?

Have you had a chance to get a flight recorder installed on her vehicle?

She is asking us for a repurchase, but before I decide, I need to know what we've done thus far to determine the validity of her claims.

Thanks,

*** Phone - Call - Inbound commitment created on 08/03/2018 16:03:41 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/06/2018 and created by Casey Crowell ***

*** Phone - Call - Inbound commitment updated on 08/07/2018 09:51:51 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/08/2018 and updated by Casey Crowell ***

From: Crowell, Casey [KMA]

Sent: Tuesday, August 07, 2018 9:51 AM

To: 'Greg Meer'

Subject: RE: ██████████ - 5XXGT4L33HG ██████████ - ██████████

Hi Greg,

Just wanted to confirm you received my previous email.

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Last name	First name	VIN of 2017 OPTIMA	Case Number	Mileage
Escondido, CA,		5XXGT4L33HG		1,600
Prod. Date: 12/22/2016		Dealer: CA107 North County KIA		

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

Thanks,

*** Phone - Call - Inbound commitment fulfilled on 08/07/2018 11:30:37 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/08/2018 closed by Casey Crowell ***

ECA called dlr and s/w SVCN Greg:

1. technician dropped the ball, was supposed to request the flight recorder
2. can you request from TL?
3. We have never duplicated anything in her veh
4. can't find anything wrong with it.
5. she keeps trying to bring the veh in on Friday and leave it over the weekend to build up the DOS.

ECA:

1. sure, will request and keep you posted.

*** Phone - Call - Inbound commitment created on 08/07/2018 11:31:06 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/08/2018 and created by Casey Crowell ***

*** Phone - Call - Inbound commitment updated on 08/08/2018 16:03:33 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/10/2018 and updated by Casey Crowell ***
emailed SVCN for reopening TL and seeing about getting flight recorder requested

*** Phone - Call - Inbound commitment updated on 08/13/2018 14:36:21 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/14/2018 and updated by Casey Crowell ***
TL was reopened 8/10 - pending response from dlr

*** Phone - Call - Inbound commitment created on 08/07/2018 11:30:40 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/16/2018 and created by Casey Crowell ***

*** Phone - Call - Inbound commitment fulfilled on 08/17/2018 13:32:42 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/16/2018 closed by Casey Crowell ***
Per TL case - flight recorder form has been requested

*** Phone - Call - Inbound commitment created on 08/17/2018 13:33:06 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/22/2018 and created by Casey Crowell ***

*** Phone - Call - Inbound commitment updated on 08/22/2018 14:47:47 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/27/2018 and updated by Casey Crowell ***
no update from TL

*** Phone - Call - Inbound commitment updated on 08/27/2018 12:02:23 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/30/2018 and updated by Casey Crowell ***
flight recorder has been ordered, no indication of install yet.

*** Email - External Email Received created on 08/30/2018 08:59:15 (GMT-08:00) Pacific Time (US & Canada) and created by Farah Velasquez ***
ECR rec'd email from cust

From:

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Last name	First name	VIN of	2017 OPTIMA	Case Number	Mileage
		5XXGT4L33HG			1.600
Escondido,	CA,		Prod. Date: 12/22/2016	Dealer: CA107	North County KIA

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

Sent: Thursday, August 30, 2018 8:51 AM

To: Velasquez, Farah [KMA]

Subject: URGENT MATTER- LEMON VEHICLE Case (8)

Good morning Farah,

The vehicle has been in Escondido Kia's dealership for 2 weeks as of today with nothing done. I have attached the recent communication I've had with the general manager (which has gotten me nowhere). I have already been rear-ended in the vehicle due to the issues. I will not be retrieving the vehicle is fixed or I am offered a new vehicle from the lot that is not a Kia brand. I have spent a extensive amount of time coming back and forth to this dealership for the last 9 months and absolutely nothing has been done. Again, I do have legal representation if I keep receiving the run around. My life is in jeopardy as well as my four year child having to keep driving this vehicle around.

If possible, can you please send me contact information on whom can handle this situation in the appropriate matter since the dealership is not handling it.

On Thursday, August 30, 2018 8:23 AM, wrote:

Good morning Mike,

I received a voicemail last Friday 8/24 after 5:30PM from someone named "Shelly" or "Shelby" in the service department regarding my vehicle & the flight recorder saying the vehicle was not ready to be picked up just yet. She called again Monday 8/27 static the vehicle had he flight recorded installed and was ready for pick up. I explained to her my work schedule is hectic and I would have to get back on when I would be able to retrieve my vehicle back. I did let her know my concerns in which I also emailed you, regarding if the vehicle has been driven while it's been at the dealership without the flight record and with it now that it is installed. She said she would follow up with me to let me know if either had been done I haven't received a call back yet so I called in this morning & spoke to some by the name Robert (who as extremely). I advise him I needed the vehicle dropped off to me (like Adrian Aguirre had someone do before). I inquired with him as well my concern about the vehicle being driven he told me the vehicle won't be driven because "Kia" wants me to pick it up and drive it on my own. He was more concerned about me paying for the flight recorded rather than my vehicle and it's state. I've had constant inconvenience with taking off work and driving back and forth to Escondido for this vehicle. I was Also told the flight record would be only installed for 2 weeks which is absolutely ridiculous. If you could also forward me information on someone I can speak to within Kia so that I can get into another vehicle because my safety and my child's safety is in constant jeopardy. I do not want the vehicle back into the issue is fixed and I will have having my lawyer constant you guys to follow through the next steps.

Also, the repair order does need to list...

- the vehicle jerks, intermittently stops/looses power with icons popping up on the dashboard
- the vehicle has white smoke/smoke smell coming out of the vents after the vehicle
- the vehicle issues "can't be duplicated"/codes don't appear when the vehicle hooked

I also need the order to be emailed me to if possible.

Thank you.

On Aug 16, 2018, at 4:43 PM, Mike Shackelford <mshackelford@northcountykia.com> wrote:

Hi

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2017 OPTIMA	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XXGT4L33HG [REDACTED]	[REDACTED]	1.600
Escondido, CA, [REDACTED]		Prod. Date: 12/22/2016	Dealer: CA107 North County KIA	

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

Good news...we were able to get a "flight recorder" (as we call it) from Kia to plug into your car and record what's going on with it. It should be here in a few days, so once it's here, we will plug it into your vehicle and have you drive it for a couple of days, or until it does what it's been doing. Once that happens, the recorder will record the computer activity of the vehicle and then we will know exactly what's going on with it.

In the meantime, just keep driving the loaner. Once we get it in, I'll call you and we can swap out for a few days again.

Thanks for your patience. Looks like we are zeroing in on the problem!

Thanks,

Mike Shackelford
General Manager/Partner
North County Kia
760-745-4542

From: [REDACTED]
Sent: Wednesday, August 15, 2018 8:53 PM
To: Mike Shackelford <mshackelford@northcountykia.com>
Cc: Christopher Galazen <cgalazen@northcountykia.com>; Camille Santoro <camilles@autogrp.com>
Subject: URGENT MATTER- LEMON VEHICLE

Good evening,

I am contacting you in regards to a leased 2017 Kia Optima that I traded in 6/26/17 to Adrian Aguirre at the North county Kia location.

There has been multiple times since February of 2018 this vehicle has intermittently lost power and shut down at intersections resulting in one minimal rear ending accident, vehicle jerks and stalls while stopped and has had a burning smell come through the vents. I have brought in more then several times to the advisor "Victor" whom has not correctly documented the issues reported on the vehicle and has also illegally changed/tampered with have mileage of the vehicle. Each time the vehicle is bought in the staff is not concerned about the state of the vehicle of the safety of me the consumer. I have been turned away multiples times from the sales manager, the service manager has not been any help either. The only two people who did go the extra mile is Camille and Chris. I fear for my safety, my child's safety and any other passenger I have in my vehicle because of the constant issues. My 2011 Kia Optima had the same issue which ended up being apart of the huge recall and the sales people were so pushy and convincing I would have no issues with a newer vehicle.

I have retained a attorney for these in going issues but I really prefer to leave any legal activity out of situation. I know longer feel safe in this vehicle and I am willing to leave it here if the issue cannot be fixed or taken seriously.

The vehicle is being left here at the dealership tonight and I will be placed in a loaner. I tried to speak with the sales manager whom acted as if he was annoyed and uninterested in the situation.

If someone could please follow up with me at their earliest convenience to troubleshoot and resolve this issue. If it can't be solved I will go ahead with legal action and leave the vehicle in your possession.
<image001.jpg>

FURTHERMORE; these are the icons that keep appearing when the vehicle powers off.

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2017 OPTIMA	Case Number	Mileage
Escondido, CA,		5XXGT4L33HG		1,600
Prod. Date: 12/22/2016		Dealer: CA107 North County KIA		

Kia Case Type Lv11: Complaint

Kia Case Type Lv13: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lv12: Quality

Kia Case Type Lv14: Eng Stall(Idle/Unconfirmed)

Thank you.

Sent from my iPhone

*** Phone - Call - Inbound commitment fulfilled on 08/30/2018 09:36:21 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/30/2018 closed by Casey Crowell ***

Outbound to customer:

1. dlr is dropping the veh off to me today.
2. this has been going on 9 months, but the dlr never recommended anything like this
3. I don't want the car, but I'm trying to be cooperative.
4. the car just stops on its own
5. I don't want another Kia

ECA:

1. explained LL process
2. adv of 3-option offer letters and how they work
3. will see what flight recorder comes up with
4. will address from that point fwd.

Cust:

1. OK
2. thanks for the explanation

*** Phone - Call - Inbound commitment created on 08/30/2018 09:38:59 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/04/2018 and created by Casey Crowell ***

*** Phone - Call - Inbound commitment fulfilled on 09/05/2018 16:03:23 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/04/2018 closed by Casey Crowell ***

From: Crowell, Casey [KMA]

Sent: Wednesday, September 05, 2018 4:03 PM

To: Robert Torres

Subject: 5XXGT4L33HG144865 - Flight Recorder Status

Hi Robert,

Has Ms. [REDACTED] taken her car yet since the flight recorder been installed?

Thanks,

*** Phone - Call - Inbound commitment created on 09/05/2018 16:03:46 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/06/2018 and created by Casey Crowell ***

*** Phone - Call - Inbound commitment fulfilled on 09/06/2018 08:46:10 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/06/2018 closed by Casey Crowell ***

From: Robert Torres [mailto:robertt@northcountykia.com]

Sent: Wednesday, September 05, 2018 4:25 PM

To: Crowell, Casey [KMA]

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2017 OPTIMA	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XXGT4L33HG [REDACTED]	[REDACTED]	1.600
Escondido, CA, [REDACTED]	Prod. Date: 12/22/2016		Dealer: CA107 North County KIA	

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

Subject: RE: 5XXGT4L33HG [REDACTED] [REDACTED] - Flight Recorder Status

Yes my General manager convinced her to give us the signatures that we needed. We are expecting the car back 09/10/18

*** Phone - Call - Inbound commitment created on 09/06/2018 08:46:45 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/11/2018 and created by Casey Crowell ***

*** Phone - Call - Inbound commitment updated on 09/11/2018 09:48:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/13/2018 and updated by Casey Crowell ***
per TL - flight recorder inconclusive

*** Phone - Call - Inbound commitment updated on 09/13/2018 08:55:35 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/19/2018 and updated by Casey Crowell ***
TL recommended cust drive veh 1 more week to gather info as of 9/11/18

*** Phone - Call - Inbound commitment fulfilled on 09/20/2018 09:13:30 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/19/2018 closed by Casey Crowell ***
per TL - flight recorder pulled no data. Shipping flight recorder back and customer taking veh

*** Email - External Email Received created on 09/20/2018 09:13:32 (GMT-08:00) Pacific Time (US & Canada) and created by Casey Crowell ***

From: [REDACTED]
Sent: Monday, September 17, 2018 12:13 PM
To: Crowell, Casey [KMA]
Subject: Re: Kia Case - [REDACTED]

Good afternoon Casey,

Things with the dealership especially the new service have not be any better. The new adviser is extremely rude and is not one bit concerned abut rectifying the issue with my vehicle. They want me to bring my vehicle back for the 3rd time in a matter of a month to look at the results of the flight recorder that I was not advised on how to use until I retrieved my vehicle last week. I have been provided with several loner vehicles this last month even displaced out of one because the dealership was desperate to sell it. Now they telling me I have to get into a rental vehicle and provide a credit card to pay for it which is not something that has ever been advised to me. The dealership or the management there has made this issue for me an ongoing nightmare and I cannot be without a vehicle. I do not use credit cards so I have no other options for transportation.

Is there anything that can be done to get me into a regular loaner vehicle like I have been provided with for the last month?

Thank you.

*** Email - External Email Sent created on 09/20/2018 09:14:08 (GMT-08:00) Pacific Time (US & Canada) and created by Casey Crowell ***

From: Crowell, Casey [KMA]
Sent: Thursday, September 20, 2018 9:11 AM
To: [REDACTED]
Subject: RE: Kia Case - [REDACTED]

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 OPTIMA</u>	<u>Case Number</u>	<u>Mileage</u>
Escondido,	CA,	5XXGT4L33HG			1.600
		Prod. Date: 12/22/2016	Dealer: CA107 North County KIA		

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

Ms. [REDACTED]

My apologies for the experience you've had with the vehicle and dealer thus far. We cannot force the dealer or rental agency to waive the deposit for the vehicle. If the dealer does not have a loaner available, then they typically must provide the rental – which requires that deposit. Have you consulted with them to determine if there is anything else they can do to provide a different means of transportation?

I'm not in a position to force them into waiving the deposit, as that is likely the rental company imposing that requirement. However, if the dealer can obtain a loaner, that would be your best bet.

*** Phone - Call - Inbound commitment created on 09/20/2018 09:14:42 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/21/2018 and created by Casey Crowell ***

*** Phone - Call - Inbound commitment created on 09/20/2018 09:14:23 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/24/2018 and created by Casey Crowell ***
pending response

*** Phone - Call - Inbound commitment updated on 09/24/2018 15:04:25 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/25/2018 and updated by Casey Crowell ***

From: Crowell, Casey [KMA]

Sent: Monday, September 24, 2018 3:02 PM

To: 'Robert Torres'

Subject: RE: 5XXGT4L33HG [REDACTED] [REDACTED] - Flight Recorder Status

Hi Robert,

Were there any findings w/ Ms. [REDACTED] vehicle? Has she been given the vehicle back?

*** Phone - Call - Inbound commitment fulfilled on 09/25/2018 11:20:43 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/25/2018 closed by Casey Crowell ***

From: Robert Torres [mailto:robertt@northcountykia.com]

Sent: Monday, September 24, 2018 3:22 PM

To: Crowell, Casey [KMA]

Subject: RE: 5XXGT4L33HG [REDACTED] [REDACTED] - Flight Recorder Status

She has her vehicle. No findings, customer stated that the concern did not happen while she had the flight recorder installed.

*** Phone - Call - Inbound commitment created on 09/25/2018 11:21:28 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/27/2018 and created by Casey Crowell ***

*** Phone - Call - Inbound commitment fulfilled on 09/27/2018 10:48:15 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/27/2018 closed by Casey Crowell ***

From: [REDACTED]

Sent: Thursday, September 20, 2018 12:06 PM

To: Crowell, Casey [KMA]

Subject: Re: RE: Kia Case - [REDACTED]

They have been extremely rude especially the new service manager that they have hired. He has called me a liar

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 OPTIMA</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XXGT4L33HG	[REDACTED]	[REDACTED]	1.600
Escondido,	CA,	[REDACTED]	Prod. Date: 12/22/2016	Dealer: CA107	North County KIA

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

and said I wont be getting rid of the vehicle/it won't be fixed.

So I have officially retained legal representation so you guys will be receiving that information if you already have not.

The last 4 times I have had to take my vehicle in for the same issue, it was never a problem with them giving me a loaner suddenly they want to make it more difficult and inconvenient on the consumer. This dealership definitely needs to be under investigation for the way they operate business and treat their customers.

Thank you

*** 09/27/2018 10:48:37 (GMT-08:00) Pacific Time (US & Canada) ***

Closed by Casey Crowell with Resolution Code : Concerns Recorded

[Resolution Summary]

Cust sought atty - pending docs

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Last name	First name	VIN of 2017 OPTIMA	Case Number	Mileage
[REDACTED]	[REDACTED]	5XXGT4L32HG [REDACTED]	[REDACTED]	36,520
Highland , IN , [REDACTED]		Prod. Date: 02/13/2017	Dealer: IN001	Thomas KIA of Highland

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Exterior Lamp

Case History

*** 06/26/2018 12:27:17 (GMT-07:00) Arizona ***

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

*** Phone - Call - Inbound created on 06/26/2018 12:13:27 (GMT-07:00) Arizona and created by Amanda Cromer ***

Customer states:

1. this is the 4th time I took it in for the same concern
2. the back brake lights keep going out
3. The dlr said they have to keep the parts
4. they dropped me off at my house
5. the veh is going to be done tomorrow since they ordered parts
6. they won't give me a rental, so they told me to call you

writer states:

1. thanked and apologized
2. asked customer which dlr? who at dlr? what are they advising?

Customer states:

1. Thomas Kia in Highland
- 2/ I don't know who. they just said to call you about a rental

Writer states:

1. offered to call dlr

Writer called IN001 @ (219) 934-2266:

Rich in svc states:

1. I don't have a loaner to give him
2. We don't recommend driving his veh because there are no brake lights and it could catch fire because of the short.

Writer states:

1. I am approving a one day rental for \$35/day.

Customer Name: [REDACTED]

Customer phone #: [REDACTED]

Customer address: Verified

VIN: 5XXGT4L32HG [REDACTED]

MY and Mileage: 2017 Optima 36520

Most recent RO#, Open and Close Date: RO [REDACTED] Opened 6/26/18

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

Most recent Repair Issue and Diagnosis: Customer says, bulbs aren't working. Found they were black and overheating consistently. Found they were both charred. Found wiring harness needs to be replaced.

Able to Duplicate (Y or N): Y

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

Repair History of current concern with dates (Open and Closed) and mileage:

RO [REDACTED] Opened 4/29/18 Replaced SA2243

RO [REDACTED] opened 5/2/18 replaced bulbs

ETA for completion of repairs (if applicable):

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

Techline Case (if applicable): N

Rental / Loaner Provided? If so, since when?: N

Dealer contacted DPSM (if needed): N

Vehicle repaired?: N

Customer has possession?: N

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 OPTIMA</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XXGT4L32HG	[REDACTED]	[REDACTED]	36.520
Highland ,	IN ,	[REDACTED]	Prod. Date: 02/13/2017	Dealer: IN001	Thomas KIA of Highland

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Exterior Lamp

Dealer Code/Selling Dealer (Y or N):

Original Owner (Y or N):

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

customer disconnected call

<For Internal Use Only

Writer approved 1 day in rental>

*** Phone - Call - Inbound created on 06/26/2018 13:12:56 (GMT-07:00) Arizona and created by Amanda Cromer ***

Writer called customer @ [REDACTED]

1. Introduced self
2. advised customer wrt approved rental for one day
3. asked customer if dlr has contacted him in regards to a rental for one day

customer states:

1. yes, I am at enterprise right now
2. I forgot my CC.

writer states:

1. apologized
2. advised customer Enterprise's incidentals policy is why they are requesting a CC.
3. advised customer Kia can not change Enterprise's rental policy because they are independently owned and operated

custoemr states:

1. okay thank you

*** Phone - Call - Inbound commitment created on 06/26/2018 13:16:19 (GMT-07:00) Arizona with Commitment Date 06/28/2018 and created by Amanda Cromer ***

*** Phone - Call - Inbound commitment fulfilled on 07/10/2018 13:44:41 (GMT-07:00) Arizona with Commitment Date 06/28/2018 closed by Amanda Cromer ***

*** Phone - Call - Inbound created on 07/10/2018 13:44:42 (GMT-07:00) Arizona and created by Amanda Cromer ***

Writer called customer @ [REDACTED]: LEft VM

1. Introduced self
2. adv cust calling to follow up on veh
3. adv cust to call back with further questions or concerns
4. gave case#, KCA#

*** 07/10/2018 13:45:52 (GMT-07:00) Arizona ***

Closed by Amanda Cromer with Resolution Code : Information Given
[Resolution Summary]

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2017 OPTIMA	<u>Case Number</u>	<u>Mileage</u>
		5XXGT4L33HG		36,200
		Prod. Date: 03/09/2017	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

*** 08/14/2018 10:05:05 (GMT-08:00) Pacific Time (US & Canada) ***

Contact = Priority = Management Special, Sub Status = Working

*** Email - External Email Received created on 08/14/2018 10:01:39 (GMT-08:00) Pacific Time (US & Canada) and created by Brecon Crosby ***

NCA was forwarded customer email below:

From:
Sent: Thursday, August 09, 2018 1:13 PM
To: Holt, Bradley (Brad) [KMA]
Cc:
Subject: FW: Ft Lauderdale Fire

Hi Brad,

Reporting a thermal incident on 5XXGT4L33HG, located in Ft Lauderdale. Current mileage is approximately 36,200. We can provide more pictures if necessary.

John Parker is the contact person there, his info is in the chain below.

Can you arrange an inspection?

John Jameson
Manager, Warranty Operations
The Hertz Corporation
14501 Hertz Quail Springs Parkway
Oklahoma City, OK 73134
Office: 405-775-3355
Cell: 405-416-0828
Fax: 405-979-1866
jjameson@hertz.com

*** 08/14/2018 10:06:58 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin Inbox/Need To Call of Jeff Stroup by Brecon Crosby
Reason:

*** 08/15/2018 07:58:44 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** Others - Others commitment created on 08/15/2018 09:36:50 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/22/2018 and created by Ryan Ristow ***

*** Others - Others commitment updated on 08/15/2018 09:37:07 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/17/2018 and updated by Ryan Ristow ***

*** 08/15/2018 09:37:16 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** Others - Others commitment fulfilled on 08/17/2018 12:47:55 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/17/2018 closed by Ryan Ristow ***

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2017 OPTIMA	<u>Case Number</u>	<u>Mileage</u>
		5XXGT4L33HG		36,200
		Prod. Date: 03/09/2017	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Wrt reviewed with the KMA engineer.

1. get location.
2. get accident details.

*** Phone - Call - Outbound created on 08/17/2018 12:48:05 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wrt left a VM for .

*** Phone - Call - Inbound commitment created on 08/17/2018 12:48:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/22/2018 and created by Ryan Ristow ***

*** Phone - Call - Inbound commitment fulfilled on 08/22/2018 13:50:51 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/22/2018 closed by Ryan Ristow ***
Wrt sent email to the rep and requested the location of the vehicle.

*** Email - External Email Received created on 08/22/2018 13:51:12 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

From: John J. Dolobach
Sent: Thursday, August 09, 2018 2:59 PM
To: John C. Jameson
Cc: John M. Parker
Subject: FW: Ft Lauderdale Fire

John,

We need the OEM to inspect for defects.

John J Dolobach
Southeast Region Maintenance Manager
The Hertz Corporation | 16070 Chamberlin Parkway
Phone: 239-768-2048 | Mobile: 281-808-6504
jdolobach@hertz.com | www.hertz.com

From: John M. Parker
Sent: Thursday, August 09, 2018 3:49 PM
To: John J. Dolobach; Robert Mccauley; Geoffrey Cobbold; John R. Scouten; Michelle M. Hall; Adrian M. Davis
Cc: Mark K. Mcbee; Michael S. Naylor; Brodrick N. Williams; Ludgero Coelho; John C. Jameson
Subject: RE: Ft Lauderdale Fire

Pictures and Work Order history of the vehicle attached.

John Parker
Area Maintenance Manager
The Hertz Corporation
1950 NE 7th AVE Dania FL, 33004
954-712-5280
jparker@hertz.com

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 OPTIMA</u>	<u>Case Number</u>	<u>Mileage</u>
		5XXGT4L33HG			36.200
		Prod. Date: 03/09/2017	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

From: John J. Dolobach

Sent: Thursday, August 09, 2018 2:14 PM

To: Robert Mccauley <rmccauley@hertz.com>; Geoffrey Cobbold <gcobbold@hertz.com>; John R. Scouten <JScouten@hertz.com>; Michelle M. Hall <mmhall@hertz.com>; Adrian M. Davis <adavis@hertz.com>

Cc: Mark K. Mcbee <MMcBee@hertz.com>; Michael S. Naylor <mnaylor@hertz.com>; Brodrick N. Williams <brodrick.williams@hertz.com>; Ludgero Coelho <lcoelho@hertz.com>; John M. Parker <jparker@hertz.com>

Subject: RE: Ft Lauderdale Fire

We will be reaching out to John Jameson in OKC to get the OEM out to inspect the vehicle after we review the maintenance history file.

John J Dolobach

Southeast Region Maintenance Manager

The Hertz Corporation | 16070 Chamberlin Parkway

Phone: 239-768-2048 | Mobile: 281-808-6504

jdolobach@hertz.com | www.hertz.com

From: Robert Mccauley

Sent: Thursday, August 09, 2018 2:10 PM

To: Geoffrey Cobbold; John R. Scouten; Michelle M. Hall; Adrian M. Davis

Cc: Mark K. Mcbee; Michael S. Naylor; Brodrick N. Williams; Ludgero Coelho; John M. Parker; John J. Dolobach

Subject: RE: Ft Lauderdale Fire

I am copying John Parker and John Dolobach to bring them in the loop. Also Adrian Davis my Ops Director who witnessed most of the event.

Adrian, please get the statement as Geo has requested below from the employee that was driving the vehicle.

Robert Mccauley

General Manager

Hertz / Dollar / Thrifty

Ft Lauderdale, FL

954-712-5225

rmccauley@hertz.com

From: Geoffrey Cobbold

Sent: Thursday, August 09, 2018 2:05 PM

To: Robert Mccauley <rmccauley@hertz.com>; John R. Scouten <JScouten@hertz.com>; Michelle M. Hall <mmhall@hertz.com>

Cc: Mark K. Mcbee <MMcBee@hertz.com>; Michael S. Naylor <mnaylor@hertz.com>; Brodrick N. Williams <brodrick.williams@hertz.com>; Ludgero Coelho <lcoelho@hertz.com>

Subject: RE: Ft Lauderdale Fire

Thanks for the information Robert. I'm glad that no one was injured. Let's engage fleet maintenance as well to

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2017 OPTIMA	<u>Case Number</u>	<u>Mileage</u>
		5XXGT4L33HG		36,200
		Prod. Date: 03/09/2017	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

assist with the investigation – we will need to review the incident vehicle's maint. records for the past 3 - 6 months or so. We will also need the involved employee or witness statement on the page 3 of SAIR. If any fire exts were used, please replace asap.

Michael, please investigate the incident wash bay for any contributing factors as well to help find root cause. Let John or I know if you have questions. Thanks.

Geoffrey (Geo) Cobbold
Region Safety Manager

C:612-719-7796
O:847-759-7436
Fax: 866.888.4798
gcobbold@hertz.com | safeteam@hertz.com

The Hertz Corporation
2170 S. Mannheim Rd.,
Des Plaines, IL 60018

From: Robert Mccauley
Sent: Thursday, August 09, 2018 12:48 PM
To: John R. Scouten; Michelle M. Hall
Cc: Geoffrey Cobbold; Mark K. Mcbee; Michael S. Naylor
Subject: RE: Ft Lauderdale Fire

No injuries at all. It was not a defueling issue. The VSA was driving the vehicle through the car was and as he came out of the was the vehicle jerked and the VSA saw smoke coming from the hood area. He got out of the vehicle and within minutes it was fully in flames. Looks like at this time the only damage was to the vehicle although the fire did scorch the floor and ceiling of the rental car facility. We are operating in the area but all 3 car washes are down as we have to have them pumped out due to the foam the fire department used to put out the fire.

Robert McCauley

General Manager
Hertz / Dollar / Thrifty
Ft Lauderdale, FL
954-712-5225
rmccauley@hertz.com

From: John R. Scouten
Sent: Thursday, August 09, 2018 12:17 PM
To: Michelle M. Hall <mmhall@hertz.com>; Robert Mccauley <rmccauley@hertz.com>
Cc: Geoffrey Cobbold <gcobbold@hertz.com>; Mark K. Mcbee <MMcBee@hertz.com>; Michael S. Naylor <mnaylor@hertz.com>

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2017 OPTIMA	<u>Case Number</u>	<u>Mileage</u>
		5XXGT4L33HG		36.200
		Prod. Date: 03/09/2017	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Subject: FW: Ft Lauderdale Fire

Importance: High

Hi Michelle/ Robert,

Firstly, any people injured? How much damage? What is initial suspect cause? Defueling related? Is area still occupied?

We'll need to perform an investigation (SAIR), and alert the HCM folks.

Can we start with some pictures?

Thanks,
John

JOHN SCOUTEN

Region Safety Manager - Canada

O: 604-606-3718

M: 778-789-6659

jscouten@hertz.com | safetyteam@hertz.com

The Hertz Corporation
3846 McDonald Road
Richmond, BC V7B 1L8

From: Geoffrey Cobbold

Sent: Thursday, August 9, 2018 9:05 AM

To: John R. Scouten <JScouten@hertz.com>

Subject: Fwd: Ft Lauderdale Fire

Importance: High

Hey John,

Can you pls reach out to Michelle to assist? Have this thing going on at Region office and will be available in about an hr.

Geoffrey (Geo) Cobbold

Region Safety Manager

The Hertz Corporation

Des Plaines, IL

Office: 847.759.7436

Mobile: 612.719.7796

gcobbold@hertz.com

Sent from my Verizon Wireless 4G LTE smartphone

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2017 OPTIMA	<u>Case Number</u>	<u>Mileage</u>
		5XXGT4L33HG		36,200
		Prod. Date: 03/09/2017	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

----- Original message -----

From: "Michelle M. Hall" <mmhall@hertz.com>

Date: 08/09/2018 10:19 AM (GMT-06:00)

To: Robert Mccauley <rmccauley@hertz.com>, Geoffrey Cobbold <gcobbold@hertz.com>

Cc: "Mark K. Mcbee" <MMcBee@hertz.com>, "Michael S. Naylor" <mnaylor@hertz.com>

Subject: Ft Lauderdale Fire

Good morning Geo,

There was a fire at the Ft Lauderdale AP in the QTA in one of the wash bays. What does Robert need to do or report this to?

Please advise.

Thank you.

-Michelle

Michelle M. Hall

Southeast Region Director of Business Performance

Six Sigma Greenbelt Certified

Compliance Ambassador

O: 407-888-5478

M: 863-514-6631

mmhall@hertz.com

The Hertz Corporation

5400 Butler National Drive

Orlando, FL 32812

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*** Phone - Others commitment created on 08/22/2018 13:51:54 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/24/2018 and created by Ryan Ristow ***

*** Phone - Others commitment fulfilled on 08/27/2018 08:26:18 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/24/2018 closed by Ryan Ristow ***

Wrt reviewed with the KMA engineer:

1. Pending date

*** Others - Others commitment created on 08/27/2018 08:26:39 (GMT-08:00) Pacific Time (US & Canada) with

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2017 OPTIMA	<u>Case Number</u>	<u>Mileage</u>
		5XXGT4L33HG		36,200
		Prod. Date: 03/09/2017	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Commitment Date 08/31/2018 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 09/04/2018 10:04:20 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/31/2018 closed by Ryan Ristow ***

*** Others - Others commitment created on 09/04/2018 10:04:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/07/2018 and created by Ryan Ristow ***

*** Others - Others commitment created on 09/04/2018 09:42:41 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/11/2018 and created by Ryan Ristow ***

*** Others - Others commitment created on 09/04/2018 09:42:41 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/17/2018 and created by Ryan Ristow ***

*** Others - Others commitment updated on 09/17/2018 12:40:32 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/17/2018 and updated by Ryan Ristow ***

Wrt contacted KMA engineers requested update on inspection date:

1. KMA engineers informed wrt that they will reach out soon with updated information.

*** Others - Others commitment updated on 09/17/2018 12:40:41 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/21/2018 and updated by Ryan Ristow ***

*** Others - Others commitment fulfilled on 09/18/2018 15:27:56 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/21/2018 closed by Ryan Ristow ***
Wrt received inspection date of 10/4/18.

*** Email - External Email Sent created on 09/18/2018 15:28:05 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Hello All,

I have received confirmation from the KMA engineers. Our engineer will be available to inspect the vehicle 10/04/18. Let me know if you have any questions.

Best,

*** Others - Others commitment created on 09/18/2018 15:29:55 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/04/2018 and created by Ryan Ristow ***

*** Others - Others created on 10/02/2018 16:38:26 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Tread Review Completed.

*** Others - Others commitment created on 09/18/2018 15:29:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/09/2018 and created by Ryan Ristow ***

*** Others - Others commitment created on 09/18/2018 15:29:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/12/2018 and created by Ryan Ristow ***

*** Others - Others commitment updated on 10/12/2018 09:19:00 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/16/2018 and updated by Ryan Ristow ***

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2017 OPTIMA	<u>Case Number</u>	<u>Mileage</u>
		5XXGT4L33HG		36,200
		Prod. Date: 03/09/2017	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Inspection completed 10/5/18

*** Others - Others commitment created on 09/18/2018 15:29:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/23/2018 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 10/23/2018 16:40:35 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/23/2018 closed by Ryan Ristow ***

Wrt reviewed with the KMA engineer:

Preliminary results of our inspection indicate that the area of origin is the passenger compartment and the cause is undetermined.

*** Others - Others commitment created on 10/23/2018 16:40:59 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/24/2018 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 10/24/2018 14:38:48 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/24/2018 closed by Ryan Ristow ***

Wrt reviewed with the CAFOM.

*** Email - External Email Sent created on 10/24/2018 14:40:39 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Hi John,

I have reviewed this case with our engineer. The cause of the vehicle fire was undetermined, but I am happy to review for possible good will assistance. Could you send me the sales agreement you have for the vehicle?

Best,

*** Email - External Email Received commitment created on 10/24/2018 14:41:14 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/31/2018 and created by Ryan Ristow ***

*** Email - External Email Sent created on 10/24/2018 14:41:41 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Could you also send a copy of the title of the vehicle?

Best,

*** Email - External Email Received commitment updated on 10/31/2018 13:34:42 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/31/2018 and updated by Ryan Ristow ***
Title and sales agreement received. Wrt requested info regarding lien holder.

*** Email - External Email Received commitment created on 10/24/2018 14:40:55 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/06/2018 and created by Ryan Ristow ***

*** Email - External Email Received commitment updated on 11/06/2018 16:15:25 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/09/2018 and updated by Ryan Ristow ***

*** Email - External Email Received commitment created on 10/24/2018 14:40:55 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/14/2018 and created by Ryan Ristow ***

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2017 OPTIMA	<u>Case Number</u>	<u>Mileage</u>
		5XXGT4L33HG		36,200
		Prod. Date: 03/09/2017	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** Email - External Email Received commitment created on 10/24/2018 14:40:55 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/19/2018 and created by Ryan Ristow ***

*** Email - External Email Received commitment created on 10/24/2018 14:40:55 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/28/2018 and created by Ryan Ristow ***

*** Email - External Email Received commitment created on 10/24/2018 14:40:55 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/03/2018 and created by Ryan Ristow ***

*** Email - External Email Received created on 12/03/2018 14:48:20 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Ryan, we have a POA with BNY bank to release liens once we receive the funds. Morley is more than familiar with our processes.

Jerry Ross

Director Warranty and Recall Administration

The Hertz Corporation | 14501 Hertz Quail Spring Pkwy, OKC, OK. 73134

Phone: 405-775-3301 | Mobile: 405-476-6492

jross@hertz.com | www.hertz.com

Ryan, can you please provide status on our request for goodwill assistance. Thanks

Jerry Ross

Director Warranty and Recall Administration

The Hertz Corporation | 14501 Hertz Quail Spring Pkwy, OKC, OK. 73134

Phone: 405-775-3301 | Mobile: 405-476-6492

jross@hertz.com | www.hertz.com

*** Email - External Email Sent created on 12/03/2018 14:48:47 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Jerry,

I apologize for the delay. Thanks for following up. I will have the goodwill offer put together for you soon.

Best,

*** Email - External Email Received commitment fulfilled on 12/03/2018 14:57:12 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/03/2018 closed by Ryan Ristow ***

*** Email - External Email Sent commitment created on 12/03/2018 14:57:30 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/04/2018 and created by Ryan Ristow ***

*** Email - External Email Sent commitment fulfilled on 12/03/2018 16:01:50 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/04/2018 closed by Ryan Ristow ***

Jerry,

I was able to review all the information. I can offer to repurchase the vehicle for \$13,000.00.

Best,

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2017 OPTIMA	<u>Case Number</u>	<u>Mileage</u>
		5XXGT4L33HG		36,200
		Prod. Date: 03/09/2017	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

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

*** 12/03/2018 16:56:31 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin A2. Inspections and Sub Status of Assigned

*** Email - External Email Received commitment created on 12/03/2018 16:01:53 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/13/2018 and created by Ryan Ristow ***

*** Email - External Email Received commitment updated on 12/13/2018 11:07:04 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/13/2018 and updated by Ryan Ristow ***
Hello All,

Just wanted to follow up on this. Let me know and I can send the release.

Best,

*** Email - External Email Received commitment updated on 12/13/2018 11:07:12 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/20/2018 and updated by Ryan Ristow ***

*** Email - External Email Received commitment updated on 12/13/2018 11:18:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/20/2018 and updated by Ryan Ristow ***
John/John, are we good with \$13K?

*** Email - External Email Received commitment updated on 12/13/2018 11:19:03 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/20/2018 and updated by Ryan Ristow ***
Yes sir

*** Email - External Email Received commitment updated on 12/13/2018 11:19:12 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/20/2018 and updated by Ryan Ristow ***
Thanks for the update, please see the attached release,

Best,

*** Email - External Email Received commitment created on 12/13/2018 11:19:55 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/20/2018 and created by Ryan Ristow ***

*** Email - External Email Received commitment fulfilled on 12/18/2018 15:38:18 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/20/2018 closed by Ryan Ristow ***
Signed release attached. Wrt submitted VRS

*** Others - Others commitment created on 12/18/2018 15:38:40 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/29/2019 and created by Ryan Ristow ***

*** Email - External Email Received commitment fulfilled on 12/20/2018 11:24:14 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/20/2018 closed by Ryan Ristow ***

*** 01/04/2019 10:27:14 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 2. Pending Customer Callback and Sub Status of Assigned

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2017 OPTIMA	<u>Case Number</u>	<u>Mileage</u>
		5XXGT4L33HG		36,200
		Prod. Date: 03/09/2017	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** Others - Others commitment fulfilled on 01/09/2019 14:24:06 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/29/2019 closed by Ryan Ristow ***
Check sent to Morley this day.

*** Others - Others commitment created on 01/09/2019 14:24:29 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/16/2019 and created by Ryan Ristow ***

*** Others - Others commitment updated on 01/14/2019 13:00:41 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/22/2019 and updated by Ryan Ristow ***

*** Others - Others commitment fulfilled on 01/22/2019 11:40:32 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/22/2019 closed by Ryan Ristow ***
Vehicle surrender complete.

*** 01/22/2019 11:40:52 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Ryan Ristow with Resolution Code : Information Given
[Resolution Summary]
Case closed pending further contact.

*** 03/20/2019 12:21:41 ***
Reopened by Ashley Vazquez with Sub Status of Working

*** 03/20/2019 12:22:13 ***
Inspection requested by KMA62020
Request Code: PLLegal- 32019
Request Details:

*** 03/20/2019 15:40:42 ***
Closed by Ashley Vazquez with Resolution Code : Information Given
[Resolution Summary]
Case closed pending further contact.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 OPTIMA</u>	<u>Case Number</u>	<u>Mileage</u>
		5XXGT4L37HG			19,000
Brunswick, GA,		Prod. Date: 10/22/2016		Dealer: GA070 Mike Murphy KIA of Bru	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Floor Mat

Case History

*** 11/14/2018 15:46:42 (GMT-07:00) Arizona ***

Contact = Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 11/14/2018 14:51:39 (GMT-07:00) Arizona and created by David Holly ***

Cust states:

- 1 I am having a lot of issues
- 2 The radio is all messed up the microphone doesn't work
- 3 I have never had the windows down but the motor in the window is burnt
- 4 the carpet has also started to come up and the dealer said it wouldn't be covered and to call you
- 5 They are replacing the window motor and they said they will look into the Bluetooth issue when I come in for the motor
- 6 I want to know why the carpet isn't covered

Writer states:

- 1 apologize
- 2 I reached out to the dealer and left a VM
- 3 I will follow up with answers once I speak to the dealer
- 4 provided case# and 800#

Cust states:

- 1 no that's not okay
- 2 I am going to hire an attorney
- 3 this vehicle has to many defects
- 4 i refuse to pay this much for a car that is obviously defective

****Cust hung up

****Writer called cust back and the phone picked up and disconnected

writer states:

- 1 Called GA070 no answer writer left a VM with dan SM
- 2 Calling for RO information
- 3 provide name ext # and case # Customers name vin# 800#
- 4 thank you

*** Phone - Call - Inbound commitment created on 11/14/2018 15:47:21 (GMT-07:00) Arizona with Commitment Date 11/15/2018 and created by David Holly ***

*** 11/29/2018 12:10:34 (GMT-07:00) Arizona ***

Dispatched from WIPBin default to Queue Callcenter by Brenda Hernandez

*** 12/03/2018 13:21:57 (GMT-07:00) Arizona ***

Accepted from Queue Callcenter to WIPBin Default by Justina Sinclair

*** 12/03/2018 13:23:01 (GMT-07:00) Arizona ***

Dispatched from WIPBin Default to Queue ZZ Mariella Campos by Justina Sinclair

*** 12/05/2018 09:18:17 (GMT-07:00) Arizona ***

Accepted from Queue ZZ Mariella Campos to WIPBin Default by Mariella Campos

*** Phone - Call - Inbound commitment fulfilled on 12/05/2018 10:50:35 (GMT-07:00) Arizona with Commitment Date 11/15/2018 closed by Mariella Campos ***

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Last name	First name	VIN of 2017 OPTIMA	Case Number	Mileage
[REDACTED]	[REDACTED]	5XXGT4L37HG [REDACTED]	[REDACTED]	19,000
Brunswick, GA, [REDACTED]		Prod. Date: 10/22/2016	Dealer: GA070 Mike Murphy KIA of Bru	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Floor Mat

*** Phone - Call - Inbound commitment created on 12/05/2018 10:52:06 (GMT-07:00) Arizona with Commitment Date 12/06/2018 and created by Mariella Campos ***

*** Phone - Call - Outbound created on 12/13/2018 12:30:53 (GMT-07:00) Arizona and created by Mariella Campos ***
Wrt called GA070 (Mike Murphy Kia pf Brunswick)- Left VM

Wrt states:

1. Requested callback for RO info
2. Gave case # and KCA #

*** Phone - Call - Inbound commitment updated on 12/13/2018 12:32:46 (GMT-07:00) Arizona with Commitment Date 12/14/2018 and updated by Mariella Campos ***

*** Phone - Call - Inbound created on 12/13/2018 12:34:05 and created by Myra Davis ***
cust Dan at GA070 states
1 Trying to call back
2 cust states will bring car in after christmas

writer states

- 1 apologized, would be happy to look in this for you
- 2 needing RO information

Customer Name: [REDACTED]
Customer phone [REDACTED]
Customer address: [REDACTED] Waycross GA [REDACTED]
VIN: 5XXGT4L37HG [REDACTED]
MY and Mileage: 2017 Optima/18,994
Most recent RO#, Open and Close Date: [REDACTED] Open 11/13/2018-Still open
Days Down at initial Service Alert report (if applicable): 30 days
Most recent Repair Issue and Diagnosis: NA
Customer states ... Cust states drivers rear window sometimes doesnt work, brakes lights blowing since having window issues and
carpet separating at console. Walmart attempted to replace light. Had broken wiring harness for rear lights.
Dealer states ... Tech states photos take of console and carpet issue. Socket was broken for the tail lights, needing harness. Window
needs new motor.
Able to Duplicate (Y or N): Y
Repeat Repair (Y/N), if so, how many times?: N
Repair History of current concern with dates (Open and Closed) and mileage: N
ETA for completion of repairs (if applicable): NA
Parts on order (Y/N), if so obtain part#, order#: NA
Techline Case (if applicable): N
Rental / Loaner Provided? If so, since when?: N
Dealer contacted DPSM (if needed): N
Vehicle repaired?: N
Customer has possession?: Y
Dealer Code/Selling Dealer (Y or N): GA070/FL139
Original Owner (Y or N): Y
What is current Customer Request (if needed): N/A

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 OPTIMA</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XXGT4L37HG	[REDACTED]	[REDACTED]	19,000
Brunswick, GA, [REDACTED]		Prod. Date: 10/22/2016		Dealer: GA070 Mike Murphy KIA of Bru	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Floor Mat

Dan states

- 1 window motor being replaced under warranty
- 2 not sure what to do about the carpet issue
- 3 tail lights is customer pay due to outside influences

writer states

- 1 will notate case for CM

Dan states

- 1 ok thank you

*** Phone - Call - Outbound created on 12/21/2018 14:25:07 (GMT-07:00) Arizona and created by Mariella Campos ***
Wrt called cust, [REDACTED] @ [REDACTED] - Call Fails- Not able to leave VM

*** Case [REDACTED] is sent on 12/21/2018 13:26:38 by Mariella Campos
To: jbruton@kiausa.com
Cc: mcampos@kiaconsumeraffairs.com
Title: NO ACTION REQUIRED - Case Escalation:GA070, [REDACTED] [REDACTED]

*** Note - Others created on 12/21/2018 14:26:42 (GMT-07:00) Arizona and created by Mariella Campos ***
Dispatching to ECR:

1. Cust states driver rear window does not roll up/down, taillights burn out, carpet coming up from console
2. Cust cited attorney
3. Cust not advised to expect ECR callback
4. Veh scheduled to return to dlr
5. Please review and follow up accordingly

*** Phone - Call - Inbound commitment fulfilled on 12/21/2018 14:29:19 (GMT-07:00) Arizona with Commitment Date 12/14/2018 closed by Mariella Campos ***

*** 12/21/2018 14:30:01 (GMT-07:00) Arizona ***
Dispatched from WIPBin = Working to Queue Southern Region ECR by Mariella Campos
Reason:

*** 12/26/2018 06:42:43 (GMT-07:00) Arizona ***
Accepted from Queue Southern Region ECR to WIPBin Friday-1 by Randy Chacon

*** 12/26/2018 06:57:43 (GMT-07:00) Arizona ***
Case moved into WIPBin Friday-1 and Sub Status of Working

*** 12/26/2018 07:59:24 (GMT-07:00) Arizona ***
Assigned to WIPBin Default of Tammy Shamburger by Randy Chacon
Reason:

*** 12/27/2018 15:05:08 (GMT-07:00) Arizona ***
Case moved into WIPBin Default and Sub Status of Assigned

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 OPTIMA</u>	<u>Case Number</u>	<u>Mileage</u>
		5XXGT4L37HG			19.000
Brunswick, GA,		Prod. Date: 10/22/2016		Dealer: GA070 Mike Murphy KIA of Bru	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Floor Mat

*** Phone - Call - Inbound created on 12/28/2018 13:15:08 (GMT-07:00) Arizona and created by Tammy Shamburger ***

Writer called customer at [REDACTED] and number is disconnected or no longer in service. Try the number again. 2X

*** Phone - Call - Inbound created on 12/28/2018 13:16:54 (GMT-07:00) Arizona and created by Tammy Shamburger ***

Emailed customer and email was undeliverable.

*** Phone - Call - Outbound commitment created on 12/28/2018 13:20:51 (GMT-07:00) Arizona with Commitment Date 01/03/2019 and created by Tammy Shamburger ***

And ask dlr if we are waiting for a window motor? And why is the carpet not covered.

*** Note - Others created on 01/09/2019 07:54:49 (GMT-07:00) Arizona and created by Thomas Morales ***
Fire TREAD Complete; removed Fire from TREAD

*** 01/09/2019 07:56:06 (GMT-07:00) Arizona ***

Assigned to WIPBin Default of Tammy Shamburger by Thomas Morales

Reason:

*** 01/14/2019 06:23:27 (GMT-07:00) Arizona ***

Case moved into WIPBin Default and Sub Status of Assigned

*** Phone - Call - Outbound created on 01/14/2019 15:21:37 (GMT-07:00) Arizona and created by Tammy Shamburger ***

Writer called Herb at dealer

Herb states

1 she miss appt last week and they did not show up the week before that.

2 . phone for her is, [REDACTED] which i believe is her cell phone.

3 we have the window motor in but she keeps missing appt.

4 we would have to address the carpet with our DPSM but we just need her back in for us to address the BT, and carpet.

writer states

1 ok will call her and see if she will come in for you.

2 thank you.

*** Phone - Call - Outbound commitment fulfilled on 01/14/2019 15:44:47 (GMT-07:00) Arizona with Commitment Date 01/03/2019 closed by Tammy Shamburger ***

*** Phone - Call - Outbound created on 01/14/2019 15:45:45 (GMT-07:00) Arizona and created by Tammy Shamburger ***

Writer called customer at [REDACTED] and stated

1 your case came up to our office for review.

2 looks like you needed a window motor

3 did you schedule to go into the dlr yet?

cust states

1 Ive been sick. Will make maybe an appt next week some time when I feel better.

wrt states

1 just call the dlr and let them know you are going in so they don't send back your window motor part.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 OPTIMA</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XXGT4L37HG	[REDACTED]	[REDACTED]	19,000
Brunswick, GA, [REDACTED]		Prod. Date: 10/22/2016		Dealer: GA070 Mike Murphy KIA of Bru	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Floor Mat

2 they only hold it for so long and writer does not know when they received it.

3. did you have any questions for writer?

4 did you want me to help you with a f/u.

cust states

1 don't need to help me with a f/u will get it back to dlr.

writer states

1 case was sent to us because you mentioned a lawyer

2 apologize for the window problem. Usually a new car would not need one but it can still happen unfortunately.

cust states

1 I did not hire an attorney, I just was frustrated that a new car should not need a new window motor.

2 that was it. And I wanted dlr to look at my carpet and BT issue when I do go in there.

3 I will call you if I need you to follow up.

4 thank you. call ended

*** 01/14/2019 15:54:51 (GMT-07:00) Arizona ***

Closed by Tammy Shamburger with Resolution Code : Concerns Recorded

[Resolution Summary]

Kia Motors America

Consumer Affairs Department

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Last name	First name	VIN of 2017 OPTIMA	Case Number	Mileage
		5XXGT4L37HG		50.000
Wesley Chape FL ,		Prod. Date: 10/24/2016	Dealer: FL133 Fuccillo KIA of Wesley Cl	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Body Frame

Case History

*** 12/27/2018 14:57:18 (GMT-07:00) Arizona ***

Contact = Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 12/27/2018 14:57:22 (GMT-07:00) Arizona and created by Heather Orosco ***

Customer States :

1. I was having a problem with the car i have
2. I bought a new vehicle does not have any miles on it
3. i NEVER seen it on one side the black Trip is messed up little spots
4. This black trim g=has the burnt spots on it
5. I went back to the company and told them to trade the Black trim
6. They are not even talking to me about it
7. I took the vehicle in today to have a Recall taken care of
8. They said that they sent pictures
9. They said that it was the Sun damage

Writer States :

1. Apologized
2. Case notated with concerns , no open SC'S
3. Writer will reach out to the dealer to address concerns /complaint
4. Case# KMA 855# EXT#

Customer States :

1. Ok thank you

*** Phone - Call - Outbound commitment created on 12/27/2018 15:05:42 (GMT-07:00) Arizona with Commitment Date 12/28/2018 and created by Heather Orosco ***
Follow up with dealer ****Complaint Black Trim ****

*** Phone - Call - Outbound commitment updated on 12/28/2018 06:11:43 (GMT-07:00) Arizona with Commitment Date 12/28/2018 and updated by Heather Orosco ***
Writer Called

1. Spoke to Joe in service
2. This is a Body Shop ticket
3. He went on the 19th he went to body shop **passenger bumper seems to be melting
4. Passenger side door mirror seems to be melting also
5. You would need to speak to the body shop
6. The SA working on this ticket is currently busy at the moment
7. Can i take take your information & i will give him the message

Writer States:

1. Following up on Black trim concerns
2. Writer left message with Joe
3. Case# KMA 855# EXT#
4. Thank 'd

*** Phone - Call - Outbound commitment updated on 12/28/2018 06:12:08 (GMT-07:00) Arizona with Commitment Date 12/31/2018 and updated by Heather Orosco ***
Follow up Black Trim****complaint

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2017 OPTIMA	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	5XXGT4L37HG ██████████	██████████	50.000
Wesley Chape FL , ██████████		Prod. Date: 10/24/2016	Dealer: FL133 Fuccillo KIA of Wesley Cl	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Body Frame

*** Phone - Call - Outbound commitment updated on 12/31/2018 14:02:55 (GMT-07:00) Arizona with Commitment Date 12/31/2018 and updated by Heather Orosco ***
Writer Called Dealer FL133 @ (813) 322-3000:

Body Shop***

1. Spoke to Dave in Body Shop
2. The vehicle has been here quite a bit
3. The SM called me it almost car has gotten heat blasted the bumper and the plastic moldings
4. He did ask me & he was going to forward over images over to Rep
5. You are going to have to speak to Nick in service

*** Phone - Call - Outbound commitment updated on 12/31/2018 14:03:31 (GMT-07:00) Arizona with Commitment Date 01/02/2019 and updated by Heather Orosco ***
Black Trim****

*** Phone - Call - Outbound commitment fulfilled on 01/10/2019 06:45:04 (GMT-07:00) Arizona with Commitment Date 01/10/2019 closed by Heather Orosco ***
Writer Called Dealer FL133 @ (813) 322-3000:

1. Spoke to Nick the Service Manager
2. It has been declined from DPSM he feels that it is an outside influence
3. The bumper needed to be replaced & a bunch of trim items
4. Heat source got to it on that side melted a lot of the black trim on the bumper on the passenger side
4. \$1,700 estimate , Mileage 8,505 , R/O# ██████████

*** Phone - Call - Inbound created on 01/10/2019 06:45:07 (GMT-07:00) Arizona and created by Heather Orosco ***

Writer Called Customer ██████████ :

1. Writer left VM
2. Writer following up regarding Black Trim/due to outside source declined
3. Writer spoke to Nick the service manager
4. Questions or concerns please call KMA 855# CASE# EXT#
5. Have a great day

*** 01/10/2019 06:48:52 (GMT-07:00) Arizona ***
Closed by Heather Orosco with Resolution Code : Information Given
[Resolution Summary]

*** 01/11/2019 12:29:34 ***
Reopened by Myra Davis with Sub Status of Working

*** Phone - Call - Inbound created on 01/11/2019 12:34:26 and created by Myra Davis ***
cust Mr. ██████████ states
1 what did they discover on the vehicle
2 what was the decision that was made

writer states

- 1 apologized, would be happy to look into this for you

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2017 OPTIMA	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XXGT4L37HG [REDACTED]	[REDACTED]	50.000
Wesley Chape FL , [REDACTED]		Prod. Date: 10/24/2016	Dealer: FL133 Fuccillo KIA of Wesley Cl	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Body Frame

2 assistance was declined by DPSM

Cust states

1 they said they hadnt seen this before

writer states

1 apologized, I understand your concerns

2 that was reviewed by DPSM and they are the one that makes that decision

3 that was declined

cust states

1 they can decline this all they want

2 new car shouldnt have this on it

3 ts not that bad

4 I'm going to TV station, I want to be sure they got that number

5 what are we going to do

writer states

1 can escalate the escalations team

2 someone will follow up within 2-3 business days

cust states

1 ok thank you

*** Case [REDACTED] is sent on 1/11/2019 12:36:51 by Myra Davis

To: rdudley@kiausa.com

Cc: mydavis@kiaconsumeraffairs.com

Title: NO ACTION REQUIRED - Case Escalation:FL133, [REDACTED] [REDACTED]

*** Note - Others created on 01/11/2019 12:37:20 and created by Myra Davis ***

*** CALL TO ACTION ***

Customer Disagrees with DPSM Decision

Forwarding to ECR.

1. Customer states black trim is coming off.

2. FL133 states needs bumper to be replaced on a passenger

3. DPSM has declined GW towards repair.

4. Dispatching because customer disagrees with DPSM's decision.

5. Please review and contact customer as needed.

*** 01/11/2019 12:40:32 ***

Dispatched from WIPBin = Default to Queue Southern Region ECR by Myra Davis

Reason:

*** 01/14/2019 08:39:54 (GMT-07:00) Arizona ***

Accepted from Queue Southern Region ECR to WIPBin Friday-1 by Randy Chacon

*** 01/14/2019 09:01:03 (GMT-07:00) Arizona ***

Case moved into WIPBin Friday-1 and Sub Status of Working

*** 01/14/2019 10:02:41 (GMT-07:00) Arizona ***

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2017 OPTIMA	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	5XXGT4L37HG ██████████	██████████	50.000
Wesley Chape FL , ██████████		Prod. Date: 10/24/2016	Dealer: FL133 Fuccillo KIA of Wesley Cl	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Body Frame

Assigned to WIPBin Default of Tammy Shamburger by Randy Chacon

Reason:

*** 01/17/2019 08:36:26 (GMT-07:00) Arizona ***

Case moved into WIPBin Default and Sub Status of Assigned

*** Phone - Call - Inbound created on 01/17/2019 13:33:34 (GMT-07:00) Arizona and created by Tammy Shamburger ***

Writer called customer at ██████████ and LVM

1. This is Tammy from Kia.
- 2 your case forward to Kia Consumer affairs escalation dept. for review.
- 3 please call writer back when convenient for you.
- 4 left contact info with case#

*** Email - External Email Sent created on 01/17/2019 13:35:43 (GMT-07:00) Arizona and created by Tammy Shamburger ***

Email sent to customer with the same message as VM

*** Phone - Call - Outbound commitment created on 01/17/2019 13:36:58 (GMT-07:00) Arizona with Commitment Date 01/23/2019 and created by Tammy Shamburger ***

Pe19-004

KIA

6/28/2019

DEFECT C

CA FILES

OPITIMA

2018 OPTIMA_ACCIDENT
SCRIPTS_ALLEGED DEFECT
C_EXPANDED SCOPE

Accident Report

Case [REDACTED]

Report Details

A-1) Who owns the vehicle?

[REDACTED] [REDACTED]

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

[REDACTED] [REDACTED]

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

[REDACTED]

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

0

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

N/A

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

N/A

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

[REDACTED]/2018 20:30:00

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

Damage was front windshield cracked, damage on drivers side, steering wheel has slight damage, mainly where fuse box is, dashboard

B-2) What time was 911 called?

4:44 PM

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

Veh was in parking lot but weather was sunny

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

No

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

Smelled a burning smell, looked in fuse box and saw a wire burned. Went inside to make a phone call and looked out the window and saw the veh on fire.

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

off

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

Had oil changed but no idea when it was changed.

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?

██████████ Philadelphia PA ██████████

C-1) Which fire agency responded?

Philadelphia Fire Dept

C-2) What is the fire report number?

unknown

D-1) Where is the vehicle now?

Unknown

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?

Replacement car and pay off vehicle

Pe19-004

KIA

6/28/2019

DEFECT C

CA FILES

OPITIMA

2018 OPTIMA_CA
REPORTS_ALLEGED DEFECT
C_EXPANDED SCOPE

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2018 OPTIMA	<u>Case Number</u>	<u>Mileage</u>
		5XXGT4L37JG		8.975
		Prod. Date: 05/23/2017	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

*** 04/09/2018 16:15:21 (GMT-05:00) Eastern Time (US & Canada) ***

Contact = Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 04/09/2018 16:38:07 (GMT-05:00) Eastern Time (US & Canada) and created by Tracey Icenhour ***

Cust states

- 1 Veh caught on fire
- 2 Bought it at Kia on the Boulevard
- 3 Called insurance company and they said they needed to see if 3rd party is going to pay or if insurance is going to pay
- 4 5XXGT4L37JG / 8000
- 5 On 04/02/18, smelled a burning smell, checked the fuse box and one of the wires were burned
- 6 Called the dealer and wife and then looked outside and saw the veh was on fire
- 7 Called fire department
- 8 Called insurance and filed a claim
- 9 They are stating it may take a month for the claim to be processed

Wrt states

- 1 Apologized / no SC
- 2 Advised will need to gather info and dispatch case to our NCA group
- 3 Advised NCA group will f/u with cust in 1-2 business days
- 4 What action are you requesting of Kia?

Cust states

- 1 Car is totaled
- 2 Can you pay off the vehicle?
- 3 Need a replacement car

Wrt states

- 1 Who is cust insurance company?

Cust states

- 1 Progressive Tim (unknown last name) Fire tech Rep 610-249-0520
- 2 Claim number

Wrt states

- 1 Advised NCA group will f/u with cust in 1-2 business days

Cust states

- 1 Thank you

Thanked and offered survey

*** Note - Others created on 04/09/2018 16:39:08 (GMT-05:00) Eastern Time (US & Canada) and created by Tracey Icenhour ***

Forward to NCA

- 1 Customer alleges veh caught fire
- 2 Cust has no idea where veh is at currently.
- 3 Customer is requesting replacement veh or veh to be paid off.

Kia Motors America

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2018 OPTIMA	<u>Case Number</u>	<u>Mileage</u>
		5XXGT4L37JG		8.975
		Prod. Date: 05/23/2017	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

4 Please review and follow up accordingly

*** 04/09/2018 16:39:41 (GMT-05:00) Eastern Time (US & Canada) ***

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

*** 04/10/2018 08:28:42 (GMT-08:00) Pacific Time (US & Canada) ***

Accepted, from Queue = National CA to WIPBin Inbox/Need To Call

*** 04/10/2018 09:10:53 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin 24/24 of Samuel Kim by Jeff Stroup
Reason:

*** 04/10/2018 11:13:09 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 24/24 and Sub Status of Assigned

*** Phone - Call - Outbound created on 04/11/2018 11:14:25 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Called customer and left message:

1. Calling in regards to a 2018 Kia Optima
2. Requested call back
3. Left call back number

*** Note - Others created on 04/11/2018 11:22:50 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

IAA Philadelphia location in Conshohocken, PA. Stock number

*** 04/11/2018 11:24:22 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 4/11 (Wednesday) and Sub Status of Assigned

*** Letter - Letter Sent created on 04/23/2018 15:17:38 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Sent customer call me letter via USPS.

*** 04/23/2018 15:18:20 (GMT-08:00) Pacific Time (US & Canada) ***

Closed with Resolution Code : Letter Sent

[Resolution Summary]

Closing case pending further customer contact.

*** 04/24/2018 16:13:06 ***

Reopened with Sub Status of Working

*** Letter - Letter Received created on 04/24/2018 16:21:21 and created by Jazmin Diaz ***

NCA rec'd letter from Progressive. Letter states:

1. We are in the process of completing an investigation into the cause of this loss.
2. Please accept this letter as formal notification of out notice of possible subrogation against your company.
3. Once we have resolved our insured's claim, we will notify you of the findings.

Attaching to case & dispatching to NCA.

*** 04/24/2018 16:23:41 ***

Dispatched from WIPBin = Default to Queue National CA by Jazmin Diaz

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2018 OPTIMA	<u>Case Number</u>	<u>Mileage</u>
		5XXGT4L37JG		8.975
		Prod. Date: 05/23/2017	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Reason:

*** 04/25/2018 07:42:58 (GMT-08:00) Pacific Time (US & Canada) ***

Accepted, from Queue = National CA to WIPBin Inbox/Need To Call

*** 04/25/2018 07:55:46 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin 24/24 of Samuel Kim by Jeff Stroup

Reason:

*** Phone - Call - Outbound created on 04/25/2018 10:37:00 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Called Progressive Insurance and left message for James Dunda (484)714-3335

1. Calling in regards to your claim number
2. Requested photos
3. Left call back number and email address
4. Once received, we will respond to the invitation request

*** 04/25/2018 10:38:39 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 24/24 and Sub Status of Assigned

*** 04/25/2018 10:59:05 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin Pictures / Police Report and Sub Status of Assigned

*** Email - External Email Received created on 04/25/2018 10:59:29 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Received email from James Dunda at Progressive Insurance (james_j_dunda@progressive.com)

Good afternoon,

Thanks for reaching out to me.
Please see the attached photos.

James Dunda

PA Fire/Theft

Progressive Specialty Insurance Company

71 General Warren Boulevard, suite 100

Malvern, Pa 19355

Office: 484-714-3335 / Fax: 610-722-0293 / Email: jdunda1@progressive.com

My Hours of Availability: Monday through Friday 8am – 5pm

*** Note - Others created on 04/25/2018 11:05:04 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Pending response from KMA Engineers

*** Note - Others created on 04/25/2018 13:15:52 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

KMA Engineer to participate in joint inspection.

*** 04/25/2018 13:23:16 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin Legal Review and Sub Status of Assigned

*** Email - External Email Sent created on 04/25/2018 13:46:31 (GMT-08:00) Pacific Time (US & Canada) and

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2018 OPTIMA	<u>Case Number</u>	<u>Mileage</u>
		5XXGT4L37JG		8.975
		Prod. Date: 05/23/2017	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

created by Samuel Kim ***

Sent email to James Dunda at Progressive Insurance (james_j_dunda@progressive.com)

Hi James,

Thank you for the photos. Kia Motors America, Inc. would like to participate in a joint inspection. I have CC'd our representative on this email so we can work on a mutual inspection date.

Also by any chance, was there a statement made by the driver? Fire Report?

*** Email - External Email Sent created on 05/03/2018 11:28:51 (GMT-08:00) Pacific Time (US & Canada) and

created by Samuel Kim ***

Sent email to James Dunda at Progressive Insurance (james_j_dunda@progressive.com)

Hi James,

Any update on this? And FYI, I've CC'd our other representative who will be inspecting this vehicle on this email.

*** Email - External Email Received created on 05/03/2018 12:26:25 (GMT-08:00) Pacific Time (US & Canada)

and created by Samuel Kim ***

Received email from James Dunda at Progressive Insurance (james_j_dunda@progressive.com) and CC'd to Joe

Herzberg

Good afternoon,

Please feel free to go direct with Joe Herzberg at Sterling/APG to set up the joint exam.

He can be reached at 609-848-3348.

Once a date is set, please let me know as I will need to provide a letter to the salvage vendor to approve access to the vehicle.

*** Email - External Email Received created on 05/04/2018 10:18:22 (GMT-08:00) Pacific Time (US & Canada)

and created by Samuel Kim ***

Writer was CC'd on email sent to Joe Herzberg and CC'd to James Dunda at Progressive Insurance (james_j_dunda@progressive.com):

Thanks for the quick response, Joe. Let's lock that in. 5/16 at 9:30 AM.

James—You have my contact info here, so let us know once the salvage yard has your permission for us to inspect?

*** 05/21/2018 15:46:13 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin Legal Inspection and Sub Status of Assigned

*** Note - Others created on 05/21/2018 15:46:25 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Reviewed case with KMA Enginners:

1. Initial inspection performed by KMA Engineer on 5/16

2. Expert removed fuse box and related components

3. Repurchase vehicle and have removed components towed/shipped to KMA to further investigate

*** Email - External Email Sent created on 05/22/2018 13:53:25 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Sent email to Tim Klutchka at Progressive Insurance (d_klutchka@progressive.com) and CC'd James Dunda (james_j_dunda@progressive.com):

Can you send me a complete subrogation package with supports.

Kia Motors America

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2018 OPTIMA	<u>Case Number</u>	<u>Mileage</u>
		5XXGT4L37JG		8.975
		Prod. Date: 05/23/2017	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** 05/22/2018 13:55:03 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 5/22 (Tuesday) and Sub Status of Assigned

*** Email - External Email Received created on 05/24/2018 10:20:23 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Received email from Miquiel Noble at Progressive Insurance (miquiel_noble@progressive.com)

*** Phone - Call - Outbound created on 05/31/2018 11:47:47 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Called Progressive Insurance and spoke with Subrogation Representative Brittany Walker (440)910-3900
Writer states:

1. Calling in regards to your claim number
2. Kia would like to settle for the total demand of \$18,900
3. As part of the settlement, the vehicle and components that were removed by Progressive's expert would need to be released to KMA
4. Gave call back number and email address

Insurance states:

1. The ACV is \$17,500 and then taxes \$1,400 and then there was a \$500 deductible
2. Philadelphia tax amount is 8%
3. The vehicle is still on hold, typically it's on hold until subrogation is resolved
4. Let me get approval and I'll call you back

*** Letter - Letter Received created on 06/05/2018 08:43:06 and created by Jazmin Diaz ***

NCA rec'd letter form Progressive. Letter states:

1. Please accepts this letter as formal notice of our subrogation rights in regards to the above-captioned claim.
2. Please acknowledge receipt of my subrogation demand and forward your payment of \$18,900 to my attention.
3. Thank you.

Attaching to case.

*** Phone - Call - Outbound created on 06/11/2018 10:44:41 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Called Progressive Insurance and spoke with Subrogation Representative Brittany Walker (440)910-3900
Writer states:

1. Calling in regards to your claim number
2. Thank you

Insurance states:

1. I was actually just looking at this one
2. My supervisor just got back from out of office
3. I will email you a response

*** Phone - Call - Outbound created on 06/20/2018 13:51:00 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Called Progressive Insurance and spoke with Subrogation Representative Brittany Walker (440)910-3900
Writer states:

1. Calling in regards to your claim number
2. Thank you

Insurance states:

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2018 OPTIMA	<u>Case Number</u>	<u>Mileage</u>
		5XXGT4L37JG		8.975
		Prod. Date: 05/23/2017	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

1. My supervisor has been out for just a little bit
2. I did review it with her on the 18th
3. I'm waiting to receive a response back from her
4. She wanted to review it with our legal team
5. As soon as I find out, I'll give you a call back

*** Phone - Call - Outbound created on 06/22/2018 15:26:56 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

wtr received notification would like to inspect 7/5

wtr left voicemail for Brittany at insurance to call back.

*** 06/22/2018 15:47:42 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin GW Processing and Sub Status of Assigned

*** Phone - Call - Inbound created on 06/25/2018 12:00:00 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

wtr received notification of possible inspection on 7/13

1. wtr spoke with insurance as Brittany is out of office who advised KMA would be able to inspect
2. need to provide names for inspection and no destructive testing.

*** Phone - Call - Outbound created on 06/26/2018 11:00:04 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

wtr spoke with Brittany and supervisor at progressive:

1. they sent the request to their legal department on 5/31
2. until they receive the OK to settle with KMA taking possession of the vehicle, the vehicle will not be able to be released to KMA
3. KMA would also not be allowed to perform any destructive inspection until KMA takes possession of vehicle
4. insurance advised they have no ETA of when progressives legal team will get back to them.

*** Phone - Call - Inbound created on 07/03/2018 11:49:15 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

Brittany left voicemail for wtr to call back

wtr left voicemail for Brittany to call back.

*** Phone - Call - Outbound created on 07/06/2018 08:55:27 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

wtr left voicemail for Brittany at insurance

wtr called insurance back and left message for Jackie (supervisor) to call back.

*** Phone - Call - Inbound created on 07/09/2018 11:15:36 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

wtr spoke with Brittany at insurance

1. Brittany advised they can settle with KMA taking possession of the vehicle
2. Brittany advised once they sign the release they will grant access to KMA to perform destructive testing
3. wtr advised will send release
4. Brittany will also advise who the contact is at Rimkus

*** Email - External Email Sent created on 07/09/2018 11:16:55 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

Kia Motors America

Consumer Affairs Department

Page 7 of 10

<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2018 OPTIMA	<u>Case Number</u>	<u>Mileage</u>
		5XXGT4L37JG		8,975
		Prod. Date: 05/23/2017	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Brittany,

Thank you for speaking with me over the phone. As I advised, please see the attached settlement agreement.

Please let me know the contact name at Rimkus so I may follow up with the parts they took. Can you also contact the auction house so we can inspect again on 7/13?

Thank you,

*** 07/11/2018 10:43:46 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin Legal Inspection and Sub Status of Assigned

*** Phone - Call - Outbound created on 07/12/2018 13:30:12 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Called Progressive Insurance and spoke with Subrogation Representative Brittany Walker (440)910-3900
Writer states:

1. Calling in regards to your claim number
2. I believe my manager had been in contact with you
3. Could you forward me a copy of that release
4. Gave email address
5. Thank you

Insurance states:

1. I don't know if he was out of the office, but on the 9th or 10th, I sent him back the release
2. The only other issue was, I know they want to inspect the vehicle tomorrow
3. The only issue is that when the initial inspection was done, Joe Herzberg was throwing some parts and Jeff wanted those back
4. I told Joe that was fine
5. He said he would send it back once he gets a shipping label

*** Email - External Email Received created on 07/12/2018 13:37:47 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Writer was forwarded signed release from Subrogation Representative Brittany Walker at Progressive Insurance (brittany_walker@progressive.com)

From: Brittany A Walker

Sent: Tuesday, July 10, 2018 10:53 AM

To: 'Stroup, Jeff [KMA]' <JStroup@kiausa.com>

Subject: Progressive claim Kia

Hello,

Attached is the release.

Thank you,

Brittany Walker

Progressive Group of Insurance Companies

440-910-3900

Brittany_A_McCauley@progressive.com

Kia Motors America
Consumer Affairs Department

Page 8 of 10

Last name	First name	VIN of 2018 OPTIMA	Case Number	Mileage
		5XXGT4L37JG		8,975
		Prod. Date: 05/23/2017	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Mailing Address:

PO Box 512926

Los Angeles, CA 90051

For payment:

Chicago, IL

*** 07/12/2018 17:00:31 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin Manager Callback and Sub Status of Assigned

*** Email - External Email Received created on 07/13/2018 11:54:47 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Received email from Subrogation Representative Brittany Walker at Progressive Insurance

(brittany_walker@progressive.com)

Hello,

I just want to make sure everything is received and good to go?

I want to confirm I can reach out to my salvage department and start the process of transferring the title.

Thank you,

Brittany Walker

Progressive Group of Insurance Companies

440-910-3900

Brittany_A_McCauley@progressive.com

*** Phone - Call - Outbound created on 07/13/2018 11:57:41 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Called Progressive Insurance and left message for Subrogation Representative Brittany Walker (440)910-3900

1. Calling in regards to your claim number

2. Requested call back

3. Left call back number

*** Email - External Email Received created on 07/17/2018 12:46:06 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Received email from Subrogation Representative Brittany Walker at Progressive Insurance

(brittany_walker@progressive.com)

Hello,

Sorry I missed your call. I know it's difficult since we are in different time zones.

I can only accept payment for our full demand / the amount that was agreed to on the release.

We can handle the salvage if you want us to, but we are not able to change the payment we receive.

Otherwise, we will let you have salvage as we previously agreed.

Thank you,

Brittany Walker

Progressive Group of Insurance Companies

440-910-3900

Brittany_A_McCauley@progressive.com

Kia Motors America

Consumer Affairs Department

Page 9 of 10

<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2018 OPTIMA	<u>Case Number</u>	<u>Mileage</u>
		5XXGT4L37JG		8.975
		Prod. Date: 05/23/2017	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** Email - External Email Sent created on 07/17/2018 12:49:35 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Sent email to Subrogation Representative Brittany Walker at Progressive Insurance (brittany_walker@progressive.com)

Hi Brittany,

We can keep the full demand amount as initially agreed. Please go ahead and salvage the vehicle for us, but could you send me a copy of the invoice once the vehicle has been salvaged.

*** Email - External Email Received created on 07/18/2018 13:53:37 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Received email from Subrogation Representative Brittany Walker at Progressive Insurance (brittany_walker@progressive.com)

Yes, I'll send it over.

*** Email - External Email Received created on 08/09/2018 14:47:07 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Received email from Subrogation Representative Brittany Walker at Progressive Insurance (brittany_walker@progressive.com)

Hello,

It may be awhile before salvage is sold, but I'll send over the documents once it is available. Can you confirm when payment will be issued?

*** Email - External Email Sent created on 08/09/2018 14:47:38 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Sent email to Subrogation Representative Brittany Walker at Progressive Insurance (brittany_walker@progressive.com)

Hi Brittany,

I can't physically release the payment until I know the vehicle has been salvaged. So as soon as I receive documentation, I can have payment released.

*** Email - External Email Received created on 10/17/2018 10:33:47 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Received email from Subrogation Representative Brittany Walker at Progressive Insurance (brittany_walker@progressive.com)

Hello,

Attached is the salvage invoice. Please let me know if you need anything else, and when the payment is issued.

Thank you,

Brittany Walker

PROGRESSIVE | Subrogation Specialist, Sr – Outbound Subrogation

PO BOX 512929 | Los Angeles, CA 90051

Payments: 24344 Network Place | Chicago, IL 60673

Direct: 440-910-3900

Fax: 888-781-6947

*** 11/06/2018 11:37:10 (GMT-08:00) Pacific Time (US & Canada) ***

Kia Motors America

Consumer Affairs Department

Page 10 of 10

<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2018 OPTIMA	<u>Case Number</u>	<u>Mileage</u>
		5XXGT4L37JG		8.975
		Prod. Date: 05/23/2017	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Goodwill #: Submitted

*** Email - External Email Received created on 12/03/2018 13:47:31 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Received email from Subrogation Representative Brittany Walker at Progressive Insurance (brittany_walker@progressive.com) and CC'd to CAFOM:
Hello,

I wanted to follow up on the email I forwarded November 18th. Payment is still pending on this claim, and the release and salvage invoice were sent over a while ago. Can you please confirm the status of payment to Progressive?

*** 12/03/2018 16:44:23 (GMT-08:00) Pacific Time (US & Canada) ***

Goodwill #: Submitted

*** 12/03/2018 18:15:34 (GMT-08:00) Pacific Time (US & Canada) ***

Goodwill #: Final Approved

*** Letter - Letter Sent created on 12/05/2018 12:19:07 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Sent check to insurance via Fedex 2-Day. Tracking number

*** 12/05/2018 12:20:01 (GMT-08:00) Pacific Time (US & Canada) ***

Closed by Samuel Kim with Resolution Code : Goodwill Issued
[Resolution Summary]

Pe19-004

KIA

6/28/2019

DEFECT C

CA FILES

OPITIMA



PROGRESSIVE

Payment Address
Progressive-Subro
24344 Network Place
Chicago, IL 60673-1243

Document Address
P.O. Box 512929
Los Angeles, CA
90051-0929

Phone: (877) 818-0139
Fax: (888) 781-6947

May 22, 2018

KIA
111 PETERS CANYON ROAD
IRVINE, CA 92606

RECEIVED

MAY 31 2018

CONSUMER AFFAIRS

Type of Loss: Vehicle Fire
VIN/DOT Number: 5XXGT4L37JG [REDACTED]
Year: 2018
Make: KIA
Model: OPTIMA
Your Claim No: N/A
Our Insured: [REDACTED]
Address: [REDACTED] PHILADELPHIA, PA [REDACTED]
Our Claim No: [REDACTED]
Date of Loss: [REDACTED] 18
Damages: \$ 18,900.00

NOTICE OF SUBROGATION CLAIM

Please accept this letter as formal notice of our subrogation rights in regard to the above-captioned claim. Demand is hereby made upon you for payment of Progressive Specialty Insurance Company damages and those of our insured.

Our investigation indicates damages to our insured's vehicle was a direct result of a manufacturer's defect or negligence on your behalf. Enclosed please find all supporting documentation.

Please acknowledge receipt of my subrogation demand and forward your payment of \$18,900.00 to my attention, payable to "Progressive Specialty Insurance Company, as subrogee of [REDACTED]", and remit to the following address:

Progressive-Subro
24344 Network Place
Chicago, IL 60673--1243

You can contact me at the number listed below should you need additional documentation or to discuss this claim.

Thank you for your anticipated cooperation.

Brittany Walker
Progressive Specialty Insurance Company
Subrogation Representative
Phone: 440-910-3900
Fax: (888) 781-6947
BRITTANY_WALKER@progressive.com
Enclosure

PROGRESSIVE

Payment Address
Progressive-Subro
24344 Network Place
Chicago, IL 60673-1243

Document Address
P.O. Box 512929
Los Angeles, CA
90051-0929

Phone: (877) 818-0139
Fax: (888) 781-6947

Subrogation 05-18-18 04:10 PM ET A099554/A099554

Authored By: BRITTANY A WALKER

NEW PRODUCT LIABILITY DEMAND REFERRAL

LOSS STATE: PHILADELPHIA, PA

VEHICLE ON HOLD: Y

TIRE KEPT: N/A

STATUTE: 4/2/20

DAMAGES: \$ 18900.00

LIAB/FACTS OF LOSS: FIRE

ASSIGNED TO: A099554

--

EXPERT HIRED: DESTRUCTIVE EXAM COMPLETE

EVIDENCE IN OUR FAVOR: KIA HAS ACCEPTED LIABILITY

SUMMARY OF EVENTS/LIABILITY DECISION: IV CAUGHT FIRE IN PARKING LOT.

CMSD2340 /CMSM2340 P A C M A N MAY 22 18 - 9:18
OPID: MXN0054 CLAIM PAYMENT INQUIRY TERMID: ?021
INSD: [REDACTED] POL: [REDACTED]
DOL : APR 02 18 PA-PAFT -GRP- CLM: [REDACTED] ACTIVE REP: T KLUTCHKA

PAY TO THE ORDER OF: TOTAL DRAFT AMOUNT: 22,775.00

LINE 1: ALLY FINANCIAL
LINE 2:
LINE 3:

ADDRESS: PAYMENT PROCESSING CENTER
PO BOX 9001951

CITY: LOUISVILLE ST/PR* KY ZIP/CPC: 40290-1951 CNTRY* USA

IN PAYMENT OF: Progressive Invoice Number: [REDACTED]

1099 ? N FEDERAL TAX ID: [REDACTED] LAST UPDT REP: A110439
CDS CODE * EFT TRACE #: [REDACTED] ISSUING REP: T KLUTCHKA
BANK CODE* 1CD ISSUE DATE : APR 22 18 APPROVED BY:
STATE * PA AREA * 270 REVIEW DATE: 00 00
STOP RSN * DRAFT # : [REDACTED] REVIEWED BY:

COMMAND:

Date: 4/16/2018 10:55 AM
Estimate ID: [REDACTED]
Estimate Version: 0
Committed
Profile ID: PHL OEM REMAN ONLY

Progressive Specialty Insurance Co

Damage Assessed By: LIC # [REDACTED] TIM CARMODY

Claim Rep: Timothy Klutchka
(810) 249-0520

Classification:

Please contact Tim Carmody at 610-496-1213 for any questions regarding
the estimate. tcarmod1@progressive.com

* Product Type: Auto
* Date of Loss: [REDACTED] 2018
* Deductible: 500.00
* Claim Number: [REDACTED]

Insured: [REDACTED]
Owner: [REDACTED]
Address: [REDACTED] PHILADELPHIA, PA [REDACTED]
Telephone: Home Phone: [REDACTED]

Contact Phone: [REDACTED]

Mitchell Service: 911819

Description: 2018 Kia Optima LX
Body Style: 4D Sed
VIN: 5XXGT4L37JG [REDACTED]
Mileage: 8,975
OEM/ALT: A
Color: SILVER

Vehicle Production Date: 5/17
Drive Train: 2.4L Inj 4 Cyl 6A FWD
License: [REDACTED]
Search Code: HUNTINGDO3

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
<u>Air Bag System</u>							
1	[REDACTED]	MCH	REMOVE/REPLACE	Disable & Enable Air Bag System -M			0.3
2	[REDACTED]	MCH	REMOVE/REPLACE	R Air Bag Side Curtain Module -M	85020 D5000	750.00	0.8 #
3	[REDACTED]	MCH	REMOVE/REPLACE	L Air Bag Side Curtain Module -M	85010 D5000	750.00	0.8 #
<u>Steering Wheel/Column</u>							
4	[REDACTED]	MCH	REMOVE/REPLACE	Lwr Steering Column Cover -M	84852 D5000WK	60.05	0.5
<u>Windshield</u>							
5	[REDACTED]	GLS	REMOVE/REPLACE	W/Shield Glass	** A/M	493.28	3.6 #
6	[REDACTED]	BDY	REMOVE/REPLACE	Add w/Lane Departure Warning System			0.2 #
7	[REDACTED]	BDY	REMOVE/REPLACE	W/Shield Moulding	86130 D4000	38.13	INC
8	[REDACTED]	BDY	REMOVE/REPLACE	L W/Shield Reveal Moulding	86131 D4000	79.56	INC
9	[REDACTED]	BDY	REMOVE/REPLACE	L Inr W/Shield Garnish Mldg	ORDER FROM DEALER	109.24	INC
10	[REDACTED]	BDY	REMOVE/REPLACE	R W/Shield Sun Visor	ORDER FROM DEALER	185.21	INC
11	[REDACTED]	BDY	REMOVE/REPLACE	L W/Shield Sun Visor	ORDER FROM DEALER	185.21	INC
<u>Instrument Panel</u>							
12	[REDACTED]	MCH	REMOVE/REPLACE	Inst Panel -M	ORDER FROM DEALER	827.35	7.2
13	[REDACTED]	BDY	REMOVE/REPLACE	Inst Panel Defroster Grille	ORDER FROM DEALER	289.07	
14	[REDACTED]	BDY	REMOVE/REPLACE	Ctr Inst Panel Pad	84714 D5000	12.89	
15	[REDACTED]	BDY	REMOVE/REPLACE	L Inst Panel Speaker Grille	ORDER FROM DEALER	45.86	
16	[REDACTED]	BDY	REMOVE/REPLACE	L Inst Panel Defroster Nozzle	ORDER FROM DEALER	31.07	
17	[REDACTED]	BDY	REMOVE/REPLACE	L Inst Panel Side Cover	ORDER FROM DEALER	32.91	
18	[REDACTED]	BDY	REMOVE/REPLACE	L Inst Panel Garnish	ORDER FROM DEALER	162.08	
19	[REDACTED]	BDY	REMOVE/REPLACE	Inst Panel Cluster Finish Panel	84830 D5000WK	217.51	
20	[REDACTED]	BDY	REMOVE/REPLACE	L Lwr Inst Panel Side Panel	ORDER FROM DEALER	172.77	
21	[REDACTED]	BDY	REMOVE/REPLACE	L Inst Panel Fuse Box Cover	ORDER FROM DEALER	27.42	
22	[REDACTED]	BDY	REMOVE/REPLACE	Inst Panel Reinforcement	84410 D5000	460.54	
23	[REDACTED]	BDY	REMOVE/REPLACE	R Inst Panel Bracket	84758 D4000	42.91	
<u>Rocker/Pillars/Floor</u>							
24	[REDACTED]	BDY	REMOVE/REPLACE	Floor Wiring Harness	ORDER FROM DEALER	1,382.45	7.0*
<u>Roof</u>							
25	[REDACTED]	BDY	REMOVE/REPLACE	Roof Headliner	ORDER FROM DEALER	1,022.64	3.5 #

ESTIMATE RECALL NUMBER: 04/16/2018 10:55:09 [REDACTED]

Mitchell Data Version: OEM: JAN_18_V0315

MAPP: JAN_18_V0312

Software Version: 7.1.226

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Page 1 of 4

Date: 4/16/2018 10:55 AM
 Estimate ID: [REDACTED]
 Estimate Version: 0
 Committed
 Profile ID: PHL OEM REMAN ONLY

26	BDY	REMOVE/INSTALL	R Seat Assy			0.4
27	BDY	REMOVE/INSTALL	L Seat Assy			0.4
28	BDY	REMOVE/INSTALL	Rear Seat Assy			1.0
29	BDY	REMOVE/REPLACE	Roof Overhead Console	ORDER FROM DEALER	160.59	INC #
30	BDY	REMOVE/REPLACE	R Frt Roof Assist Handle	ORDER FROM DEALER	24.66	INC
31	BDY	REMOVE/REPLACE	L Frt Roof Assist Handle	ORDER FROM DEALER	24.66	INC
32	BDY	REMOVE/REPLACE	R Rear Roof Assist Handle	ORDER FROM DEALER	24.66	INC
33	BDY	REMOVE/REPLACE	L Rear Roof Assist Handle	ORDER FROM DEALER	24.66	INC
34	BDY	REMOVE/REPLACE	L Frt Roof Handle Brkt	85331 D5000	13.76	
35	BDY	REMOVE/REPLACE	R Roof Interior Lamp	ORDER FROM DEALER	17.41	INC
36	BDY	REMOVE/REPLACE	L Roof Interior Lamp	ORDER FROM DEALER	17.41	INC
37	BDY	REMOVE/REPLACE	Roof Dome Lamp	ORDER FROM DEALER	59.10	INC
38	BDY	REMOVE/REPLACE	Roof Pad 3@16.45	85305 D4000	49.35	
<u>Special/Manual Entry</u>						
39	BDY *	REMOVE/REPLACE	INSTRUMENT PANEL WIRING JUNCTION BOX	New	479.72	* 2.0*
40	BDY *	REMOVE/REPLACE	NOTE: THIS ESTIMATE IS NOT ALL INCLUSIVE, IT	New		0.0*
41	BDY *	REMOVE/REPLACE	IS ONLY WRITTEN TO THE POINT OF A TOTAL LOS	New		0.0*

* - Judgment Item
 # - Labor Note Applies
 ** A/M - Non-Original Equipment Manufacturer Replacement Part

SAFELITE LOCAL PRICE (S)
 PRICING TYPE SAFELITE
 COLUMBUS
 OH 43235
 (800) 868-3322

5 ** FW04328GBY 493.28

"All manufacturers requirements regarding seat belt and supplemental restraint system replacement must be adhered to. If additional parts or operations are necessary to properly accomplish this, please contact the estimating claims rep."

Estimate Totals

I. Labor Subtotals		Units	Rate	Add'l Labor Amount	Sublet Amount	Totals	II. Part Replacement Summary		Amount
Body		14.5	50.00	0.00	0.00	725.00 T	Taxable Parts		8,272.13
Glass		3.6	50.00	0.00	0.00	180.00 T	Sales Tax	@ 8.000%	661.77
Mechanical		9.6	55.00	0.00	0.00	528.00 T	Total Replacement Parts Amount		8,933.90
Taxable Labor						1,433.00			
Labor Tax				@ 8.000 %		114.64			
Labor Summary		27.7				1,547.64			
III. Additional Costs				Amount		IV. Adjustments		Amount	
Total Additional Costs				0.00		Insurance Deductible		500.00-	
						Customer Responsibility		500.00-	

ESTIMATE RECALL NUMBER: 04/16/2018 10:55:09 [REDACTED]
 Mitchell Data Version: OEM: JAN_18_V0315
 MAPP: JAN_18_V0312 Copyright (C) 1994 - 2018 Mitchell International
 Software Version: 7.1.226 All Rights Reserved

Date: 4/16/2018 10:55 AM
Estimate ID: [REDACTED]
Estimate Version: 0
Committed
Profile ID: PHLOEM REMAN ONLY

I.	Total Labor:	1,547.64
II.	Total Replacement Parts:	8,933.90
III.	Total Additional Costs:	0.00
	Gross Total:	10,481.54
IV.	Total Adjustments:	500.00
	Net Total:	9,981.54

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AFTERMARKET CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR VEHICLE. THE AFTERMARKET CRASH PARTS USED IN THE PREPARATION OF THIS ESTIMATE ARE WARRANTED BY THE MANUFACTURER OR DISTRIBUTOR OF SUCH PARTS, RATHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. DEFINITION: AFTERMARKET CRASH PART - A NONORIGINAL EQUIPMENT MANUFACTURER (NON-OEM) REPLACEMENT PART, EITHER NEW OR USED, FOR ANY OF THE NONMECHANICAL PARTS THAT GENERALLY CONSTITUTE THE EXTERIOR OF THE MOTOR VEHICLE, INCLUDING INNER AND OUTER PANELS.

Point(s) of Impact
16 Non-Collision (P)

Alt. Location: PROGRESSIVE

Inspection Site: IAA PHILADELPHIA
Address: 100 INDUSTRIAL WAY
CONSHOHOCKEN, PA 19428
(267) 315-1053
Inspection Date: 4/10/2018

This is a damage assessment only - Not an authorization to repair-based on damage visible or certain at the time it was written.

If frame or unibody repair is included on this estimate, the amount shown includes time or allowance for measuring before, during and after those repairs.

The owner of the vehicle may select the repair facility of his/her choice.

To ensure proper and prompt payment for additional damage discovered during the course of repairs, contact Progressive for supplement handling procedures.

Progressive honors the prevailing labor market rate in your area for your property. If you choose a shop that charges in excess of the prevailing labor market rates, you will be responsible for the difference.

Lifetime guarantee for sheet metal and plastic body parts

The replacement parts written on the estimate are intended to return your vehicle to its pre-loss condition with proper installation. After repair, if any sheet metal or plastic body part included in the estimate fails to return your vehicle to its pre-loss condition (assuming proper installation), in terms of form, fit, finish, durability or functionality, Progressive will arrange and pay for the replacement of the part, to the extent not covered by a

ESTIMATE RECALL NUMBER: 04/16/2018 10:55:09 [REDACTED]

Mitchell Data Version: OEM: JAN_18_V0315

MAPP: JAN_18_V0312

Software Version:

7.1.226

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Page 3 of 4

Date: 4/16/2018 10:55 AM
Estimate ID: [REDACTED]
Estimate Version: 0
Committed
Profile ID: PHLOEM REMAN ONLY

manufacturer's or other warranty. This service will be performed at no cost to you (including associated repair and rental car costs). To obtain service under this Guarantee, call Progressive at 1-800-274-4641. This Guarantee applies as long as you own or lease the vehicle. This Guarantee is not transferable and terminates if you sell or otherwise transfer your vehicle.

This guarantee does not cover normal wear and tear or damage caused by improper maintenance, neglect, abuse or subsequent accident. This guarantee is limited to arranging for the selection of repair parts that will return your vehicle to its pre-loss condition. Accordingly, Progressive will not be liable for any indirect, incidental or consequential damages that result from the installation or use of these parts.

Part Type Terms and Abbreviations
NEW and OEM or part number displayed - These refer to a new, original equipment manufacturer part.
A/M Certified: This refers to a new, certified non-original equipment manufacturer replacement part.
A/M: This refers to a new, non-original equipment manufacturer replacement part.
Recycled: This refers to a used OEM part.
Remanufactured and Recond. and Recore: These refer to recycled OEM parts that have been rebuilt or refurbished.
OEM Surplus Part: This refers to new OEM parts, that are excess inventory from the Original Equipment Manufacturer.
Recovered OE - This refers to parts removed from a new vehicle for various reasons.

Repair shop's authorized representative's signature indicating agreement on cost to return the vehicle to pre-loss condition including tow/storage charges:

Shop Signature: _____ Est. completion Date: _____

Citation General: PA ST Ti. 18 P.S. s 4117(k)(1) - "Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information or conceals for the purpose of misleading, information concerning any fact material thereto commits a fraudulent insurance act, which is a crime and subjects such person to criminal and civil penalties."

APPRAISER
SIGNATURE _____

Specialty Other Report

Prepared For Progressive Group of Insurance Companies



Claim Information

Claim Number	Policy Number	Loss Type	Owner	
[REDACTED]		Comprehensive	[REDACTED] PHILADELPHIA, PA [REDACTED] [REDACTED]	
Loss Date	Reported Date	Valuation Report Date	Valuation Report ID	Version Number
[REDACTED]/2018	04/02/2018	04/13/2018	[REDACTED]	2

Vehicle Information

Year	Make	Model	Location	Mileage
2018	KIA	OPTIMA	PA 19115	0 miles
Ext Color	License	VIN		
	[REDACTED]	5XXGT4L37JG [REDACTED]		

Valuation Summary

Loss Vehicle Adjustments

Adjustments specific to your vehicle

Base Value ¹ =	\$17,500.00
Prior Damage	\$0.00
Market Value =	\$17,500.00

Common Adjustments

Adjustments specific to your policy

Common Adjustment (Pre-Tax)	\$0.00
Deductible -	\$500.00

Settlement Value = \$17,000.00

Settlement Value:
\$17,000.00

Loss Vehicle Detail

Loss vehicle: 2018 KIA OPTIMA

Loss Vehicle Data

Vehicle Data: Loss Vehicle: 2018 Kia Optima LX 4 Door Sedan 2.4L 4 Cyl Gas Injected 6 Speed Auto Trans FWD
VIN: 5XXGT4L37JG [REDACTED]
Mileage: 8,975 miles
License Plate [REDACTED]
Vehicle Location: PA 19115

PIN: 2018 Kia Optima LX 4 Door Sedan 2.4L 4 Cyl Gas A FWD

Options and Equipment

EXTERIOR

Black grille w/chrome surround
Body-Colored Front Bumper w/Chrome Bumper Insert

Body-Colored Power Heated Side Mirrors w/Manual Folding and Turn Signal Indicator
Body-Colored Rear Bumper w/Black Bumper Insert

Chrome door handles
Chrome Side Windows Trim, Black Front Windshield Trim and Chrome Rear Window Trim

Clearcoat paint
Fixed Rear Window w/Defroster

Front Windshield -inc: Sun Visor Strip
Fully Automatic Projector Beam Halogen Headlamps w/Delay-Off

Fully Galvanized Steel Panels
Light tinted glass

Perimeter/Approach Lights
Spare Tire Mobility Kit

Tires: P205/65R16
Trunk Rear Cargo Access

Variable intermittent wipers
Wheels: 6.5J x 16 Alloy Silver

INTERIOR

2 12V DC Power Outlets

2 LCD Monitors In The Front

2 Seatback Storage Pockets

60-40 Folding Bench Front Facing Fold Forward Seatback Rear Seat

Air filtration

Analog Display

Cargo Features -inc: Spare Tire Mobility Kit

Cargo Space Lights

Carpet Floor Trim and Carpet Trunk Lid/Rear Cargo Door Trim

Cloth Seat Trim -inc: CleanTex anti-soiling

Cruise control w/steering wheel controls

Day-night rearview mirror

Delayed Accessory Power

Driver / Passenger And Rear Door Bins

Driver And Passenger Visor Vanity Mirrors w/Driver And Passenger Illumination

Driver foot rest

Fade-to-off interior lighting

FOB Controls -inc: Trunk/Hatch/Tailgate

Front Bucket Seats -inc: 6-way adjustable driver w/driver power lumbar and 6-way adjustable passenger seat w/manual height adjuster

Front Center Armrest and Rear Center Armrest

Front Cupholder

Front map lights

Full Carpet Floor Covering

Full cloth headliner

Full Floor Console w/Covered Storage, Mini Overhead Console w/Storage and 2 12V DC Power Outlets

HVAC -inc: Underseat Ducts

Illuminated glove box

Interior Trim -inc: Metal-Look Interior Accents

Leatherette Door Trim Insert

Manual air conditioning



Manual Anti-Whiplash w/Tilt Front Head Restraints and Manual Adjustable Rear Head Restraints

Manual tilt/telescoping steering column

Outside temp gauge

Perimeter alarm

Power 1st Row Windows w/Driver 1-Touch Down

Power Door Locks w/Autolock Feature

Power Rear Windows

Radio w/Seek-Scan, Clock, Speed Compensated Volume Control, Steering Wheel Controls, Voice Activation, Radio Data System, External Memory Control and Internal Memory

Radio: AM/FM/MP3/SiriusXM Audio System -inc: 6 speakers, 7" rear camera display, auxiliary and USB input ports, Bluetooth wireless technology and UVO eServices including Android Auto and Apple CarPlay,

Rear cupholder

Redundant Digital Speedometer

Remote Keyless Entry w/Integrated Key Transmitter, Illuminated Entry, Illuminated Ignition Switch and Panic Button

Remote Releases -Inc: Power Cargo Access and Power Fuel

Systems Monitor

Trip computer

Urethane Gear Shift Knob

Window Grid Antenna

Wireless Streaming

MECHANICAL

150 amp alternator

18.5 Gal. Fuel Tank

2.88 Axle Ratio

4-Wheel Disc Brakes w/4-Wheel ABS, Front Vented Discs, Brake Assist and Hill Hold Control

4541# Gvwr

80-Amp/Hr 800CCA Maintenance-Free Battery w/Run Down Protection

Electric Power-Assist Speed-Sensing Steering

Front And Rear Anti-Roll Bars

Front-wheel drive

Gas-pressurized shock absorbers

Multi-link rear suspension w/coil springs

Single Stainless Steel Exhaust w/Chrome Tailpipe Finisher

Strut Front Suspension w/Coil Springs

SAFETY

ABS And Driveline Traction Control

Airbag Occupancy Sensor

and Rear Cross Traffic Alert Rear Collision

Blind Spot Detection Blind Spot Sensor

Curtain 1st And 2nd Row Airbags

Driver knee airbag

Dual Stage Driver And Passenger Front Airbags

Dual Stage Driver And Passenger Seat-Mounted Side Airbags

Electronic stability control (ESC)

Emergency S.O.S

Outboard Front Lap And Shoulder Safety Belts -inc: Rear Center 3 Point, Height Adjusters and Pretensioners

Rear child safety locks

Rear parking sensors

Side impact beams

Tire Specific Low Tire Pressure Warning

Mitchell Optional Equipment
CARPETED FLOOR MATS

Loss Vehicle Adjustments

Loss vehicle: 2018 KIA OPTIMA

Condition Adjustments

INTERIOR Condition
SEATS 3 Good
CARPET 3 Good
DASH/CONSOLE 3 Good
GLASS 3 Good
HEADLINER 3 Good
DOORS/INTERIOR PANELS 3 Good
EXTERIOR Condition
BODY 3 Good
TRIM 1 Poor IMPACT TO FT BUMPER, COVER AND REINFORCEMENT REQUIRE REPLACE
VINYL/CONVERTIBLE TOP Unknown
PAINT 3 Good
MECHANICAL Condition
ENGINE 3 Good
TRANSMISSION 3 Good
TIRE Condition 3 Good TREAD DEPTH LF 5/32, RF 8/32, LR 8/32, RR 8/32

Typical Vehicle Condition reflects a condition similar to the same year, make and model. Amount of wear and tear/ damage consistent with its age.

Comments :

Common Adjustments

Description	Adjustment Type	Adjustment Amount
Carpeted Floor Mats (Included In Dealer Quotes)	Pre-Tax	\$0.00

Market Sample Records

Comparable 1

Date:	04/13/2018	Seller:	Sussman KIA
Contact:	Anderson	Location:	19046
Stock #:		Exterior Color:	
Phone Number:	(855) 882-3485	Mileage:	8,975 miles
Condition:	Good	Price:	\$18,000.00
VIN:			
Vehicle:	2018 Kia Optima LX 4 Door Sedan 2.4L 4 Cyl Gas A FWD		
Equipment:	*** This Is Not A Comparable Report. Dealer Quotes Processed. ***		

Adjustments

Comparable 2

Date:	04/13/2018	Seller:	Burlington KIA
Contact:	Sharon	Location:	08016
Stock #:		Exterior Color:	
Phone Number:	(609) 531-0771	Mileage:	8,975 miles
Condition:	Good	Price:	\$17,000.00
VIN:			
Vehicle:	2018 Kia Optima LX 4 Door Sedan 2.4L 4 Cyl Gas A FWD		
Equipment:	*** This Is Not A Comparable Report. Dealer Quotes Processed. ***		

Adjustments

Disclaimer

This valuation has been researched and provided based solely on the information provided by the insurance company, and is to be used for its intended purpose only.

The research and calculations conducted can consist of market research of dealership inventories, automotive appraisal guides and directories, and market surveys of similar comparable vehicles. Information received by or provided to Mitchell is believed to be reliable but no responsibility is assumed by Mitchell or its agents for errors, inaccuracies, or omissions of that information.

Since adjustments are made to each comparable to bring it in line with the loss vehicle, equal weighting factors have been used in averaging the fair market value.

Any person who knowingly and with intent to defraud any insurer, self-insured, insurance licensee, person or the public files an application for insurance or statement of claim containing any materially false information or conceals for the purpose of misleading, information concerning any fact material thereto commits a fraudulent insurance act, which is a crime and subjects such person to criminal and civil penalties. Any person who knowingly and with intent to injure or defraud any insurer files an application or claim containing any false, incomplete or misleading information shall, upon conviction, be subject to imprisonment for up to seven years and payment of a fine of up to \$15,000.

Progressive Group of Insurance Companies

Settlement Summary**Claim Information**

Claim Number: [REDACTED]	Coverage Type of Loss: Comprehensive
Policy Number:	Loss Date: [REDACTED] 2018
Owner : [REDACTED]	Reported Date: 04/02/2018
	Valuation Report ID: [REDACTED]

Vehicle Information

Loss Vehicle: 2018 KIA OPTIMA	Location: PA 19115
VIN: 5XXGT4L37JG [REDACTED]	Exterior Color:
Mileage: 8,975 miles	License Plate: [REDACTED]
Title History: No	Title History Comments:

Loan Information**Payment Information**

Lien Holder Payoff:	\$18,400.00	Lien Holder Payment(s):	\$18,400.00
Loan/Lease Payoff Coverage:	\$4,375.00	Net to Owner:	\$0.00

Settlement

Stated Amount:	\$0.00
Actual Cash Value:	\$17,500.00
Base Value:	\$17,500.00
Title History Adjustment:	-\$0.00
Refurbishment Adjustments:	\$0.00
After Market Parts Adjustment:	\$0.00
Condition Adjustment:	\$0.00
Prior Damage Adjustment:	-\$0.00
Market Value:	\$ 17,500.00
Settlement Adjustment(Pre-Tax):	\$0.00
Fees:	\$0.00
Taxes:	\$1,400.00
Company Obtains:	\$0.00
Net Settlement:	\$18,900.00
Settlement Adjustment(Post-Tax):	\$0.00
Deductible:	-\$500.00
Other Adjustments:	\$ 0.00
Total Settlement:	\$18,400.00

Adjuster License #:**Comments:**



PROGRESSIVE[™]

P.O. Box 89440
Cleveland, OH 44101
Phone: 877-818-0139
Fax: (888) 792-5922

KIA
111 PETERS CANYON ROAD
IRVINE, CA 92606

Our Claim#:





Kia Motors America, Inc.
Corporate Headquarters
111 Peters Canyon Road
Irvine, CA 92606-1790 USA
T 1 949 468 4800 F 1 949 468 4905

April 23, 2018

[REDACTED]
Philadelphia, PA [REDACTED]

Re: 5XXGT4L37JG [REDACTED] – 2018 Kia Optima
Case #: [REDACTED]

Dear Mr. [REDACTED]

Thank you for calling KIA Motors Inc. and requesting assistance. We appreciate hearing from our customers who inform us of issues that need to be addressed. However, a KIA representative has not been able to get a hold of you through the phone number provided.

In order to best assist you with your concerns, we need to be in contact with you. If you still have any concerns that you would like a KIA representative to address, please contact me at 949-468-1194. Thank you again for taking the time to call and we look forward to hearing from you.

Sincerely,

[REDACTED]
[REDACTED]
Samuel Kim
Kia Motors America
National Consumer Affairs

[REDACTED]

Irvine, CA


CARFAX® Vehicle History Report™
 An independent company established in 1986

US \$39.99

Vehicle Information:
2018 KIA OPTIMA LX/S
 VIN: 5XXGT4L37JG [REDACTED]
 SEDAN 4 DR
 2.4L I4 F DOHC 24V
 GASOLINE
 FRONT WHEEL DRIVE
[Standard Equipment](#) | [Safety Options](#)

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

 Total loss vehicle
 CARFAX 1-Owner vehicle
 Regular oil changes
 Personal vehicle
 Last owned in Pennsylvania
 **8,975** Last reported odometer reading



This CARFAX Vehicle History Report is based only on [information](#) supplied to CARFAX and available as of 5/7/18 at 6:15:46 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.

 Ownership History The number of owners is estimated	
	 Owner 1
Year purchased	2017
Type of owner	Personal
Estimated length of ownership	4 months
Owned in the following states/provinces	Pennsylvania
Estimated miles driven per year	---
Last reported odometer reading	8,975

 Title History CARFAX guarantees the information in this section	
Salvage Junk Rebuilt Fire Flood Hail Lemon	No Problem
Not Actual Mileage Exceeds Mechanical Limits	No Problem

 Additional History Not all accidents / issues are reported to CARFAX	
	 Owner 1
Total Loss Total loss reported on 04/02/2018.	 Total Loss Reported
Structural Damage No structural damage reported to CARFAX.	 No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	 No Issues Reported
Odometer Check	No Issues

No indication of an odometer rollback.	 Indicated
Accident / Damage Fire damage reported on 04/02/2018.	 Fire Damage
Manufacturer Recall No open recalls reported to CARFAX.	 No Recalls Reported



Detailed History

Glossary

Owner 1

Purchased: 2017
 Type: Personal
 Where: Pennsylvania
 Est. length owned: 12/18/17 - present (4 months)

Date:	Mileage:	Source:	Comments:
08/11/2017		Kia on the Boulevard Philadelphia, PA 215-671-9000 kiaontheblvd.com/	Vehicle offered for sale
08/24/2017	2	Kia on the Boulevard Philadelphia, PA 215-671-9000 kiaontheblvd.com/	Pre-delivery inspection completed Floor mats installed Battery/charging system checked Fluids checked Safety inspection performed Tire condition and pressure checked Bug shield installed Emissions inspection performed
08/24/2017	7	Inspection Station	Exempt from emissions inspection
10/27/2017	11	Kia on the Boulevard Philadelphia, PA 215-671-9000 kiaontheblvd.com/	Vehicle serviced
11/20/2017	13	Kia on the Boulevard Philadelphia, PA 215-671-9000 kiaontheblvd.com/	Vehicle sold
12/18/2017		Pennsylvania Motor Vehicle Dept.	Vehicle purchase reported Titled or registered as personal vehicle
12/20/2017		Pennsylvania Motor Vehicle Dept. Philadelphia, PA Title # [REDACTED]	Title issued or updated First owner reported
01/16/2018	3,648	Kia on the Boulevard Philadelphia, PA 215-671-9000 kiaontheblvd.com/	Maintenance inspection completed Oil and filter changed Brakes checked Fluids checked Tire condition and pressure checked
03/11/2018	7,179	Pep Boys Philadelphia, PA 215-677-1810 pepboys.com	Maintenance inspection completed Tire repaired
03/15/2018	7,571	Kia on the Boulevard Philadelphia, PA 215-671-9000 kiaontheblvd.com/	Maintenance inspection completed Front wiper blades/refills replaced Oil and filter changed Fluids checked Tire condition and pressure checked
04/02/2018	8,975	Pennsylvania Damage Report	TOTAL LOSS VEHICLE Vehicle declared a total loss by an insurance company Fire damage reported



There are many reasons an insurance company will declare a vehicle a total loss. Have this vehicle inspected by a qualified technician before you buy.
[Learn more](#)



This vehicle's oil change history, as reported to CARFAX, follows the manufacturer's recommendation. Track your service history for free at myCARFAX.com.

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



Glossary

[View Full Glossary](#)

CARFAX Well Maintained - Regular Oil Changes

CARFAX identifies a "Well Maintained - Regular Oil Change" vehicle as having a regular oil change history when all its recommended oil changes, based on the vehicle's maintenance schedule, have been reported to CARFAX. CARFAX uses the manufacturer's schedule and assumes normal driving conditions. When an oil change schedule is not available, CARFAX may analyze reported service events to determine what is typical for the same make and model vehicle. Dealers and service shops may publish different recommended service schedules.

Fire Damage

CARFAX receives information on vehicle fires from most U.S. jurisdictions. These events are taken from the actual fire department reports compiled at the scene.

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.

Total Loss Vehicle

An insurance or fleet company declares a vehicle a total loss when a claim exceeds approximately 75% of its pre-damage value or if the vehicle is stolen and not recovered. This damage threshold varies by company. These companies typically take possession and obtain the title. Not all total loss vehicles result in a DMV-reported branded title. This may occur when an insurance company's definition of a total loss is different than the state DMV's definition for a branded title or when the owner of the vehicle is a self-insured company, like a fleet or rental company.

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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.

5/7/18 6:15:46 PM (EDT)



3500

REMITTANCE: [REDACTED]

DATE: 10/15/2018

Insurance Auto Auctions, Inc.

Attn: Settlement Group
Two Westbrook Corporate Center Suite 500
Westchester, IL 60154
Phone: (708) 492-7000
Fax: (708) 492-7078
E-mail:

Salvage Information

IAA Stock #: [REDACTED]
IAA Branch: Philadelphia
Fed. Tax I.D. 954455113
Handler: TIM KLUTCHKA
Adjuster: TIM KLUTCHKA
Insured: [REDACTED]
Owner: [REDACTED]
Claim #: [REDACTED]
Policy #: [REDACTED]
Vehicle: 2018 KIA OPTIMA
Damage: Interior Burn/Unknown
Mileage: 8975
Mileage Type: Actual
VIN: 5XXGT4L37JG [REDACTED]
ACV: \$16,600.00
NICB Date: 10/15/2018

Remittance Payable To:

Progressive Casualty Insurance - Corporate
6055 Parkland Blvd, Box EM-3
Attn: National Salvage Unit
Mayfield Heights, OH 44124
Attn: Salvage Dept

<u>Account of Sale</u>	<u>Total Activity</u>	<u>%ACV</u>
Sales	\$6,300.00	37.95
IAA Charges		
Consignment Flat Fee	\$85.00	0.51
Less IAA Charges	(\$85.00)	(0.51)
Net IAA Return	\$6,215.00	37.44
Outside Charges Advanced by IAA		
Administrative Fee	\$90.00	0.54
Yard	\$150.00	0.90
Storage	\$135.00	0.81
Advance Tow	\$225.00	1.36
Clean Up	\$50.00	0.30
Tax	\$10.80	
Less Outside Charges	(\$660.80)	(3.98)
Payment Amount	\$5,554.20	33.46 %

Buyer Information

LKQ 250 Auto, Inc.
152 SR 250
Harrisville, OH 43974
Resale Certificate # [REDACTED] (PA)

Elapsed Days Analysis

<u>Date of Event:</u>	<u>Date</u>	<u>Days</u>
Loss	4/2/2018	--
Assigned	4/3/2018	2
Released	4/4/2018	2
Pickup	4/4/2018	1
Title Rec'd	10/8/2018	188
Sale Doc. Rec'd	10/8/2018	1
Auction Date	10/12/2018	5
Buyer Payment	10/12/2018	1
Remittance	10/15/2018	4

Elapsed Total Days: 197









MANUFACTURED BY
KIA MOTORS MANUFACTURING

GEORGIA, INC.
PAINT KCS

MAY/22/17

GVWR

4497 lbs

GAWR

2513 lbs

REAR

TRIM WK

GAWR

FRONT 2557 lbs

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL
MOTOR VEHICLE SAFETY, BUMPER, AND THEFT PREVENTION STANDARDS
IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

V.I.N. 5XXGT4L37JG

PASSENGER CAR









PROGRESSIVE CLAIMS
3950 HARTZDALE DRIVE
SUITE 150
CAMP HILL, PA 17011

PROGRESSIVE®

Underwritten By:
Progressive Specialty Insurance
Company

Claim Number: [REDACTED]
Loss Date: [REDACTED] 2018
Document Date: April 4, 2018
Page 1 of 1

KIA
111 PETERS CANYON ROAD
IRVINE, CA 92606

RECEIVED

APR 13 2018

CONSUMER AFFAIRS

claims.progressive.com

Track the status and details of your claim,
e-mail your representative or report a
new claim.

Claim Information

Dear Kia:

We are working to resolve a claim from an incident that occurred on [REDACTED] 2018. We are in the process of completing an investigation into the cause of this loss. Please accept this letter as formal notification of our notice of possible subrogation against your company. We will be completing an independent inspection of the 2018 Kia Optima and are making you aware of this, in case you would like to send a representative from your company to be present. Should you wish to not be present, we will move forward with the inspection and retention of evidence collected.

Once we have resolved our insured's claim, we will notify you of the findings.

If you have any questions, please contact us.

TIM KLUTCHKA
Claims Department
1-610-249-0520
1-800-PROGRESSIVE (1-800-776-4737)
Fax: 1-610-722-0293

Form Z587 XX (01/08) PA

Pe19-004

KIA

6/28/2019

DEFECT C

CA FILES

OPITIMA





Kia Motors America, Inc.

Consumer Affairs

PO Box 52410

Irvine, CA 32619-2410

Farah Velasquez

Direct: (949) 468-4610

FVelasquez@kiausa.com

Sent via email to: [REDACTED]

June 18, 2018

Ms. [REDACTED]

[REDACTED]
San Diego, CA [REDACTED]

Re: Message or Request ID: [REDACTED]

Last Name: [REDACTED]

Email: [REDACTED]

2017 Kia Optima

VIN: 5XXGT4L33HG [REDACTED]

Dear Ms. [REDACTED]

Thank you for contacting the Kia Motors America Consumer Assistance Center. Our records indicate that you contacted us on **June 18, 2018** requesting assistance in regard 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 provide legible copies of the following documents:

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)

Please submit the documents directly to our Kia Consumer Assistance Center, online by visiting <https://ksupport.kiausa.com/ConsumerAffairs> and, select the option to "Add Note or Attachment to Existing Case." Alternatively, you may forward your documents via email or fax. Upon receipt of the necessary information, you will be contacted directly by a Kia Motors America 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,

Farah Velasquez

Kia Consumer Assistance Center

Kia Motors America, Inc.

Phone: (949) 468-4610

Fax: (949) 468-4509

Email: FVelasquez@kiausa.com

Kia Consumer Affairs Information Request Form

Customer Information:

Vehicle Owner: _____

Vehicle Co-Owner (if applicable): _____

Mailing Address: _____
Street Address

City, State Zip

Telephone: () - Telephone (Alt.): () -

Fax: () - Email: _____

Vehicle Information:

Model Year: _____ Model: _____ Current Mileage: _____

Selling Dealership, City, State: _____

Servicing Kia Dealership(s):

Dealer 1: _____

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: _____ Mileage at Purchase (if used): _____

First Repair Attempt Date: _____ First Repair Attempt Mileage: _____

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

Date of accident/damage: _____

Description of Damage: _____

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)					
(2)					
(3)					
(4)					
(5)					
(6)					
(7)					
(8)					
(9)					
(10)					
(11)					
(12)					
(13)					
(14)					
(15)					



NORTH COUNTY

ESCONDIDO

YOU CAN COUNT ON US!

1501 AUTO PARK WAY
ESCONDIDO, CA 92029
(760) 743-4542
www.northcountykia.com

CUSTOMER #: [REDACTED]

UNIT# [REDACTED]

INVOICE

SAN DIEGO, CA

PAGE 1

HOME: [REDACTED] CONT [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 60363 VICTOR MARTINEZ

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/ OUT		TAG
BLACK*SNOW	17	KIA OPTIMA		5XXGT4L33HG			18907/18913		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
29JUN17 DD			12:00 23JUN18			135.00	CASH	23JUN18	

R.O. OPENED [REDACTED] READY [REDACTED] OPTIONS: STK: [REDACTED] TRN:A

10:13 23JUN18 14:06 23JUN18

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

A PERFORM E-OIL CHANGE ONLY. REMOVE AND REPLACE OIL AND FILTER, TOP OFF FLUIDS AND SET TIRE PRESSURE. TIRE ROTATION. PERFORM 27 POINT MAINTENANCE INSPECTION.

CAUSE: PM

KCP2 PERFORM E-OIL CHANGE ONLY. REMOVE AND REPLACE OIL AND FILTER, TOP OFF FLUIDS AND SET TIRE PRESSURE. TIRE ROTATION. PERFORM 27 POINT MAINTENANCE INSPECTION.

60312 CE		27.96	27.96
1 26300-35504 FILTER ASSY-ENGINE O	6.59	4.35	4.35
1 21513-23001 GASKET-OIL PLUG	1.02	0.67	0.67
5 89021512 PEAK 5W20 SYN BLEND	3.25	1.62	8.10

18908 PM PERFORMED LOF, TOPPED OFF ALL FLUIDS, ROTATED ALL FOUR TIRES

B HAZARDOUS WASTE MANAGEMENT FEES FOR USED OIL AND FILTER IS \$2.61 / /

CAUSE: PREVENTIVE MAINTENANCE

OHW HAZARDOUS WASTE MANAGEMENT FEES FOR USED OIL AND FILTER IS \$2.61

60312 CK		0.00	0.00
----------	--	------	------

OHW HAZARDOUS WASTE MANAGEMENT FEE FOR WASTE OIL AND FILTER

	2.61	2.61
--	------	------

C TIRE PRESSURE LF.....RF.....LR.....RR.....

CAUSE: TP

TP TIRE PRESSURE LF.....RF.....LR.....RR.....

60312 ISS		(N/C)
-----------	--	-------

18908 TP ALL TIRES SET TO SPEC

D PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUIDS \$39.95 VALUE

KES1 PERFORM MULTI-POINT INSPECTION AND TOP OFF

ALL FLUIDS \$39.95 VALUE

60312 ISS		(N/C)
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WE ACCEPT THE FOLLOWING CREDIT CARDS MASTERCARD * VISA AMERICAN EXPRESS	MISSION STATEMENT To achieve superior results and an excellent reputation by earning TOTAL CUSTOMER SATISFACTION through honesty, fairness, and the creation of an environment for staff to achieve personal and career aspirations.	ORIGINAL ESTIMATE \$	AUTHORIZED ADDITIONS \$	DESCRIPTION	TOTALS
				LABOR AMOUNT	
		NOTICE TO CONSUMER PLEASE READ IMPORTANT INFORMATION ON BACK I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. X _____ CUSTOMER SIGNATURE		PARTS AMOUNT	
				GAS, OIL, LUBE	
				SUBLET AMOUNT	
				MISC. CHARGES	
				TOTAL CHARGES	
Service and Parts Dept. Hours Mon. - Fri. 7:00 am - 6:00 pm Saturday 8:00 am - 4:00 pm				LESS ADJ.	
				SALES TAX	
				PLEASE PAY THIS AMOUNT	

**Warranty of New Kia Service
Replacement Parts and Accessories
NORTH COUNTY KIA**

Warrants that (1) for a period of 12 months after sale of new Manufacturer replacement Parts and Accessories "over-the-counter", or (2) within 12 months or 12,000 miles, whichever first occurs, after installation thereof by our dealership on a motor vehicle, it will repair or furnish a replacement part for any defective or malfunctioning part or accessory.

This warranty covers only repairs or replacements made necessary due to defects in material or workmanship. It does not cover conditions resulting from the negligence, alteration, accident or use for which the part or accessory was not designed or approved by Manufacturer, loss of time, inconvenience, loss of use of the vehicle or other consequential damages, labor for removal or reinstallation from the vehicle of the part or accessory sold "over-the-counter".

Repairs or replacements qualifying under this warranty will be performed by our dealership within a reasonable time following delivery of the malfunctioning part or accessory to our place of business.

Defective or malfunctioning parts or accessories must be delivered to our dealership's place of business during regular business hours for warranty repair or replacement. Our dealership must be furnished with the purchaser's copy of the original sales slip on counter sales, or purchaser's copy or the repair order on dealer installations, to validate date of purchase and vehicle mileage, as applicable.

THIS IS THE ONLY EXPRESS WARRANTY APPLICABLE TO OUR SERVICE REPLACEMENT PARTS & ACCESSORIES AND OUR DEALERSHIP NEITHER ASSUMES NOR AUTHORIZES ANYONE TO ASSUME FOR IT ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH SUCH PARTS AND ACCESSORIES.

"The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item(s). The Seller Hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including Particular Purpose, And The Seller Neither Assumes Nor Authorizes Any Other Person to Assume For It Any Liability In Connection With The Sale Of This Item(s)."

1. Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property remains with the dealer.
2. Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.
3. The repair of this vehicle and completion dates are subject to the availability of labor and parts. The dealer is not responsible for unavailability of parts or delays in parts shipment beyond dealer's control.
4. Due to the type of service requested some repairs must be sublet.
5. All charges for repairs including labor and materials furnished are due and payable simultaneously with the delivery of the within described vehicle or prior to delivery upon the expiration of three (3) days after notice that the repairs have been completed. Notice shall be deemed to have been given upon the deposit in the United States mail, postage prepaid, of written notification to that effect addressed to the customer at the address given on the reverse side hereof
6. If the vehicle described herein is not called for within three (3) days after such notice is given, a storage charge of \$25.00 per day will be made for each day thereafter.
7. Said Dealer is authorized to deliver the vehicle described herein or any of its contents to any person presenting this receipt.
8. In addition to any and all other legal remedies available, I authorize Said Dealer to have a lien on the vehicle described herein for all charges for repairs, including labor and parts, storage and/or towing, and to enforce such lien. Said Dealer is hereby expressly authorized to sell said vehicle at public auction after giving a twenty (20) day written notice by certified mail to legal owner, registered owner, and DMV of intent to do so. On the sale date, the vehicle shall be sold to the highest cash bidder and the proceeds of sale must be used first to satisfy the lien plus storage costs and costs incident to sale, and the balance shall be forwarded to the legal owner, or if none, to the registered owner, or if the address is unknown, it shall be forwarded to the DMV. Said expenses for sale shall also include a reasonable attorney's fee, which may be necessarily incurred.
9. If any such charges remain unpaid for thirty (30) days after such request for payment, Said Dealer may also refer such charges to its attorneys for collection and the customer will pay reasonable attorney's fees.
10. If it is not reasonable to return here for warranty repairs, you must call for service management authorized prior to repairs
11. Note: Parts designed with an asterisk (*) indicate that a lifetime guarantee may apply. For more detail contact your service consultant.

STATEMENT CONCERNING AMENDMENT TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:

A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws.

WARNING:

Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts and particulates from component wear. When we service your motor vehicle, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. (Posted in accordance with Proposition 65 in California Health & Safety Code 25249.53 et seq) For further information about Prop 65: www.oehha.org/prop65.html.

DEALERSHIP IS NOT RESPONSIBLE FOR LOSS OR STOLEN ITEMS LEFT IN VEHICLE - PLEASE REMOVE.

NORTH COUNTY

ESCONDIDO

YOU CAN COUNT ON US!

1501 AUTO PARK WAY
ESCONDIDO, CA 92029
(760) 743-4542
www.northcountykia.com

CUSTOMER #: [REDACTED]

UNIT# [REDACTED]

INVOICE

SAN DIEGO, CA

PAGE 2

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELI: [REDACTED]

SERVICE ADVISOR: 60363 VICTOR MARTINEZ

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/ OUT		TAG
BLACK*SNOW	17	KIA OPTIMA		5XXGT4L33HG			18907/18913		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
29JUN17 DD			12:00 23JUN18			135.00	CASH	23JUN18	

R.O. OPENED [REDACTED] READY [REDACTED] OPTIONS: STK: [REDACTED] TRN:A

10:13 23JUN18 14:06 23JUN18

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
E	CUSTOMER STATES THE CAR WILL DIE ON HER AT A STOPLIGHT AFTER ABOUT 10 MINUTES OF DRIVING WHILE IDLING AT THE STOP LIGHT THE CAR PROCEEDED TO DIE AND STALL OUT ON HER WHEN THIS HAPPENS THE CHECK ENGINE LIGHT GOES ON THERE ARE TWO OTHER LIGHTS ON AS WELL PLEASE CHECK AND ADVISE						
CAUSE: UNABLE TO DUPLICATE CONCERN							
MIS MISC							
6309 WK							
18913 UNABLE TO DUPLICATE CONCERN CHECKED FOR CODES IN ALL THE MODULES NO CODES FOUND TEST DROVE VEHICLE OVER 10 MINUTES VEHICLE DID NOT STALL NOR CHECK ENGINE LIGHT CAME ON UNABLE TO DUPLICATE CONCERN							

(N/C)

EST: 2.61 23JUN18 10:13 SA: 60363

CUSTOMER TO PAY \$2.61

* SERVICE DEPARTMENT HOURS *
MONDAY THRU FRIDAY 7:00AM - 6:00PM
SATURDAYS 9:00AM - 4:00 PM

FOR APPOINTMENTS, PLEASE CALL (760)743-4542

WE ACCEPT THE FOLLOWING CREDIT CARDS MASTERCARD * VISA AMERICAN EXPRESS	MISSION STATEMENT To achieve superior results and an excellent reputation by earning TOTAL CUSTOMER SATISFACTION through honesty, fairness, and the creation of an environment for staff to achieve personal and career aspirations.	ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	DESCRIPTION	TOTALS
				LABOR AMOUNT	27.96
		\$	\$	PARTS AMOUNT	13.12
				GAS, OIL, LUBE	0.00
				SUBLET AMOUNT	0.00
				MISC. CHARGES	2.61
				TOTAL CHARGES	43.69
				LESS ADJ.	0.00
				SALES TAX	1.02
Service and Parts Dept. Hours Mon. - Fri. 7:00 am - 6:00 pm Saturday 8:00 am - 4:00 pm		NOTICE TO CONSUMER PLEASE READ IMPORTANT INFORMATION ON BACK I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.			
	X	CUSTOMER SIGNATURE			
		CUSTOMER SIGNATURE		PLEASE PAY THIS AMOUNT	44.71

**Warranty of New Kia Service
Replacement Parts and Accessories
NORTH COUNTY KIA**

Warrants that (1) for a period of 12 months after sale of new Manufacturer replacement Parts and Accessories "over-the-counter", or (2) within 12 months or 12,000 miles, whichever first occurs, after installation thereof by our dealership on a motor vehicle, it will repair or furnish a replacement part for any defective or malfunctioning part or accessory.

This warranty covers only repairs or replacements made necessary due to defects in material or workmanship. It does not cover conditions resulting from the negligence, alteration, accident or use for which the part or accessory was not designed or approved by Manufacturer, loss of time, inconvenience, loss of use of the vehicle or other consequential damages, labor for removal or reinstallation from the vehicle of the part or accessory sold "over-the-counter".

Repairs or replacements qualifying under this warranty will be performed by our dealership within a reasonable time following delivery of the malfunctioning part or accessory to our place of business.

Defective or malfunctioning parts or accessories must be delivered to our dealership's place of business during regular business hours for warranty repair or replacement. Our dealership must be furnished with the purchaser's copy of the original sales slip on counter sales, or purchaser's copy or the repair order on dealer installations, to validate date of purchase and vehicle mileage, as applicable.

THIS IS THE ONLY EXPRESS WARRANTY APPLICABLE TO OUR SERVICE REPLACEMENT PARTS & ACCESSORIES AND OUR DEALERSHIP NEITHER ASSUMES NOR AUTHORIZES ANYONE TO ASSUME FOR IT ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH SUCH PARTS AND ACCESSORIES.

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1. Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property remains with the dealer.
2. Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.
3. The repair of this vehicle and completion dates are subject to the availability of labor and parts. The dealer is not responsible for unavailability of parts or delays in parts shipment beyond dealer's control.
4. Due to the type of service requested some repairs must be sublet.
5. All charges for repairs including labor and materials furnished are due and payable simultaneously with the delivery of the within described vehicle or prior to delivery upon the expiration of three (3) days after notice that the repairs have been completed. Notice shall be deemed to have been given upon the deposit in the United States mail, postage prepaid, of written notification to that effect addressed to the customer at the address given on the reverse side hereof
6. If the vehicle described herein is not called for within three (3) days after such notice is given, a storage charge of \$25.00 per day will be made for each day thereafter.
7. Said Dealer is authorized to deliver the vehicle described herein or any of its contents to any person presenting this receipt.
8. In addition to any and all other legal remedies available, I authorize Said Dealer to have a lien on the vehicle described herein for all charges for repairs, including labor and parts, storage and/or towing, and to enforce such lien. Said Dealer is hereby expressly authorized to sell said vehicle at public auction after giving a twenty (20) day written notice by certified mail to legal owner, registered owner, and DMV of intent to do so. On the sale date, the vehicle shall be sold to the highest cash bidder and the proceeds of sale must be used first to satisfy the lien plus storage costs and costs incident to sale, and the balance shall be forwarded to the legal owner, or if none, to the registered owner, or if the address is unknown, it shall be forwarded to the DMV. Said expenses for sale shall also include a reasonable attorney's fee, which may be necessarily incurred.
9. If any such charges remain unpaid for thirty (30) days after such request for payment, Said Dealer may also refer such charges to its attorneys for collection and the customer will pay reasonable attorney's fees.
10. If it is not reasonable to return here for warranty repairs, you must call for service management authorized prior to repairs
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STATEMENT CONCERNING AMENDMENT TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:

A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws.

WARNING:

Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts and particulates from component wear. When we service your motor vehicle, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. (Posted in accordance with Proposition 65 in California Health & Safety Code 25249.58 et seq) For further information about Prop 65: www.oehha.org/prop65.html.

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NORTH COUNTY

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(760) 743-4542
www.northcountykia.com

CUSTOMER #: [REDACTED]

UNIT# [REDACTED]

INVOICE

SAN DIEGO, CA

PAGE 1

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

SERVICE ADVISOR: 60363 VICTOR MARTINEZ

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/ OUT		TAG
BLACK*SNOW	17	KIA OPTIMA		5XXGT4L33HG			5839/5830		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
29JUN17 DD			18:00 17OCT17			130.00	CASH	17OCT17	

R.O. OPENED [REDACTED] READY [REDACTED] OPTIONS: STK: [REDACTED] TRN:A

10:55 17OCT17 11:55 17OCT17

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A PURCHASE UPGRADE FROM FIRST FREE MAINTENANCE TO EOIL PROGRAM FOR
\$34.95 PLUS TAX, EACH OIL CHANGE WILL HAVE A OIL WASTE
MANAGEMENT FEE OF \$2.61 ***NON TRANSFERABLE***

UEOC PURCHASE UPGRADE FROM FIRST FREE MAINTENANCE
TO EOIL PROGRAM FOR \$34.95 PLUS TAX, EACH
OIL CHANGE WILL HAVE A OIL WASTE MANAGEMENT
FEE OF \$2.61 ***NON TRANSFERABLE***

60257CEOIL	0.00	0.00
1 UEOC UPGRADE EOC	34.95	34.95

5830

B PERFORM E-OIL CHANGE ONLY. REMOVE AND REPLACE OIL AND FILTER, TOP OFF
FLUIDS AND SET TIRE PRESSURE. TIRE ROTATION. PERFORM 27 POINT
MAINTENANCE INSPECTION.

CAUSE: PM

KCP1 PERFORM E-OIL CHANGE ONLY. REMOVE AND
REPLACE OIL AND FILTER, TOP OFF FLUIDS AND
SET TIRE PRESSURE. TIRE ROTATION. PERFORM 27
POINT MAINTENANCE INSPECTION.

60257 CE	27.96	27.96
1 26300-35504 FILTER ASSY-ENGINE O	6.60	4.35
1 21513-23001 GASKET-OIL PLUG	1.02	0.67
5 89021512 PEAK 5W20 SYN BLEND	3.25	1.38

5830 PM PERFORMED LOF TOPPED OFF FLUIDS ROTATED TIRES

C HAZARDOUS WASTE MANAGEMENT FEES FOR USED OIL AND FILTER IS \$2.61 / /
CAUSE: PREVENTIVE MAINTENANCE

OHW HAZARDOUS WASTE MANAGEMENT FEES FOR USED OIL
AND FILTER IS \$2.61

60257 CK	0.00	0.00
----------	------	------

OHW HAZARDOUS WASTE MANAGEMENT FEE FOR WASTE OIL
AND FILTER

	2.61	2.61
--	------	------

D TIRE PRESSURE LF.....RF.....LR.....RR.....

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				LABOR AMOUNT	
				PARTS AMOUNT	
				GAS, OIL, LUBE	
				SUBLET AMOUNT	
				MISC. CHARGES	
				TOTAL CHARGES	
				LESS ADJ.	
				SALES TAX	
				PLEASE PAY THIS AMOUNT	

Service and Parts Dept. Hours
Mon. - Fri. 7:00 am - 6:00 pm
Saturday 8:00 am - 4:00 pm

NOTICE TO CONSUMER
PLEASE READ IMPORTANT INFORMATION ON BACK I
ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN
INCREASE IN THE ORIGINAL ESTIMATED PRICE.

X
CUSTOMER SIGNATURE

**Warranty of New Kia Service
Replacement Parts and Accessories
NORTH COUNTY KIA**

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Repairs or replacements qualifying under this warranty will be performed by our dealership within a reasonable time following delivery of the malfunctioning part or accessory to our place of business.

Defective or malfunctioning parts or accessories must be delivered to our dealership's place of business during regular business hours for warranty repair or replacement. Our dealership must be furnished with the purchaser's copy of the original sales slip on counter sales, or purchaser's copy or the repair order on dealer installations, to validate date of purchase and vehicle mileage, as applicable.

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www.northcountykia.com

CUSTOMER #: [REDACTED]

UNIT# [REDACTED]

INVOICE

PAGE 2

SAN DIEGO, CA

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 60363 VICTOR MARTINEZ

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/ OUT		TAG
BLACK*SNOW	17	KIA OPTIMA		5XXGT4L33HG			5839/5830		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
29JUN17	DD		18:00	17OCT17		130.00	CASH	17OCT17	

R.O. OPENED [REDACTED] READY [REDACTED] OPTIONS: STK: [REDACTED] TRN:A

10:55 17OCT17 11:55 17OCT17

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

CAUSE: TIRE PRESSURE

TP TIRE PRESSURE LF.....RF.....LR.....RR.....

60257 ISS

(N/C)

5830 TIRE PRESSURE SET ALL TIRES TO SPECS

E PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUID

CAUSE: PREVENTIVE MAINTENANCE

MULTI PERFORM MULTI-POINT INSPECTION AND TOP OFF

ALL FLUID

60257 ISS

(N/C)

EST: 2.61 17OCT17 10:55 SA: 60363

CUSTOMER TO PAY \$40.27

* SERVICE DEPARTMENT HOURS *
MONDAY THRU FRIDAY 7:00AM - 6:00PM
SATURDAYS 9:00AM - 4:00 PM

FOR APPOINTMENTS, PLEASE CALL (760) 743-4542

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				LABOR AMOUNT	27.96
				PARTS AMOUNT	46.87
				GAS, OIL, LUBE	0.00
Service and Parts Dept. Hours Mon. - Fri. 7:00 am - 6:00 pm Saturday 8:00 am - 4:00 pm				SUBLET AMOUNT	0.00
				MISC. CHARGES	2.61
				TOTAL CHARGES	77.44
				LESS ADJ.	0.00
				SALES TAX	3.63
				PLEASE PAY THIS AMOUNT	81.07

B.A.R. # ARD176892 E.P.A. # CAD983641010

CUSTOMER COPY

**Warranty of New Kia Service
Replacement Parts and Accessories
NORTH COUNTY KIA**

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Defective or malfunctioning parts or accessories must be delivered to our dealership's place of business during regular business hours for warranty repair or replacement. Our dealership must be furnished with the purchaser's copy of the original sales slip on counter sales, or purchaser's copy or the repair order on dealer installations, to validate date of purchase and vehicle mileage, as applicable.

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"The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item(s). The Seller Hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including Particular Purpose, And The Seller Neither Assumes Nor Authorizes Any Other Person to Assume For It Any Liability In Connection With The Sale Of This Item(s)."

1. Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property remains with the dealer.
2. Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.
3. The repair of this vehicle and completion dates are subject to the availability of labor and parts. The dealer is not responsible for unavailability of parts or delays in parts shipment beyond dealer's control.
4. Due to the type of service requested some repairs must be sublet.
5. All charges for repairs including labor and materials furnished are due and payable simultaneously with the delivery of the within described vehicle or prior to delivery upon the expiration of three (3) days after notice that the repairs have been completed. Notice shall be deemed to have been given upon the deposit in the United States mail, postage prepaid, of written notification to that effect addressed to the customer at the address given on the reverse side hereof
6. If the vehicle described herein is not called for within three (3) days after such notice is given, a storage charge of \$25.00 per day will be made for each day thereafter.
7. Said Dealer is authorized to deliver the vehicle described herein or any of its contents to any person presenting this receipt.
8. In addition to any and all other legal remedies available, I authorize Said Dealer to have a lien on the vehicle described herein for all charges for repairs, including labor and parts, storage and/or towing, and to enforce such lien. Said Dealer is hereby expressly authorized to sell said vehicle at public auction after giving a twenty (20) day written notice by certified mail to legal owner, registered owner, and DMV of intent to do so. On the sale date, the vehicle shall be sold to the highest cash bidder and the proceeds of sale must be used first to satisfy the lien plus storage costs and costs incident to sale, and the balance shall be forwarded to the legal owner, or if none, to the registered owner, or if the address is unknown, it shall be forwarded to the DMV. Said expenses for sale shall also include a reasonable attorney's fee, which may be necessarily incurred.
9. If any such charges remain unpaid for thirty (30) days after such request for payment, Said Dealer may also refer such charges to its attorneys for collection and the customer will pay reasonable attorney's fees.
10. If it is not reasonable to return here for warranty repairs, you must call for service management authorized prior to repairs
11. Note: Parts designed with an asterisk (*) indicate that a lifetime guarantee may apply. For more detail contact your service consultant.

STATEMENT CONCERNING AMENDMENT TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:

A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws.

WARNING:

Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts and particulates from component wear. When we service your motor vehicle, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. (Posted in accordance with Proposition 65 in California Health & Safety Code 25249.58 et seq) For further information about Prop 65: www.oehha.org/prop65.html.

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NORTH COUNTY

ESCONDIDO

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 ESCONDIDO, CA 92029
 (760) 743-4542
 www.northcountykia.com

CUSTOMER #: [REDACTED]

UNIT# [REDACTED]

INVOICE

PAGE 1

SAN DIEGO, CA

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 60363 VICTOR MARTINEZ

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/ OUT		TAG
BLACK*SNOW	17	KIA OPTIMA		5XXGT4L33HG			12279/12280		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
29JUN17 DD			WAIT 21FEB18			130.00	CASH	20FEB18	

R.O. OPENED [REDACTED] READY [REDACTED] OPTIONS: STK: [REDACTED] TRN:A

10:13 20FEB18 13:14 20FEB18

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

A PERFORM E-OIL CHANGE ONLY. REMOVE AND REPLACE OIL AND FILTER, TOP OFF
 FLUIDS AND SET TIRE PRESSURE. TIRE ROTATION. PERFORM 27 POINT
 MAINTENANCE INSPECTION.

CAUSE: MAINTENANCE

KCP2 PERFORM E-OIL CHANGE ONLY. REMOVE AND
 REPLACE OIL AND FILTER, TOP OFF FLUIDS AND
 SET TIRE PRESSURE. TIRE ROTATION. PERFORM 27
 POINT MAINTENANCE INSPECTION.

60299	CE		27.96	27.96
1	26300-35504	FILTER ASSY-ENGINE O	6.60	4.35
1	21513-23001	GASKET-OIL PLUG	1.02	0.67
5	89021512	PEAK 5W20 SYN BLEND	3.25	1.49

12280 PERFORMED OIL CHANGE, AND TOPPED OFF ALL FLUIDS, ROTATED ALL
 4 TIRES.

B HAZARDOUS WASTE MANAGEMENT FEES FOR USED OIL AND FILTER IS \$2.61 / /

CAUSE: PREVENTIVE MAINTENANCE

OHV HAZARDOUS WASTE MANAGEMENT FEES FOR USED OIL
 AND FILTER IS \$2.61

60299	CK		0.00	0.00
-------	----	--	------	------

OHV HAZARDOUS WASTE MANAGEMENT FEE FOR WASTE OIL
 AND FILTER

2.61	2.61
------	------

C PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUID

CAUSE: PREVENTIVE MAINTENANCE

MULTI PERFORM MULTI-POINT INSPECTION AND TOP OFF
 ALL FLUID

60299	ISS		(N/C)
-------	-----	--	-------

D PERFORM SA317A INHIBITOR SWITCH REPLACEMENT

CAUSE: SA317A

170A63R1 SA317A-INHIBITOR SWT REPLACEMENT

60299	WK		(N/C)
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1	42700-3B700QOK	SWITCH-INHIBITOR	(N/C)
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WE ACCEPT THE FOLLOWING CREDIT CARDS MASTERCARD * VISA AMERICAN EXPRESS	MISSION STATEMENT To achieve superior results and an excellent reputation by earning TOTAL CUSTOMER SATISFACTION through honesty, fairness, and the creation of an environment for staff to achieve personal and career aspirations.	ORIGINAL ESTIMATE \$	AUTHORIZED ADDITIONS \$	DESCRIPTION	TOTALS
				LABOR AMOUNT	
				PARTS AMOUNT	
				GAS, OIL, LUBE	
				SUBLET AMOUNT	
				MISC. CHARGES	
				TOTAL CHARGES	
				LESS ADJ.	
				SALES TAX	
				PLEASE PAY THIS AMOUNT	



Service and Parts Dept. Hours
 Mon. - Fri. 7:00 am - 6:00 pm
 Saturday 8:00 am - 4:00 pm

NOTICE TO CONSUMER
 PLEASE READ IMPORTANT INFORMATION ON BACK I
 ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN
 INCREASE IN THE ORIGINAL ESTIMATED PRICE.

X CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

**Warranty of New Kia Service
Replacement Parts and Accessories
NORTH COUNTY KIA**

Warrants that (1) for a period of 12 months after sale of new Manufacturer replacement Parts and Accessories "over-the-counter", or (2) within 12 months or 12,000 miles, whichever first occurs, after installation thereof by our dealership on a motor vehicle, it will repair or furnish a replacement part for any defective or malfunctioning part or accessory.

This warranty covers only repairs or replacements made necessary due to defects in material or workmanship. It does not cover conditions resulting from the negligence, alteration, accident or use for which the part or accessory was not designed or approved by Manufacturer, loss of time, inconvenience, loss of use of the vehicle or other consequential damages, labor for removal or reinstallation from the vehicle of the part or accessory sold "over-the-counter".

Repairs or replacements qualifying under this warranty will be performed by our dealership within a reasonable time following delivery of the malfunctioning part or accessory to our place of business.

Defective or malfunctioning parts or accessories must be delivered to our dealership's place of business during regular business hours for warranty repair or replacement. Our dealership must be furnished with the purchaser's copy of the original sales slip on counter sales, or purchaser's copy or the repair order on dealer installations, to validate date of purchase and vehicle mileage, as applicable.

THIS IS THE ONLY EXPRESS WARRANTY APPLICABLE TO OUR SERVICE REPLACEMENT PARTS & ACCESSORIES AND OUR DEALERSHIP NEITHER ASSUMES NOR AUTHORIZES ANYONE TO ASSUME FOR IT ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH SUCH PARTS AND ACCESSORIES.

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CUSTOMER #: [REDACTED]

UNIT# [REDACTED]

INVOICE

PAGE 2

SAN DIEGO, CA

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 60363 VICTOR MARTINEZ

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/ OUT		TAG
BLACK*SNOW	17	KIA OPTIMA		5XXGT4L33HG			12279/12280		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
29JUN17 DD			WAIT 21FEB18			130.00	CASH	20FEB18	

R.O. OPENED	READY	OPTIONS:	STK: [REDACTED]	TRN:A
10:13 20FEB18	13:14 20FEB18			

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

FC: PART#: COUNT:

CLAIM TYPE: V

AUTH CODE:

12280 PERFORMED SA317 INHIBITOR REPLACEMENT

E SA334 AUTISIDE REAR COMBI LAMP HARNESS

CAUSE: F

SOP WE APOLOGIZE THAT WE WERE UNABLE TO START THE REPAIRS ON YOUR VEHICLE THIS VISIT. WE HAVE SPECIAL ORDERED YOUR PARTS AND YOU WILL BE NOTIFIED WHEN THEY ARRIVE. AT THAT TIME, THE FIRST REPAIR ATTEMPT WILL BE MADE. THANKS FOR YOUR PATIENCE.

60299 WK

(N/C)

12280 SOP

F CUSTOMER STATES WHILE ENTERING FREEWAY DURING TRAFFIC AT SLOW SPEEDS, VEHICLE STALLED WHILE ON DRIVE. CUSTOMER HAD TO PLACE VEHICLE ON PARK AND RESTART VEHICLE, THIS HAPPENED THREE OR FOUR TIMES. THIS HAPPENS AT SLOW SPEEDS. RPMS GO HIGH AND VEHICLE DOES NOT ACCELERATE. CHECK AND ADVISE. NO WARNING LIGHTS TURNED ON.

CAUSE: F

NPF COULD NOT DUPLICATED CUSTOMERS CONCERN AT THIS TIME

60299 WK

(N/C)

12280 TEST DROVE VEHICLE AND FOUND NO STALLING CHECKED FOR CODES AND FOUND NO ACTIVE OR HISTORY AT THIS TIME WORKING AS DESIGNED

G CUSTOMER DECLINED DEALER RECOMMENDED ALIGNMENT \$99.95

DALIGN CUSTOMER DECLINED DEALER RECOMMENDED

ALIGNMENT \$99.95

60299 ISS

(N/C)

WE ACCEPT THE FOLLOWING CREDIT CARDS MASTERCARD * VISA AMERICAN EXPRESS	MISSION STATEMENT To achieve superior results and an excellent reputation by earning TOTAL CUSTOMER SATISFACTION through honesty, fairness, and the creation of an environment for staff to achieve personal and career aspirations.	ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	DESCRIPTION	TOTALS
		\$	\$	LABOR AMOUNT	
				PARTS AMOUNT	
				GAS, OIL, LUBE	
				SUBLET AMOUNT	
				MISC. CHARGES	
				TOTAL CHARGES	
				LESS ADJ.	
				SALES TAX	
Service and Parts Dept. Hours Mon. - Fri. 7:00 am - 6:00 pm Saturday 8:00 am - 4:00 pm		NOTICE TO CONSUMER PLEASE READ IMPORTANT INFORMATION ON BACK I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. X _____ CUSTOMER SIGNATURE		PLEASE PAY THIS AMOUNT	

**Warranty of New Kia Service
Replacement Parts and Accessories
NORTH COUNTY KIA**

Warrants that (1) for a period of 12 months after sale of new Manufacturer replacement Parts and Accessories "over-the-counter", or (2) within 12 months or 12,000 miles, whichever first occurs, after installation thereof by our dealership on a motor vehicle, it will repair or furnish a replacement part for any defective or malfunctioning part or accessory.

This warranty covers only repairs or replacements made necessary due to defects in material or workmanship. It does not cover conditions resulting from the negligence, alteration, accident or use for which the part or accessory was not designed or approved by Manufacturer, loss of time, inconvenience, loss of use of the vehicle or other consequential damages, labor for removal or reinstallation from the vehicle of the part or accessory sold "over-the-counter".

Repairs or replacements qualifying under this warranty will be performed by our dealership within a reasonable time following delivery of the malfunctioning part or accessory to our place of business.

Defective or malfunctioning parts or accessories must be delivered to our dealership's place of business during regular business hours for warranty repair or replacement. Our dealership must be furnished with the purchaser's copy of the original sales slip on counter sales, or purchaser's copy or the repair order on dealer installations, to validate date of purchase and vehicle mileage, as applicable.

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CUSTOMER #: [REDACTED]

UNIT# [REDACTED]

INVOICE

PAGE 3

SAN DIEGO, CA

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 60363 VICTOR MARTINEZ

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/ OUT		TAG
BLACK*SNOW	17	KIA OPTIMA		5XXGT4L33HG			12279/12280		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
29JUN17	DD		WAIT 21FEB18			130.00	CASH	20FEB18	

R.O. OPENED READY OPTIONS: STK: [REDACTED] TRN:A

10:13 20FEB18 13:14 20FEB18

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
EST: 34.95				20FEB18 10:13	SA: 60363		

CUSTOMER TO PAY \$2.61

* SERVICE DEPARTMENT HOURS *
MONDAY THRU FRIDAY 7:00AM - 6:00PM
SATURDAYS 9:00AM - 4:00 PM

FOR APPOINTMENTS, PLEASE CALL (760)743-4542

WE ACCEPT THE FOLLOWING CREDIT CARDS MASTERCARD * VISA AMERICAN EXPRESS  Service and Parts Dept. Hours Mon. - Fri. 7:00 am - 6:00 pm Saturday 8:00 am - 4:00 pm	MISSION STATEMENT To achieve superior results and an excellent reputation by earning TOTAL CUSTOMER SATISFACTION through honesty, fairness, and the creation of an environment for staff to achieve personal and career aspirations.	ORIGINAL ESTIMATE \$ NOTICE TO CONSUMER PLEASE READ IMPORTANT INFORMATION ON BACK I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. X CUSTOMER SIGNATURE	AUTHORIZED ADDITIONS \$ CUSTOMER SIGNATURE	DESCRIPTION	TOTALS
				LABOR AMOUNT	27.96
				PARTS AMOUNT	12.47
				GAS, OIL, LUBE	0.00
				SUBLET AMOUNT	0.00
				MISC. CHARGES	2.61
				TOTAL CHARGES	43.04
				LESS ADJ.	0.00
				SALES TAX	0.97
				PLEASE PAY THIS AMOUNT	44.01

**Warranty of New Kia Service
Replacement Parts and Accessories
NORTH COUNTY KIA**

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Repairs or replacements qualifying under this warranty will be performed by our dealership within a reasonable time following delivery of the malfunctioning part or accessory to our place of business.

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8. In addition to any and all other legal remedies available, I authorize Said Dealer to have a lien on the vehicle described herein for all charges for repairs, including labor and parts, storage and/or towing, and to enforce such lien. Said Dealer is hereby expressly authorized to sell said vehicle at public auction after giving a twenty (20) day written notice by certified mail to legal owner, registered owner, and DMV of intent to do so. On the sale date, the vehicle shall be sold to the highest cash bidder and the proceeds of sale must be used first to satisfy the lien plus storage costs and costs incident to sale, and the balance shall be forwarded to the legal owner, or if none, to the registered owner, or if the address is unknown, it shall be forwarded to the DMV. Said expenses for sale shall also include a reasonable attorney's fee, which may be necessarily incurred.
9. If any such charges remain unpaid for thirty (30) days after such request for payment, Said Dealer may also refer such charges to its attorneys for collection and the customer will pay reasonable attorney's fees.
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STATEMENT CONCERNING AMENDMENT TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:

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WARNING:

Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts and particulates from component wear. When we service your motor vehicle, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. (Posted in accordance with Proposition 65 in California Health & Safety Code 25249.58 et seq) For further information about Prop 65: www.oehha.org/prop65.html.

DEALERSHIP IS NOT RESPONSIBLE FOR LOSS OR STOLEN ITEMS LEFT IN VEHICLE - PLEASE REMOVE.

NORTH COUNTY

ESCONDIDO

YOU CAN COUNT ON US!

1501 AUTO PARK WAY
ESCONDIDO, CA 92029
(760) 743-4542
www.northcountykia.com

CUSTOMER #: [REDACTED]

UNIT# [REDACTED]

INVOICE

SAN DIEGO, CA

PAGE 1

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

SERVICE ADVISOR: 60363 VICTOR MARTINEZ

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/ OUT		TAG
BLACK*SNOW	17	KIA OPTIMA		5XXGT4L33HC			14028/14028		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
29JUN17 DD			14:00 24MAR18			130.00	CASH	24MAR18	

R.O. OPENED [REDACTED] READY [REDACTED] OPTIONS: STK: [REDACTED] TRN:A

12:31 24MAR18 13:14 24MAR18

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A RUN FOR FACTORY RECALLS SA334 OUTSIDE REAR COMBI LAMP HARNESS							
CAUSE: SA334							
RECALL RUN FOR FACTORY RECALLS							
60257 WK (N/C)							
2 92480-D5000QQK HOLDER & WIRING-REAR (N/C)							
14028 SA334 PERFORMED SA334 OUTSIDE REAR COMBINATION LAMP HARNESS.							

B TIRE PRESSURE LF.....RF.....LR.....RR.....							
CAUSE: TP							
TP TIRE PRESSURE LF.....RF.....LR.....RR.....							
60257 ISS (N/C)							
14028 TP SET ALL TIRES TO SPECS							

C PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUIDS \$39.95 VALUE							
KES1 PERFORM MULTI-POINT INSPECTION AND TOP OFF							
ALL FLUIDS \$39.95 VALUE							
60257 ISS (N/C)							

* SERVICE DEPARTMENT HOURS *

MONDAY THRU FRIDAY 7:00AM - 6:00PM

SATURDAYS 9:00AM - 4:00 PM

FOR APPOINTMENTS, PLEASE CALL (760) 743-4542

WE ACCEPT THE FOLLOWING CREDIT CARDS MASTERCARD * VISA AMERICAN EXPRESS	MISSION STATEMENT To achieve superior results and an excellent reputation by earning TOTAL CUSTOMER SATISFACTION through honesty, fairness, and the creation of an environment for staff to achieve personal and career aspirations.	ORIGINAL ESTIMATE \$	AUTHORIZED ADDITIONS \$	DESCRIPTION	TOTALS
				LABOR AMOUNT	0.00
				PARTS AMOUNT	0.00
				GAS, OIL, LUBE	0.00
Service and Parts Dept. Hours Mon. - Fri. 7:00 am - 6:00 pm Saturday 8:00 am - 4:00 pm				SUBLET AMOUNT	0.00
				MISC. CHARGES	0.00
				TOTAL CHARGES	0.00
				LESS ADJ.	0.00
				SALES TAX	0.00
				PLEASE PAY THIS AMOUNT	0.00

NOTICE TO CONSUMER
PLEASE READ IMPORTANT INFORMATION ON BACK I
ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN
INCREASE IN THE ORIGINAL ESTIMATED PRICE.

X CUSTOMER SIGNATURE
CUSTOMER SIGNATURE

**Warranty of New Kia Service
Replacement Parts and Accessories
NORTH COUNTY KIA**

Warrants that (1) for a period of 12 months after sale of new Manufacturer replacement Parts and Accessories "over-the-counter", or (2) within 12 months or 12,000 miles, whichever first occurs, after installation thereof by our dealership on a motor vehicle, it will repair or furnish a replacement part for any defective or malfunctioning part or accessory.

This warranty covers only repairs or replacements made necessary due to defects in material or workmanship. It does not cover conditions resulting from the negligence, alteration, accident or use for which the part or accessory was not designed or approved by Manufacturer, loss of time, inconvenience, loss of use of the vehicle or other consequential damages, labor for removal or reinstallation from the vehicle of the part or accessory sold "over-the-counter".

Repairs or replacements qualifying under this warranty will be performed by our dealership within a reasonable time following delivery of the malfunctioning part or accessory to our place of business.

Defective or malfunctioning parts or accessories must be delivered to our dealership's place of business during regular business hours for warranty repair or replacement. Our dealership must be furnished with the purchaser's copy of the original sales slip on counter sales, or purchaser's copy or the repair order on dealer installations, to validate date of purchase and vehicle mileage, as applicable.

THIS IS THE ONLY EXPRESS WARRANTY APPLICABLE TO OUR SERVICE REPLACEMENT PARTS & ACCESSORIES AND OUR DEALERSHIP NEITHER ASSUMES NOR AUTHORIZES ANYONE TO ASSUME FOR IT ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH SUCH PARTS AND ACCESSORIES.

"The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item(s). The Seller Hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including Particular Purpose, And The Seller Neither Assumes Nor Authorizes Any Other Person to Assume For It Any Liability In Connection With The Sale Of This Item(s)."

1. Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property remains with the dealer.
2. Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.
3. The repair of this vehicle and completion dates are subject to the availability of labor and parts. The dealer is not responsible for unavailability of parts or delays in parts shipment beyond dealer's control.
4. Due to the type of service requested some repairs must be sublet.
5. All charges for repairs including labor and materials furnished are due and payable simultaneously with the delivery of the within described vehicle or prior to delivery upon the expiration of three (3) days after notice that the repairs have been completed. Notice shall be deemed to have been given upon the deposit in the United States mail, postage prepaid, of written notification to that effect addressed to the customer at the address given on the reverse side hereof.
6. If the vehicle described herein is not called for within three (3) days after such notice is given, a storage charge of \$25.00 per day will be made for each day thereafter.
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Pe19-004

KIA

6/28/2019

DEFECT C

CA FILES

OPITIMA



1MEMORANDUM INVOICE

KIA MOTORS AMERICA

REGION NAME AND ADDRESS

NATIONAL FLEET SALES
111 PETERS CANYON ROAD
IRVINE CA 92603-1790

P.O. NUMBER

INVOICE DATE	INVOICE NO
04/09/2017	
PORT OF ENTRY	
KMMG VPC	

DEALER NAME AND ADDRESS

ALAN JAY KIA
5330 US 27 SOUTH
SEBRING FL 33870

DEALER CODE

FL068H

SHIPPED TO

HTZ-GA-HAPEVILLE
THE HERTZ CORPORATION QTA,
4210 GLOBAL GATEWAY CONNECTOR
COLLEGE PARK GA 30337

MODEL	DESCRIPTION	YEAR	SERIAL NO.	ENGINE NO.	MSRP	DEALER COST
53222	KIA OPTIMA LX	2017	5XXGT4L33HG			
EXT CODE	EXT COLOR	INT CODE	INT COLOR	KEY NO.		
ABT	GRAPHITE (ABT)	WK	BLACK (WK)	KD1241	\$22,200.00	\$20,030.00
STANDARD EQUIPMENT						
\b.MECHANICAL\b0.				FLOOR MATS (CF)	\$135.00	\$104.00
2.4L Gas Direct Injection (GDI) 4-Cyl En				17" Alloy (W17)	\$200.00	\$180.00
6-Speed Automatic Transmission						
Drive Mode System (DMS)						
16" Alloy Wheels						
\b.SAFETY\b0.						
Dual Front Advanced Airbags						
Front Seat Mounted Side Airbags						
Driver's Knee Airbag						
Full-Length Side Curtain Airbags						
Lower Anchors and Tethers for Children (						
Anti-Lock Braking System (ABS)						
Traction Control System (TCS)						
Electronic Stability Control (ESC)				0000000		
Vehicle Stability Management (VSM)				G4KJHK068776		
Hill-start Assist Control (HAC)						
Tire Pressure Monitoring System (TPMS)						
\b.INTERIOR, COMFORT & CONVENIENCE\b0.						
Air Conditioning						
Power Windows, Door Locks & Outside Mirr						
AM/FM/CD/MP3 Audio w/ 5" LCD Rear Camera						
SIRIUSXM Satellite Radio w/free 3-mo. su						
ATTENTION					TOTAL FACTORY INST. EQUIP ->	\$335.00 \$284.00
-----					SUBTOTAL ->	\$22,535.00 \$20,314.00
DEALER/FINANCING BANK - FOR FEEFERENCE					ADVERTISING ->	
PURPOSES, PLEASE REFER TO ACH/DTC					INLAND FREIGHT AND HANDLING ->	
					OTHER CHARGES ->	
					DESTINATION CHARGE ->	\$895.00 \$895.00
MEMORANDUM INFORMATION ONLY						
THIS DOCUMENT DOES NOT TRANSFER TITLE					TOTAL ->	\$23,430.00 \$21,209.00

Georgia Certificate of Title

DISCLAIMER: DO NOT ACCEPT THIS TITLE WITHOUT THE SECURITY THREAD LOCATED APPROXIMATELY TWO INCHES FROM LEFT EDGE.

VEHICLE IDENTIFICATION NUMBER 5XXGT4L33HG	MAKE KIA	YEAR 2017	TYPE OF BODY 4 DOOR	MODEL OPTIMA LX	CYL 4	DATE ISSUED 04/28/2017
DATE VEHICLE PUR 04/12/2017	FUEL GASOLINE	NEW OR USED NEW	ODOMETER* 000015	PREVIOUS TITLE NBR / STATE OF ISSUE /GA	NBR OF LIENS 1	COLOR GRY / GRY

OWNER

COLLEGE PARK GA

* ODOMETER READING IS ACTUAL MILEAGE OF THE VEHICLE UNLESS OTHERWISE INDICATED BELOW.

MAIL TO:

TO

BNY MELLON TRUST CO NA
20 OAK HOLLOW STE 125
SOUTHFIELD MI 48033

1ST LIEN OR SECURITY INTEREST

BNY MELLON TRUST CO NA
20 OAK HOLLOW STE 125
SOUTHFIELD MI 48033

2ND LIEN OR SECURITY INTEREST

3RD LIEN OR SECURITY INTEREST

RELEASE OF LIEN OR SECURITY INTEREST

DATE OF RELEASE SECURITY INTEREST HOLDER AUTHORIZED AGENT

1ST LIEN	BY
2ND LIEN	BY
3RD LIEN	BY

The Georgia Department of Revenue issued this title pursuant to the Motor Vehicle Certificate of Title Act and this title is subject to its provisions. The Department certifies that on application duly made, the person named herein is registered as the lawful owner of the vehicle described subject to any liens or security interests set forth and such liens or security interests as may subsequently be filed with the Commissioner.

[Home](#) > [What's My Car Worth](#) > [Style](#) > [Options & Condition](#) > LX Sedan 4D



PRIVATE PARTY VALUE

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

Average Time to Sell:



Level of Effort:



[See Overview of Values](#)

2 See How Others Price Your Car

Set a competitive price when you know what others are asking.



2017 Kia Optima
\$15,400
Mileage: 34,968



2017 Kia Optima
\$13,940
Mileage: 34,393



2017 Kia Optima
\$13,799
Mileage: 30,309

[Browse more listings](#)

3 Place an Ad

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

[Get Started](#)



Autotrader

Start the Trade-in Process Online

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



Your Trade-in Vehicle
2017 Kia Optima LX Sedan 4D

[Change Vehicle](#)

What Vehicle Are You Shopping For?

Make

Model

See Local Dealers

More Shopping Tools

presented by



The 2018 Kia Optima

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

Disclaimer

Advertisement

Trade Up to a New Car

2018 Kia Forte5

2018 Ford Fusion

2017 Mazda MAZDA3

2018 Hyundai Elantra

Est. \$330/mo*

Est. \$333/mo*

Est. \$323/mo*

Est. \$329/mo*



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

New Car Price Quote

3 Easy Steps!

Step 1: Select a vehicle**Step 2:** Find a dealer**Step 3:** Get free quotes

Kia

Optima

ZIP Code:

Start

Sellers Tools

Give Buyers Confidence

Show them a clean AutoCheck vehicle history report



Refinance Your Car

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



Sellers Information

10 Steps for Selling Your Car

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

How to Improve Resale Value

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

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FLO68H

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16" Alloy Wheels						
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Dual Front Advanced Airbags						
Front Seat Mounted Side Airbags						
Driver's Knee Airbag						
Full-Length Side Curtain Airbags						
Lower Anchors and Tethers for Children (						
Anti-Lock Braking System (ABS)						
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Vehicle Stability Management (VSM)				G4KJHK068776		
Hill-start Assist Control (HAC)						
Tire Pressure Monitoring System (TPMS)						
\b.INTERIOR, COMFORT & CONVENIENCE\b0.						
Air Conditioning						
Power Windows, Door Locks & Outside Mirr						
AM/FM/CD/MP3 Audio w/ 5" LCD Rear Camera						
SIRIUSXM Satellite Radio w/free 3-mo. su						
ATTENTION					TOTAL FACTORY INST. EQUIP ->	\$335.00 \$284.00
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					OTHER CHARGES ->	
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CAR CONTROL - Install Vehicle - FOS

Page 1 of 2

CAR CONTROL - Install Vehicle - FOS

Vehicle In Service
Check Sheet

Wed Apr 16 10:00:00 2008 Hertz Corporation

Version ID: ASP 2.41.0 Login Location: GAAT111

Logon/Logout
 #1 Club Update
 Admin
 Car Control
 Vehicle Profile
 Display Preinstall
 Install - FOS
 Install - Manual
 Change / Activate
 Transfer Vehicle
 Transfer Non - DASH
 Vehicle Suspend
 Keytags
 Veh Re-Registration
 SH-1111 Display
 AutoDASH
 Counter Functions
 Gold Service
 Information Search
 Inventory Mgmt
 Lost And Found
 Rental Management
 Res Processing
 Res/Rental Research
 Central Site

Owning Area	Serial	PO#	Vehicle Number
License Nbr.		Lic Plt Type	P
Lic County	FL	Lic Fee	
In Service	041717	CC Add	041717
Lic Registration	041117	Lic Renewal	052717
Ignition	KD1241	Trunk	KD1241
Fleet Comments		Misc Comments	
Fleet Class	F	Color	GRA=GRAY
Tier		Year	17
Options			

Make / Model:

Mileage:

of Doors:



Inspection: Check Off if OK, explain if not OK.

PDI

ENGINE:

Oil ☒
 Oil & Air Filters ☒
 Park Starting Park/Neutral ☒
 Engine Operation ☒
 Engine belts & hoses ☒
 Engine lights ☒

FLUID LEVELS:

Transmission ☒
 Brakes (master cylinder) ☒
 Battery ☒
 Coolant ☒
 Power steering ☒
 Radiator ☒
 Windshield washer ☒

SPECIFICATIONS:

Right/Left Remote Mirrors ☒
 Rear window defogger ☒
 Power steering ☒
 Automatic transmission ☒
 Antenna ☒
 Bumper guards front/rear ☒

SPECIFICATIONS: (con't)

Wheel covers (center caps) ☒
 Spare tire ☒
 Hood/deck lid latch ☒
 Body side molding ☒
 Roof rack ☒
 Radio option ☒
 Seat type ☒
 (1= Bench, 2= Bucket, 3= Split bench)
 Seat trim ☒
 Signature: _____
 Date: _____

ROAD TEST:

Drivability ☒
 Squeaks & rattles ☒
 Brakes/parking ☒
 Trans performance ☒
 Throttle/idle return op ☒
 Steering control ☒

DOES ALL EQUIPMENT WORK?

Ign. key warning device ☒
 Seat belts warning light ☒
 Horn ☒
 Radio / clock ☒
 Cigar lighter ☒
 Dash knobs ☒
 Windshield wipers ☒
 Headlights ☒
 Tail lights ☒
 Turn signals / hazards ☒
 Dash & interior lights ☒
 Front seat adjuster ☒
 Tire pressure ☒
 Rear view mirror ☒
 Emissions control system ☒
 Side view mirror ☒
 Door & glove compartment ☒
 Air conditioner ☒
 Heater/defroster ☒
 Rear window defogger ☒
 Trip minder/odometer ☒
 Transmission ☒
 Power steering ☒

DOES ALL EQUIPMENT WORK?

Brakes/parking ☒
 Battery & charging system ☒
 *Emissions sticker ☒
 Exhaust leaks/rattles ☒
 Seat back latch op ☒
 Ignition column lock ☒
 Lines for leaks, damage & routing:
 Brakes ☒
 Engine coolant & oil ☒
 Exhaust ☒
 Fuel ☒
 Steering ☒
 Transmission cooler ☒
 Air conditioning ☒

MISCELLANEOUS:

Ash trays ☒
 Weather strip & molding ☒
 Remove protective covers;
 body ☒ seats ☒
 Carpet ☒
 Arm rests ☒
 Emblems (decorative) ☒
 Air bag warning light ☒

Inspected By:

ID#

File Invoice in Maintenance Jacket.

Car Is Not Acceptable, Notify the Fleet Department At Once.

* Check decal to verify vehicle is approved for sale in
the main area of use - 49 states, CA, high altitude, ect.

Department Use

Delivery Date is required.

CC2-7021

F4 Clear Screen	F6 Install Vehicle	F7 Get PO Data	F8 Display Vehicle
--------------------	-----------------------	-------------------	-----------------------

Work Order Detail

2017-

PANAMA CITY

2017 GRA KIA SIR OPTIMA 4CYL

Owning Area: P01468 - POOL 01468
 Equipment: 4L33HG164663 - 2017 SIR OPTIMA 4CYL
 Owning Area/Unit#: 014985877204
 Job Type: REPAIR
 Opened: 07/03/2017 12:20
 Finished: 07/03/2017 12:41
 Closed: 07/05/2017 11:45
 VDA Ref:

Department: FLEET
 VIN: 5XXGT4L33HG
 Warranty: NO
 Mileage 1 Reading: 7874
 Mileage 2 Reading: 0
 Shop Downtime: 0.35
 User Downtime: 47.42

Performed Repairs:

Complaint: PM NON WARRANTY OIL CHANGE
 Fail/Cause: PM-PREVENTATIVE MAINTENANCE DUE
 Correction: PERFORMED OIL & FILTER CHANGE PER PM "A" CURRENT, STANDARD WORK SPECS, WHEN CLICKING FINISH, Y
 OU ARE TAKING COMPLIANCE FOR COMPLETING THE STANDARD WORK DOCUMENT FOR PM A

Task 019-PMA-PM "A"

Repair Reason: -

Internal Labor

Employee	Hours	Cost	Clock Off	Clock On
208231	0.33	\$0.00	07/03/2017 12:41	07/03/2017 12:21

Internal Parts

Part Number	Description	Qty	Unit Issue	Total Cost
12345610	BULK OIL; 5W-30 MOTOR OIL BULK BY THE QUART	5	\$1.88	\$9.40
MO9688	PM; OIL FILTER	1	\$1.09	\$1.09

Task 022-008-CALIFORNIA TIRE PRESSURE TEST (USE Repair Reason: J - OTHER

Test Results:

Test Number: Test Type: HERTZ SAFE TIRE: HERTZ SAFE TIRE QUESTION
 Test Datetime: 07/03/2017 12:26
 Location: --: NOT ASSIGNED
 Employee: 208231: JONATHAN LAXAMANA
 Vendor:
 Vendor Invoice:
 Comments:

Element	Results	Min Value	Value Found	Threshold	Quantitative
Comments	Not Perf.	Max Value	Adjusted Value	UOM	
ALL TIRES MEET 4/32" MIN TIRE TREAD DEPTH STD YES		0		0	
Y	N	0			
Q1 IS Y PUT Y IF NO LIST ACTION TAKEN:		0		0	
Y	N	0			
ROTATED TIRES DURING THIS REPAIR? YES OR NO		0		0	
N	N	0			

Work Order Detail

JACKSONVILLE

2017 GRA KIA SIR OPTIMA 4CYL

Owning Area: P00599 - POOL 00599
 Equipment: 4L33HG164663 - 2017 SIR OPTIMA 4CYL
 Owning Area/Unit#: 014985877204 License/ST: GA
 Job Type: REPAIR Repair Reason: J - OTHER
 Opened: 05/16/2018 18:56 By 269064 - EDUARDO RIOS
 Finished: 05/16/2018 19:08 By 269064 - EDUARDO RIOS
 Closed: 05/18/2018 10:59 By 53289 - MATTHEW DITMER
 VDA Ref: Multi-Unit Project:

Department: FLEET
 VIN: 5XXGT4L33HG
 Warranty: YES
 Mileage 1 Reading: 30626
 Mileage 2 Reading: 0
 Shop Downtime: 0.00
 User Downtime: 40.03

Performed Repairs:

Complaint: TIRE PRESSURE WARNING LIGHT
 Fail/Cause: OT--
 Correction: RESET TIRE WARNING LIGHT PER STANADARD WORK DOCUMENT
 Task 022-002-RESET TIRE LIGHT Repair Reason: J - OTHER

Internal Labor				
Employee	Hours	Cost	Clock Off	Clock On
269064	0.18	\$17.76	05/16/2018 19:08	05/16/2018 18:57

Work Order Detail

FT. LAUDERDALE

2017 GRA KIA SIR OPTIMA 4CYL

Owning Area: P01397 - POOL 01397
 Equipment: 4L33HG164663 - 2017 SIR OPTIMA 4CYL
 Owning Area/Unit#: 014985877204
 Job Type: REPAIR
 Opened: 04/16/2018 16:10
 Finished: 04/16/2018 17:00
 Closed: 04/17/2018 17:47
 VDA Ref:
 License/ST: / GA
 Repair Reason: J - OTHER
 By 264798 - ANTHONY SYLVESTE
 By 264798 - ANTHONY SYLVESTE
 By 135160 - EYON TOMLINSON
 Multi-Unit Project:

Department: FLEET
 VIN: 5XXGT4L33HG
 Warranty: YES
 Mileage 1 Reading: 28421
 Mileage 2 Reading: 0
 Shop Downtime: 0.83
 User Downtime: 20.82

Performed Repairs:

Complaint: SA317A KIA IN HOUSE OLQ UM
 Fail/Cause: RECALL-MANUFACTURER RECALL
 Correction: REMOVED AND REPLACED INHIBITOR SWITCH.
 Task 020-SA317A-KIA RECALL IN HOUSE INHIBITOR Repair Reason: J - OTHER

Internal Labor				
Employee	Hours	Cost	Clock Off	Clock On
264798	0.80	\$64.55	04/16/2018 17:00	04/16/2018 16:12

Internal Parts				
Part Number	Description	Qty	Unit Issue	Total Cost
42700-3B700QQK	RECALL; SWITCH-INHIBITOR	1	\$26.25	\$26.25

Work Order Detail

FT. LAUDERDALE

2017 GRA KIA SIR OPTIMA 4CYL

Owning Area: P01397 - POOL 01397
 Equipment: 4L33HG164663 - 2017 SIR OPTIMA 4CYL
 Owning Area/Unit#: 014985877204 License/ST: GA
 Job Type: REPAIR Repair Reason: J - OTHER
 Opened: 04/16/2018 08:25 By 47008 - SONY JOSEPH
 Finished: 04/16/2018 09:09 By 47008 - SONY JOSEPH
 Closed: 04/16/2018 20:58 By 135160 - EYON TOMLINSON
 VDA Ref: Multi-Unit Project:

Department: FLEET
 VIN: 5XXGT4L33HG
 Warranty: YES
 Mileage 1 Reading: 28421
 Mileage 2 Reading: 0
 Shop Downtime: 0.73
 User Downtime: 12.55

Performed Repairs:

Complaint: PM NON WARRANTY OIL CHANGE
 Fail/Cause: PM-PREVENTATIVE MAINTENANCE DUE
 Correction: PERFORMED OIL & FILTER CHANGE PM "B" CURRENT ,PER STANDARD WORK SPECS, WHEN CLICKING FINISH, Y
 OU ARE TAKING COMPLIANCE FOR COMPLETING THE STANDARD WORK DOCUMENT FOR PM B

Task 019-PMB-PM "B" INSPECTION

Repair Reason: -

Internal Labor				
Employee	Hours	Cost	Clock Off	Clock On
47008	0.22	\$17.75	04/16/2018 09:09	04/16/2018 08:56

Internal Parts				
Part Number	Description	Qty	Unit Issue	Total Cost
12345610	BULK OIL; 5W-30 MOTOR OIL BULK BY THE QUART	4	\$1.52	\$6.08
26300-35504	OEM PM; OEM OIL FILTER KIA/HYUNDIA	1	\$3.52	\$3.52

Task 022-008-CALIFORNIA TIRE PRESSURE TEST (USE Repair Reason: J - OTHER

Work Order Detail

FT. LAUDERDALE

2017 GRA KIA SIR OPTIMA 4CYL

Owning Area: P01397 - POOL 01397
 Equipment: 4L33HG164663 - 2017 SIR OPTIMA 4CYL
 Owning Area/Unit#: 014985877204 License/ST: GA
 Job Type: REPAIR Repair Reason: J - OTHER
 Opened: 07/20/2018 08:26 By 192140 - REGINALD NELSON
 Finished: 07/20/2018 12:49 By 192140 - REGINALD NELSON
 Closed: 07/23/2018 16:51 By 30736 - DEAN HUMPHREY
 VDA Ref: Multi-Unit Project:

Department: FLEET
 VIN: 5XXGT4L33HG
 Warranty: NO
 Mileage 1 Reading: 35670
 Mileage 2 Reading: 0
 Shop Downtime: 4.38
 User Downtime: 80.42

Performed Repairs:

Complaint: PM NON WARRANTY OIL CHANGE
 Fail/Cause: PM-PREVENTATIVE MAINTENANCE DUE
 Correction: PERFORMED OIL & FILTER CHANGE PM 'B' CURRENT ,PER STANDARD WORK SPECS, WHEN CLICKING FINISH, Y
 OU ARE TAKING COMPLIANCE FOR COMPLETING THE STANDARD WORK DOCUMENT FOR PM B

Task 019-PMB-PM "B" INSPECTION

Repair Reason: -

Internal Labor				
Employee	Hours	Cost	Clock Off	Clock On
192140	0.12	\$9.68	07/20/2018 12:49	07/20/2018 12:42

Internal Parts				
Part Number	Description	Qty	Unit Issue	Total Cost
12345610	BULK OIL; 5W-30 MOTOR OIL BULK BY THE QUART	5	\$1.52	\$7.60
26300-35504	OEM PM; OEM OIL FILTER KIA/HYUNDA	1	\$3.52	\$3.52

Task 022-008-CALIFORNIA TIRE PRESSURE TEST (USE Repair Reason: J - OTHER



/09/2018 14:21



09/09/2018 14:21



09/09/2018 14:22



09/2018 14:23

Pe19-004

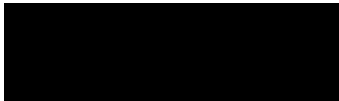
KIA

6/28/2019

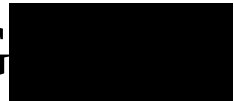
DEFECT C

CA FILES

OPITIMA



RE 5XXGT4L33HG



Howell, Rosa (NHTSA)

From: Brown, Deanna [KMA]
Sent: Monday, December 03, 2018 5:50 PM
To: Ristow, Ryan [KMA]
Subject: RE: 5XXGT4L33HG [REDACTED]

RAC	Contract Ty...	Year	VIN	S...	Incentive from ...	Invoice Amount
HRTZS [icon]	S	2017	5XXGT4L33HG [REDACTED]	5	3,300.00	21,209.00

From: Ristow, Ryan [KMA]
Sent: Monday, December 03, 2018 2:47 PM
To: Brown, Deanna [KMA]
Subject: 5XXGT4L33HG [REDACTED]

Hi Deanna,

Can you provide the sales price on this fleet vehicle?

Best,



Ryan Ristow
National Consumer Affairs
Kia Motors America
111 Peters Canyon
Irvine, CA 92606
Phone: (949) 430-3349
Fax: (949) 299-3229
RRistow@kiausa.com

Pe19-004

KIA

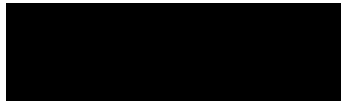
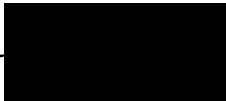
6/28/2019

DEFECT C

CA FILES

OPITIMA



RE 5XXGT4L33HG-

Ft Lauderdale vehicle fire

Howell, Rosa (NHTSA)

From: Ross, Jerry J <JRoss@hertz.com>
Sent: Thursday, November 15, 2018 1:59 PM
To: Dolobach, John J.; Ristow, Ryan [KMA]; Parker, John M.
Cc: Jameson, John C.
Subject: RE: 5XXGT4L33HG [REDACTED]-Ft. Lauderdale vehicle fire

Ryan, we have a POA with BNY bank to release liens once we receive the funds. Morley is more than familiar with our processes.

Jerry Ross

Director Warranty and Recall Administration
The Hertz Corporation | 14501 Hertz Quail Spring Pkwy, OKC, OK. 73134
Phone: 405-775-3301 | Mobile: 405-476-6492
jross@hertz.com | www.hertz.com

From: Dolobach, John J.
Sent: Thursday, November 15, 2018 9:55 AM
To: Ristow, Ryan [KMA]; Parker, John M.
Cc: Jameson, John C.; Ross, Jerry J
Subject: RE: 5XXGT4L33HG [REDACTED]-Ft. Lauderdale vehicle fire

Jerry,

Do we need Mike B involved?



John J Dolobach

Southeast Region Maintenance Manager

The Hertz Corporation | 16070 Chamberlin Parkway
Phone: 239-768-2048 | Mobile: 281-808-6504
jdolobach@hertz.com | www.hertz.com

From: Ristow, Ryan [KMA] [<mailto:RRistow@Kiausa.com>]
Sent: Wednesday, November 14, 2018 7:37 PM
To: Parker, John M.
Cc: Jameson, John C.; Dolobach, John J.
Subject: RE: 5XXGT4L33HG [REDACTED]-Ft. Lauderdale vehicle fire

John,

Just wanted to follow up on the below.

Best,



Service
Promise to Care

Ryan Ristow

National Consumer Affairs

Kia Motors America

111 Peters Canyon

Irvine, CA 92606

Phone: (949) 430-3349

Fax: (949) 299-3229

RRistow@kiausa.com

From: Ristow, Ryan [KMA]

Sent: Wednesday, October 31, 2018 1:34 PM

To: 'Parker, John M.'

Cc: Jameson, John C.; Dolobach, John J.

Subject: RE: 5XXGT4L33HG [REDACTED]-Ft. Lauderdale vehicle fire

Hi John,

Is there a loan payoff, since a lien holder is involved?

Best,



Service
Promise to Care

Ryan Ristow

National Consumer Affairs

Kia Motors America

111 Peters Canyon

Irvine, CA 92606

Phone: (949) 430-3349

Fax: (949) 299-3229

RRistow@kiausa.com

From: Parker, John M. [<mailto:jparker@hertz.com>]

Sent: Friday, October 26, 2018 10:02 AM

To: Ristow, Ryan [KMA]

Cc: Jameson, John C.; Dolobach, John J.

Subject: RE: 5XXGT4L33HG [REDACTED]-Ft. Lauderdale vehicle fire

Attached are both the Title and the Sales Invoice. Please let me know if you need anything else.

Thank you

John Parker

Area Maintenance Manager

The Hertz Corporation

1950 NE 7th AVE Dania FL, 33004

954-712-5280

jparker@hertz.com



We're here to get you there

From: Ristow, Ryan [KMA] <RRistow@Kiausa.com>
Sent: Wednesday, October 24, 2018 5:42 PM
To: Parker, John M. <jparker@hertz.com>
Subject: RE: 5XXGT4L33HG[REDACTED]-Ft. Lauderdale vehicle fire

Could you also send a copy of the title of the vehicle?

Best,



Service
Promise to Care

Ryan Ristow
National Consumer Affairs
Kia Motors America
111 Peters Canyon
Irvine, CA 92606
Phone: (949) 430-3349
Fax: (949) 299-3229
RRistow@kiausa.com

From: Ristow, Ryan [KMA]
Sent: Wednesday, October 24, 2018 2:41 PM
To: 'John M. Parker'
Subject: RE: 5XXGT4L33HG[REDACTED]-Ft. Lauderdale vehicle fire

Hi John,

I have reviewed this case with our engineer. The cause of the vehicle fire was undetermined, but I am happy to review for possible good will assistance. Could you send me the sales agreement you have for the vehicle?

Best,



Service
Promise to Care

Ryan Ristow
National Consumer Affairs
Kia Motors America
111 Peters Canyon
Irvine, CA 92606
Phone: (949) 430-3349
Fax: (949) 299-3229
RRistow@kiausa.com

From: John M. Parker [<mailto:jparker@hertz.com>]
Sent: Friday, September 21, 2018 10:29 AM
To: Ristow, Ryan [KMA]; Cameron, Michele [KMA]; John C. Jameson; King, Paul [KMA]; Stroup, Jeff [KMA]

Cc: Fargo, Bryan [KMA]; Jose Ernesto Cisterna
Subject: RE: 5XXGT4L33HG[REDACTED]-Ft. Lauderdale vehicle fire

Please have Eric contact Joe Cisterna (copied on this email) at 954 275-7437 or by email so he can show him where the vehicle is.

Thank you

John Parker

Area Maintenance Manager
The Hertz Corporation
1950 NE 7th AVE Dania FL, 33004
954-712-5280
jparker@hertz.com

From: Ristow, Ryan [KMA] <RRistow@Kiausa.com>
Sent: Tuesday, September 18, 2018 6:26 PM
To: Cameron, Michele [KMA] <MCameron@Kiausa.com>; John C. Jameson <JJameson@hertz.com>; King, Paul [KMA] <PKing@Kiausa.com>; Stroup, Jeff [KMA] <JStroup@kiausa.com>
Cc: Fargo, Bryan [KMA] <BFargo@Kiausa.com>; John M. Parker <jparker@hertz.com>
Subject: RE: 5XXGT4L33HG[REDACTED]-Ft. Lauderdale vehicle fire

Hello All,

I have received confirmation from the KMA engineers. Our engineer Eric Sauck will be available to inspect the vehicle 10/04/18. Let me know if you have any questions.

Best,



Ryan Ristow
National Consumer Affairs
Kia Motors America
111 Peters Canyon
Irvine, CA 92606
Phone: (949) 430-3349
Fax: (949) 299-3229
RRistow@kiausa.com

From: Cameron, Michele [KMA]
Sent: Monday, September 17, 2018 12:02 PM
To: John C. Jameson; King, Paul [KMA]; Stroup, Jeff [KMA]
Cc: Fargo, Bryan [KMA]; John M. Parker; Ristow, Ryan [KMA]
Subject: RE: 5XXGT4L33HG[REDACTED]-Ft. Lauderdale vehicle fire

John,

We have a case ([REDACTED]) and it appears the last status is that we're awaiting a confirmed inspection date from our engineers. I've looped in the case owner, Mr. Ryan Ristow, on this email so that he can provide an update.

Ryan – when can we send out an investigator? Hertz is looking for an update. Thank you.

[REDACTED]



From: John C. Jameson [<mailto:JJJameson@hertz.com>]
Sent: Monday, September 17, 2018 11:41 AM
To: King, Paul [KMA]; Stroup, Jeff [KMA]
Cc: Cameron, Michele [KMA]; Fargo, Bryan [KMA]; John M. Parker
Subject: FW: 5XXGT4L33HG [REDACTED]-Ft. Lauderdale vehicle fire

Kia Team,

Please review and escalate to whomever might be able to assist.

Copied from second email chain:

Jeff,

Please take the lead on this. thanks.

Brad Holt
National Manager, Consumer Affairs
Kia Motors of America
949-468-4512

bholt@kiausa.com

From: John C. Jameson [<mailto:JJJameson@hertz.com>]
Sent: Thursday, August 09, 2018 1:13 PM
To: Holt, Bradley (Brad) [KMA]
Cc: John J. Dolobach; John M. Parker; Jerry J Ross
Subject: FW: Ft Lauderdale Fire

Hi Brad,

Reporting a thermal incident on 5XXGT4L33HG [REDACTED], located in Ft Lauderdale. Current mileage is approximately 36,200.
We can provide more pictures if necessary.

John Parker is the contact person there, his info is in the chain below.

Can you arrange an inspection?

John Jameson
Manager, Warranty Operations
The Hertz Corporation

14501 Hertz Quail Springs Parkway

Oklahoma City, OK 73134

Office: 405-775-3355

Cell: 405-416-0828

Fax: 405-979-1866

jameson@hertz.com

From: John M. Parker

Sent: Monday, September 17, 2018 1:35 PM

To: John C. Jameson

Subject: FW: 5XXGT4L33HG [REDACTED]-Ft. Lauderdale vehicle fire

I'm still getting no response on the inspection from Kia. Anyway you can help?

There are 2 email chains. Ill forward the 2nd one to you as well.

John Parker

Area Maintenance Manager

The Hertz Corporation

1950 NE 7th AVE Dania FL, 33004

954-712-5280

jparker@hertz.com

From: John M. Parker

Sent: Thursday, September 13, 2018 10:27 AM

To: Ristow, Ryan [KMA] <ristow@kiausa.com>

Subject: RE: 5XXGT4L33HG [REDACTED]-Ft. Lauderdale vehicle fire

Good morning Ryan,

I am following up with you on this inspection. Is there anything more you need from me?

Thank you

John Parker

Area Maintenance Manager

The Hertz Corporation

1950 NE 7th AVE Dania FL, 33004

954-712-5280

jparker@hertz.com

From: John M. Parker

Sent: Wednesday, August 22, 2018 4:55 PM

To: Ristow, Ryan [KMA] <ristow@kiausa.com>

Subject: Re: 5XXGT4L33HG [REDACTED]-Ft. Lauderdale

[REDACTED]
Dania, FL [REDACTED]

Sorry i believe my cell number was not communicated...

[REDACTED] This the best way to contact me

As well as email.

Get [Outlook for iOS](#)

From: Ristow, Ryan [KMA] <rristow@kiausa.com>
Sent: Wednesday, August 22, 2018 4:44 PM
Subject: 5XXGT4L33HG [REDACTED]-Ft. Lauderdale
To: John M. Parker <jparker@hertz.com>

Hi John,

I am not sure if you got my VM but I am reaching out in regards to the above VIN. Can you provide the current location of the vehicle?

Best,



Ryan Ristow
National Consumer Affairs
Kia Motors America
111 Peters Canyon
Irvine, CA 92606
Phone: (949) 430-3349
Fax: (949) 299-3229
RRistow@kiausa.com

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Pe19-004

KIA

6/28/2019

DEFECT C

CA FILES

OPITIMA





Kia Motors America, Inc.
Corporate Headquarters
111 Peters Canyon Road
Irvine, CA 92606-1790 USA
T 1 949 468 4800 F 1 949 468 4905

October 4, 2016

[REDACTED]
Lithonia, FL [REDACTED]

RE: 5XXGU4L31GG [REDACTED]
2016 Kia Optima
Case # [REDACTED]

Dear Ms [REDACTED]

Please consider this Kia Motors America's response to the notice received on 9/29/16 from you as required by the State of Georgia. We would like to schedule an inspection/repair as required by the State of Georgia. Please call or email to make arrangements for the appointment. Upon inspection, Kia Motors America, Inc. will repair any verifiable defect under the terms of the warranty. If a concern is duplicated and your vehicle needs to be left at the dealer, a rental will be provided.

We apologize for any inconvenience you have experienced and appreciate your patience. Please call 949)468-4845 or email dcalderon@kiausa.com to make arrangements for the inspection and refer to your case # [REDACTED]

Sincerely,

[REDACTED]
Dawn Calderon
Consumer Affairs
Kia Motors America, Inc.
W 949.468.4845
F 949.468.4805

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS. FOLD AT DOTTED LINE

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U.S. Postal Service™
CERTIFIED MAIL® RECEIPT
Domestic Mail Only

For delivery information, visit our website at www.usps.com®.

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☐ Return Receipt (electronic)	\$
☐ Certified Mail Restricted Delivery	\$
☐ Adult Signature Required	\$
☐ Adult Signature Restricted Delivery	\$

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Street	
City, State, ZIP+4®	

Lithonia, FL

PS Form 3800, April 2015 PSN 7530-02-000-9047

See Reverse for Instructions



Kia Motors America, Inc.

Corporate Headquarters

111 Peters Canyon Road

Irvine, CA 92606-1790 USA

T 1 949 468 4800 F 1 949 468 4905

Case Number: [REDACTED] -1R

Consumer Name: [REDACTED] [REDACTED]

KIA'S POSITION FOR THE MANUFACTURER RESPONSE FORM

Kia Motors America will repair any verifiable defect under the terms of the warranty.

KMA requires proof, cancelled check or receipt, of any down payment made.

CUSTOMER REQUESTS THAT ARE INELIGIBLE FOR ARBITRATION:

Manufacturer rebates, service contracts, negative equity and aftermarket accessories or contracts are not arbitrable.

NATURE OF DISPUTE:

Please Note; this information should appear on the agreement to arbitrate:

Kia will repair problems that can be verified and are covered by Kia's warranty.

DECISION SOUGHT:

Please Note; this information should appear on the agreement to arbitrate:

*Kia seeks to continue to honor the terms of the new vehicle limited warranty and to have the consumer's request for repurchase/replacement denied. **KMA completed a final repair attempt on 10/27/2016. After the repair we believe the vehicle is fully repaired and no defects are present.***

In the event a repurchase/replacement is awarded, Kia is not responsible for costs associated with manufacturer rebates or after-market accessories as per Kia's program summary. The customer agrees to authorize cancellation of all insurance and extended service agreements and the pro rata refund shall be refunded to the manufacturer upon conclusion of repurchase, as allowed by State Statutes.

A pre-hearing technical expert's report will be required if the consumer does not accept repairs.

Form completed by:

**David Hemm
Consumer Affairs
(949) 430-3344 – Direct Line
(949) 299-3212 - Fax
Date: 11/07/2016**



Field Product Quality Report

* Required Fields

Distributor	KMA	Report #	██████████
Region	SO13	Issue Date	10/27/2016
Dealer*	[GA083] RICK CASE CARS, INC.	Dealer City, State	DULUTH, GA
Name	Mergl, Joseph - FTR	Attached	
Model Number	53242	Model	2016 OPTIMA EX AUTO
VIN*	5XXGU4L31GC ██████████	Prd Date	12/15/2015
Engine No	G4KJFK418378	Del Date	03/19/2016
Trans No	GAFNL4660051	Mileage	12624
Trans Type	Auto	Rep Date	10/27/2016
Part No		Part Desc	
Oth Part #1	-	Oth Part #2	-
Condition/Nature	Q55 - Noise > Noise > Driving	Cause	-
Subject*	Noise from sunroof		

Additional VIN List

VIN No	Prod.Date	Mileage	Condition/Nature	Cause
--------	-----------	---------	------------------	-------

Condition

Customer Complaint	Customer states that there is a noise coming from sunroof when AC is on.
Actual Condition	You can make the noise go away when switching from fresh to recirc

Analysis

Investigation Results	
Possible Cause	
Corrective Action	Performed TSB Bod 148

File Uploads

Open	File Name	Comments
------	-----------	----------



BBB AUTO LINE

October 25, 2016

[REDACTED]
LITHONIA GA [REDACTED]

Re: [REDACTED] vs Kia Motors America 5XXGU4L31GG [REDACTED]

Dear Ms. [REDACTED]

Following your recent contact with our office, we have reopened your claim. Please refer to the new case number located above.

We have updated our records to reflect the following:

The reason(s) why the case has been reopened:

The customer indicated that she has not been contacted in response to written notice sent to the manufacturer.

You are seeking the following resolution:

A replacement of the vehicle.

Your vehicle's current mileage is:

12005

You do not need to resubmit any supporting documentation that you previously sent to our office, as that will be transferred from your previous case. However, if there are any new documents you wish to submit, please send those in and be sure to reference your new case number. You can either mail any new documents or fax them to 703.247.9700.

The manufacturer will be advised that a new claim has been opened. If you have any questions, please feel free to contact me at 800.955.5100.

Sincerely,

Eric Oglesby at Extension 244

Council of Better Business Bureaus, Inc.

3033 Wilson Boulevard, Suite 600 • Arlington, VA • 22201 • Phone 800.955.5100 • Fax: 703.247.9700

BBB AUTO LINE
Customer Claim Form

Case number: [REDACTED]-1R
Contact Date: 10/25/16
Start Date: 10/25/16

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Lithonia	State: GA	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone:
Fax:	E-mail address: [REDACTED]	

SECTION 2: VEHICLE INFORMATION

Make: Kia	Model: Optima	Year: 2016	Current mileage: 12005
Name(s) that appears on the vehicle title: Kia Motors America			
Selling dealer/city/state: , , , GA			
Primary Servicing dealer/city/state: Atlanta Kia South,			
Acquired as ☒ new ☐ used ☐ demo ☐ leased		Is the vehicle in your possession? ☒ yes ☐ no	
Purchase/lease date: 03/17/16		Mileage at purchase/lease:	
First repair attempt date: 03/22/16		First repair attempt mileage: 0	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business:	Transmission type: ☒ Automatic ☐ Manual
Has the vehicle been in an accident/had body damage? ☐ yes ☒ no			Date of accident:
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

I would like to be switched out to a different model car as it is I have experienced and can validate several constant issues with this model and year vehicle.

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER 5XXGU4L31GG [REDACTED]	
Lienholder/Leasing Company _____	Phone Number _____
Account Number _____	

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Case Number:

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example:				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Popping sound coming from the panoramic roof				yes
White smoke coming from the exhaust				yes
Black residue coming from the exhaust pipe				yes
Vehicle is not accelerating properly				yes
Front driver tweeter is burst				yes
Windshield fluid is draining from vehicle				yes
Back windshield feels like it is going to crack				yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

Printed Name of Titled Owner(s) _____

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
3033 Wilson Blvd., Suite 600
Arlington VA, 22201
Fax: 703-247-9700



BBB AUTO LINE

October 25, 2016

DAVID HEMM
KIA MOTORS AMERICA
100 GALLERIA SUITE 1550
ATLANTA GA 30339-5959

Re: [REDACTED] vs Kia Motors America 5XXGU4L31GG [REDACTED]

Dear Madam/Sir:

Following the customer's recent contact with our office, we have reopened his/her claim. Please refer to the new case number located above.

We have updated our records to reflect the following:

The reason(s) why the case has been reopened:

The customer indicated that she has not been contacted in response to written notice sent to the manufacturer.

The Customer is seeking the following resolution:

A replacement of the vehicle.

The vehicle's current mileage is (* this does have a bearing on eligibility):

12005

You do not need to resubmit any supporting documentation that you previously sent to our office, as that will be transferred from the customer's previous case. However, if there are any new documents you wish to submit, please send those in and be sure to reference the new case number. You can fax any new documents to 703.247.9700.

If you have any questions, please feel free to contact me at 800.334.2406.

Sincerely,

Eric Oglesby at Extension 244

Council of Better Business Bureaus, Inc.

3033 Wilson Boulevard, Suite 600 · Arlington, VA · 22201 · Phone 800.955.5100 · Fax: 703.247.9700



BBB AUTO LINE

MANUFACTURER RESPONSE FORM

Case Number: [redacted] Start Date: 10/25/16
Customer Name: [redacted] State: GA
VIN: 5XXGU4L31GG [redacted] Probable Hearing Location: Atlanta

This claim is ☐ IN Warranty ☐ OUT of Warranty
Has the customer contacted you regarding the claim? ☒ YES ☐ NO
Is the VIN listed above correct? ☐ YES ☐ NO
If you checked NO, please indicate the correct VIN: _____
Customer Contact Info: _____

SETTLEMENT INFORMATION

What, if anything, are you willing to offer the customer to settle this dispute? Please include as much detail as possible (e.g., dealership name for repairs, specific dollar figures, etc.).

Has this offer been communicated to the customer? ☐ YES ☐ NO
If you checked YES, please indicate the customer's response below:
☐ The customer accepted the offer on ____/____/____
☐ The customer rejected the offer on ____/____/____
☐ The customer has not indicated a response to the offer.

If the customer accepts this offer, **when will the settlement be performed?** Please indicate a specific performance date or time frame: _____

ARBITRATION INFORMATION

Please list customer requests that you feel are ineligible for arbitration and explain why.

Please write your position as to the cause of each problem listed on the *Customer Claim Form*.

Please indicate the decision you request the arbitrator to render:

List the amount of any over allowance/negative equity: \$_____
I will participate ☐ By phone ☐ In person ☐ In writing
Return this form as soon as possible
To: Completed by: _____ Date: ____/____/____
BBB AUTO LINE Future contact: _____
Fax: 703.247.9700 Phone: _____ Fax: _____



BBB AUTO LINE

October 25, 2016

[REDACTED]
LITHONIA GA [REDACTED]

Re [REDACTED] vs Kia Motors America 5XXGU4L31GG [REDACTED]

Dear Ms. [REDACTED]

We have received your documents and your claim has been opened. Please review the enclosed brochure *How BBB AUTO LINE Works*. This booklet explains the BBB AUTO LINE program and contains the rules that will be followed in arbitration.

____ No further documentation is required at this time

In order to help resolve your dispute if we have all of the available information about your case. Please send us a copy of the following with your case number referenced at the top:

____ Your signed *Customer Claim Form*

____ Repair orders relating to your complaint

____ Your current registration

____ Your bill of sale (purchase contract)

____ Your lease agreement

X Other: Any new documents not previously sent

PLEASE NOTE: If we have checked the claim form section please read this carefully:

Your case will not be arbitrated unless we receive a *Customer Claim Form* signed by the customer or signed by the attorney and accompanied by proof of the customer's authorization of representation. If we have not received this form within 10 days from the date of this letter, this case will be closed.

Council of Better Business Bureaus, Inc.

3033 Wilson Boulevard, Suite 600 • Arlington, VA • 22201 • Phone 800.955.5100 • Fax: 703.247.9700

You can fax the documents to 703.247.9700 to expedite the process or mail them to the address listed above.

Sincerely,

Eric Oglesby (Ext. 244)



BBB AUTO LINE

MANUFACTURER RESPONSE FORM

Case Number: [redacted] Start Date: 10/25/16
Customer Name: [redacted] State: GA
VIN: 5XXGU4L31GG [redacted] Probable Hearing Location: Atlanta

This claim is ☐ IN Warranty ☐ OUT of Warranty
Has the customer contacted you regarding the claim? ☒ YES ☐ NO
Is the VIN listed above correct? ☐ YES ☐ NO
If you checked NO, please indicate the correct VIN: _____
Customer Contact Info: _____

SETTLEMENT INFORMATION

What, if anything, are you willing to offer the customer to settle this dispute? Please include as much detail as possible (e.g., dealership name for repairs, specific dollar figures, etc.).

Has this offer been communicated to the customer? ☐ YES ☐ NO
If you checked YES, please indicate the customer's response below:
☐ The customer accepted the offer on ____/____/____
☐ The customer rejected the offer on ____/____/____
☐ The customer has not indicated a response to the offer.

If the customer accepts this offer, **when will the settlement be performed?** Please indicate a specific performance date or time frame: _____

ARBITRATION INFORMATION

Please list customer requests that you feel are ineligible for arbitration and explain why.

Please write your position as to the cause of each problem listed on the *Customer Claim Form*.

Please indicate the decision you request the arbitrator to render:

List the amount of any over allowance/negative equity: \$_____
I will participate ☐ By phone ☐ In person ☐ In writing
Return this form as soon as possible
To: Completed by: _____ Date: ____/____/____
BBB AUTO LINE Future contact: _____
Fax: 703.247.9700 Phone: _____ Fax: _____



BBB AUTO LINE

October 25, 2016

DAVID HEMM
KIA MOTORS AMERICA
100 GALLERIA SUITE 1550
ATLANTA GA 30339-5959

Re: [REDACTED] vs Kia Motors America 5XXGU4L31GG [REDACTED]

Dear Madam/Sir:

The customer listed above has completed the *Customer Claim Form (CCF)*, and the case is officially open in the BBB AUTO LINE program. Enclosed you will find an updated *CCF* and any support documentation provided by the customer. Please note that for Florida and California cases and cases opened via mail, support documentation may not have been supplied by the customer. When received, this information will be forwarded to you under separate cover.

Please review the customer's claim and submit any documentation you may have pertaining to this claim as soon as possible. We will contact you within the next couple of days to discuss the claim, explain our telephone settlement efforts, which we may utilize prior to arbitration and offer our assistance in the settlement process. If you resolve the dispute, or if you believe that any portion of claim is not eligible for arbitration, please contact me at 800.334.2406.

Thank you for your active participation in the BBB AUTO LINE program.

Sincerely,

Eric Oglesby at Extension 244

Council of Better Business Bureaus, Inc.

3033 Wilson Boulevard, Suite 600 • Arlington, VA • 22201 • Phone 800.955.5100 • Fax: 703.247.9700

BBB AUTO LINE
Customer Claim Form

Case number: [redacted]
Contact Date: 07/31/16
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [redacted]		
Mailing address: [redacted]		
City: Stone Mountain	State: GA	Zip code: [redacted]
Day phone: [redacted]	Evening phone: [redacted]	Cell phone:
Fax:	E-mail address: [redacted]	

SECTION 2: VEHICLE INFORMATION

Make: Kia	Model: Optima	Year: 2016	Current mileage: 8721
Name(s) that appears on the vehicle title: Kia Motors America			
Selling dealer/city/state: , , , GA			
Primary Servicing dealer/city/state: Atlanta Kia South,			
Acquired as ☐ new ☐ used ☐ demo ☒ leased		Is the vehicle in your possession? ☒ yes ☐ no	
Purchase/lease date: 03/17/16		Mileage at purchase/lease:	
First repair attempt date: 03/22/16		First repair attempt mileage: 0	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business:	Transmission type: ☒ Automatic ☐ Manual
Has the vehicle been in an accident/had body damage? ☐ yes ☒ no			Date of accident:
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

I would like to be switched out to a different model car as it is I have experienced and can validate several constant issues with this model and year vehicle.

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER _____

Lienholder/Leasing Company _____ **Phone Number** _____

Account Number _____

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Case Number:

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example:				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Popping sound coming from the panoramic roof				yes
White smoke coming from the exhaust				yes
Black residue coming from the exhaust pipe				yes
Vehicle is not accelerating properly				yes
Front driver tweeter is burst				yes
Windshield fluid is draining from vehicle				yes
Back windshield feels like it is going to crack				yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

Printed Name of Titled Owner(s) _____

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
3033 Wilson Blvd., Suite 600
Arlington VA, 22201
Fax: 703-247-9700

Georgia Department of Revenue

GEORGIA TEMPORARY LICENSE NUMBER: [REDACTED]

VIN: 5XXGU4L31GG [REDACTED] YEAR: 2016 COLOR: SIL
 CONTROL: [REDACTED] MAKE: KIA MODEL: OPTIMA EX

TEMPORARY REGISTRANT INFORMATION

LITHONIA, GA [REDACTED]

DEALER INFORMATION

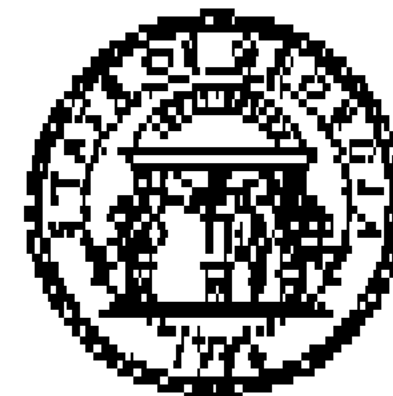
NALLEY KIA
 7849 MALL PKWY
 LITHONIA, GA 30038

ISSUED: Mar 17, 2016

DEALER NO. 001103194368

EXPIRES: May 1, 2016

STATE OF GEORGIA MOTOR VEHICLE REGISTRATION



GA DEPARTMENT OF REVENUE
 MOTOR VEHICLE DIVISION
 PO BOX 740381
 ATLANTA, GA 30374-0381

REGISTRANT'S NAME [REDACTED]	SERVICE AGENT ID ETR6013	EXPIRATION DATE 4/5/2017	FEES	
TITLE NUMBER [REDACTED]	BRANCH 9610	VID CODE [REDACTED]	PURCHASE DATE 3/17/2016	MSO TITLE FEE 18.00
CLASSIFICATION PASSENGER CAR/LIGHT TRUCKS	TAG FEE 20.00	VALUATION 9,620	APPLICATION DATE 3/31/2016	STANDARD TAG FEE 20.00
TAB NUMBER [REDACTED]	MAKE KIA	YEAR 2016	SERVICE DATE 3/31/2016	TITLE AD VALOREM TAX 1863.54
MODEL OPTIMA EX	COUNTY 002	STYLE 4S	FUEL G	COLOR SIL/SIL
VIN 5XXGU4L31GG [REDACTED]	DISTRICT 04	GVW [REDACTED]	CUSTOMER 1 NUMBER [REDACTED]	TOTAL FEES PAID 1901.54
COUNTY DESCRIPTION DEKALB	DECAL [REDACTED]	MILL RATE 44.5400	CUSTOMER 2 NUMBER [REDACTED]	PAYMENT TYPE ACCT
INSURANCE STATUS VALID INSURANCE COVERAGE	FARM VEH N	EQUIP. NO [REDACTED]	LEASE DESCRIPTION [REDACTED]	

INSTRUCTIONS:

- 1) Remove decal by bending paper along dotted line.
- 2) Lift edge of decal and slowly peel.
- 3) See back side for instructions.

LITHONIA, GA

[REDACTED]

GEN 1 OF 1
 ALLY FINANCIAL
 PO BOX 8101
 ROCKYVILLE, MD 21030-8101

SIGNATURE: [REDACTED]

THIS IS NOT A BILL THIS IS YOUR RECEIPT *** RETAIN FOR TAX PURPOSES ***

PEEL HERE

KIA ATLANTA SOUTH

7310 JONESBORO ROAD

MORROW, GA 30260

770-968-3400

CUSTOMER NO.	ADVISOR TIM	NO.	INVOICE DATE 06/30/16
LITHONIA, GA	LABOR RATE	LICENSE NO.	MILEAGE 5,188
	YEAR / MAKE / MODEL 16/KIA/OPTIMA/4DR	DELIVERY DATE 02/27/16	DELIVERY MILES
	VEHICLE I.D. NO. 5XXGU4L31GG	SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/22/16
BUSINESS PHONE	COMMENTS		MILEAGE OUT
LABOR & PARTS			MO:

JOB # 1 11K1206 EXHAUST CONCERN TECH13 4275 WARRANTY

CUSTOMER STATES HEAVY THICK WHITE SMOKE IS COMING FROM EXHAUST AND THERE'S A BLACK RESIDUE ON INSIDE OF EXHAUST DUE TO THE WHITE SMOKE. CHECK & ADVISE
SCANNED ALL MODULES NO STORED CODES
CHECKED FLUID LEVELS (FULL AND CLEAN)
INSPECTED EXHAUST; FOUND NO PROBLEM
FOUND NORMAL OPERATION
RESIDUE ON INSIDE ON EXHAUST IS NORMAL
CHECKED OTHER VEHICLE (SAME RESULTS)
NO REPAIRS MADE

JOB # 1 TOTAL LABOR & PARTS 0.00

JOB # 2 11K1206 ENGINE NOISE TECH13 4275 WARRANTY

CUSTOMER STATES TICKING TYPE NOISE COMING FROM ENGINE AREA A ALSO VEHICLE MAKES A CONTINUED KNOCKING NOISE AFTER VEHICLE IS TURNED OFF. CUSTOMER STATES VEHICLE ALSO HESITATES TO ACCELERATE AND THEN SUDDENLY TAKES OFF. CUSTOMER STATES PEDAL WAS PUSHED TO THE FLOOR
SCANNED ALL MODULES NO STORED CODES
TEST DROVE VEHICLE OVER 41 MILES OFF AND ON FOR 3 DAYS IN ATTEMPTS TO DUPLICATE CUSTOMERS CONCERN. WE WERE ONLY ABLE TO DUPLICATE NORMAL CHATTER NOISE ON COLD START UP
ADVISED CUSTOMER THAT ENGINE MAY BRIEFLY EMIT SOME NORMAL TIMING CHAIN/VALVE TRAIN CHATTER DURING START-UP AND AFTER VEHICLE HAS SAT FOR SEVERAL HOURS. PER TSB140 THIS NOISE IS NORMAL OPERATING AS DESIGNED AND THERE IS NO FIX OR REPAIR.

JOB # 2 TOTAL LABOR & PARTS 0.00

JOB # 3 11K1206 POWER SUNROOF TECH13 4275 WARRANTY

CUSTOMER STATES POPPING SOUND COMING FROM AROUND PANORAMIC GLASS SUNROOF WHEN OPENING AND CLOSING AND WHEN DRIVING AND GOING OVER BUMPS
WE OPERATED SUNROOF WHILE SITTING AT IDLE AND WHILE DRIVING ON STOP AND GO STREETS. UNABLE TO DUPLICATE ANY TYPE OF POPPING COMING FROM SUNROOF AREA
UNABLE TO DUPLICATE CONCERN
NO REPAIRS MADE AT THIS TIME

JOB # 3 TOTAL LABOR & PARTS 0.00

JOB # 4 11K1206 A/C CONCERN TECH13 4275 WARRANTY

CUSTOMER STATES STATES LOUD STRANGE NOISE COMES FROM AROUND DASH AREA WHEN TURNING OFF AC UNIT. CHECK & ADVISE
TESTED AC OPERATING SYSTEM IN ALL MODES
UNABLE TO DUPLICATE CUSTOMERS CONCERN AT THIS TIME

JOB # 4 TOTAL LABOR & PARTS 0.00

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller, KIA Atlanta South hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and KIA Atlanta South neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

IMPORTANT

VERY SHORTLY YOU MAY RECEIVE A SURVEY DIRECTLY FROM THE MANUFACTURER. THIS IS OUR REPORT CARD. IF YOU CANNOT GRADE US "COMPLETELY SATISFIED," PLEASE CONTACT THE SERVICE MANAGER IMMEDIATELY!

KIA ATLANTA SOUTH

7310 JONESBORO ROAD

MORROW, GA 30260

770-968-3400

CUSTOMER NO.		ADVISOR	TIM	AG NO.		INVOICE DATE	06/30/16	IN		
		LABOR RATE		LICENSE NO.		MILEAGE	5,188	COLOR	TITANIUM SI	
		YEAR/MAKE/MODEL	16/KIA/OPTIMA/4DR			DELIVERY DATE	02/27/16	DELIVERY MILES		
		VEHICLE I.D. NO.	5XXGU4L31GG			SELLING DEALER NO.		PRODUCTION DATE		
		F.T.E. NO.		P.O. NO.		R.O. DATE	06/22/16	MILEAGE OUT		
		BUSINESS PHONE				COMMENTS				
LABOR & PARTS									MO:	

JOB # 5 16/01/2016 DRIVEABILITY/CONSUMER CONCERN TECH # 4776 WARRANTY

CUSTOMER STATES INTERMITT VEHICLE HAS VERY LITTLE POWER,
WHEN DRIVING UP INCLINES.
SCANNED ALL MODULES
NO STORED CODES IN SYSTEM
TEST DROVE VEHICLE BOTH SOFT AND HARD (OPERATES AS DESIGNED)
TEST DROVE VEHICLE IN STOP AND GO TRAFFIC AND ON HIGHWAY
(OPERATES AS DESIGNED)
UNABLE TO DUPLICATE CUSTOMERS CONCERNS AT THIS TIME
VEHICLE IS OPERATING AT MAXIMUM POWER

JOB # 5 TOTAL LABOR & PARTS 0.00

JOB # 6 16/01/2016 SOUND SYSTEM TECH # 4776 WARRANTY

CUSTOMER SYAVES SOUND SYSTEM TWEETERS ARE BUSTED
CHECK & ADVISE
WE TESTED ALL SPEAKERS AND TWEETERS
CHECKED BASE, TREBLE AND MID SECTIONS ON AUDIO
(FOUND ALL SYSTEMS OPERATING AS DESIGNED)
CUSTOMER HAS INSTALLED AFTERMARKET AMP TO AUDIO SYSTEM
USING LEFT REAR DOOR SPEAKER TO RECEIVE SIGNAL FROM AMP)
HOWEVER AT THIS TIME WE FOUND NO TYPE OF DISTORTION ARE
CRACKING COMING FROM ANY OF THE SPEAKERS OR TWEETERS.
CUSTOMER ADVISED AFTERMARKET DEVICES INSTALLED ON
VEHICLE WILL VOID FACTORY WARRANTY

JOB # 6 TOTAL LABOR & PARTS 0.00

JOB # 7 16/01/2016 MULTI POINT INSPECT TECH # 4776 WARRANTY

PERFORM KIA MULTI POINT INSPECTION
PERFORM EXPRESS SERVICE MULTI POINT INSPECTION
PERFORMED KIA EXPRESS SERVICE MULTI POINT INSPECTION

JOB # 7 TOTAL LABOR & PARTS 0.00

JOB # 8 16/01/2016 RENTAL TECH # 4776 WARRANTY

CUSTOMER PROVIDED RENTAL
COMPLETED

JOB # 8 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	WARRANTY
JOB # 8		108854		06/30/16	RENTAL VEHICLE	0.00
TOTAL - SUBLET						0.00

COMMENTS
CONSUMER AFFAIRS CASE # [REDACTED]
(WE FOUND ADDITIONAL INTERIOR FUSE DOOR COVER IN BACK SEAT OF
VEHICLE)
CUSTOMER DOES NOT HAVE MAINTENANCE PLAN WITH JM&A (OIL CHANGES AND
TIRE ROTATIONS ARE NOT COVERED) CUSTOMER ONLY HAS MECHANICAL PLAN
COVERAGE.
SERVICE MANAGER OPENED NEW CONSUMER AFFAIRS CASE #K-[REDACTED] ON
06-29-16 ON BEHALF OF CUSTOMER DUE TO PRODUCT LIABILITY

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller, KIA Atlanta South hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and KIA Atlanta South neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

IMPORTANT

VERY SHORTLY YOU MAY
RECEIVE A SURVEY
DIRECTLY FROM THE
MANUFACTURER. THIS IS
OUR REPORT CARD. IF
YOU CANNOT GRADE US
"COMPLETELY SATISFIED,"
PLEASE CONTACT THE
SERVICE MANAGER
IMMEDIATELY!

1-800-333-4542 (Corporate)

DAVE BROWN
(DSM)

IT HAS TO BE

NALEY

KIA

THE CAR YOU WANT, THE NAME YOU TRUST

7849 Mall Parkway

Lithonia, GA 30038

(770) 879-9060

CUSTOMER #:

(Case #)

spot to
PARLYN

INVOICE

PAGE 1

LITHONIA, GA

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 983199 Eugene Lacy

SERVICE ADVISOR: 983199 Eugene Lacy									
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/OUT		TAG
IM/Silver	16	KIA OPTIMA		5XXGU4L31GG			3456/3459		
DEL DATE	PROD DATE	WARR EXP	PROMISED		PO NO	RATE	PAYMENT	INV DATE	
17MAR16 DL			WAIT 31MAY16			0.00	CASH	31MAY16	
R.O. OPENED		READY		OPTIONS: SOLD-STK: DLR:10118					
10:51 31MAY16		11:41 31MAY16		ENG:2.4_Liter_DOHC TRN:AUTOMATIC					

LINE OPCODE TECH TYPE HOURS

A C/S: THERE IS WHITE SMOKE COMING FROM THE EXHAUST, THERE IS BLACK RESIDUE COMING FROM THE EXHAUST PIPE, AND THE VEHICLE IS NOT ACCELERATING PROPERLY.

RIA DEFAULT

980916 CPC

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

TEST DROVE THE VEHICLE. NO LOSE OF POWER. THE VEHICLE IS OPERATING BY DESIGN. USED THE KDS AND NO TROUBLE CODES PRESENT. NO PROBLEM FOUND.

B C/S: THE REAR TWEETER HAVE BURST, AND THE PANORAMIC ROOF IS HAVING ISSUES.

R6A DEFAULT

980916 CPC

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

CHECKED THE OPERATION OF THE PANORAMIC ROOF. ALL FUNCTIONS ARE OPERATING BY DESIGN. OPERATIONS ARE SMOOTH. UNABLE TO FIND PROBLEM. TESTED THE AUDIO UNIT. OPERATING BY DESIGN. NO DISTORTION OUT OF FACTORY SPEAKERS. THE CUSTOMER HAS ADDED AN AFTER MARKET 1000 WATT AMP AND SUB WOOFERS TO THE VEHICLE. THE INSTALLER IS USING THE LEFT REAR SPEAKER CIRCUIT TO PULL SIGNAL FOR AMPLIFIERS.

C C/S: THE WINDSHIELD FLUID IS DRAINING FROM THE VEHICLE, AND THE GLASS IN THE CAR FEELS LIKE IT IS GOING TO SHATTER WHEN SHE GOES OVER A HILL.

RSE DEFAULT

980916 CPC

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

FILLED WASHER BOTTLE AND MONITORED, NO LEAKS FOUND. SUSPECT THIS IS WITH THE ADD ON AUDIO. NO PROBLEMS FOUND UNDER NORMAL CONDITIONS ON TEST DRIVE. SUSPECT THIS MAY BE FROM SOUND WAVE FROM AFTER MARKET AMP AND SPEAKERS. 752 WATTS IS EQUAL TO 1 HORSE POWER.

D. MULTIPLE POINT INSPECTION / KCP2

KCP2 DEFAULT

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

*SHOP SUPPLY COSTS: We have added a charge equal to 10% of the total cost of labor and parts, not to exceed \$35.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
ADJUSTMENT	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DATE

CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE



Your Insurance Identification Card

Prepared on April 21, 2016

- **Detach** your identification cards along the perforated lines.
- **Keep** this card in your vehicle.
- See section following ID Cards for **What's enclosed**.

IMPORTANT NOTICE...

You are required to maintain financial responsibility on each vehicle.

This Information Card shows that a liability insurance policy has been issued which satisfies the financial responsibility requirements of the law.

Your Information Card must be shown to any law enforcement officer if requested.

In the event of an accident your Information Card may be used to exchange information with other drivers.

[Redacted]
Lithonia, GA
[Redacted]

Manage your account, make a payment, check the status of a claim and receive your bill by email with online Account Access. Visit nationwide.com/manage - see how easy it can be.

Sign up for convenient, automatic bill payment with Nationwide Easy Pay. To learn more, ask your agent or log in to nationwide.com/easypay.



Georgia Insurance Policy Information Card

Policy Number		Effective Date	Expiration Date
[Redacted]		Apr 6, 2016	Oct 6, 2016
Year	Make/Model	Vehicle Identification Number	
2016	Kia/Optima L	5XXGU4L31GG[Redacted]	

24 Hour Claims 1.800.421.3535

See the reverse side for more information.

[Redacted]
Lithonia, GA
[Redacted]



Georgia Insurance Policy Information Card

Policy Number		Effective Date	Expiration Date
[Redacted]		Apr 6, 2016	Oct 6, 2016
Year	Make/Model	Vehicle Identification Number	
2016	Kia/Optima L	5XXGU4L31GG[Redacted]	

24 Hour Claims 1.800.421.3535

See the reverse side for more information.

[Redacted]
Lithonia, GA
[Redacted]

Nationwide Mutual Insurance Company
PO Box 8379
Canton OH 44711-8379

NAIC Company Number: 23787

Nationwide Mutual Insurance Company
PO Box 8379
Canton OH 44711-8379

NAIC Company Number: 23787



Kia Motors America, Inc.
Corporate Headquarters
111 Peters Canyon Road
Irvine, CA 92606-1790 USA
T 1 949 468 4800 F 1 949 468 4905

6/6/2016

[REDACTED]
Lithonia, GA [REDACTED]

RE: Consumer Assistance Regarding a KIA Vehicle
Your Case Number: [REDACTED]

Dear [REDACTED]

We at KIA Motors America, Inc. have been informed that you may have a question regarding your Kia vehicle and you are requesting assistance. Unfortunately, despite several attempts, we have been unable to reach you to discuss the matter.

If you still have questions that have not been resolved by your Kia dealer, please feel free to contact the KIA Consumer Assistance Center at 800.333.4Kia (4542) and we will be happy to assist you.

Sincerely,

Darlene Lyons
Kia Consumer Assistance
Toll free: 1 (800) 333-4542
Option 3 Ext. 46252

1-800-333-4542 (Corporate)

DAVE BROWN
(DSM)

IT HAS TO BE

CUSTOMER #:

(Case #)

spoke to
DARLYN

INVOICE

NALEY

KIA

THE CAR YOU WANT, THE NAME YOU TRUST

7849 Mall Parkway
Lithonia, GA 30038
(770) 879-9060

LITHONIA, GA

PAGE 1

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 983199 Eugene Lacy

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
IM/Silver	16	KIA OPTIMA		5XXGU4L31GG		3456/3459		
DEL DATE	PROD DATE	WAHR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE	
17MAR16 DD			WAIT 31MAY16		0.00	CASH	31MAY16	

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: SOLD-STK: [REDACTED] DLR:10118
 ENG:2.4 Liter DOHC TRN:AUTOMATIC

10:51 31MAY16 11:41 31MAY16

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

A C/S: THERE IS WHITE SMOKE COMING FROM THE EXHAUST, THERE IS BLACK
 RESIDUE COMING FROM THE EXHAUST PIPE, AND THE VEHICLE IS NOT
 ACCELERATING PROPERLY.

R1A DEFAULT

980916	CPC	0.00	0.00	0.00	0.00	0.00
--------	-----	------	------	------	------	------

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

TEST DROVE THE VEHICLE. NO LOSS OF POWER. THE VEHICLE IS OPERATING
 BY DESIGN. USED THE KDS AND NO TROUBLE CODES PRESENT. NO PROBLEM FOUND.

B C/S: THE REAR TWEETER HAVE BURST, AND THE PANORAMIC ROOF IS HAVING
 ISSUES.

R6A DEFAULT

980916	CPC	0.00	0.00	0.00	0.00	0.00
--------	-----	------	------	------	------	------

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

CHECKED THE OPERATION OF THE PANORAMIC ROOF. ALL FUNCTIONS ARE
 OPERATING BY DESIGN. OPERATIONS ARE SMOOTH. UNABLE TO FIND PROBLEM.
 TESTED THE AUDIO UNIT. OPERATING BY DESIGN. NO DISTORTION OUT OF
 FACTORY SPEAKERS. THE CUSTOMER HAS ADDED AN AFTER MARKET 1000 WATT AMP
 AND SUB WOOFERS TO THE VEHICLE. THE INSTALLER IS USING THE LEFT REAR
 SPEAKER CIRCUIT TO PULL SIGNAL FOR AMP.

C C/S: THE WINDSHIELD FLUID IS DRAINING FROM THE VEHICLE, AND THE GLASS
 IN THE CAR FEELS LIKE IT IS GOING TO SHATTER WHEN SHE GOES OVER
 A HILL.

R8E DEFAULT

980916	CPC	0.00	0.00	0.00	0.00	0.00
--------	-----	------	------	------	------	------

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

FILLED WASHER BOTTLE AND MONITORED, NO LEAKS FOUND. SUSPECT THIS IS
 WITH THE ADD ON AUDIO. NO PROBLEMS FOUND UNDER NORMAL CONDITIONS ON
 TEST DRIVE. SUSPECT THIS MAY BE FROM SOUND WAVE FROM AFTER MARKET AMP
 AND SPEAKERS. 752 WATTS IS EQUAL TO 1 HORSE POWER.

D MULTI POINT INSPECTION / KCP2

KCP2 DEFAULT

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE
 DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF
 THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and
 authorized the Dealership to perform the services/repairs itemized
 in this invoice and that you received (or had the opportunity to
 inspect) any replaced parts as requested by you. The vehicle is
 being returned to you in exchange for your payment of the Amount
 Due.

*SHOP SUPPLY COSTS: We
 have added a charge equal to
 10% of the total cost of labor
 and parts, not to exceed
 \$35.00, to the Repair Order for
 shop supplies used in connection
 with this repair.

ALL PARTS ARE NEW
 UNLESS OTHERWISE
 INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
ADJUSTMENT	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

REMIT TO: 445 Atlanta South Pkwy, Suite 135
 College Park, GA 30349

ENTERPRISE LEASING COMPANY OF GEORGIA, 7254 JONESBORO RD, MORROW, GA 302602909 (770) 968-3423

RENTAL AGREEMENT REF#

RENTER

DATE & TIME OUT
06/22/2016 01:00 PM
DATE & TIME IN
06/30/2016 10:16 AM

BILLING CYCLE
24-HOUR

VEH #1 2016 CHEV IMPA 62LT
VIN# 2G1115S31G9
LIC#
MILES DRIVEN 270

BILL TO ACCOUNT
KIA SOUTH
ATTN: KIM
7310 JONESBORO ROAD
MORROW, GA 30260

CLAIM INFO

TYPE CAR: OPTIMA
SHOP: KIA SOUTH
PHONE: (770) 968-3400
ATTN: KIM

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	06/22 - 06/30	8	DAY	\$33.50	\$268.00
REFUELING CHARGE	06/22 - 06/30				\$0.00
Subtotal:					\$268.00
Taxes & Surcharges					
VEHICLE LICENSE RECOVERY FEE	06/22 - 06/30	8	DAY	\$1.50	\$12.00
Total Charges:					\$280.00
Bill-To / Deposits					
KIA SOUTH					
TIME & DISTANCE	06/22 - 06/30	8	DAY		
REFUELING CHARGE	06/22 - 06/30				
VEHICLE LICENSE RECOVERY FEE	06/22 - 06/30	8	DAY		
Subtotal:					(\$280.00)
DEPOSITS					(\$1.00)
Total Amount Due					\$0.00

PAYMENT INFORMATION

AMOUNT PAID	TYPE	CREDIT CARD NUMBER
(\$1.00)	Mastercard	XXXXXXXXXX PENDING
\$1.00	Mastercard	XXXXXXXXXX

Warranty Coverage

<< Warranty Coverage Validation

Basic Vehicle Information☐ Battery Powering☐ Warranty History☐ Print

VIN #	5XXGU4L31GG [REDACTED]	Year / Model	2016 / JF Optima (JF)
Serial	030763	Model Description	OPTIMA EX 4CYL AUTO / 53242
Engine	G4KJFK41 2.4 LITER ENGINE	Color(Ext/Int)	IM-TITANIUM GRAY / WK-BLACK
First Name	[REDACTED]	Last Name	[REDACTED]
Mileage Entered	5229	Retail Mileage	55
Production Date	Dec 15, 2015	Sales Type	RSale NORMAL RETAIL SALE
Retail Date	Mar 17, 2016	Key Code	KD2455
Wholesale Date	Jan 08, 2016	Warranty Start Date	Mar 17, 2016
Selling Dealer	GA093 : NALLEY KIA	Branded Title	
Lawsuit	No		
Extended Service Plan	Yes (See Extended Service Contract Information below)	Open Campaigns	N
Owner Transfers	N	Repairs in Last 60 Days	N
Sirius Subscription	Expired	Sirius ESN	B1E5A48G
Sirius Activation Date	Mar 17, 2016	Sirius Expiration Date	Jun 15, 2016
PDI Performed	Y		
Remark	- UVO eServices Equipped		

Service Campaign / Service Action / Recall / Customer Satisfaction Program Information

Issue Number	Issue Type	Description	Dealer Code	Repair Date	Dealer Type
--------------	------------	-------------	-------------	-------------	-------------

Basic Warranty Coverage Information

Basic Warranty Coverage	Y	Remark	
Warranty Start Date	Mar 17, 2016	Warranty Expiration	Mar 17, 2021
Warranty Mileages	60,000	Warranty Terms	60 months (1720 days remaining)

Powertrain Coverage Information

Powertrain Coverage	Y	Remark	
Warranty Start Date	Mar 17, 2016	Warranty Expiration	Mar 17, 2026
Warranty Mileage	100,000	Warranty Terms	120 months (3546 days remaining)

Other Coverage Information

Coverage Type	Available	Start Date	Expiration Date	Warranty Terms	Mileage
Audio/Radio/RSE	Y	Mar 17, 2016	Mar 17, 2019	36 months (989 days remaining)	36,000
Adjustments	Y	Mar 17, 2016	Mar 17, 2017	12 months (259 days remaining)	12,000
Perforation/Corrosion	Y	Mar 17, 2016	Mar 17, 2021	60 months (1720 days remaining)	100,000

Emission (8/80)	Y	Mar 17, 2016	Mar 17, 2024	96 months (2816 days remaining)	80,000
Paint	Y	Mar 17, 2016	Mar 17, 2019	36 months (989 days remaining)	36,000
Service Part & Acc'ys				12 months	12,000

Extended Service Contract Information (Managed by JM&A - for more info, please contact 866-519-1901)

Product Desc	Coverage Desc	Contract Number	Purchase Date	Purchase Mileage	Contract Months	Contract Mileage	Cancellation Date
NEW: Service Additive Term (New veh)	PGP: Gold Plus		Mar 17, 2016	55	72	100,000	

Vehicle Option Information

Installed By	Option	Option
Factory	AB9	- Panoramic Sunroof
Factory	ACD	- Heated and Ventilated Front Seats
Factory	ACF	- Power Front Passenger's Seat w/ Lumbar
Factory	BA1	- Navigation System with 8" Display
Port	CF	Carpeted Floor Mats
Port	CT	Cargo Tray
Factory	GF1	(Deletes CD Player)
Factory	GG1	- Blind Spot Detection System (BSD)
Factory	GK4	- Rear Cross Traffic Alert (RCTA)
Factory	GM1	- Rear Parking Assist System (RPAS)
Factory	LE8	- Auto-dimming Rearview Mirror
Factory	LE9	- LED Overhead Interior Lighting
Factory	PB	EX Premium Package
Port	WL	Wheel Locks

Warranty History**Warranty History**

Repair Date	Claim Type	Dealer Code	R.O.#	Version	Repair Labor	Causal Part	Mileage
Jan 08, 2016	I : PDI	GA054	[REDACTED]	01	JFPDI	PDI	2

From:

Notes:

[REDACTED]

CDOCS

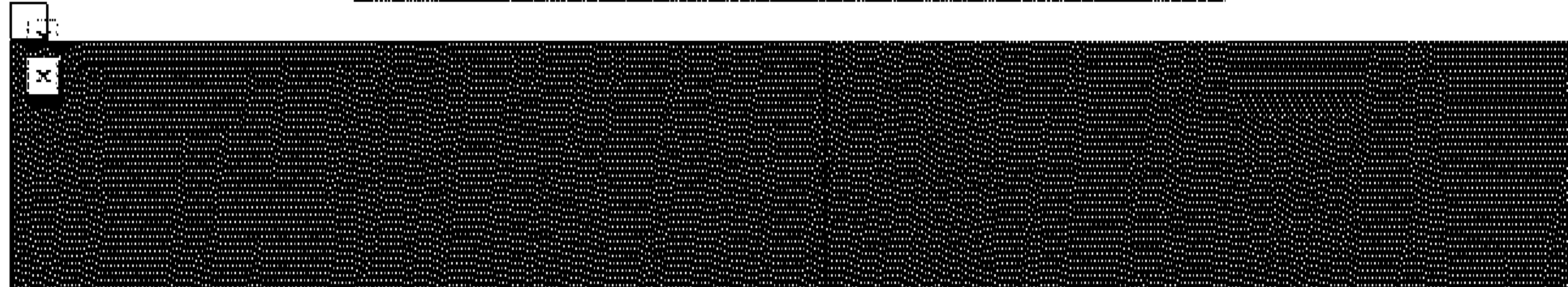
Oglesby, Eric

From: [REDACTED]
Sent: Saturday, September 24, 2016 2:58 PM
To: Oglesby, Eric
Subject: [REDACTED] sent letter to corporate

----- Forwarded message -----

From: <iShip_Services@iship.com>
Date: Sep 24, 2016 2:37 PM
Subject: Your parcel has been delivered
To: [REDACTED]
Cc:

- ☐ Your parcel has been delivered
- ☐ Join our email program to receive exclusive offers and resources



Your parcel has been delivered

The parcel to **KIA MOTORS AMERICA** has been delivered.

Your shipment information

Who sent it...

[REDACTED]

(Sender's street address omitted intentionally from this email)
Lithonia, GA 30038

Who will receive it...

KIA MOTORS AMERICA
ATTN: CONSUMER AFFAIRS DEPT
(Recipient's street address omitted intentionally from this email)
IRVINE, CA 92619-2401 US
Sat 24 Sep 2016 08:36 AM

Carrier detail...

USPS Priority Mail

Tracking details...

Tracking No.:

[REDACTED]

Shipment ID:

Order / Item #:

Reference #:

Ship date

Wednesday, September 21, 2016

Delivery date...

Sat 24 Sep 2016 08:36 AM

Who is carrying it...
The UPS Store #4846
770-860-9991

Tracking your item

To get complete tracking information, click the following link:

[https://iship.com/trackit/track.aspx?t=1&Track=\[REDACTED\]&src=e](https://iship.com/trackit/track.aspx?t=1&Track=[REDACTED]&src=e)

Have a question?

For any queries about this shipment, please contact **USPS** directly at **1-800-ASK-USPS (1-800-275-8777)**, and have your tracking number ready.

Great offers, direct to your inbox

At The UPS Store®, we do all we can to help our customers stay one step ahead. Join our email program today and we'll regularly send great offers and resources direct to your inbox - so you can make more of your time and money.

Sign up now

DO NOT REPLY DIRECTLY TO THIS EMAIL

The UPS Store

On-Line manifesting and tracking technologies powered by iShip(r). Shipping Insight.(r)

Saturday, September 24, 2016 11:36 AM Pacific Daylight Time



Kia Motors America, Inc.
Corporate Headquarters
111 Peters Canyon Road
Irvine, CA 92606-1790 USA
T 1 949 468 4800 F 1 949 468 4905

October 4, 2016

[REDACTED]
Lithonia, FL [REDACTED]

RE: 5XXGU4L31GG [REDACTED]
2016 Kia Optima
Case # [REDACTED]

Dear Ms. [REDACTED]

Please consider this Kia Motors America's response to the notice received on 9/29/16 from you as required by the State of Georgia. We would like to schedule an inspection/repair as required by the State of Georgia. Please call or email to make arrangements for the appointment. Upon inspection, Kia Motors America, Inc. will repair any verifiable defect under the terms of the warranty. If a concern is duplicated and your vehicle needs to be left at the dealer, a rental will be provided.

We apologize for any inconvenience you have experienced and appreciate your patience. Please call 949)468-4845 or email dcalderon@kiausa.com to make arrangements for the inspection and refer to your case # [REDACTED]

Sincerely,

[REDACTED]
Dawn Calderon
Consumer Affairs
Kia Motors America, Inc.
W 949.468.4845
F 949.468.4805

* Called 10.12.16 @ 10:20 AM
- left message
called [REDACTED]

AUTOMOTIVE

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.

BBB AUTO LINE **Customer Claim Form**

Case number: [REDACTED]
Contact Date: 07/31/16
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Stone Mountain ⁽⁷²⁾ <u>Lithonia</u>	State: GA	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone:
Fax:	E-mail address: [REDACTED]	

SECTION 2: VEHICLE INFORMATION

Make: Kia	Model: Optima	Year: 2016	Current mileage: 8721
Name(s) that appears on the vehicle title: Kia Motors America			
Selling dealer/city/state: , , GA			
Primary Servicing dealer/city/state: Atlanta Kia South,			
Acquired as ☒ new ☐ used ☐ demo ☒ leased ⁽⁷⁰⁾		Is the vehicle in your possession? ☒ yes ☐ no	
Purchase/lease date: 03/17/16		Mileage at purchase/lease:	
First repair attempt date: 03/22/16		First repair attempt mileage: 0	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business:	Transmission type: ☒ Automatic ☐ Manual
Has the vehicle been in an accident/had body damage? ☐ yes ☒ no			Date of accident:
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

I would like to be switched out to a different model car as it is I have experienced and can validate several constant issues with this model and year vehicle.

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER <u>5 X X G U 4 L 3 1 G G</u> [REDACTED]	
Lienholder/Leasing Company <u>ALLY AUTO</u>	Phone Number <u>4-840-8763</u>
Account Number [REDACTED]	

Case Number: [REDACTED]**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example:				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Popping sound coming from the panoramic roof				yes
White smoke coming from the exhaust				yes
Black residue coming from the exhaust pipe				yes
Vehicle is not accelerating properly				yes
Front driver tweeter is burst				yes
Windshield fluid is draining from vehicle				yes
Back windshield feels like it is going to crack				yes

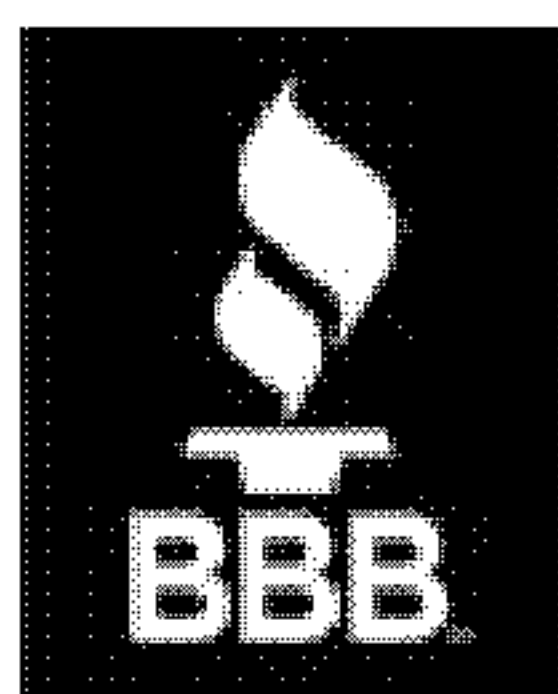
Total days out of service for all problems: [REDACTED]Signature of Titled Owner(s) [REDACTED] Date 8.18.2016Printed Name of Titled Owner [REDACTED]

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
3033 Wilson Blvd., Suite 600
Arlington VA, 22201
Fax: 703-247-9700

Page 2



BBB AUTO LINE PROGRAM SUMMARY

Kia – Georgia

Kia Motors America has agreed to arbitrate claims covered by the Georgia lemon law. Kia has also agreed to arbitrate certain warranty claims not covered by the lemon law. This *Program Summary* describes the claims that may be resolved through BBB AUTO LINE.

LEMON LAW CLAIMS

A claim seeking relief under the Georgia lemon law must meet all standards set out by that law. Please see the attached description of the Georgia lemon law provisions.

If the claim meets all standards set out by the Georgia lemon law, the arbitrator will award a refund or replacement vehicle including all remedies specifically provided by that law excluding attorney's fees. An arbitrator may not award any penalties or multiple damages. Please see the attached description of the remedies under the Georgia Lemon Law.

Please note:

- ◆ The award will be reduced for the customer's use of the vehicle in accordance with the Georgia lemon law. Please see the attached description of the remedies under the Georgia Lemon Law.
- ◆ The award will not include debt from a previous transaction.

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

The arbitrator may award a remedy to a claim that *does not* meet all standards of the Georgia lemon law if it meets certain conditions. Please see the attached description of other warranty claims that may be resolved through BBB AUTO LINE.

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE within three years or 36,000 miles – whichever comes first – from the date the vehicle was first put into use.

A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within two years or 24,000 miles – whichever comes first – from the date the vehicle was first put into use.

DEDUCTIONS FROM AWARDS

A repurchase or replacement award will require payment for any damage to the current vehicle exceeding normal wear and tear.

A repurchase award will not include any manufacturer rebate the customer received or manufacturer-sponsored credit card earnings used as a downpayment or capitalized cost reduction.

CUSTOMER RESPONSIBILITIES

At the time of the repurchase or replacement transaction, the customer's vehicle must be currently registered and in a similar condition as it was at the time of the hearing. The customer will also be responsible for providing clear title to the vehicle, along with a copy of the finance agreement, account number, and interest paid to date (if applicable), and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

CLAIMS THAT MAY NOT BE ARBITRATED

The following claims are not eligible for BBB AUTO LINE:

- ◆ Disputes between a consumer and a Kia dealer;
- ◆ Claims alleging that an airbag failed to deploy or deployed when it should not have;
- ◆ Claims for damage to, or repair of, parts not manufactured, distributed or authorized by Kia;
- ◆ Claims covered by insurance or by warranties of other manufacturers;
- ◆ Claims involving a vehicle defect if you allege – either as part of your BBB AUTO LINE claim or at any other time – that the vehicle defect has caused an accident or fire that resulted in damage to any vehicle or damage to property;
- ◆ Claims involving a vehicle defect if you allege – either as part of your BBB AUTO LINE claim or at any other time – that the vehicle defect has caused bodily injury;
- ◆ Repair or reimbursement claims that are not covered by Kia's written new-vehicle warranty or a Kia extended service contract, but are covered by a non-Kia service contract.
- ◆ Claims for legal fees, loss of wages, depreciation or loss of value, or any consequential damages;
- ◆ Claims for personal injury or mental anguish;
- ◆ Claims for punitive damages;
- ◆ Allegations of fraud or other violations of law;
- ◆ Claims that have been resolved by a previous mediation or arbitration, court action, settlement, or agreement between you and Kia.

OTHER IMPORTANT INFORMATION

- ◆ The customer must own or lease the vehicle throughout the entire arbitration process.
- ◆ If the customer files suit against Kia prior to the completion of the arbitration process, Kia will not be obligated to continue with the arbitration.
- ◆ An independent technical expert will automatically be appointed to inspect the vehicle prior to every arbitration in which a repurchase or replacement is sought, unless both parties agree in writing that a technical expert should not be used. The

technical expert's report will be provided to both parties with the Notice of Hearing and Agreement to Arbitrate.

- ♦ A test drive will not be taken in the vehicle unless the customer has liability insurance that satisfies the state minimum requirements.

The BBB will let the parties know if other restrictions apply.

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

Time Period For Filing Claims

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE within three years or 36,000 miles – whichever comes first – from the date the vehicle was first put into use.

A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within two years or 24,000 miles – whichever comes first – from the date the vehicle was first put into use.

Eligible Claims

Claims must be based on a defect in the vehicle's material or workmanship that is covered by the Kia New Vehicle Limited Warranty.

Unless the customer is seeking reimbursement for past repairs, the condition for which the customer seeks a remedy must currently exist.

Eligible Vehicles

- ♦ The vehicle must be owned or leased in the name of an individual **or** used primarily for personal, family, or household purposes;
- ♦ The vehicle must have been imported into the United States by Kia Motors America; and
- ♦ The vehicle must have been sold or leased in the United States and must be registered in the United States.

Remedies For Warranty Claims

The arbitrator may award the following remedies:

- ♦ Repairs.
- ♦ Reimbursement for money the customer paid to repair the vehicle.
- ♦ Repurchase of the vehicle.
- ♦ Replacement of the vehicle if it was purchased or leased new.

Repairs/Reimbursement For Repairs

The arbitrator may award repairs to, or reimbursement for money paid for the repair of, defects in material or workmanship that are covered by the Kia New Vehicle Limited Warranty. If repairs are awarded, the arbitrator may not order a change in the vehicle's options or its design.

Repurchase Or Replacement

If a repurchase or replacement is awarded in a claim that does not meet all standards of the Georgia lemon law, the arbitrator may award up to the following remedies:

- ♦ **Owned vehicle repurchase** – The actual amount paid for the vehicle. This will not include taxes, fees, finance and other charges, non-manufacturer items installed by a dealer or the customer, non-Kia service contracts, and insurance policies.
- ♦ **Leased vehicle repurchase** – To the lessor: pay-off amount pursuant to the lease. To the lessee: any trade-in allowance/downpayment and all base monthly payments actually paid, excluding all collateral charges (e.g., taxes, fees, finance/lease charges, non-manufacturer items installed by a dealer or the customer, non-Kia service contracts, and insurance policies).
- ♦ **Replacement of a vehicle purchased or leased new** – The customer will receive a new and substantially identical vehicle (not including modifications or additions after the vehicle's purchase/lease) from the same model year. If a replacement vehicle from the same model year is not available, the customer may receive a replacement vehicle from subsequent model years – provided the Manufacturer's Suggested Retail Price (M.S.R.P.) of the replacement vehicle does not exceed 105% of the M.S.R.P. of the current vehicle.

Important: Replacement is not an available remedy if the current customer purchased or leased a used vehicle.

Deductions/Exclusions From A Repurchase Or Replacement Award

- ♦ The repurchase or replacement award will be reduced for the customer's use of the vehicle using the following formula:

$$\begin{array}{lcl} \text{Use} & & \text{Vehicle purchase} \\ \text{Deduction/} & = & \text{price or gross} \\ \text{Payment} & & \text{capitalized cost} \end{array} \quad \begin{array}{c} \text{\# miles attributable to the customer} \\ \text{at the time of the arbitration hearing} \\ 100,000 \end{array} \quad \times$$

- ♦ The award may be reduced based on damage to the vehicle exceeding normal wear and tear.
- ♦ The award will not include debt from a previous transaction.
- ♦ The award will not include any manufacturer rebate the customer received or used as a downpayment or capitalized cost reduction.

SUMMARY OF THE GEORGIA MOTOR VEHICLE WARRANTY RIGHTS ACT AND THE GEORGIA LEMON LAW

Georgia recently enacted significant changes to its lemon law. On January 1, 2009, the new **Lemon Law** replaced the prior **Motor Vehicle Warranty Rights Act**.

The Georgia Attorney General's Office and the Governor's Office of Consumer Affairs have issued guidance indicating that the prior law, the Motor Vehicle Warranty Rights Act, applies to vehicles that were purchased, leased or registered before January 1, 2009. The new Lemon Law applies to vehicles that were purchased, leased or registered on or after January 1, 2009.

Please review the legal standards and remedies that will apply to your claim:

- A summary of the Motor Vehicle Warranty Rights Act for **vehicles purchased, leased or registered before January 1, 2009** is found at pages 2 through 9.
- A summary of the Lemon Law for **vehicles purchased, leased or registered on or after January 1, 2009** is found at pages 10 through 17.

If you have questions about either law, please contact the Governor's Office of Consumer Affairs at (404) 656-3790

Summary of the Motor Vehicle Warranty Rights Act

For vehicles purchased, leased or registered before January 1, 2009

PLEASE NOTE: The standards and remedies set forth below apply to warranty disputes involving new motor vehicles purchased, leased or registered in Georgia before January 1, 2009. For standards and remedies applicable to vehicles purchased or leased on or after that date, see pages 10 through 17.

STANDARDS OF THE GEORGIA MOTOR VEHICLE WARRANTY RIGHTS ACT

The following is a brief explanation of most relevant provisions of the Georgia Motor Vehicle Warranty Rights Act (“MVWR Act”), previously codified at Georgia Code Section 10-1-780 *et seq.*

VEHICLES COVERED

The Georgia MVWR Act covers a new motor vehicle that is leased or purchased in Georgia or registered in Georgia by the original consumer. It also covers a demonstrator vehicle and the self-propelled vehicle and chassis of a motor home. The MVWR Act does not cover motorcycles, trucks with a G.V.W. rating of 10,000 pounds or more, or vehicles that are bought used.

CONSUMERS COVERED

The MVWR Act covers a consumer who purchases or leases a new motor vehicle primarily for personal, family, or household purposes. It also covers a small business that has ten or fewer employees and a net income after taxes of less than \$100,000 per year, and owns or leases no more than three new motor vehicles.

PROBLEMS COVERED

The MVWR Act covers vehicle nonconformities. A nonconformity is a defect, **serious safety defect**, or condition that **substantially impairs** the use, value, or safety of a new motor vehicle to the consumer. A nonconformity does not include a defect or condition that is the result of abuse, neglect, or **unauthorized** modification or alteration of the new motor vehicle.

“Serious safety defect” means a life-threatening malfunction or nonconformity.

“Substantially impair” means to render the new motor vehicle unreliable, or unsafe for ordinary use, or to diminish the resale value of the vehicle more than a

Summary of the Motor Vehicle Warranty Rights Act

For vehicles purchased, leased or registered before January 1, 2009

meaningful amount below the average resale value for comparable motor vehicles.

“Unauthorized” means any modification or alteration which was not reasonably contemplated in the manufacturer’s design for the vehicle, unless the manufacturer has transferred the vehicle and knew or should have known that the modification or alteration might be made.

REPORT AND REPAIR OF A NONCONFORMITY

Nonconformities must be reported during the **lemon law rights period**, which is the period ending one year after the date of the original delivery of a new motor vehicle to a consumer OR the first 12,000 miles of operation after delivery of a new motor vehicle to a consumer, whichever occurs first.

If a consumer reports a nonconformity during the lemon law rights period to the manufacturer, its agent, or the dealer who sold the vehicle, the nonconformity must be corrected at the manufacturer’s expense.

REASONABLE NUMBER OF REPAIR ATTEMPTS

A manufacturer, its agent or dealer must be provided with a **reasonable number of attempts** to repair or correct a nonconformity in accordance with at least one of the following situations:

1. A serious safety defect in the braking or steering system is not corrected after being subject to repair at least once during the lemon law rights period;
2. Any other serious safety defect is not corrected after being subject to repair at least once during the lemon law rights period and at least one more time within two years or 24,000 miles (whichever comes first) after the first repair attempt;
3. The same nonconformity is not corrected after being subject to repair at least once during the lemon law rights period and at least two more times within two years or 24,000 miles (whichever comes first) after the first repair attempt; or
4. The vehicle is out of service by reason of repair to one or more nonconformities for at least 15 days during the lemon law rights period, and for a total of 30 days within any period of 24 months or 24,000 miles (whichever occurs first) after the first repair attempt. If less than 15 days remain under the lemon law rights period when the vehicle is first brought in for diagnosis or repair, the lemon law rights period for that particular problem shall be extended for a period of 90 days.

This information is not intended as legal advice. Please direct specific questions to your legal counsel.

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Georgia

Summary of the Motor Vehicle Warranty Rights Act

For vehicles purchased, leased or registered before January 1, 2009

MANUFACTURER'S RIGHT TO FINAL OPPORTUNITY TO REPAIR

If the manufacturer, its authorized agent or the dealer is unable to repair or correct any nonconformity after a **reasonable number of attempts** (as described above), the consumer must notify the manufacturer by *certified mail*, return receipt requested, or by *statutory overnight delivery* to the address provided by the manufacturer. The manufacturer is then entitled to a final repair attempt, as long as the manufacturer notifies the consumer of a reasonably accessible repair facility within seven days of receiving the consumer's notice. After the consumer delivers the vehicle to the designated repair facility, the manufacturer has fourteen days to correct the nonconformity. If the manufacturer fails to notify the consumer or complete the final repair within the time periods prescribed above, the final opportunity to repair requirement shall not apply.

Notice sufficiently complies with "statutory overnight delivery" if (1) the notice is delivered through the United States Postal Service (USPS) or through a commercial firm regularly engaged in the business of document and/or package delivery; (2) the document is to be delivered not later than the **next business day** following the day on which it is received for delivery by USPS or the commercial firm; and (3) the sender receives a receipt, signed by the addressee or its agent, acknowledging receipt of the document.

MANUFACTURER'S OBLIGATION TO REPURCHASE OR REPLACE

If the nonconformity is not corrected after the final opportunity to repair, the consumer must request by *certified mail*, return receipt requested, or *statutory overnight delivery* that the manufacturer either replace or repurchase the vehicle. The manufacturer must, within 30 days of receipt of this last request, replace or repurchase the vehicle.

DISPUTE RESOLUTION

If a manufacturer participates in an informal dispute resolution mechanism that has been certified by the Georgia Governor's Office of Consumer Affairs, then a consumer must submit a dispute under the MVWR Act to the informal dispute resolution procedure before submitting it to the Georgia new motor vehicle arbitration panel. A consumer must exhaust any certified informal dispute resolution procedure and the Georgia new motor vehicle arbitration panel remedy before filing any superior court action. The consumer has the option of either accepting or rejecting the decision of an informal dispute resolution mechanism.

Summary of the Motor Vehicle Warranty Rights Act

For vehicles purchased, leased or registered before January 1, 2009

If a decision is not rendered by the informal dispute resolution mechanism **within forty (40) days of filing**, the consumer will become eligible to apply for arbitration by the Georgia new motor vehicle arbitration panel.

Please note: To pursue remedies under the MVWR Act, the MVWR Act and related regulations require the consumer to complete, sign and return the Georgia UCC Waiver form. By signing this form, the consumer acknowledges waiver of rights under Article 2 of the Commercial Code, found at O.C.G.A. §§ 11-2-602 through 11-2-609. If the consumer is pursuing relief under the MVWR Act, the consumer must complete, sign and return the form before proceeding to arbitration. Questions about this form may be addressed to BBB AUTO LINE staff or the Georgia Governor's Office of Consumer Affairs at (404) 656-3790.

PERIOD FOR FILING CLAIMS

The MVWR Act does not specify a time period for filing a claim with an informal dispute resolution mechanism.

A consumer who rejects the decision or determination of an informal dispute resolution mechanism may request a hearing with the state-operated panel by requesting, completing, and submitting forms to the Georgia Governor's Office of Consumer Affairs, within **sixty (60) days** from the date of the rejection. To request a state arbitration application, please call (404) 656-3790.

Summary of the Motor Vehicle Warranty Rights Act
For vehicles purchased, leased or registered before January 1, 2009

REMEDIES UNDER THE GEORGIA MOTOR VEHICLE WARRANTY RIGHTS ACT

REPURCHASE OF AN OWNED VEHICLE

The Georgia MVWR Act sets out the following amounts that a manufacturer must pay when it repurchases an owned vehicle under the MVWR Act:

1. *Purchase price.* This means the cash price of the vehicle appearing in the sales agreement, including any reasonable allowance for a trade-in vehicle. In determining whether the trade-in allowance was reasonable, an arbitrator may take into account whether the purchase price of the vehicle was at a fair market value. The arbitrator may make appropriate adjustments to ensure that the consumer is made whole but not unjustly enriched.
2. *Collateral charges.* Collateral charges are those additional charges to a consumer which are wholly incurred as a result of the purchase of the vehicle. Collateral charges include but are not limited to:
 - Manufacturer or dealer installed items or service charges;
 - Earned finance charges;
 - Sales tax; and
 - Title charges
3. *Incidental costs.* Incidental costs are any reasonable expenses incurred by the consumer in connection with the repair of the vehicle, including but not limited to:
 - Payments to dealers for attempted repairs of nonconformities;
 - Towing charges; and
 - Costs of obtaining alternative transportation.
4. *Reasonable offset for use.* A reasonable offset for the consumer's use is subtracted from the amounts paid to the consumer. The MVWR Act provides that the reasonable offset for use is computed using the following formula:

$$\frac{\text{reasonable offset} \times \text{vehicle's purchase price}}{\text{100,000}}$$

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Summary of the Motor Vehicle Warranty Rights Act

For vehicles purchased, leased or registered before January 1, 2009

REPLACEMENT OF AN OWNED VEHICLE

If a manufacturer replaces a vehicle under the Georgia MVWR Act, it must give the consumer a new motor vehicle that is identical or reasonably equivalent to the motor vehicle to be replaced, as the vehicle to be replaced existed at the time of purchase or lease. In addition, the manufacturer must pay:

1. *Collateral charges.* All collateral charges, which are wholly incurred as a result of the acquisition purchase of the vehicle, which the consumer or lessor incurs a second time and which would not have been incurred again except for the replacement.
2. *Incidental costs.* Incidental costs are any reasonable expenses incurred by the consumer in connection with the repair of the vehicle, including but not limited to:
 - Payments to dealers for attempted repairs of nonconformities;
 - Towing charges; and
 - Costs of obtaining alternative transportation.

Reasonable offset for use. If a vehicle is replaced, the consumer must pay the manufacturer a reasonable offset for the vehicle's use. The MVWR Act provides that the reasonable offset for use is computed using the following formula:

$$\text{reasonable offset} = \frac{\text{\# miles directly attributable to use by the consumer before the consumer's request of repurchase or replacement}}{100,000} \times \text{vehicle's purchase price}$$

REPURCHASE OF A LEASED VEHICLE

For repurchase of a leased vehicle, the Georgia MVWR Act requires that the manufacturer pay a certain amount to the lessor, and that the lessor pay a certain amount to the lessee. The lease agreement is terminated upon the manufacturer's payment to the lessor, without any penalty for early termination.

A repurchase award will consist of the amounts that the manufacturer must pay to the lessor and the amounts the lessor must pay to the lessee:

To the lessor:

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Summary of the Motor Vehicle Warranty Rights Act

For vehicles purchased, leased or registered before January 1, 2009

1. *Purchase price.* This means the cash price paid by the lessor to a dealer or distributor to purchase the new motor vehicle.
2. *Reasonable offset for use.* A reasonable offset for the lessee's use is subtracted from the amount the manufacturer pays to the lessor. The MVWR Act provides that the reasonable offset for use is computed by the following formula:

$$\text{reasonable offset} = \frac{\begin{array}{l} \# \text{ miles directly attributable to use by} \\ \text{the lessee before the lessee's request} \\ \text{of repurchase or replacement} \end{array}}{100,000} \times \begin{array}{l} \text{vehicle's} \\ \text{purchase} \\ \text{price} \end{array}$$

From the lessor to the lessee: *Value of any trade-in and down payment or balloon payment.*

Note:

In the event the arbitrator renders a decision awarding a repurchase of a leased vehicle, and the lessee accepts the decision, if the lessor does not provide the refund as specified by the arbitrator and does not terminate the lease and release title to the vehicle, the lessee may contact the Georgia Governor's Office of Consumer Affairs for assistance.

REPLACEMENT OF A LEASED VEHICLE

If a manufacturer replaces a vehicle under the Georgia MVWR Act, the manufacturer must give the lessee a new motor vehicle that is identical or reasonably equivalent to the motor vehicle to be replaced, as the vehicle to be replaced existed at time of purchase. The contractual obligation between the lessor and lessee will not be altered except for the terms of the agreement that identified the vehicle. In addition, the manufacturer must pay *collateral charges and incidental costs* as defined below:

1. *Collateral charges.* All collateral charges that are wholly incurred as a result of the acquisition of the vehicle, which the lessor or lessee incurs a second time and which would not have been incurred again except for the replacement.
2. *Incidental costs.* Incidental costs are any reasonable expenses incurred by the lessor or lessee in connection with the repair of the vehicle, including but not limited to:
 - Payments to dealers for attempted repairs of nonconformities;
 - Towing charges; and

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Summary of the Motor Vehicle Warranty Rights Act
For vehicles purchased, leased or registered before January 1, 2009

- Costs of obtaining alternative transportation.

In addition, if a manufacturer replaces a vehicle under the Georgia MVWR Act, the lessee must pay the manufacturer a reasonable offset for use, as defined below.

Reasonable offset for use. A reasonable offset for the lessee's use shall be paid by the lessee to the manufacturer. The MVWR Act provides that the reasonable offset for use is computed by the following formula:

$$\text{reasonable offset} = \frac{\text{\# miles directly attributable to use by the lessee before the lessee's request of repurchase or replacement}}{100,000} \times \text{vehicle's purchase price}$$

Note:

Under some circumstances, the lessee may be able to seek a reimbursement for the reasonable offset for use from the lessor at the end of the lease term. Please contact the Georgia Governor's Office of Consumer Affairs for further information.

Summary of the Lemon Law

For vehicles purchased, leased or registered on or after January 1, 2009

PLEASE NOTE: The standards and remedies set forth below apply to disputes involving new motor vehicles purchased, leased or registered in Georgia on or after January 1, 2009. For standards and remedies applicable to vehicles purchased or leased before that date, see pages 2 through 9 of this summary.

STANDARDS OF THE GEORGIA LEMON LAW

The following is a brief explanation of most relevant provisions of the Georgia Lemon Law, currently codified at Georgia Code Section 10-1-780 *et seq.*

VEHICLES COVERED

The Georgia Lemon Law covers a new motor vehicle that was leased or purchased in Georgia or registered in Georgia by the original consumer. This includes a demonstrator vehicle and the self-propelled vehicle and chassis of a motor home. It does not include motorcycles, golf carts, trucks with a G.V.W. rating greater than 12,000 pounds, or vehicles that are bought used.

CONSUMERS COVERED

The Georgia Lemon Law covers a consumer who purchases or leases a new motor vehicle for personal, family, or household purposes. It also covers a business that purchases or leases no more than ten new motor vehicles a year for business purposes other than providing limousine rental services.

PROBLEMS COVERED

The Lemon Law covers vehicle nonconformities. A nonconformity is a defect, **serious safety defect**, or condition that substantially impairs the use, value, or safety of a new motor vehicle to the consumer, or renders the new motor vehicle nonconforming to a **warranty**. A nonconformity does not include a defect, a serious safety defect, or a condition that is the result of abuse, neglect, or unauthorized modification or alteration of the new motor vehicle.

“Serious safety defect” means a life-threatening defect or a malfunction that impedes the consumer’s ability to control or operate the motor vehicle for ordinary use or reasonable intended purposes or creates a risk of fire or explosion.

“Warranty” means any manufacturer’s express warranty or any affirmation

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Summary of the Lemon Law

For vehicles purchased, leased or registered on or after January 1, 2009

of fact or promise made by the manufacturer in connection with the sale of a new motor vehicle to a consumer concerning the vehicle's materials, workmanship, operation, or performance which becomes part of the basis of the bargain. The term shall not include any extended coverage purchased by the consumer as a separate item or any statements made by the dealer in connection with the sale of the motor vehicle to a consumer which relate to the nature of the material or workmanship and affirm or promise that such material or workmanship is free of defects or will meet a specified level of performance.

REPORT AND REPAIR OF NONCONFORMITIES

Nonconformities must be reported during the **lemon law rights period**, which is the period ending two years after the date of the original delivery of a new motor vehicle to a consumer OR the first 24,000 miles of operation after delivery of a new motor vehicle to a consumer, whichever occurs first.

If a consumer reports a nonconformity during the lemon law rights period, the manufacturer, its authorized agent or dealer must be allowed a **reasonable number of attempts** to repair and correct the nonconformity.

REASONABLE NUMBER OF REPAIR ATTEMPTS

A reasonable number of attempts shall be deemed to have been undertaken by the manufacturer, its authorized agent or the dealer if, during the lemon law rights period:

1. A serious safety defect has been subject to repair one time and has not been corrected;
2. The same nonconformity that is not a serious safety defect has been subject to repair three times and has not been corrected; or
3. The vehicle is out of service by reason of repair of one or more nonconformities for a cumulative total of 30 days.

If the lemon law rights period should expire while the vehicle is being repaired, the lemon law rights period is extended until that repair attempt has been completed.

“Repair attempt” means the replacement of a component or some adjustment made to correct a nonconformity. An examination of a reported nonconformity, without any adjustment or component replacement, may constitute a repair attempt if it is later

Summary of the Lemon Law

For vehicles purchased, leased or registered on or after January 1, 2009

shown that repair work was justified. An examination or repair performed by any person not authorized by the manufacturer or its authorized agent is not considered a repair attempt. If the new motor vehicle is a motor home and the consumer goes to a repair facility for repair of a nonconformity while traveling, and that facility does not have the necessary part(s) to perform the repair, and the consumer elects to continue traveling and seek repair of the nonconformity at another repair facility rather than wait for the initial facility to get the part(s), then the visit to the initial repair facility does not constitute a repair attempt.

An “out of service” day means any day, including weekends and legal holidays, when a vehicle is left at a repair facility of the manufacturer’s agent or dealer for examination or repair of a nonconformity. The number of out of service days for each visit commences the day the vehicle is brought to the facility for that repair work and ends the day the work is completed. Out of service days do not include (1) any day a vehicle is dropped off at the repair facility after close of business; or (2) any day on which the vehicle is left at the repair facility exclusively for routine maintenance; for repair of problems not found to be nonconformities; or for repair of nonconformities after the expiration of the lemon law rights period.

MANUFACTURER’S RIGHT TO FINAL OPPORTUNITY TO REPAIR

If the manufacturer, its agent, or the new motor vehicle dealer is unable to repair and correct a serious safety defect or the same nonconformity after a **reasonable number of attempts** (as described on page 11), the consumer must notify the manufacturer and allow a final opportunity to repair. (The requirement for a final opportunity to repair does not apply if the vehicle was out of service by reason of repair of one or more nonconformities for a cumulative total of 30 days within the lemon law rights period.)

This notice must be sent by *certified mail*, return receipt requested, or by *statutory overnight delivery* to the address provided by the manufacturer and must include relevant information about the vehicle, the nonconformity, and the previous repair attempts. The manufacturer is then entitled to a final repair attempt, as long as the manufacturer notifies the consumer of a reasonably accessible repair facility within 7 days of receiving the consumer’s notice. The manufacturer must complete the final repair attempt within 28 days after receiving the consumer’s notice.

However, if the consumer delivers the vehicle to the repair facility more than 14 days after the manufacturer received the consumer’s notice, the 28 day period is extended and the manufacturer has 14 days from the date the consumer delivers the vehicle to the repair facility to complete the final repair attempt.

Summary of the Lemon Law

For vehicles purchased, leased or registered on or after January 1, 2009

If the manufacturer fails to notify the consumer or complete the final repair within the time periods prescribed above, the final opportunity to repair requirement shall not apply.

Notice sufficiently complies with “statutory overnight delivery” if (1) the notice is delivered through the United States Postal Service (USPS) or through a commercial firm regularly engaged in the business of document and/or package delivery; (2) the document is to be delivered not later than the **next business day** following the day on which it is received for delivery by USPS or the commercial firm; and (3) the sender receives a receipt, signed by the addressee or its agent, acknowledging receipt of the document.

MANUFACTURER’S OBLIGATION TO REPURCHASE OR REPLACE

If the nonconformity is not corrected after the final opportunity to repair, or if the vehicle was out of service by reason of repair to any nonconformities for a cumulative total of 30 days within the lemon law rights period, the consumer must request, by *certified mail*, return receipt requested, or *statutory overnight delivery* that the manufacturer either replace or repurchase the vehicle. The manufacturer must, within 20 days of receipt of this last request, replace or repurchase the vehicle.

DISPUTE RESOLUTION

If the manufacturer participates in an informal dispute resolution mechanism that has been certified by the Georgia Governor’s Office of Consumer Affairs, then a consumer must submit a dispute under the Lemon Law to the informal dispute resolution procedure before submitting it to the Georgia new motor vehicle arbitration panel. A consumer must exhaust any certified informal dispute resolution procedure and the Georgia new motor vehicle arbitration panel remedy before filing any superior court action. The consumer has the option of either accepting or rejecting the decision of an informal dispute resolution mechanism.

If a decision is not rendered by the informal dispute mechanism **within forty (40) days of filing**, the consumer will become eligible to apply for arbitration by the Georgia new motor vehicle arbitration panel.

Summary of the Lemon Law

For vehicles purchased, leased or registered on or after January 1, 2009

PERIOD FOR FILING CLAIMS

For any vehicle purchased, leased or registered on or after January 1, 2009, a consumer must file a claim with the informal dispute resolution mechanism within **one year after the expiration of the lemon law rights period** (as described on page 11).

A consumer who rejects the decision or determination of an informal dispute resolution mechanism may request a hearing with the state-operated panel by requesting, completing, and submitting forms to the Georgia Governor's Office of Consumer Affairs, within **sixty (60) days** from the date the mechanism concludes its proceedings or within **one year after expiration of the lemon law rights period**, whichever occurs later. To request a state arbitration application, please call (404) 656-3790.

Summary of the Lemon Law

For vehicles purchased, leased or registered on or after January 1, 2009

REMEDIES UNDER THE GEORGIA LEMON LAW

REPURCHASE OF AN OWNED VEHICLE

The Georgia Lemon Law sets out the following amounts that a manufacturer must pay when it repurchases an owned vehicle under the Lemon Law:

1. *Purchase price.* This means the cash price of the vehicle appearing in the sales agreement, including any reasonable allowance for a trade-in vehicle
2. *Collateral charges.* Collateral charges are those charges incurred by a consumer as a result of the purchase of the vehicle. Collateral charges include but are not limited to:
 - Sales tax;
 - Title charges;
 - Factory or dealer installed options; and
 - Earned finance charges
3. *Incidental costs.* Incidental costs are any reasonable expenses incurred by the consumer in connection with the repair of the vehicle, including but not limited to:
 - Payments to dealers for attempted repairs of nonconformities;
 - Towing charges; and
 - Costs of obtaining alternative transportation.
4. *Reasonable offset for use.* A reasonable offset for the consumer's use is subtracted from the amounts paid to the consumer. The Lemon Law provides that the reasonable offset for use is computed using the following formula:

$$\begin{array}{rcl} \text{reasonable} & \text{\#miles directly attributable to use by} & \text{vehicle's} \\ \text{offset} = & \text{consumer before consumer first delivered} & \text{purchase} \\ & \text{vehicle for repair of nonconformity} & \text{price} \\ & \text{-----} & \\ & 120,000 \text{ (90,000 for motor home)} & \end{array}$$

Refunds under this provision will be made to the consumer and to the lien holder of record, if applicable.

Summary of the Lemon Law

For vehicles purchased, leased or registered on or after January 1, 2009

REPLACEMENT OF AN OWNED VEHICLE

If a manufacturer replaces an owned vehicle under the Georgia Lemon Law, it must give the consumer a new motor vehicle that is identical or at least equivalent to the motor vehicle to be replaced, as the vehicle to be replaced existed at the time of purchase. In addition to replacing the vehicle, the manufacturer must pay the consumer for:

1. *Incidental costs.* Incidental costs are any reasonable expenses incurred by the consumer in connection with the repair of the vehicle, including but not limited to:
 - Payments to dealers for attempted repairs of nonconformities;
 - Towing charges; and
 - Costs of obtaining alternative transportation.
2. *Charges.* All charges that the consumer will incur as a result of the replacement transaction.

REPURCHASE OF A LEASED VEHICLE

For repurchase of a leased vehicle, the Georgia Lemon Law requires that the manufacturer pay certain amounts to the lessor and to the lessee. A repurchase award will consist of the following amounts that the manufacturer must pay to the lessee and the lessor:

To the lessee:

1. *Lessee cost.* An amount equal to all payments made by the lessee under the lease agreement, including but not limited to, the aggregate payment made at the inception of the lease agreement or contract, inclusive of any allowance for a trade-in vehicle, and all other lease payments made by or on behalf of the lessee.
2. *Incidental costs.* Incidental costs are any reasonable expenses incurred by the consumer in connection with the repair of the vehicle, including but not limited to:
 - Payments to dealers for attempted repair of nonconformities;
 - Towing charges; and
 - Costs of obtaining alternative transportation.
3. *Reasonable offset for use.* A reasonable offset for the lessee's use of the nonconforming vehicle is subtracted from the amounts paid to the lessee. The

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Summary of the Lemon Law

For vehicles purchased, leased or registered on or after January 1, 2009

Georgia Lemon Law provides that the reasonable offset for use is computed using the following formula:

$$\begin{array}{rcl} \text{reasonable offset} = & \frac{\begin{array}{l} \text{\#miles directly attributable to use by} \\ \text{consumer before consumer first delivered} \\ \text{vehicle for repair of nonconformity} \end{array}}{\text{-----}} & \times \begin{array}{l} \text{agreed upon} \\ \text{value of vehicle} \\ \text{shown in lease} \\ \text{agreement} \end{array} \\ & 120,000 \text{ (90,000 for motor home)} & \end{array}$$

To the lessor:

1. An amount equal to 110 percent of the adjusted capitalized cost shown in the lease agreement for the nonconforming vehicle.

After the manufacturer pays the amount to the lessor, and after the lessee pays the lessor any past due payments, the lease agreement is terminated, with no penalty for early termination.

REPLACEMENT OF A LEASED VEHICLE

If a manufacturer replaces a leased vehicle, the Georgia Lemon Law requires the manufacturer to give the lessee a new motor vehicle that is identical or at least equivalent to the motor vehicle to be replaced, as that vehicle existed at time it was leased. All terms of the existing lease contract will remain in effect, except for the terms of the agreement that identified the vehicle. In addition to replacing the vehicle, the manufacturer must pay the lessor and/or the lessee for certain *charges and incidental costs* as defined below:

1. *Charges.* All charges that **either the lessor or the lessee, or both**, will incur as a result of the replacement transaction.
2. *Incidental costs.* Incidental costs are any reasonable expenses incurred **by the lessee** in connection with the repair of the vehicle, including but not limited to:
 - Payments to dealers for attempted repairs of nonconformities;
 - Towing charges; and
 - Costs of obtaining alternative transportation.

Motor Vehicle Defect Notification

(Please print clearly in ink. If you do not wish to receive letters or other written solicitations from private attorneys, check below)

☐ I DO NOT WISH TO RECEIVE WRITTEN SOLICITATION MATERIALS FROM AN ATTORNEY

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

☐ The vehicle has been out of service at least 15 days to repair one or more substantial defects.

☒ 3 or more repair attempts have been made to repair the same substantial defect or condition.

Description of continuing defect(s) or condition(s) engine popping/knocking, A/C doesn't function properly after long
length of time, popping sound coming from panoramic sun-roof, thick white smoke come from exhaust,
black residue on the exhaust pipe, seat belt melting, leather in car is cracking, navigation system impractical
(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)

I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Vehicle Make 2016 Kia Optima EX Model Optima EX Year 2016

VIN 5'X'X'G'U'4'L'3'1'G'G' [REDACTED] Date of Delivery 3-28-16

Name and City/State of selling dealer or leasing company (if applicable) Kia Valley of Stonecrest

Name and City/State of authorized service agent(s) attempting previous repairs: Kia Valley of Stonecrest,
Kia Valley of Morrow and Kia Valley of Gwinnette

Consumer [REDACTED]
Address [REDACTED]
Lithonia GA

Home phone [REDACTED]
Work phone [REDACTED]
Signature [REDACTED]
Date Mailed Sep 21, 2016 @ 4:01pm (1/98)

please see attached documents. 2 pages.

I waited until I could capture the sound on video and sent over a complaint along with the video footage to Kim Robertson from Kia of Morrow Ga as instructed by corporate. Kim contacted me and confirmed that she received the footage and I informed her I had a planned out of town trip in which I had to drive to and she suggested I put the car on the road and further capture evidence to build the case. During that trip I discovered that the A/C goes out after a long duration of running, it starts to blow out warm to hot air with an odor (smoke) and starts this loud reeving sound (compressor going out). Upon my return from my trip, I gave my evidence and she gained possession of the vehicle and put me in a rental 1 week. That was just the beginning of an on-going process. I contacted corporate after being made felt like I was incompetent and my concerns continued to go unaddressed. These are the scenarios which surrounds my case and complaint. My current and present unaddressed concerns of my present vehicle 2016 Kia Optima EX w/ panoramic sun-roof is as follows:

- Engine Popping/knocking
- A/C doesn't function properly after long length of time
- Popping sound coming from panoramic sun-roof
- Thick white smoke comes from the exhaust
- Black residue the exhaust pipe
- Melting of the seat belt fabric (interior)
- The leather is cracking on the seats (interior)
- The car doesn't properly accelerate (RPM)
- The navigation system is impractical

I am sending this with the hopes that this is my last stop and resolution is made to my satisfaction. I am a wise shopper therefore I ensure that all my purchases are warranted with that being said I expect that with what I have paid and the warranties guaranteed me we will resolve amicably.

A Concerned Customer,



9/21/2016

[REDACTED]
Lithonia Ga [REDACTED]

[Type the recipient address]

To whom it may concern:

I purchased a Brand New fully loaded 2016 Kia Optima EX with panoramic sun-roof from Kia Nalley of Stonecrest on 3/28/2016. The day of the purchase was almost perfect, the sales rep was very attentive and understood my need to have a **reliable and safe vehicle** at least that is how I felt when convinced my needs were met and I made my purchase. I left the lot that day comfortable with what was said to me by the sales rep only to find 3 days later I would be treated like I was incoherent and have no right to bring any concerns of my recent purchase from them to them. When I left the lot I opened my new sun-roof excited to use it rightfully so and heard some strange popping sounds coming from the area while it was open and the car was in motion. I simply by passed it and assumed it was because it was a brand new vehicle it needed to get used to being used. Well, time went on and the popping became more apparent and it was happening now while the car is parked in the garage amongst that I started to notice the speakers inside the car sounded as though they were blown. That is what prompted me to return back to the dealership 3 days after purchase and present the concerns I have of the vehicle.

I was treated horribly as though I was there to make a scene and they threatened to call the authorities when I simply demanded that I be treated with respect to the degree of the money I spent with the company. I was turned away as though my concerns were not valid enough. They said the speakers were normal and they could not "duplicate the malfunction stated" as far as the sun-roof was concerned. Against my better judgement with fear of the glass shattering over myself and my children's head I left the lot. I kept my payments current (actually ahead of time) and continued driving the vehicle. Shortly after, I would say a week later I went into my garage and heard a ticking/popping sound seems as though it coming from the front of the hood.

[Type the company name]

Pe19-004

KIA

6/28/2019

DEFECT C

CA FILES

OPITIMA







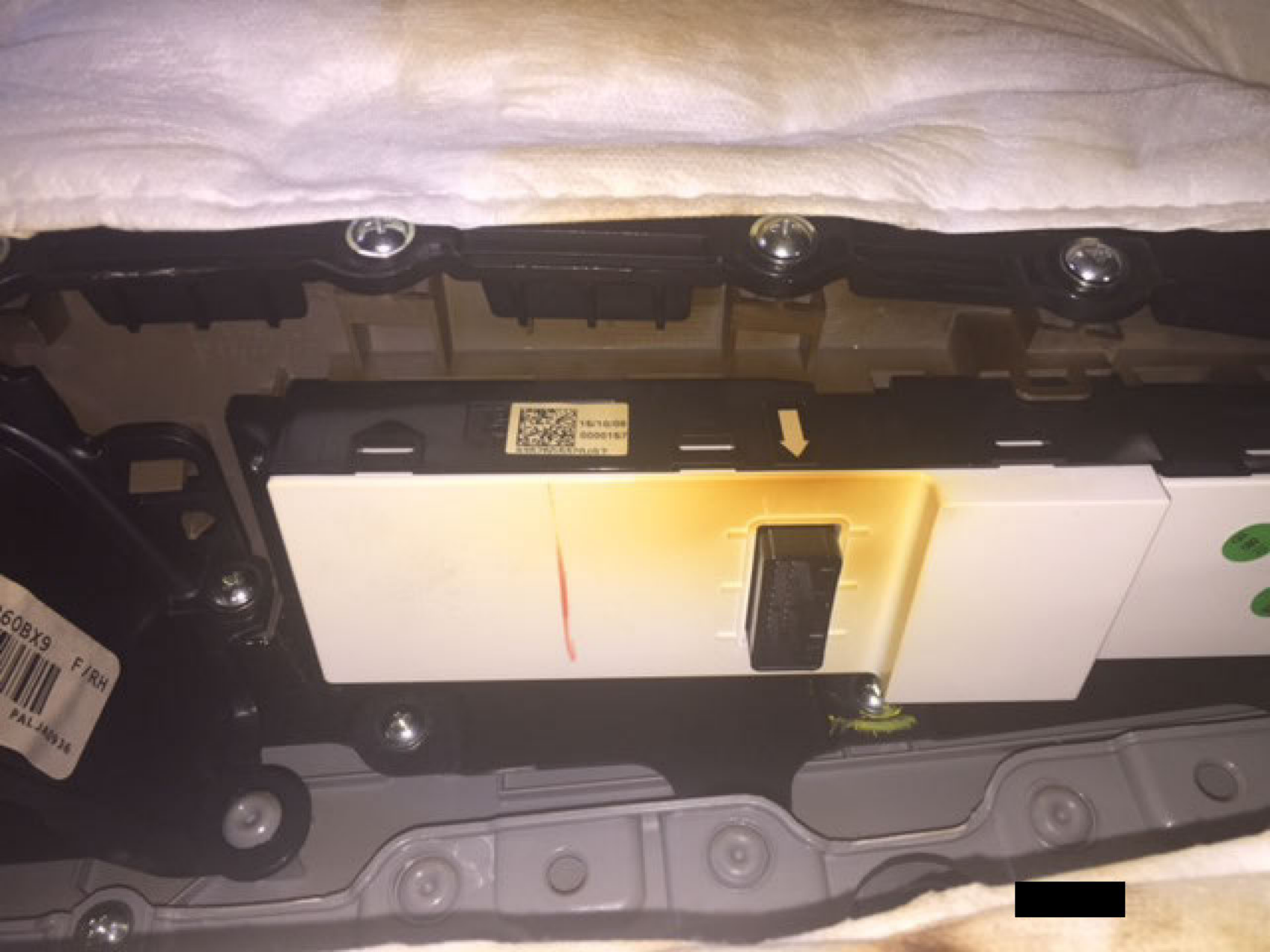






⊗ **PSIS**
VER 1.1
P/N: 100-100-100
C/N: 100-100-100
Serial Number: 100-100-100





60BX9
F/RH
PAL 28036





Pe19-004

KIA

6/28/2019

DEFECT C

CA FILES

OPITIMA





1701 St. Michaels Drive - Santa Fe, NM 87505
(505) 982-1957

SERVICE DEPARTMENT HOURS

7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 1:00 p.m. Saturday

R/O Open Date	R/O Number
10/25/16	
R/O Close Date	Status
10/25/16	Reprint
Mileage In	Mileage Out
4383	4383
Service Advisor / Tag #	
JUSTON GOLOB	
Vehicle Identification Number	
5XXGU4L35GC	
Delivery Date	In-Service Date
3/28/16	3/28/16
Color	License Number
SNOW WHITE	

Work Phone			
Home Phone			
Year	Make	Model	Body
2016	KIA	OPTIMA	4DR SDN EX
16138			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: Email:	
#1 - MR 01: ADJUSTMENTS CUSTOMER STATES INTERIOR LIGHTS INOP DOME LIGHT HOUSING GETTING HOT AND CAUSING A SHORT ON BULES Work performed by CHAVEZ, SERGIO(517) PARTS ON ORDER	
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 any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.	
LABOR .00	
PARTS .00	
DEDUCTIBLE .00	
SUBLET .00	
SHOP SUPPLIES .00	
HAZARDOUS MATERIALS .00	
SALES TAX OR TAX I.D. .00	
SPECIAL ORDER DEPOSIT .00	
DISCOUNTS .00	
TOTAL DUE .00	
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.	
X	



1701 St. Michaels Drive - Santa Fe, NM 87505
(505) 982-1957

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 1:00 p.m. Saturday

R/O Open Date	R/O Number
10/18/16	
R/O Close Date	Status
10/18/16	Reprint
Mileage In	Mileage Out
4176	4176
Service Advisor / Tag #	
JUSTON GOLOB,	
Vehicle Identification Number	
5XXGU4L35GC	
Delivery Date	In-Service Date
3/28/16	3/28/16
Color	License Number
SNOW WHITE	

HERNANDEZ, NM		Work Phone
		Home Phone
Year	Make	Model
2016	KIA	OPTIMA
		Body
		4DR SDN EX
16138		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: Email:	
#1 - MR 01: ADJUSTMENTS CUSTOMER STATES INTERIOR LIGHTS DO NOT WORK FLOOR LIGHT, DOME LIGHTS, ETC.... INTERIOR LAMP FUSE Work performed by CHAVEZ, SERGIO(517) REPLACE INTERIOR LAMP FUSE COMPLETED.	Warranty
#2 - MR 70: CAMPAIGNS SA240A JF/UM VCM LOGIC IMPROVEMENT Work performed by CHAVEZ, SERGIO(517) 160A27R0 N99/C99 P/N 39108 2GGC0 UPDATE COMPLETED.	Warranty

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	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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1701 St. Michaels Drive - Santa Fe, NM 87505
(505) 982-1957

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 1:00 p.m. Saturday

R/O Open Date	R/O Number
10/18/16	
R/O Close Date	Status
10/18/16	Reprint
Mileage In	Mileage Out
4176	4176
Service Advisor / Tag #	
JUSTON GOLOB/	

HERNANDEZ, NM				Work Phone	Vehicle Identification Number
				Home Phone	5XXGU4L35GG
Year	Make	Model	Body	Delivery Date	In-Service Date
2016	KIA	OPTIMA	4DR SDN EX	3/28/16	3/28/16
16138				Color	License Number
				SNOW WHITE	

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
Cell: [REDACTED]	Email: [REDACTED]	
#1 - MR 01: ADJUSTMENTS CUSTOMER STATES INTERIOR LIGHTS DO NOT WORK FLOOR LIGHT, DOME LIGHTS, ETC.... INTERIOR LAMP FUSE Work performed by CHAVEZ, SERGIO(517) REPLACE INTERIOR LAMP FUSE COMPLETED.		Warranty
#2 - MR 70: CAMPAIGNS SA240A JF/UM VCM LOGIC IMPROVEMENT Work performed by CHAVEZ, SERGIO(517) 160A27R0 N99/C99 P/N 39108 2GGC0 UPDATE COMPLETED.		Warranty
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
		.00
		PARTS
		.00
		DEDUCTIBLE
		.00
		SUBLET
		.00
		SHOP SUPPLIES
		.00
		HAZARDOUS MATERIALS
		.00
		SALES TAX OR TAX I.D.
		.00
		SPECIAL ORDER DEPOSIT
		.00
		DISCOUNTS
		.00
		TOTAL DUE
		.00
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.		
X		



1701 St. Michaels Drive - Santa Fe, NM 87305
(505) 982-1957

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 1:00 p.m. Saturday

R/O Open Date	R/O Number
6/27/16	
R/O Close Date	Status
6/27/16	Reprint
Mileage In	Mileage Out
1918	1918
Service Advisor / Tag #	
CARLOS LOPEZ TO	
Vehicle Identification Number	
5XXGU4L35G	
Delivery Date	In-Service Date
3/28/16	3/28/16
Color	License Number
SNOW WHITE	

HERNANDEZ, NM			Work Phone	
			Home Phone	
Year	Make	Model	Body	
2016	KIA	OPTIMA	4DR SDN EX	
16138				

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - MR 01: ADJUSTMENTS CUSTOMER STATES ROOM LIGHT INOP (SOP) CHECK VEHICLE AND FOUND ROOM DOME LIGHT NOT WORKING PROPERLY. Work performed by CHAVEZ, SERGIO(517) Installed 92870 D4000CGA :LAMP ASSY-REAR PERSO Qty: 1 RENEW ROOM LAMP AND TESTED. COMPLETED. LABOR OF COMPLETED.	Warranty Warranty
#2 - MR 01CUST360: KIA CUSTOMER 360 INSPECTION \$29.99 VALUE AT NO CO Work performed by CHAVEZ, SERGIO(517) COMPLETED AND WASHED.	

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	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



1701 St. Michaels Drive - Santa Fe, NM 87505
(505) 962-1957

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 1:00 p.m. Saturday

R/O Open Date	R/O Number
6/13/16	
R/O Close Date	Status
6/13/16	Reprint
Mileage In	Mileage Out
1649	1649
Service Advisor / Tag #	
CARLOS LOPEZ TO	
Vehicle Identification Number	
5XXGU4L35G6	
Delivery Date	In-Service Date
3/28/16	3/28/16
License Number	

HERNANDEZ, NM			Work Phone		
			Home Phone		
Year	Make	Model	Body	Color	License Number
2016	KIA	OPTIMA	4DR SDN EX	SNOW WHITE	
16138					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: Email:	
#1 - MR 01: ADJUSTMENTS CUSTOMER STATES INTERIOR LIGHTS ARE INOP CHECK VEHICLE AND FOUND THE FUSE FOR THE ROOM LAMP WAS BLOWN, RENEW FUSE AND IT BLOWED AGAIN. CHECK SYSTEM AND FOUND THE REAR DOME LIGHT IS FAULTY Work performed by CHAVEZ, SERGIO(517) Ordered 92870 D4000CGA :LAMP ASSY-REAR PERSO Qty: 1 PART ON ORDER.	Warranty Warranty
#2 * MR 01CUST360: KIA CUSTOMER 360 INSPECTION \$29.99 VALUE AT NO CO ADDED OPERATION Work performed by CHAVEZ, SERGIO(517) COMPLETED AND WASHED.	

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	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

Pe19-004

KIA

6/28/2019

DEFECT C

CA FILES

OPITIMA





Pe19-004

KIA

6/28/2019

DEFECT C

CA FILES

SOUL

2018 SOUL_ACCIDENT
SCRIPTS_ALLEGED DEFECT
C_EXPANDED SCOPE

Accident Report

Case [REDACTED]

Report Details

Pe19-004

KIA

6/28/2019

DEFECT C

CA FILES

SOUL

2018 SOUL_CA REPORTS_ALLEGED
DEFECT C_EXPANDED SCOPE

Kia Motors America

Consumer Affairs Department

Page 1 of 6

<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2018 SOUL	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJX3AA8J7 ██████████	██████████	4,500
Knoxville, TN, ██████████		Prod. Date: 02/22/2018	Dealer: TN046 Parkside KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Others

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Case History

*** 10/04/2018 09:05:38 (GMT-07:00) Arizona ***

Contact = ██████████ ██████████ Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 10/04/2018 09:04:43 (GMT-07:00) Arizona and created by Debra Rustin ***

Customer states

- 1.had veh 2 months now
- 2.been in shop 4 times
- 3.not the veh we wanted
- 4.we do not like it
- 5.2 diff dlrs cant find anything wrong wiht it
- 6.not throwing codes
- 7.almost got in an accident in chicago

Writer states

- 1.apologised
- 2.Where is your veh now?

Customer states

- 1.at home
- 2.we stopped driving it

Writer states

- 1.what is veh doing?
- 2.

Customer states

- 1.lost all power
- 2.steering anf brakes
- 3.when i popped the hood it looked like the motor mounts were broke
4. no dlr near us
- 5.took to parkside kia
- 6.couldnt find anything
- 7.got it back and it drove like whwn we just got it
- 8.had transmission problems
- 9.wouldnt go into drive or reverse
- 10.dlr said operating as designed
- 11.started blowing white smoke
- 12.pouring out of all the vents
- 13.smelled like something was on fire
- 14.popped the hood but didnt find anything
- 15.took to rusty wallace kia
- 16.couldnt find any codes
- 17.all these times they say bring it back if it does it again

Writer states

- 1.and has it done it again?

***call dropped

*** Phone - Call - Inbound created on 10/04/2018 09:13:34 (GMT-07:00) Arizona and created by Debra Rustin ***

Writer states

1. called customer back
- 2.so you just parked the veh?

Kia Motors America

Consumer Affairs Department

Page 2 of 6

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2018 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJX3AA8J7	[REDACTED]	[REDACTED]	4.500
Knoxville , TN, [REDACTED]		Prod. Date: 02/22/2018		Dealer: TN046 Parkside KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Others

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Customer states

- 1.yes they tell us its not throwing a code
- 2.its not reliable
- 3.already had issues within 2 months
- 4.they say just to drive it cuz its covered
- 5.warranty doesnt cover death
- 6.i feel its a death trap

Writer states

- 1.apologised
- 2.what are you requesting from kia ?

Customer states

- 1.my money back or something different
- 2.we dont want to keep it

Writer states

- 1.what dlrs were you at?

Customer states

- 1.rusty wallace and parkside kia
- 2.we bought it at parkside kia in knoxville

Writer states

- 1.your requesting buyback?

Customer states

- 1.yes

Writer states

- 1.please refer to your wcim
- 2.i will escalate your case
- 3.someone will contact you in 2-3 business days

Customer states

- 1.ok, thanks
- ***accepted survey***

*** Phone - Call - Outbound created on 10/04/2018 09:41:50 (GMT-07:00) Arizona and created by Debra Rustin

Writer States:

1. CALLED TN035 / NO ANSWER

*** Phone - Call - Outbound created on 10/04/2018 09:56:50 (GMT-07:00) Arizona and created by Debra Rustin

Writer States:

1. Spoke to TN046/ Matt/SM
2. Calling to get repair information
3. Asked the following questions:

Kia Motors America
Consumer Affairs Department

Page 3 of 6

Last name	First name	VIN of 2018 SOUL	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AA8J7 [REDACTED]	[REDACTED]	4,500
Knoxville , TN, [REDACTED]		Prod. Date: 02/22/2018	Dealer: TN046 Parkside KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Others

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Customer Name [REDACTED]
Customer phone #: [REDACTED]
Customer address: SAME ON FILE
VIN: KNDJX3AA8J7 [REDACTED]
MY and Mileage: 2018 SOUL

WE HAVE NO SERVICE HISTORY FOR THIS CUSTOMER, NO VIN
TN046/MIKE/SALES
1. **PROVIDED VIN**

*** Phone - Call - Outbound created on 10/04/2018 10:00:48 (GMT-07:00) Arizona and created by Debra Rustin ***

Writer States:

1. Spoke to TN035/BRIAN
2. Calling to get repair information
3. Asked the following questions:

Customer Name [REDACTED]
Customer phone #: [REDACTED]
Customer address: SAME ON FILE
VIN: KNDJX3AA8J7 [REDACTED]
MY and Mileage: 2018 SOUL 4,258
Most recent RO# [REDACTED]
Open: 10/3/18
Close: 10/3/18
Days Down:
Most recent Repair Issue and Diagnosis: could not duplicate, moisture in air
Customer says: white smoke coming out of vents
Able to Duplicate (Y or N): NO
Repeat Repair: NO
Repair History :
ETA for completion of repairs:
Parts on order: NO
part#, order#:
Techline Case : NO
Rental/Loaner Provided? NO
Dealer contacted DPSM:
Vehicle repaired?: NO
Customer has possession?: YES
Dealer Code/Selling Dealer: TN046
Original Owner: YES
What is current Customer Request: BUYBACK

*** Phone - Others created on 10/04/2018 10:34:52 (GMT-07:00) Arizona and created by Debra Rustin ***

CUSTOMER STATES BUYBACK

Forward to ECR

- 1 Customer states veh has been at dlr 4 times in 2 months
- 2 TN046 states no repair history
- 3 TN035 states there once, no duplicate
- 4 Dispatching because customer states buyback
- 4 DPSM has been advised and customer referred to WCIM

Kia Motors America

Consumer Affairs Department

Page 4 of 6

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2018 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJX3AA8J7	[REDACTED]	[REDACTED]	4.500
Knoxville , TN, [REDACTED]		Prod. Date: 02/22/2018		Dealer: TN046 Parkside KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Others

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

5 Please review and follow up accordingly

*** Case [REDACTED] is sent on 10/4/2018 10:35:45 by Debra Rustin

To: rforbus@kiausa.com

Cc: drustin@kiaconsumeraffairs.com

Title: NO ACTION REQUIRED - Case Escalation:TN035, [REDACTED] [REDACTED]

*** 10/04/2018 10:36:32 (GMT-07:00) Arizona ***

Dispatched from WIPBin = Escalate to Queue Southern Region ECR by Debra Rustin

Reason:

*** 10/05/2018 08:27:27 (GMT-07:00) Mountain Time (US & Canada) ***

Accepted from Queue Southern Region ECR to WIPBin Charles Chastain by Julie Miller

*** 10/05/2018 10:00:03 (GMT-07:00) Mountain Time (US & Canada) ***

Assigned to WIPBin Charles Default of Charles Chastain by Julie Miller

Reason:

*** Phone - Call - Inbound created on 10/05/2018 11:58:57 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***

wrt called cust left vm:

1. calling in regards to your vehicle
2. if you can call wrt back
3. gave number and case i.d

*** Email - External Email Sent created on 10/05/2018 12:00:08 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***

Hello,

I was trying to reach you in regards to your vehicle. If you can please contact me back.

Thank You,

*** Phone - Call - Outbound created on 10/08/2018 11:04:59 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***

cust called in:

wrt states:

1. wrt was calling in regards to your vehicle
2. apologize about the issues there
3. but wrt shows you took it to a couple of dealerships
4. but one dealership say you never taken it there
5. and the parkside kia say they cant duplicate it
6. and youve taken it there once

cust states:

1. parkside kia ive taken it there 3 times
2. but only gave me paperwork one time
3. and they told me just to drive it

Kia Motors America

Consumer Affairs Department

Page 5 of 6

<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2018 SOUL	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJX3AA8J7 [REDACTED]	[REDACTED]	4,500
Knoxville, TN, [REDACTED]		Prod. Date: 02/22/2018	Dealer: TN046 Parkside KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Others

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

4. because its still under warranty
5. but this is my wifes car
6. and she drive it
7. and i think its a blown head gasket
8. the car loses power and it smokes
9. and ive told the dealership this but they said theyve checked everthing
10. which i dont think they did
11. and i want my car fixed or my money back
12. and they told me to call you to make a case

wrt states:

1. wrt does apologize about that
2. but they have to be able to be duplicate the issue
3. and we do not have a buy back program
4. we are in accordance with your state lemon laws
5. and you can refer to your WICM
6. but if there has been no repairs made on your vehicle
7. wrt is not a lemon law attorney and you can check into this for yourself
8. your vehicle wouldnt qualify
9. but wrt can send you some paperwork on that

cust states:

1. well i just figured you want a happy customer
2. and would trade me out of the vehicle

wrt states:

1. if you want to trade out of the vehicle
2. you would have to speak with the dealership in regards to that
3. we do not own the dealership
4. so they would have to talk to you about number and everything

cust states:

1. ok

wrt states:

1. but wrt recommends that you take your vehicle to a different kia dealership
2. if you dont think this dealership is doing all they say
3. you can take it to another kia dealership
4. and get a second opinion
5. and only two things are going to happen
6. they either find something wrong with it like you say
7. and the fix it under warranty
8. or they say they cant duplicate it

cust states:

1. ok

wrt states:

1. and wrt does apologize again

cust states:

1. ok thank you

Kia Motors America

Consumer Affairs Department

Page 6 of 6

<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2018 SOUL	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJX3AA8J7 ██████████	██████████	4.500
Knoxville , TN, ██████████		Prod. Date: 02/22/2018	Dealer: TN046 Parkside KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Others

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

*** Email - External Email Sent created on 10/08/2018 11:10:09 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***
Hello,

Per our conversation I have attached above the acknowledgement letter.

Thank You

*** 10/08/2018 11:11:24 (GMT-07:00) Mountain Time (US & Canada) ***
Closed by Charles Chastain with Resolution Code : Information Given
[Resolution Summary]



Kia Motors America, Inc.

Consumer Affairs

PO Box 52410

Irvine, CA 32619-2410

Charles C.
Direct: 520.770.4750
kia@kiausa.com

Sent via email to: [REDACTED]

October 8, 2018

[REDACTED]
[REDACTED]
LA FOLLETTE, TN [REDACTED]

Re: Message or Request ID: [REDACTED]

Last Name: [REDACTED]

Email: [REDACTED]

MY Kia MODEL: Soul

VIN: KNDJX3AA8J7 [REDACTED]

Dear Mr. and Ms. [REDACTED]

Thank you for contacting the Kia Motors America Consumer Assistance Center. Our records indicate that you contacted us on **October 4, 2018** requesting assistance in regard 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 provide legible copies of the following documents:

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)

Please submit the documents directly to our Kia Consumer Assistance Center, online by visiting <https://ksupport.kiausa.com/ConsumerAffairs> and, select the option to "Add Note or Attachment to Existing Case." Alternatively, you may forward your documents via email or fax. Upon receipt of the necessary information, you will be contacted directly by a Kia Motors America 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,

Charles C.
Kia Consumer Assistance Center
Kia Motors America, Inc.
Phone: (520)770.4750
Fax: (866)852.6617
Email: KIA@kiausa.com

Kia Consumer Affairs Information Request Form

Customer Information:

Vehicle Owner: _____

Vehicle Co-Owner (if applicable): _____

Mailing Address: _____
Street Address

City, State Zip

Telephone: () - Telephone (Alt.): () -

Fax: () - Email: _____

Vehicle Information:

Model Year: _____ Model: _____ Current Mileage: _____

Selling Dealership, City, State: _____

Servicing Kia Dealership(s):

Dealer 1: _____

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: _____ Mileage at Purchase (if used): _____

First Repair Attempt Date: _____ First Repair Attempt Mileage: _____

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

Date of accident/damage: _____

Description of Damage: _____

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)					
(2)					
(3)					
(4)					
(5)					
(6)					
(7)					
(8)					
(9)					
(10)					
(11)					
(12)					
(13)					
(14)					
(15)					

