



















Consumer Assistance Center Case Report

Printed By: ERuiz

Case Number

01/04/2011 02:47:35 PM

Case Details

Title: FLEET / POSSIBLE FIRE UNDERNEATH VEH/ DTD 12/20

VIN: KNAFU4A20A

Mileage: 27496

Priority: Non-Priority

Severity: Low

Status: Working

Case Type Level1: Complaint

Case Type Level2: Repair Assistance

Case Type Level3: Not Applicable

Owner: Ezequiel Ruiz

Owner Email: zruiz@crosscountry-auto.com

Contact Details

Name: 1203 JENNIFER BROWN Enterprise Rent-a-car

Phone: (615) 39-5330

Alt Phone:

Fax:

Address1: 520 Olin Taylor Dr.

Address2:

City: Nashville

State: TN

Zip: 37217

Email:

Dealer Details

Code: TN032

Name: Rusty Wallace Kia

Case History

*** PHONE LOG 01/04/2011 02:05:55 PM (Local Time) RSabin Action Type:

CASE CREATED BY SVC ALERT

1. DENNIS TN032

KNAFU4A20A

ENTERPRISE

RO DT 1/3/2011

SOMETHING IGNITED UNDERNEATH THE CAR

FIRE CAME UP THROUGH THE CONSOLE

[!<For Internal Use Only:

>!]

*** PHONE LOG 01/04/2011 02:45:42 PM (Local Time) ERuiz Action Type: Outgoing call

WRITER

1. WRT CALLED TN032

2. WRT SPOKE TO DENNIS IN SVC.

3. WRT ASKED DENNIS FOR ADDITIONAL INFORMATION ABOUT THE ENTERPRISE RENTAL VEHICLE.

4. DENNIS STATED:

a) THE VEHICLE CAUGHT FIRE.

b) WE HAVE AN OPEN R/O

c) THE VEHICLE WAS TOWED IN SOMEWHERE AROUND 12/20.

d) THE R/O WAS OPENED YESTERDAY.

e) AS FAR AS WE CAN TELL THERE WAS SOMETHING LEAKING UNDERNEATH THE VEHICLE.

f) WHEN WE PUT THE CAR UP ON A RACK WE CAN SEE HOW SOMETHING WAS LEAKING AND DRIPPING ON TOP OF THE EXHAUST PIPE.

g) IT SEAM THAT WHAT EVER WAS LEAKING GOT HOT ENOUGH AND THE FIRE MADE ITS WAY INTO THE VEHICLE TROUGH THE O2 SENSOR.

h) THE CONSOLE GOT ON FIRE

i) MOST OF THE DAMAGE IS INTERNAL

j) IT'S BURNT AROUND THE CONSOLE AND SHIFTER AREA.

k) THE FOAM AND PASSENGER'S FRONT SEAT WAS DAMAGED.

l) IT MELTED THE OVER HEAD CONSOLE AND ROOM LAMP.

m) IT ALSO MELTED THE CAUTION LABELS ON THE SUN VISOR.

n) THERE'S SUBSTANTIAL AMOUNT OF SMOKE DAMAGE IN THE INTERIOR.

o) ALSO WE NOTICED THAT THE A/C EVAP DRAIN IT MELTED.

p) I DON'T KNOW THE EXTENDS OF THE DAMAGE INSIDE THE DASHBOARD.

q) WE WERE TALKING TO OUR FIELD TECH, MARK RAMSEY

r) WE WERE ADVISED NOT TO TOUCH THE VEHICLE.

s) MARK SAID THAT HE THOUGH THAT KIA HAS A SPECIALIST THAT CAN COME OUT AND SEE THE DAMAGE.

t) I DON'T HAVE ANY PICTURES HERE W/ ME.

u) THE TECHNICIAN MIGHT HAD TAKEN SOME PICTURES, BUT HE'S ALREADY GONE FOR THE DAY.

v) I DON'T THINK THE DPSM HAS BEEN NOTIFY YET.

Case History

w) JIM LUTTRELL IS THE REPAIR MANAGER FROM ENTERPRISE

x) DAY TIME PHONE IS 865 755-6682.

5. THANK YOU FOR THE INFO.

6. I WILL CALL GEORGE EDRINGTON FOR ADVISE.

[!<For Internal Use Only:

>!]

*** PHONE LOG 01/04/2011 02:47:19 PM (Local Time) ERuiz Action Type: Outgoing call

WRITER

1. WRT CALLED DPSM, GEORGE EDRINGTON.

2. GEORGE WAS NOT AVAILABLE.

3. WRT LEFT A DETAIL V/M MESSAGE AND ADVISED.

4. VEHICLE FROM ENTERPRISE CAUGHT FIRE.

5. VEHICLE IS DOWN AT TN032.

6. NEED ADVISE, PLEASE CALL ME AT 800 333-4542 X 45605.

[!<For Internal Use Only:

>!]

*****End Case



Consumer Assistance Center Case Report

Printed By: ERuiz

Case Number

01/04/2011 03:21:16 PM

Case Details

Title: *FLEET / POSSIBLE FIRE UNDERNEATH VEH/ DTD 12/20

VIN: KNAFU4A20A5

Mileage: 27496

Priority: Non-Priority

Severity: Low

Status: Working

Case Type Level1: Complaint

Case Type Level2: Fire

Case Type Level3: Not Applicable

Owner: Ezequiel Ruiz

Owner Email: zruiz@crosscountry-auto.com

Contact Details

Name: 1203 Enterprise Rent-a-car

Phone: (615) 39-5330

Alt Phone:

Fax:

Address1: 520 Olin Taylor Dr.

Address2:

City: Nashville

State: TN

Zip: 37217

Email:

Dealer Details

Code: TN032

Name: Rusty Wallace Kia

Case History

*** PHONE LOG 01/04/2011 02:05:55 PM (Local Time) RSabin Action Type:

CASE CREATED BY SVC ALERT

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KNAFU4A20A5

ENTERPRISE

RO DT 1/3/2011

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- [!<For Internal Use Only:
>!]

*** EMAIL OUT 01/04/2011 02:48:01 PM (Local Time) [REDACTED] Action Type: External email
You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Kia Consumer Affairs Dept. at 949.468.4619 AND delete this email.

The attached Case is the exclusive property of Kia Motors America and is a Confidential And Proprietary document. It is not to be distributed or disseminated to any third party without the express written consent of Kia Motors America.

<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_[REDACTED].doc>>

*** PHONE LOG 01/04/2011 03:20:24 PM (Local Time) ERuiz Action Type: Incoming call
CALLER

DPSM, GEORGE EDRINGTON
1. GO AHEAD AND FORWARD THIS TO NCA.
2. SEND A COPY OF THE CASE TO ASHLEY MCNEILL AT THE REGION.
3. I WAS ALSO TOLD BY MARK RAMSEY NOT TO TOUCH THE VEHICLE.

WRITER
1. I WILL DO THAT IMMEDIATELY.
2. THANK YOU FOR THE ADVISE.
[!<For Internal Use Only:
>!]

Attachments to Case:

File Name

Email Attachment 01/04/2011 02:47:27 PM

Location

\\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_[REDACTED]_01-04-2011[REDACTED].doc

*****End Case Report [REDACTED]*****

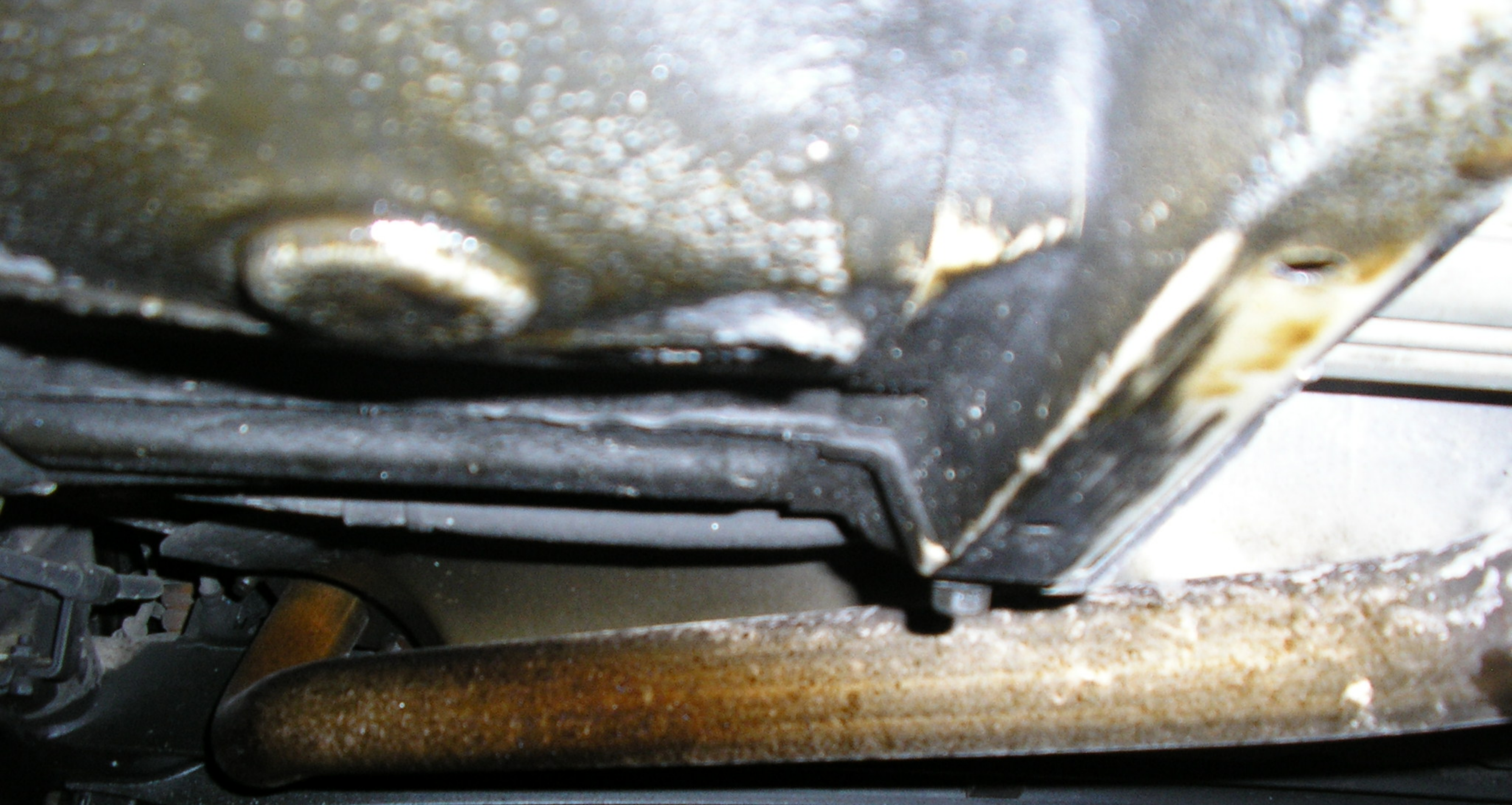




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KIA
Genuine Parts
Genuine Service





MAINTENANCE SCHEDULE

Service	Interval
Oil Change	5,000 miles
Filter Change	5,000 miles
Spark Plugs	30,000 miles
Brake Pads	30,000 miles
Brake Rotors	60,000 miles
Transmission Fluid	60,000 miles
Power Steering Fluid	60,000 miles
Engine Air Filter	30,000 miles
Cabin Air Filter	30,000 miles

KIA Genuine Parts
Genuine Service
Genuine Care

Service	Interval
Oil Change	5,000 miles
Filter Change	5,000 miles
Spark Plugs	30,000 miles
Brake Pads	30,000 miles
Brake Rotors	60,000 miles
Transmission Fluid	60,000 miles
Power Steering Fluid	60,000 miles
Engine Air Filter	30,000 miles
Cabin Air Filter	30,000 miles



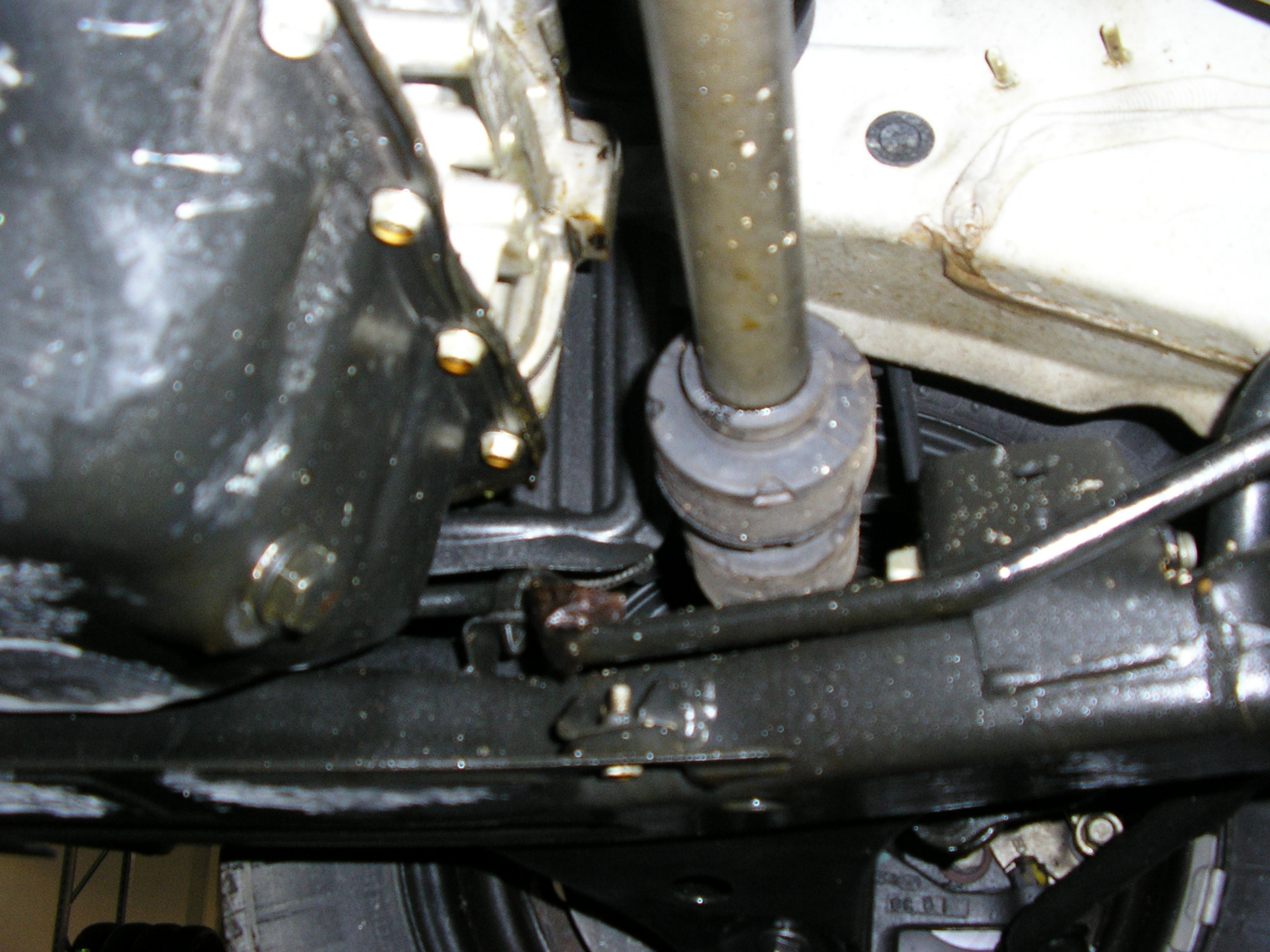














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OWNER'S MANUAL

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