

To whom it may concern-

Unfortunately, this is going to be a rather lengthy message. I had a recall on my 2013 Kia Forte, it involved the brake pedal stopper. It was my fault for not bringing in my KIA earlier, I had called months earlier and left two VMs with the service dept because they never answered the phone. They always called me back but unfortunately, I do not have cell service out where I live so I gave up. A few months later I brought my car in. At this point all my break lights were burnt out. The recall stated that my break lights would continuously stay illuminated. Kia dealership stated they would not fix my break lights but assured me the ONLY issue was that the bulbs were out. He also stated I needed new tires and when I told him I wasn't interested he was visibly frustrated. I was not going to pay the 60 bucks they quoted me to have new bulbs put in and he also made some very rude comments about how my fiancé may not can change the bulbs. I know from experience that I could go to an auto parts store and spend about 5 bucks on bulbs so that is what I did. When I got to the auto parts store to switch my bulbs out, the bulbs had burnt and melted into the plastic socket and would not come out. At this point I was aggravated but planned to take my car to a privately-owned mechanic to have it fixed, that's when I realized all my dash lights were out as well. I know for an absolute fact that my dash lights were working when I brought my Kia in. At this point i was aggravated and called and asked to speak to the manager. I told him about my experience and told him how his service guy was more worried about me spending money or swiping my card than if I was happy or pleased with the service. I understand I was not spending money, but I did buy my car from KIA and deserve the same respect any other paying customer would have gotten. Josh, the manager stated that he would fix my break lights because that is no issue and he isn't worried about the cost of it he did state that he cannot be certain that the dash lights quit working while I was at the dealership. I assured him I leave every morning before the sun comes out and was certain they were working before my visit. Long story short I went back in, so he could get the burnt bulbs out and replace the lights, because remember the service dept told me that was my only issue (burnt out bulbs). Of course, said the dash lights were not on them and that it was just a burnt bulb and I would have to take the dash apart to fix it...

Honestly, I did not even think to check if they fixed my break lights, that didn't even cross my mind because that was the ONLY reason I was there. This morning I was dropped off at work and as my car was pulling away I realized my lights were still NOT fixed. Is there a new bulb in there? yes, are the brake lights working? No. Now I'm worried that is more than what the service dept stated it was. But besides that...how can you not ensure something is fixed before you send the customer home.

At this point I am BEYOND frustrated. I have never ever had an issue with my KIA but I can ensure you I will never give KIA another dime of my money solely on the service I received here in Asheville. I will also make a public post regarding the KIA dealership in Asheville. I hope that other customer receives better service than I did.





Consumer Assistance Center Case Report

Printed By: SLarez

Case Number - [REDACTED]

05/23/2012 06:07:38 AM

Case Details

Title: Dlr opened Service Alert Escalation because brakes locking up, dlr CND.

VIN: KNAFU4A28C5 [REDACTED]

Mileage: 6286

Status: Working

Priority: Priority

Severity: High

Call Source: Service Alert – TL

Owner: Steve Larez

Owner Email: SLarez@crosscountry-auto.com

Case Type Level1: Complaint

Case Type Level2: Quality

Case Type Level3: Please Specify

Case Type Level4: Please Specify

Contact Details

Name: [REDACTED]

Phone: [REDACTED]

Alt Phone:

Fax:

Address1: [REDACTED]

Address2:

City: ST LUCIE

State: FL

Zip: [REDACTED]

Email:

Dealer Details

Code: FL093

Name: Bev Smith Kia

Case History

*** PHONE LOG 05/15/2012 07:01:41 PM (Local Time) sa Action Type:

Dealer :Bev Smith Kia

Technician :Matthew Pearlman

Service Manager :Bert Dale

Dealer Phone :7724658589

DPSM :Phillip Bayless

Vehicle Model :FORTE SEDAN

Model Year :2012

Mileage :6286

Initial comments by Technician found in TL Case # [REDACTED] :

*** Performed by contact: Matthew Pearlman, 7724658589

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

Problem Description :

customer bought vehicle out of state(pennsylvania)came in initially on 04/24/12

stating smelled something burning from drivers front tire area, founs both front rotors heavily glazed and pads too., machined both front rotors, cleaned pads, none in stock at time, test drove vehicle no problems , customer left with vehicle, customer returned on 05/07/12 saying vehicle was pulling left while braking, test drove vehicle, could not duplicate concern, went to talk to customer, customer had an attitude when asked about concerns, and said if you cant duplicate it, forget it. now customer is back again on 05/15/12 and says after vehicle has stopped at a light and you go to accelerate, l/f wheel locks up and car wont move, test drove vehicle, could not duplicate any concerns with vehicle,

Diagnostics Performed :

checked calpier , moves freely and slides are not binding, pads ae good, no codes stored in memory or active, noticed left front rotor is scored again, customer is a younger male and irate and insists there is a problem, even though it can not be duplicated, service manager says to check with you guys if there is any abs pump issues, what would my next step be

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

*** CASE ACCEPTED 05/16/2012 08:58:16 AM (Local Time) JHirshfield
from Queue Service_Alert_TL2CA to WIP Accepted Cases.

*** PHONE LOG 05/22/2012 01:11:59 PM (Local Time) TLarson Action Type: Outgoing call
CUSTOMER ADVISED

Case History

1 IM HAVING PROBLEMS WITH THE VEHICLE
2 I HAD SMOKE COMING OUT OF MY FRONT LEFT TIRE , PULLING STEERING
3 I HAD IT TOWED IN ONCE
4 NOW ITS AT THE DEALER TODAY
5 THEY ARE NOT ABLE TO FIGURE OUT THE PROBLEM
6 THEY CANT DUPLICATE THE CONCERNS
7 IM IN A RENTAL CURRENTLY
8 I HAVE HAD TO GO IN 5X FOR THIS CONCERN

WRITER ADVISED

1 APOLOGIZED FOR THE CONCERNS
2 EXPLAINED THAT THE WARRANTY REQUIRES THE DEALER TO DUPLICATE OR VERIFY THE CONCERNS
3 BEFORE A REPAIR IS DONE
4 KIA PROVIDES TECH ASSISTANCE THRU OUR TECHLINE
5 AND ALSO THRU OUR DPSM
6 SO LET ME REVIEW THE CASE NOTES

WRITER REVIEWED TECHLINE CASE

WRITER ADVISED CUSTOMER

1 I SEE THAT THE TECHLINE CASE WAS OPENED ON 5/15/12
2 THEY PROVIDED THE TECHLINE WITH THE INITIAL INFO
3 THEY DIDNT RESPOND BEFORE THE VEHICLE LEFT
4 THE COMMENTS FROM TODAY SHOW THAT THEY THINK THAT IT MIGHT BE A HECU
5 AND THEY WERE GOING TO TEST DRIVE THE VEHICLE AND WOULD REPORT THERE FINDINGS BACK TO TECHLINE
6 BASED ON THERE FINDINGS OUR TECHLINE WILL RECOMMEND OR PROVIDE INSTRUCTIONS
7 IN ORDER TO FIND OUT THE STATUS I NEED TO CALL THE DEALER
(PUT CUST ON HOLD)

WRITER CALLED TIM @ FL093

1 CALLING TO FOLLOW ON A CASE FOR CUSTOMER [REDACTED]

Dealership Contact Name: TIM @ FL093
Year/Model/Mileage of Vehicle: 12 FORTE 6286
RO Open Date: 5/15/12
Days Down at initial Service Alert Report: 7
Repair Issue: Vehicle will not go over 40mph , Tire Smoking
ETA for completion of repairs: UNKNOWN
Repeat Pair (Y/N) if so, how many? YES X 5
Techline Case? If so, #? [REDACTED]
Rental provided? If so, since when? YES , DEALER LOANER
DPSM contacted by dealer? NO
Service Campaign? NO

WRITER REVIEWED CASE WITH TIM

1 WE HAVE NOT BEEN ABLE TO DUPLICATE THE CONCERNS
2 WE ARE GOING TO HAVE ONE OF OUR EMPLOYEES DRIVE THE VEHICLE
3 WE ARE GOING TO PUT AS MANY MILES ON IT THAT WE NEED TO IN ORDER TO DUPLICATE THE CONCERNS

WRITER ADVISED

1 HAVE YOU CALLED THE DPSM?
2 I SEE THE TECHLINE CASE WHERE THE TECH WAS TALKING ABOUT WANTING TO REPLACE THE ABS CONTROL MODULE
3 IS THAT SOMETHING THAT YOU STILL THINK IT MAY BE?

TIM @ FL093

1 WE THINK IT MIGHT BE
2 BUT HAVE NOT BEEN ABLE TO VERIFY THE VEHICLE HAS A CONCERN
3 WE EMAILED THE DPSM AND HAVE NOT HEARD FROM HIM
4 I THINK HE IS AT A HEARING

WRITER ADVISED

1 OK PLEASE HAVE YOUR TECH REPLY TO TECHLINE
2 THEY MAY MAKE A RECOMMENDATION BASED ON THE INFO PROVIDED
3 ALSO LETS ASK PHILLIP WHAT HIS THOUGHTS ARE
4 I WILL LET THE CUSTOMER KNOW

Case History

WRITER ADVISED CUSTOMER

- 1 I SPOKE WITH TIM
- 2 HE REITERATED THAT THEY WERE UNABLE TO DUPLICATE THE CONCERNS
- 3 HE ADVISED THAT THE SHOP FOREMAN TEST DROVE THE VEHICLE
- 4 AND WAS UNABLE TO VERIFY THE ISSUE
- 5 HE WILL BE REPLYING TO TECHLINE TO FIND OUT WHAT THERE RECOMMENDATIONS ARE
- 6 HE HAS ALSO EMAILED OUR DPSM AND WILL BE FINDING OUT WHAT RECOMMENDATIONS THEY MAKE
- 7 HE ALSO SAID THAT THEY WOULD KEEP THE VEHICLE AND TEST DRIVE IT UNTIL THE PROBLEM REPLICATES
- 8 THE DPSM WILL BE ABLE TO MAKE A DECISION REGARDING WHAT REPAIRS WILL BE DONE
- 9 ONCE THAT DECISION IS MADE WE WILL STAND BEHIND THE DECISION
- 10 WE WILL FOLLOW UP WITH THE DEALER AND WILL CALL YOU BACK ONCE WE GET FURTHER INFO

CUSTOMER ADVISED

- 1 OK THANK YOU
- 2 I JUST WANT THE PROBLEM FIXED

*** PHONE LOG 05/23/2012 06:06:52 AM (Local Time) SLarez Action Type: Outgoing call

Writer called Scott in Kia service

Scott states.

1. Tech has driven vehicle 25 miles and did not duplicate anything as of yet.

Writer thanked dlr for information

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



Consumer Assistance Center Case Report

Printed By: Albrahim

Case Number - [REDACTED]

05/03/2013 08:52:38 AM

Case Details

Title: SA Escalation: Cust States Radio won't Play; Hears Pop Noise; Smoke out of Vents

VIN: KNAFU4A21D5 [REDACTED]

Mileage: 17665

Status: Working

Year: 2013

Model: FORTE SEDAN

Priority: Priority

Severity: High

Call Source: Service Alert – TL

Owner: Ali Ibrahim

Owner Email: Alilbrahim@crosscountry-auto.com

Case Type Level1: Complaint

Case Type Level2: Quality

Case Type Level3: Audio System

Case Type Level4: CD/DVD Operation

Contact Details

Name: [REDACTED]

Phone: [REDACTED]

Alt Phone:

Fax:

Address1: [REDACTED]

Address2:

City: Baton Rouge

State: LA

Zip: [REDACTED]

Email:

Dealer Details

Code: LA001

Name: Kia of Baton Rouge

Case History

*** PHONE LOG 10/30/2012 07:00:23 PM (Local Time) sa Action Type:

Dealer :Kia of Baton Rouge

Technician :Bryant Coyne

Service Manager :N/A

Dealer Phone :2254908000

DPSM :Rick Kydd

Vehicle Model :FORTE SEDAN

Model Year :2013

Mileage :6288

Initial comments by Technician found in TL Case # [REDACTED] :

*** Performed by contact: Bryant Coyne, 5046200000

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

Problem Description :

CD PLAYER WILL NOT TAKE CD, I HAVE REPLACED THE RADIO ASSY 2 TIMES FOR THE SAME THING,

Diagnostics Performed :

THE ORIGINAL RADIO WOULD NOT EJECT THE CD SO I REPLACED THE RADIO ASSY THEN IT WOULD NOT TAKE THE CD AN I TRYED DIFF CDS STILL WOULD NOT TAKE, SO THEN REPLACED IT AGAIN IT WAS WORKING WHEN IT LEFT BUT NOW ITS BACH AGAIN AN WILL NOT TAKE CD AGAIN SHOULD I REPLACE AGAIN

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

[!<For Internal Use Only:

>!]

*** CASE ACCEPTED 10/31/2012 07:13:57 AM (Local Time) LSims

from Queue Service_Alert_TL2CA_SO to WIP WEST/CENTRAL.

*** PHONE LOG 10/31/2012 12:20:11 PM (Local Time) LStreenz Action Type: Outgoing call

Wtr called Britney @ LA001

Case History

- 1 Left on hold for 2+ Minutes
- 2 Will callback at a later time

[!<For Internal Use Only:
>!]

*** PHONE LOG 11/01/2012 07:07:51 AM (Local Time) LStreenz Action Type: Outgoing call
Wtr called Britney @ LA001

- 1 The svc advisor that is handling the veh is not available
- 2 Can you callback

Wtr Advised

- 1 I can provide you with my info and have her call me back
- 2 Provided contact info and case number

Britney @ LA001 States

- 1 Ok Thank You

[!<For Internal Use Only:
>!]

*** PHONE LOG 11/02/2012 09:19:02 AM (Local Time) LStreenz Action Type: Outgoing call

Contact Name: Mandy
Customer phone #: Same as above
Customer address: Same as above
Year/Model/Mileage of Vehicle: 13 / Forte / 6288
RO# and Open Date: 10/30
Days Down at initial Service Alert report: 1
Repair Issue: Cust states CD player will not accept the CD
ETA for completion of repairs: Done 10/30
Repeat Repair (Y/N), if so, how many? Y / 3x
Techline Case: [REDACTED]
Rental Provided? If so, since when? N
DPSM contacted by dealer Y

- 1 We replaced the unit more than once
- 2 We opened TL case for the concern
- 3 Cust said she would call with any concerns

Wtr Advised

- 1 Ok Thank You

[!<For Internal Use Only:
>!]

*** PHONE LOG 11/02/2012 09:20:01 AM (Local Time) LStreenz Action Type: Outgoing call
Wtr called [REDACTED]

- 1 Calling to follow up on the recent visit with the dlr
- 2 Invalid phone number
- 3 Unable to leave VM
- 4 Will try again later

[!<For Internal Use Only:
>!]

*** PHONE LOG 11/06/2012 03:58:21 PM (Local Time) LStreenz Action Type: Outgoing call
Wtr called [REDACTED] LVM

- 1 Calling to follow up on recent visit with dlr
- 2 Please callback with further concern
- 3 Provided contact info and case number

[!<For Internal Use Only:
>!]

*** CASE CLOSE 11/06/2012 03:58:28 PM (Local Time) LStreenz Resolution Code = Information Given.

*** CASE REOPENED 05/02/2013 07:09:30 AM (Local Time) DLyons
with Condition of Open and Status of Working.

*** PHONE LOG 05/02/2013 07:10:16 AM (Local Time) DLyons Action Type: Web Contact
800 vm by Mandy Russo dlr LA001
provided cust/vin

Case History

1. RO# [REDACTED] opened 5/1/2013
2. Repeat repair if you check history
3. Cust states radio will not play, cust hears pop noise
4. Radio blinks on and smoke came out of the vents and cust could smell burning smell.

[!<For Internal Use Only:
>!]

*** CASE DISPATCHED 05/02/2013 08:11:30 AM (Local Time) DLYons
from WIP vm's to Queue Service Alert.

*** CASE ACCEPTED 05/02/2013 08:50:55 AM (Local Time) LSims
from Queue Service Alert to WIP WEST/CENTRAL.

*** PHONE LOG 05/03/2013 08:44:15 AM (Local Time) Albrahim Action Type: Outgoing call
WRITER CALLED DEALER: LA001, Kia of Baton Rouge
Dealer Contact Name: Mandy Russo
Year/Model/Mileage of Vehicle: 2013 FORTE SEDAN 17,665 MILES
RO Open Date: RO# [REDACTED] opened 5/1/2013
Days Down at initial Service Alert report:
Repair Issue: Radio will not play
ETA for completion of repairs: 05/02/2013
Repeat Repair (Y/N), if so, how many? 4X
Techline Case? If so, #? [REDACTED]
Rental Provided? If so, since when? N
DPSM contacted by dealer? Y
Service Campaign? N
Customer Phone#: [REDACTED]

Description of Concern and Repair History:

1. We replaced another Radio again; We did not see smoke or burnt smell
2. On RO# [REDACTED]; 10/26/2012 @5883 miles; CD Skips Songs; Replaced Radio Unit
3. On RO# [REDACTED]; 10/30/2012 @6288 miles; Radio makes humming noise and does not play CD; Replaced Radio Unit
4. On RO# [REDACTED]; 10/23/2012 5588 miles; CD Stuck in CD Player; Installed Part
5. We did SOP on Order Date 10/13/2013, RO# [REDACTED] @4684 miles

[!<For Internal Use Only:
>!]

*** PHONE LOG 05/03/2013 08:46:34 AM (Local Time) Albrahim Action Type: Outgoing call
Writer called to speak to customer@ [REDACTED]; LVM
1. KIA was notified by the dealer you were having a concern with your vehicle, apologized
2. This is a status call to see how vehicle is performing
3. Writer will be getting more resources involved and your case will be forwarded to the regional office for further review and follow up; you will receive a callback in 2 business days
4. Should you have any questions in the meantime, please call KMA 1-800-333-4542, gave case #

[!<For Internal Use Only:
>!]

*** PHONE LOG 05/03/2013 08:52:27 AM (Local Time) Albrahim Action Type: Outgoing call
Writer called to speak to DPSM @ KIA DISTRICT SOUTH 11:
FYI...Dispatching Case For:
1. As per repeat repair; 4x for Radio Concerns
2. 2013 Forte Sedan 17,665 miles
3. Forwarding to region for further handling and review

DPSM Rkydd States:

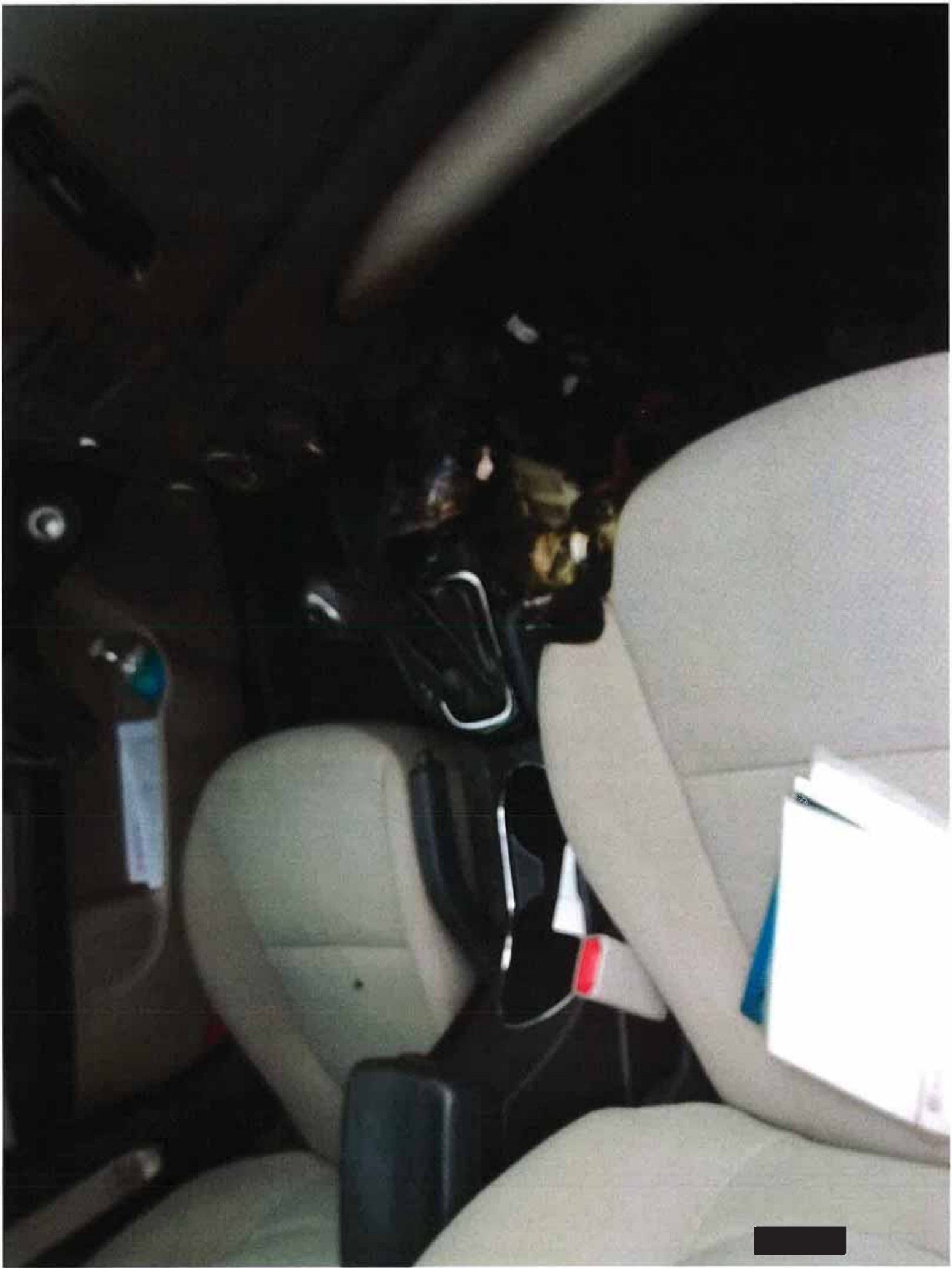
1. Thanks for the heads up; I will speak to Lisa

[!<For Internal Use Only:
>!]

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





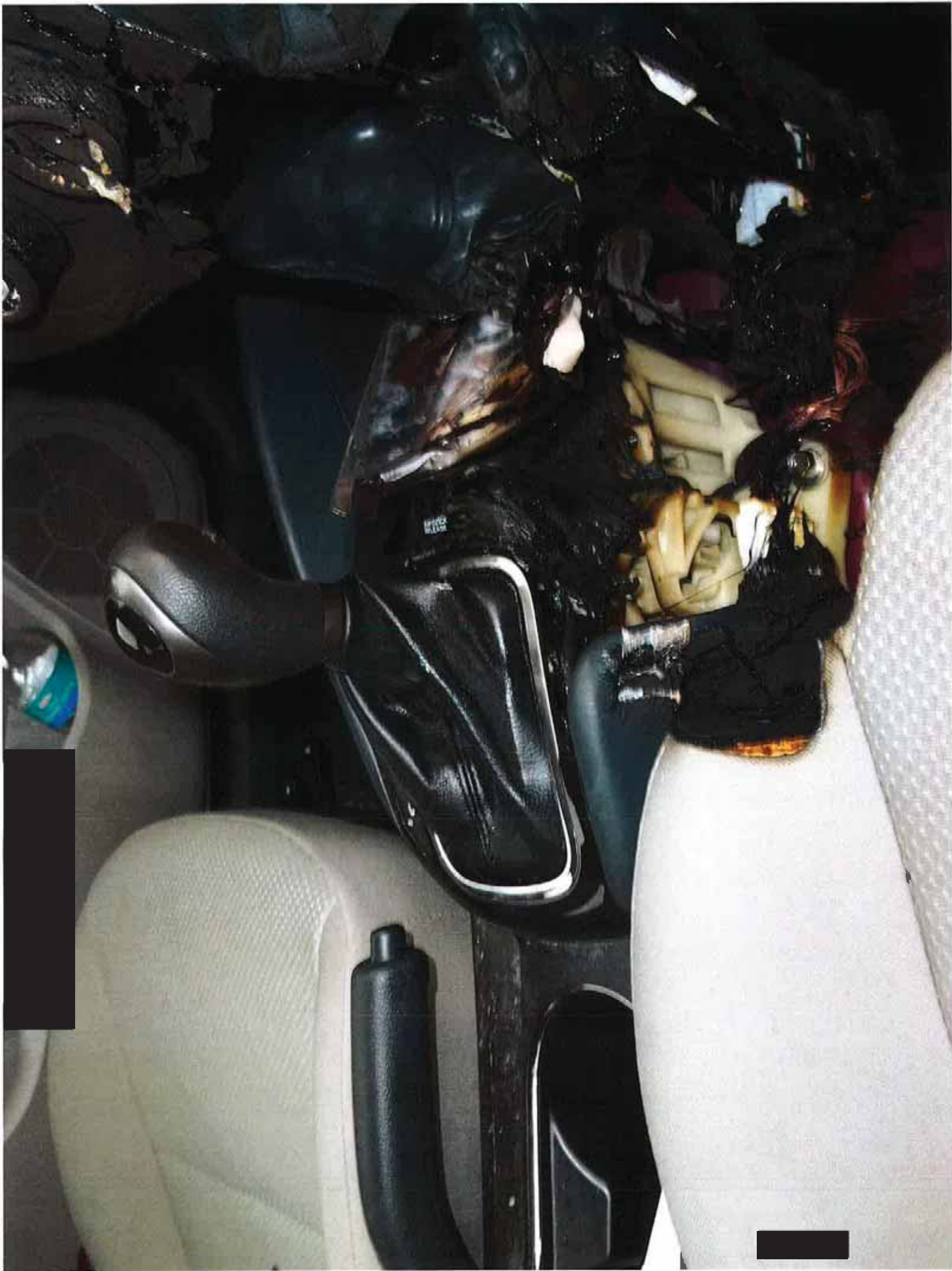


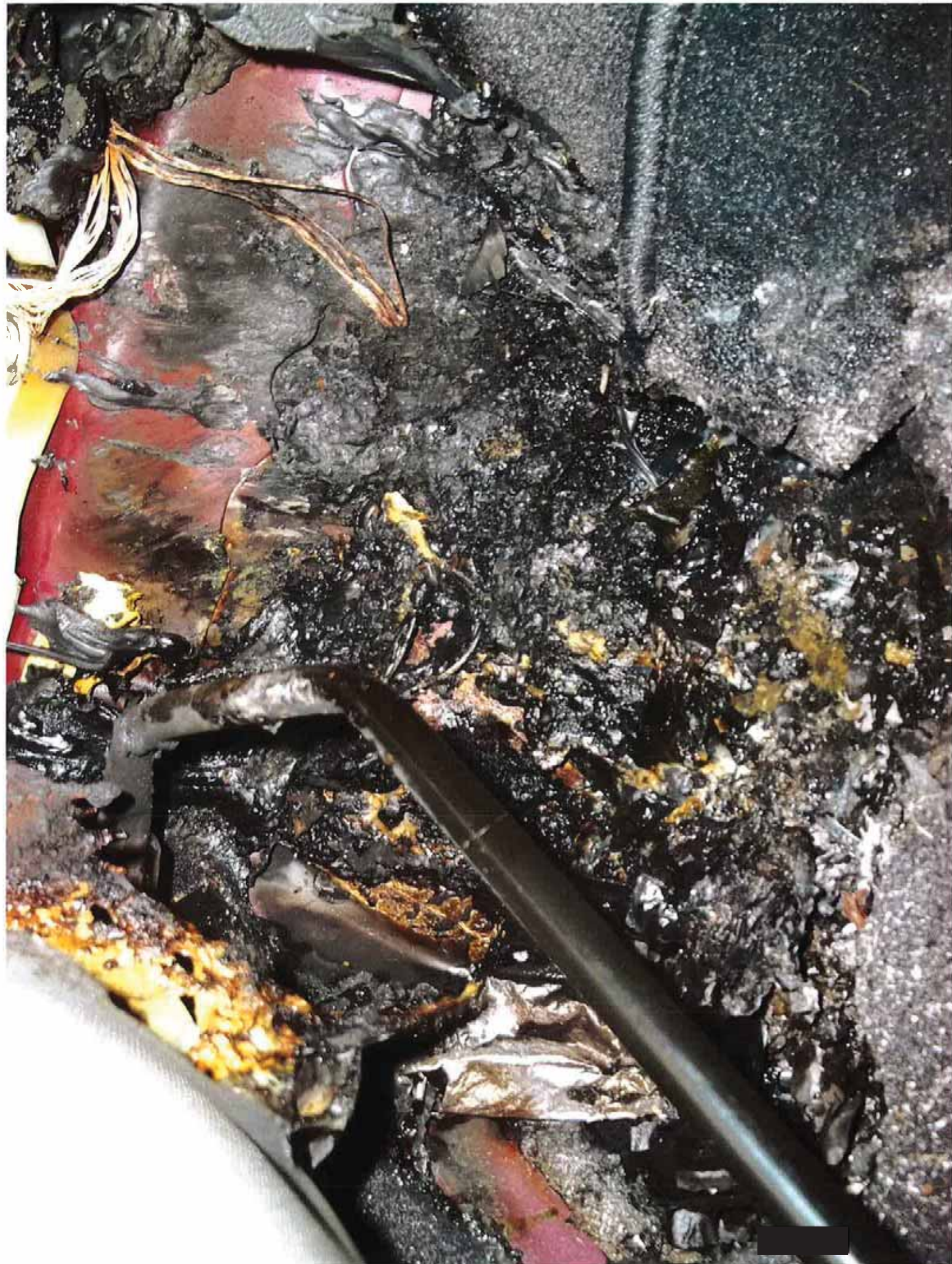


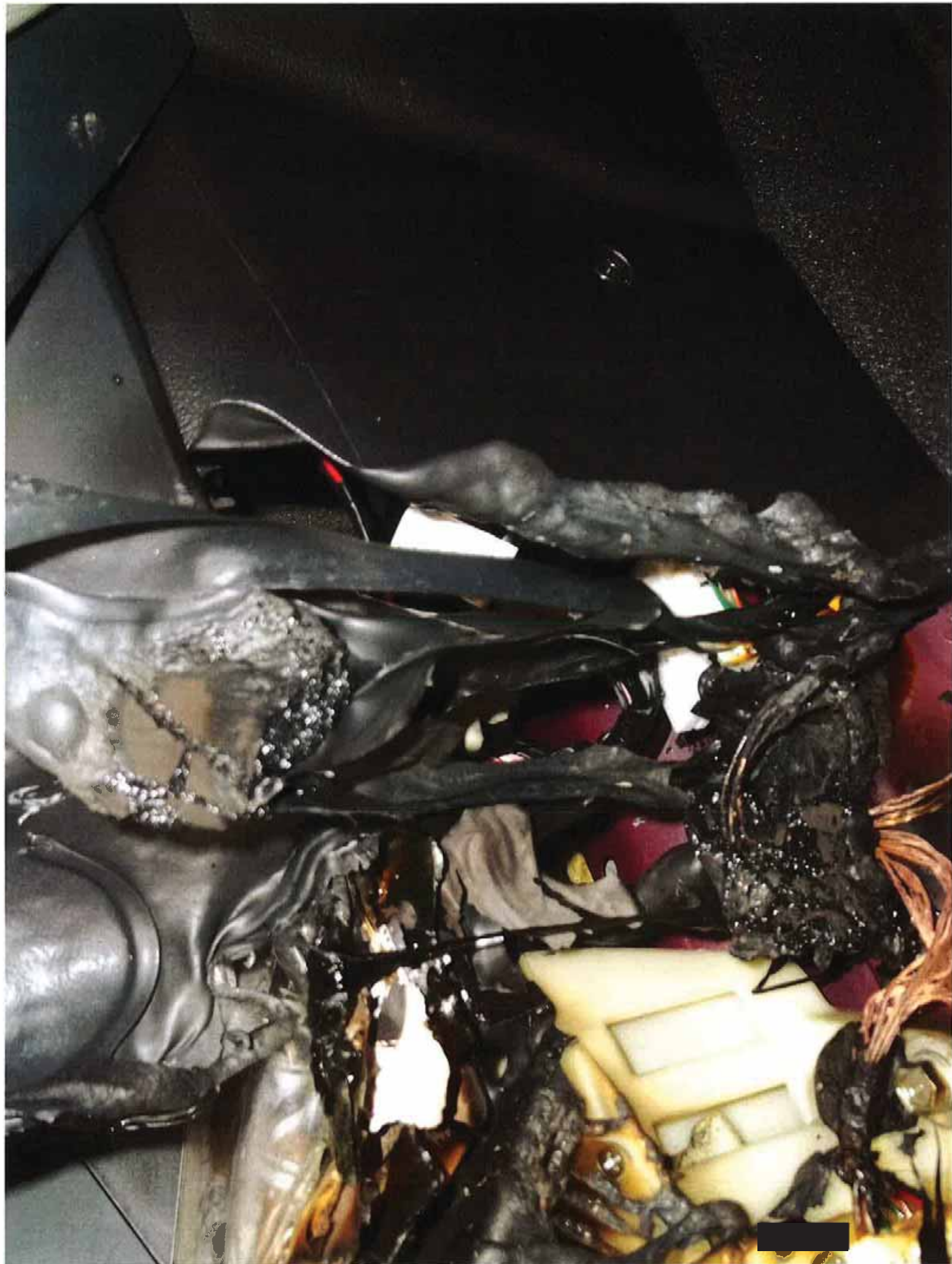








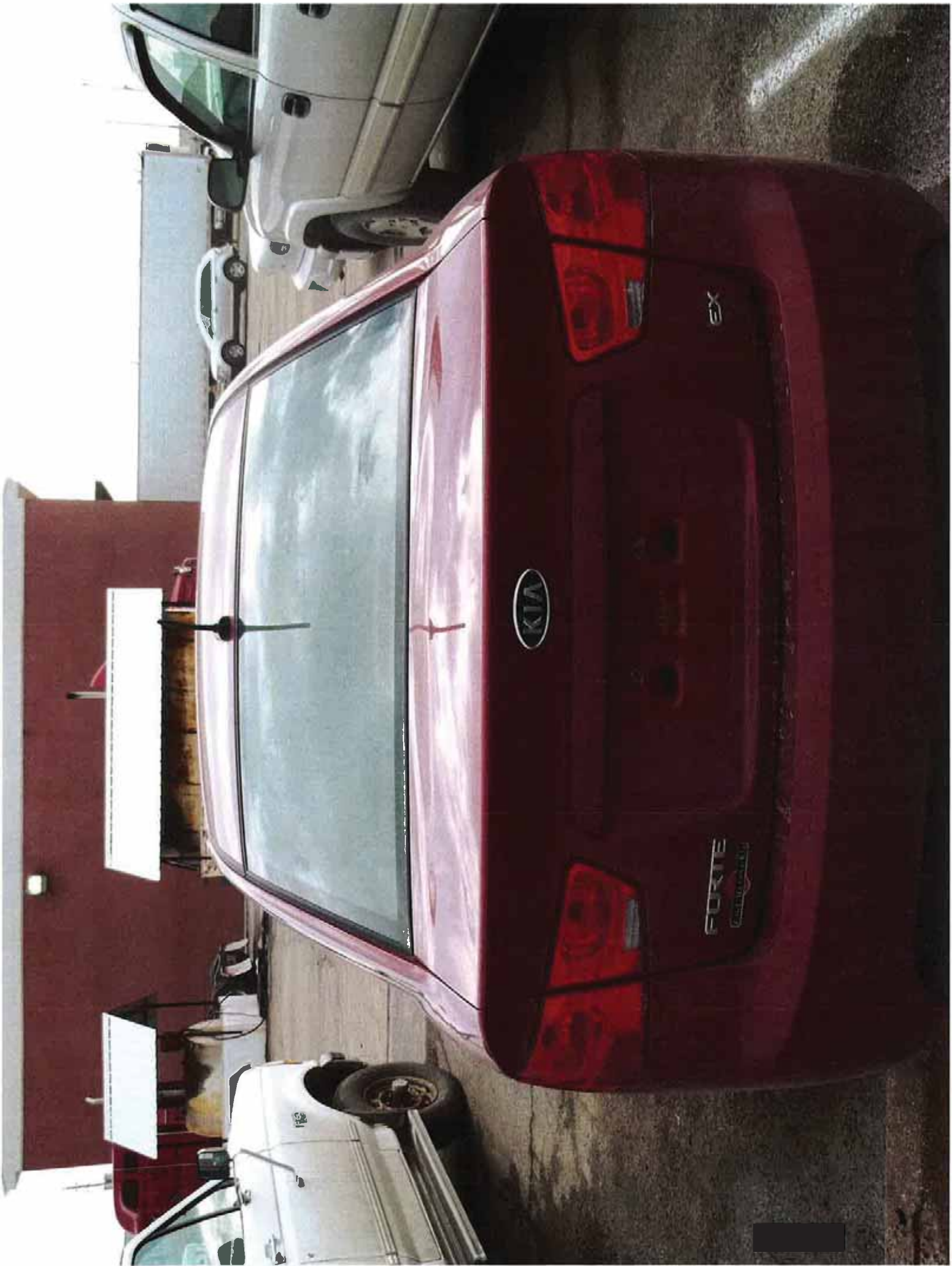














Hillegas, Michele [KMA]

From: Stephen O'Shea [soshea@fathers-sons.com]
Sent: Thursday, March 14, 2013 10:27 AM
To: Hillegas, Michele [KMA]
Cc: Domingues, Ken [KMA]
Subject: FW: LAVIOLETTE KIA W/S PICTURES / KNAFU4A26A5 [REDACTED] / MILEAGE 42,026
Attachments: DSCN0242.JPG; DSCN0243.JPG; DSCN0244.JPG; DSCN0245.JPG; DSCN0246.JPG

Importance: High

Here are the pictures of base of windshield and crack.

Steve O'Shea
Kia of West Springfield
413-785-1631

From: Kerensa Riley
Sent: Thursday, March 14, 2013 1:20 PM
To: Stephen O'Shea
Subject: LAVIOLETTE KIA W/S PICTURES
Importance: High

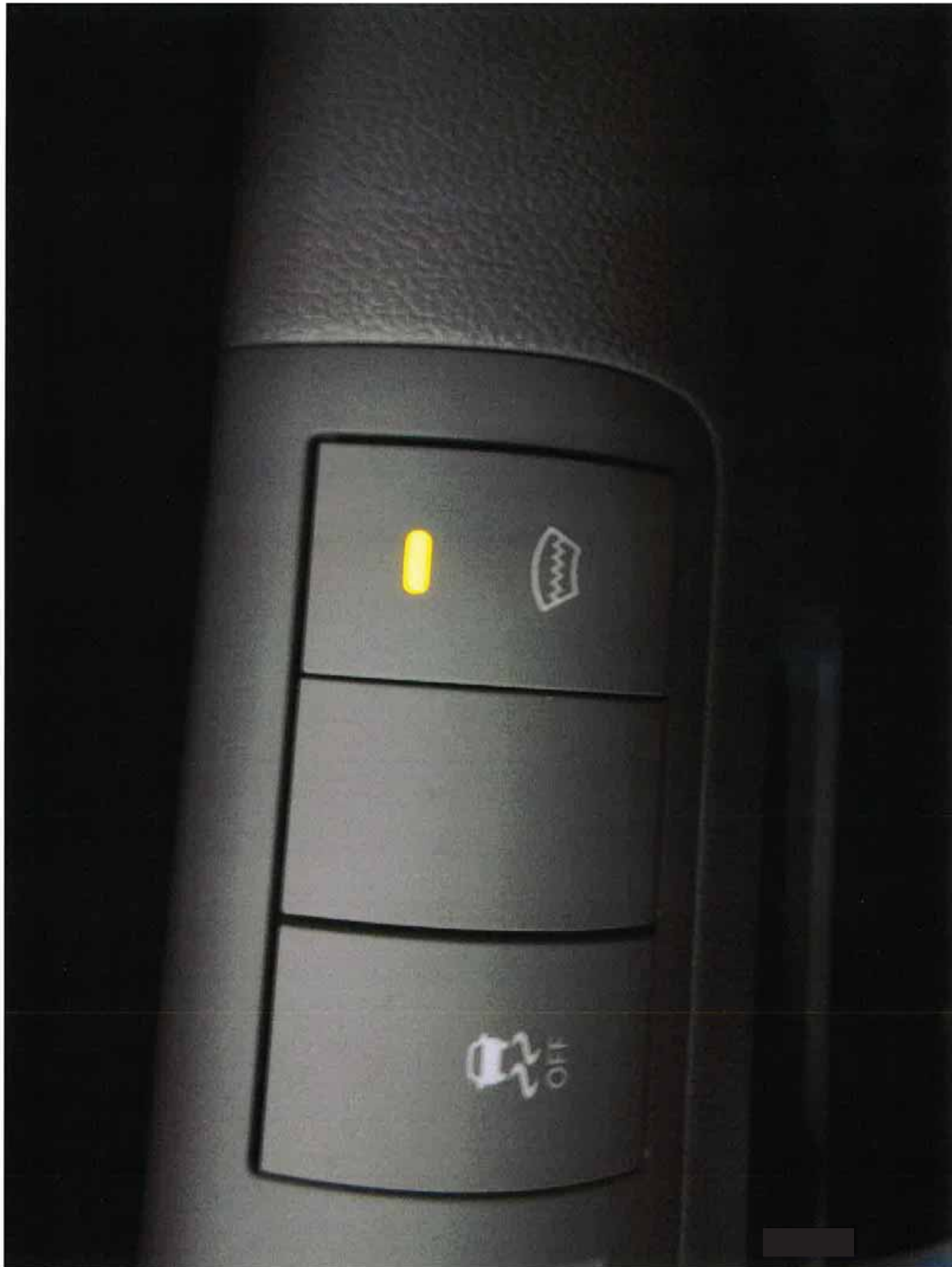
Keri Riley
Fathers and Sons VW/KIA Service Dept.
Phone: 413-785-1631 EXT 205
Fax: 413-214-7017
Web: www.fathers-sons.com













CARFAX® Vehicle History Report™
 An independent company established in 1986

US \$39.99

Vehicle Information:
 2010 KIA FORTE EX
 VIN: KNAFU4A26A5[REDACTED]
 SEDAN 4 DR
 2.0L I4 FI DOHC 16V
 FRONT WHEEL DRIVE
Standard Equipment | Safety Options

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



No accident / damage reported to CARFAX



2 Previous owners



2 Service records available



Personal vehicle



40,221 Last reported odometer reading



\$260 Above retail book value



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 3/14/13 at 12:10:20 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.



Price Calculator™
 Adjust the value of this 2010 Kia Forte EX based on the information available in this report

1) Retail Book Value

\$
0

Enter retail book value here



Start by entering the retail book value from a pricing guide website.

2) CARFAX Price Adjustment™

+

\$
260

Above retail book value



This vehicle is worth more than average, based on information in this report.

3) Adjusted Retail Value

=

Begin by entering the retail book value



Compare adjusted retail value to seller's asking price when making your decision.

 Ownership History The number of owners is estimated	Owner 1	Owner 2
Year purchased	2010	2013
Type of owner	Personal	Personal
Estimated length of ownership	2 yrs. 3 mo.	1 month
Owned in the following states/provinces	Massachusetts	Massachusetts
Estimated miles driven per year	17,686/yr	---
Last reported odometer reading	39,830	40,221



Title History

CARFAX guarantees the information in this section

Salvage | Junk | Rebuilt | Fire | Flood | Hail | Lemon

Not Actual Mileage | Exceeds Mechanical Limits

Owner 1

Owner 2

Guaranteed
No ProblemGuaranteed
No ProblemGuaranteed
No ProblemGuaranteed
No Problem

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



Additional History

Not all accidents / issues are reported to CARFAX

Total Loss

No total loss reported to CARFAX.

☒ No Issues
Reported

☒ No Issues
Reported

Structural Damage

No structural damage reported to CARFAX.

☒ No Issues
Reported

☒ No Issues
Reported

Airbag Deployment

No airbag deployment reported to CARFAX.

☒ No Issues
Reported

☒ No Issues
Reported

Odometer Check

No indication of an odometer rollback.

☒ No Issues
Indicated

☒ No Issues
Indicated

Accident / Damage

No accidents or damage reported to CARFAX.

☒ No Issues
Reported

☒ No Issues
Reported

Manufacturer Recall

No open recalls reported to CARFAX.

☒ No Recalls
Reported

☒ No Recalls
Reported


Detailed History

Glossary

Owner 1

Purchased: 2010
Type: Personal
Where: Massachusetts
Est. miles/year: 17,686/yr
Est. length owned: 9/20/10 - 12/20/12
(2 yrs. 3 mo.)

Date:	Mileage:	Source:	Comments:
08/02/2010	3	Fathers & Sons VW West Springfield, MA 413-785-1631 fathers-sons.com	Vehicle offered for sale
08/03/2010	10	Fathers & Sons Audi Volvo Saab Porsche West Springfield, MA 413-214-6777 fathers-sons.com	Pre-delivery inspection completed
09/20/2010	15	Kia Korner of Hampden County West Springfield, MA 413-737-9500 fathers-sons.com	Vehicle sold
09/20/2010		Massachusetts Motor Vehicle Dept. Feeding Hills, MA	Vehicle purchase reported Registered as personal vehicle
09/21/2010		Fathers & Sons Audi Volvo Saab Porsche West Springfield, MA 413-214-6777 fathers-sons.com	Pre-delivery inspection completed State safety inspection completed

09/21/2010	16	Massachusetts Inspection Station West Springfield, MA	Passed safety inspection
10/08/2010		Massachusetts Motor Vehicle Dept. Feeding Hills, MA Title # [REDACTED]	Title issued or updated First owner reported Loan or lien reported Vehicle color noted as Gray
07/01/2011		Massachusetts Motor Vehicle Dept. Feeding Hills, MA Title # [REDACTED]	Registration issued or renewed Loan or lien reported Vehicle color noted as Gray
09/29/2011	18,795	Massachusetts Inspection Station Feeding Hills, MA	Passed safety inspection Passed emissions inspection
10/02/2012	36,524	Massachusetts Inspection Station Feeding Hills, MA	Passed safety inspection Passed emissions inspection
12/20/2012	39,830	Dealer Inventory	Vehicle offered for sale
01/04/2013		Dealer Inventory	Vehicle offered for sale

Owner 2

Purchased: 2013
 Type: Personal
 Where: Massachusetts
 Est. length owned: 2/4/13 - present
 (1 month)

Date:	Mileage:	Source:	Comments:
02/04/2013	40,221	Massachusetts Motor Vehicle Dept. Thorndike, MA Title # [REDACTED]	Vehicle purchase reported Title issued or updated Registration issued or renewed New owner reported Loan or lien reported Vehicle color noted as Gray



Avoid financial headaches. Make sure the loan has been paid off if you're buying from a private seller.



I'm here to help! Print and bring my SmartBuyer Checklist when you go to test drive this 2010 Kia Forte EX.

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 Price Adjustment™

Accidents, service records, number of owners and many other history factors can affect a vehicle's value. The CARFAX Price Adjustment is a tool that analyzes millions of used car transactions to measure how the combination of all the information reported to CARFAX affects the value of a particular vehicle. The vehicle's retail book value plus the CARFAX Price Adjustment will give you a more accurate measure of the vehicle's value. Use this tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

First Owner

When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

New Owner Reported

When a vehicle is sold to a new owner, the Title must be transferred to the new owner(s) at a Department of Motor Vehicles.

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 1994 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

Title Issued

A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

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3/14/13 12:10:20 PM (EDT)

Attention: Michelle

03/27/13	PRINT HISTORY FOR:	ACCELANT#:	SUFFIX: C	FORWARD - ALL	PAGE: 1				
←	TRANSACTION	REFERENCE	TRA	TRAM	TRANSACTION	SWARE	INTEREST	PRINCIPAL	LOAN
I	AND TIME	NUMBER	INT	CODE	DESCRIPTION	BALANCE	AMOUNT	AMOUNT	BALANCE
0	-----	-----	-----	-----	-----	-----	-----	-----	-----
	BEGINNING BALANCE:					.00			.00
04-13	16:42:56	20413	DWB	LX	KTM LDM			12,921.75	12,921.75
04-13	16:42:59	901294	DWB	VE	MISC		.00		
	TRIPLE CHECK DISBURSEMENT								
04-13	16:43:02	901295	DWB	MI	MISC				
	INSURANCE PAYABLE								
02-04-13	16:43:02	901296	DWB	MI	MISC				
	VTS COLLATERAL PROT.								
02-04-13	16:43:02	901297	DWB	MI	MISC				
	VINTER 910 TITLE FEE								
05-16-13	16:47:03	911054	CB	LP	PAYMENT		70.66	189.34	12,732.41
	ENDING BALANCE:								
						.00			12,732.41

Premier Source Credit Union-3
ABA #

MAR 27 2013

232 North Main St.
East Longmeadow, MA 01028
(413) 525-3002

APR 4. 2013 9:59AM

Hillegas, Michele [KMA]

From: [REDACTED]
Sent: Sunday, March 31, 2013 9:05 AM
To: Hillegas, Michele [KMA]
Subject: Re: [REDACTED] 2010 Kia Forte

Attached is my payment summary

report from my credit union . On 3/16 I paid \$260.00 .

On Mar 26, 2013, at 5:23 PM, "Hillegas, Michele [KMA]" <MHillegas@Kiausa.com> wrote:

Hi [REDACTED]

As we discussed, please send a copy of your most recent statement for your car payment so that I can submit a request for reimbursement for one car payment for your inconvenience.

Thank you,

Michele Hillegas

National Consumer Affairs Analyst

Kia Motors America, Inc.

111 Peters Canyon Road

Irvine, CA 92606

949.468.4618 - Direct

949.468.4509 - Fax

mhillegas@kiausa.com

<image001.png>

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03/27/13

PRIN

TRANSACTION

DATE AND TIME

BEGINNING BALANCE

02-04-13 16:42:5

02-04-13 16:42:5

MULTIPLE CHECK DE

02-04-13 16:43:0

GAP INSURANCE PAY

02-04-13 16:43:0

\$45 VIS COLLATERAL

02-04-13 16:43:02

WINTER \$10 TITLE F

GOODWILL CHECKLIST

Customer: [REDACTED]	File / Clarify # [REDACTED]
--	---

	Dates
Compliance date (e.g., state arbitration, mandated BBB, state filing fee) if applicable	N/A
To meet compliance date, region must have check(s) by	N/A
Date region completed package	5-2-13
Date NCA reviewed package	5-2-13
A minimum of 10 business days is required for a priority package to be processed	

✓	Check and include all documents that apply in order listed below
✓	Checklist
✓	Signature Page – Kia Request for Goodwill Assistance (AS400) MAY 02 2013
N/A	Repurchase Analysis Form (RAF) (if applicable)
✓	Score Card
N/A	ANY GOODWILL OVER \$500.00 REQUIRES A SIGNED OFFER LETTER OR RELEASE
N/A	ANY GOODWILL OVER \$1,200.00 REQUIRES A SIGNED RELEASE
(AG) Attorney General/State Case Settlement or (BB) BBB Case Settlement Prior to Arbitration	
☐ AG/ State or BBB documentation ☐ RO Recap & Repair Orders ☐ Techline or FTR Reports (if applicable)	
(LS) Legal Settlement: Settled prior to a lawsuit or (LL) Legal Settlement: Settled after lawsuit has been filed	
☐ Attorney Demand Letter & Settlement Letter (e-mail acceptance of offer is OK) or Legal Notice of Case Settlement (from KMA Legal Dept) ☐ RO Recap & Repair Orders ☐ Techline or FTR Reports (if applicable)	
(MR) Multiple Repairs – 2 or more repairs for the same or different repairs ☐ RO Recap ☐ Repair Orders ☐ Techline or FTR Reports (if applicable)	(CS) Customer Satisfaction <u>ONLY WHEN NO OTHER CATEGORY IS APPLICABLE</u> Other: Documents to support customer satisfaction decision
(DS) Days Out of Service – Any single RO that is open 15 days or more ☐ RO Recap & Repair Orders ☐ If days down on a single RO is 15 days or more, provide DPSM explanation or an RAF ☐ If days down were due to backordered part(s), provide parts order form from the dealer ☐ Techline or FTR Reports (if applicable)	(PL) Product Liability or (SS) Subrogation ☐ Demand Letter from Attorney or Insurance Company ☐ Legal Notice of Case Settlement (from KMA Legal Dept) or Settlement Letter (if settled by Region) ☐ RO Recap ☐ Repair Orders
(RT) Repair/Towing or (RV) Rental Reimbursement ☐ Repair, Towing, or Rental Receipt ☐ Repair Order (if applicable)	(CR) Campaign/Recall Repair Reimbursement ☐ Repair Receipt ☐ Repair Order from Kia Dealer (showing recall completed)
(SF) State Filing Fee ☐ State Documentation	
COPIES OF ALL CLARIFY CASES ARE REQUIRED IN PACKAGE	

NOTES:

1. When reimbursing customer for car payments, please provide proof of monthly car payment.
2. For JM&A Maintenance/Extended Service Contracts – Please include rate sheet and copy of contract.

5/02/13 16:36:18
 Kin Motors America
 Request for Goodwill Assistance
 HILLEGAS
 Page: 1
 CSR400p

CASE# [REDACTED] KNAFU4A25A5
RSP DMR: 90202 DIST: 01 REGION: NA MODEL: 2010 FORTIE EX
WARRANTY START DATE: 9/30/10 MILES: 042058
REASON FOR GOODWILL: CS CUSTOMER SATISFACTION
CAUSE: EL ELECTRICAL
PART#: 84110 1MG40
PART DESC: GLASS ASSY-W/SHLD
SPECIFIC OFFER: CP CAR PAYMENT
NATIONAL RCVD REQST: 05 02 13
NATIONAL SENT CHECK: 00 00 00

GOODWILL COMMENTS: REQUESTOR'S NAME: M. HILLEGAS
5/2/13 (MH). CUSTOMER CONTACTED NCA DUE TO SMOKE AND FLAME COMING FROM THE
DASH AND CRACKED WINDSHIELD. DPSM INSPECTED VEHICLE AND FOUND NO EVIDENCE
OF ROCK CHIPS OR ANY OTHER OUTSIDE IMPACTS. CAUSE FOR CONCERN: DRIVER
SHORTED OUT. DPSM FOUND NO EVIDENCE OF THERMAL REACTION. NCA REVIEWED WITH
FMA LEGAL AND PO DEFTS. NCA AUTH. DEALER TO REPLACE WINDSHIELD. NCA OFFERED
CUSTOMER GOODWILL FOR ONE CAR PAYMENT IN THE AMOUNT OF \$260.00 DUE TO
INCONVENIENCE (4X'S TO DEALER) FOR CUSTOMER SATISFACTION.

CHECK REQUEST: XXXXXXXXXX MAKE CHECK PAYABLE TO: DEALER CODE:

THORNDIKE
[REDACTED] MA

TOTAL AMOUNT: \$ 250.00

DATE: 5-2-13

MANAGER, NCA: _____ DATE: _____

EXEC. COORD: _____ DATE: _____

[illegible][illegible]

Kia RCAA Case Scorecard



Analyst	<u>Michele Hillegas</u>	Date of Review	
Case#		Customer Name	

Case Handling Result:

☐ Repair	☐ ADL- Repurch./SOC
☐ Info Provided	☐ BBB-Goodwill
☒ Goodwill	☐ No Assistance
☐ ADL-Goodwill	☐ Lawsuit Goodwill
☐ Voluntary Repurchase/SOC	☐ Lawsuit Repurchase/SOC
☐ BBB Arbitration Repurchase/SOC	☐ Compliment

RCAM Review & Evaluation:

☒ 24/24 If "No" _____

☒ Positive Language. Comments: _____

☒ Case Mgmt. (i.e., Resolution Model, etc.) _____

☒ Case Documenting (i.e., logical, clear, thorough, etc.) _____

☒ TREAD Coding. Comments: _____

☐ Other _____

Areas of Strength:

Areas of Improvement:

RCAM Signature & Date



Hillegas, Michele [KMA]

From: [REDACTED]
Sent: Sunday, March 31, 2013 9:05 AM
To: Hillegas, Michele [KMA]
Subject: Re: [REDACTED] - 2010 Kia Forte

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Thank you,

Michele Hillegas

National Consumer Affairs Analyst

Kia Motors America, Inc.

111 Peters Canyon Road

Irvine, CA 92606

949.468.4618 - Direct

949.468.4509 - Fax

mhillegas@kiausa.com

<image001.png>

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Attention: Michelle

TRANSACTION	REFERENCE	TLR	185W	TRANSACTION	TRANSACTION	SHARE	INTEREST	PRINCIPAL	LDW
I AND TIME	NUMBER	3XT	CODE	DESCRIPTION	AMOUNT	BALANCE	AMOUNT	AMOUNT	BALANCE
BEGINNING BALANCE:						.00			.00
04-13 16:42:56	20413	DVB	LK	X1W LDW	12,921.75		.00	12,921.75	12,921.75
04-13 16:42:59	901294	DVB	VE	MISC	12,367.75				
04-13 16:43:02	901295	DVB	MI	MISC	295.00				
02-04-13 16:43:02	901296	DVB	MI	MISC	45.00				
02-04-13 16:43:02	901297	DVB	MI	MISC	10.00				
03-15-13 10:47:03	911054	CB	LP	PAYMENT	260.00		70.66	189.34	12,732.41
ENDING BALANCE:						.00			12,732.41

Premier Source Credit Union-3

ABA [REDACTED]

MAR 27 2013

232 North Main St.
East Longmeadow, MA 01028
(413) 525-2202



Fathers & Sons

A family of fine automobiles.

434 Memorial Ave.
West Springfield, MA 01089
Phone: 413-785-1631

If you are happy,
Please give all
EXCELLENT!



Excellent
100%

If you are not
happy, PLEASE
call us!



90% Very Good
Very Good is a falling grade.



25% Good



12.5% Fair



0% Poor

We want you
Completely
Satisfied.
More importantly
we want you to
be HAPPY!



CUSTOMER NO.	ADVISOR STEVE	54378	TAG NO.	INVOICE DATE 03/28/13	INVOICE NO.
THORNDIKE, MA	LABOR RATE	LICENSE NO.	MILEAGE 42,058	COLOR SILVER/	
	YEAR / MAKE / MODEL 10/KIA/FORTE/4 DR		DELIVERY DATE 02/04/13	DELIVERY MILES 40,221	
	VEHICLE I.D. NO. K N A F U 4 A 2 6 A 5		SELLING DEALER NO.	PRODUCTION DATE	
RESIDENCE PHONE	P. T. E. NO.	P. O. NO.	R. O. DATE 03/15/13	REPRINT# 1	
BUSINESS PHONE	COMMENTS				

JOB# 1 CHARGES

LABOR

PLEASE DIAGNOSE TO SEE IF WINDSHIELD WIPER HEATING ELEMENT IS OPERATIONAL.
TESTED WINDSHIELD WIPER DEICER. 15A DEICER FUSE IS OK AND THE SWITCH IS WORKING. MEASURED CHARGING VOLTAGE AT PIN 1 OF CHG58 AND GROUND AT PIN 2. WINDSHIELD IS CRACKED ACROSS THE ELEMENT IN THE GLASS. WHEN MEASURING THE VOLTAGE DROP ACROSS THE CRACK, THE VOLTAGE DROP IS ABOUT 12 VOLTS. GLASS DOES NOT HEAT UP IN THE AREA OF THE ELEMENT.
FAILURE OF HEATED WINDSHIELD ELEMENT.
SUBLET WINDSHIELD REPLACEMENT. AFTER NEW GLASS WAS INSTALLED THE WINDSHIELD DEICER WAS WORKING PROPERLY.
CHECKED OPERATION OF STEERING WHEEL CONTROLS AND BLUE TOOTH. OPERATING AS DESIGNED.
GLASS INSTALLATION SUBLET DISCOUNT AUTO GLASS

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
	1		86110-1M040	GLASS ASSY-W/SHL		
	1		86130-1M001	MOULD1108028		

TOTAL - PARTS

WARRANTY
WARRANTY
0.00

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION
				03/28/13	REPLACE WINDSHIELD

TOTAL - SUBLET

WARRANTY
0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX KICS JOB# 1 TOTAL

0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
SEE STEVE 0

**ATTENTION
MICHELLE**



*Thank You
We Appreciate
Your Business*



Fathers & Sons

A family of fine automobiles.

434 Memorial Ave.
West Springfield, MA 01089
Phone: 413-785-1631

If you are happy,
Please give us
EXCELLENT!



Excellent
100%

If you are not
happy, PLEASE
call us!



50% Very Good
Very Good is a falling grade.



25% Good



12.5% Fair



0% Poor

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Completely
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More importantly
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CUSTOMER NO.	ADVISOR STEVE	54378	TAG NO.	INVOICE DATE 03/28/13	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 42,058	COLOR SILVER/	
THORNDIKE, MA	YEAR / MAKE / MODEL 10/KIA/FORTE/4 DR	DELIVERY DATE 02/04/13		DELIVERY MILES 40,221	
	VEHICLE I.D. NO. K N A F U 4 A 2 6 A 5	SELLING DEALER NO.		PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 03/15/13	REPRINT# 1	
COMMENTS			MO: 1		

TOTALS

IF YOU HAVE A QUESTION ON YOUR REPAIRS
PLEASE CALL YOUR SERVICE ADVISOR
THIS IS YOUR ONLY INVOICE
PLEASE PAY FROM THIS INVOICE ONLY
THANK YOU

FATHERS & SONS IS COMMITTED TO PROTECTING OUR ENVIRONMENT
THE MISCELLANEOUS CHARGE ON YOUR BILL IS ONLY A FRACTION
OF THE COST TO PROPERLY HANDLE THE HAZARDOUS WASTE AND
MATERIALS INVOLVED IN THE REPAIR OF VEHICLES.
TOGETHER WE CAN HELP MAKE OUR ENVIRONMENT SAFER FOR
EVERYONE. THANK YOU FOR YOUR CONCERN,
- THE STAFF AT FATHERS & SONS -
FATHERS & SONS INC.

>>> ON LINE AT <http://www.fathers-sons.com> <<<

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00



*Thank You
We Appreciate
Your Business*

PO



FATHER & SONS
989 MEMORIAL AVE
WEST SPRINGFIELD, MA., 01089

DESCRIPTION
2010 KIA FORTE

INSTALL CUSTOMER WINDSHIELD
& molding

Discount

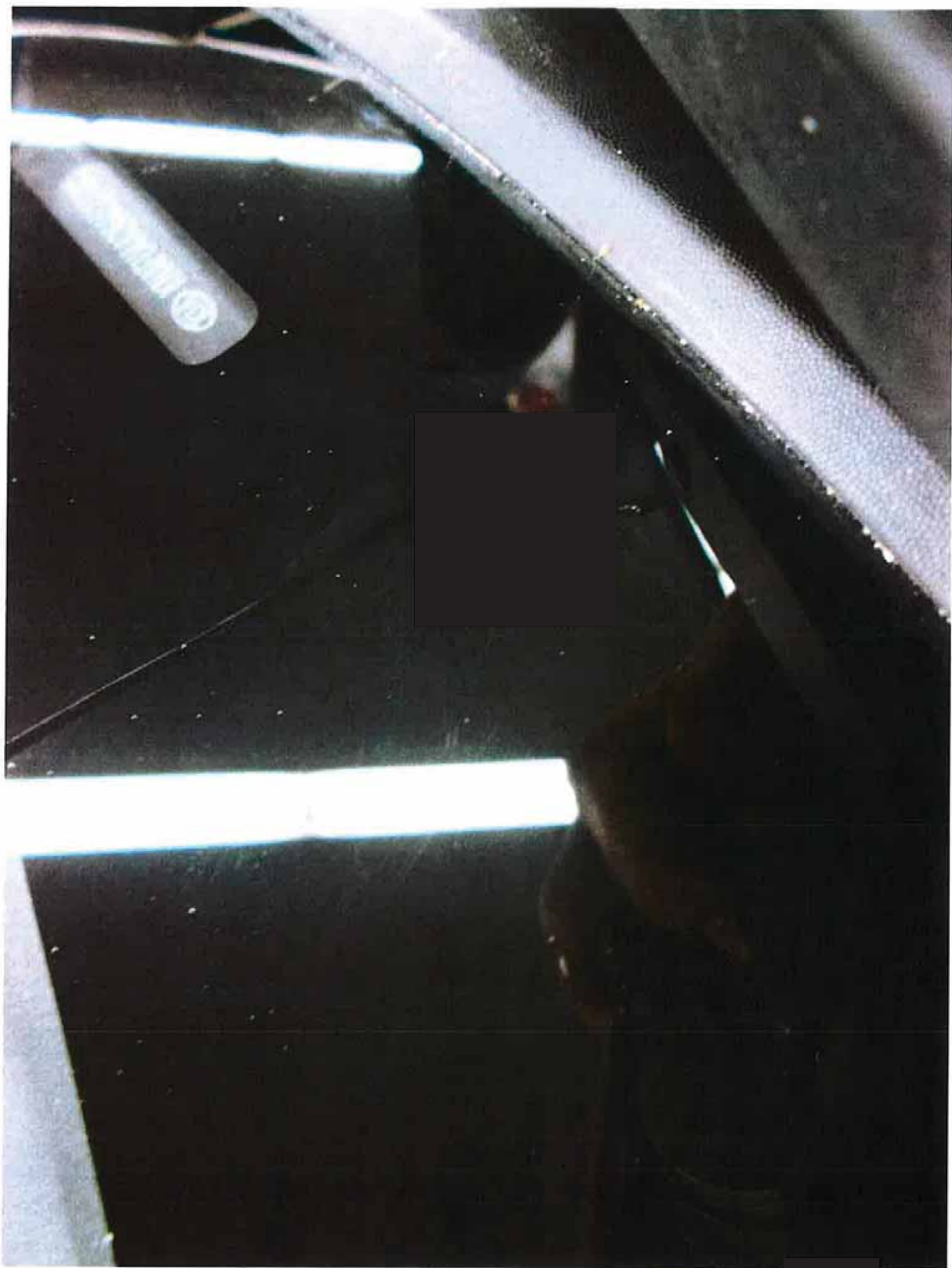
\$95.00

KIA SERVICE STEVE

	\$0.00
	\$95.00
	\$0.00
	\$95.00

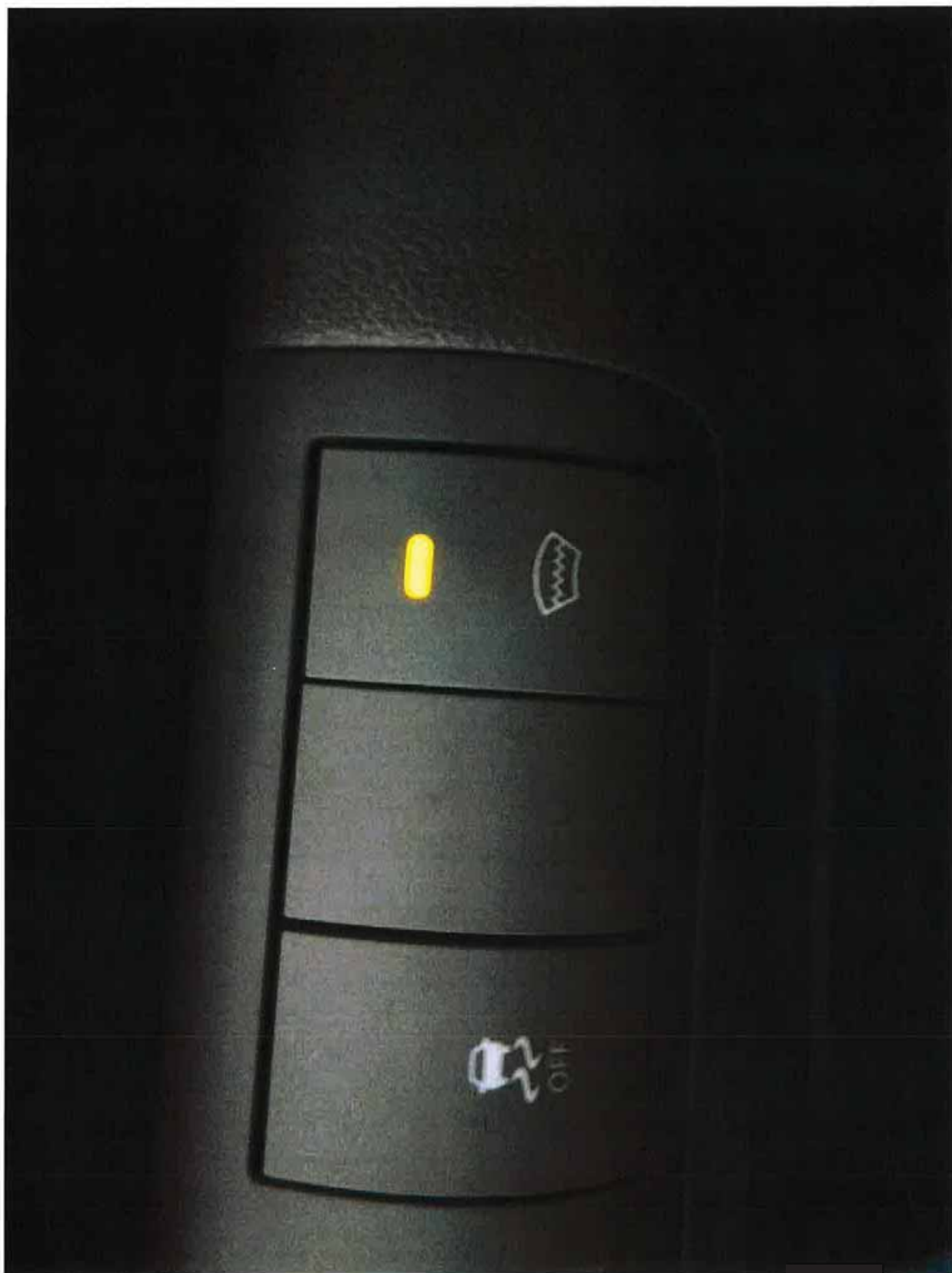
I hereby authorize and empower the above insurance co. To pay this invoice in full settlement, satisfaction and discharge Of all loss under the above policy













KIA MOTORS

Printed By: MHillegas

Consumer Assistance Center Case Report

Case Number - [REDACTED]

05/02/2013 03:44:01 PM

Case Details

Title: Customer alleges flames shot out from the dash

VIN: KNAFU4A26A5 [REDACTED]

Mileage: 42000

Status: Working

Year: 2010

Model: FORTE SEDAN

Priority: Non-Priority

Severity: Low

Call Source: Phone - English

Owner: Michele Hillegas

Owner Email: mhilllegas@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: [REDACTED]

Fax:

Address1: [REDACTED]

Address2:

City: Thorndike

State: MA

Zip: [REDACTED]

Email: [REDACTED]

Dealer Details

Code: MA008

Name: Kia of West Springfield

Case History

*** PHONE LOG 03/14/2013 07:57:24 AM (Local Time) SMcgraw Action Type:

Customer states

1. I've had so many problems with my vehicle
2. I bought it Feb 4th
3. It has been back to the dealer 4 times
4. The interior started on fire, I think it was an electrical issue
5. When I took it into the dealer, they looked at it and they said they could find nothing
6. I got the vehicle back with a crack in the windshield which I think they did it!
7. They replaced the battery, because it was not starting
8. I've had starting issues
9. I do not feel safe in this vehicle!

Writer placed customer on hold-called dealer

Service Manager Steven

1. Bought the vehicle used in Feb
2. No start issue-battery issues 02/18/13 battery replaced
3. No start issue-starter issue 02/26/13 -02/27/13 starter replaced covered under warranty
4. Customer then called 03/13/13 stating flames were coming out from the left side of the dash board
5. No melt marks, no smell, tech looked under, test drives
6. Stress mark crack on the windshield where the customer alleges the flames were coming -we did not cause this
7. The vehicle is here, and we are letting it run with heat, defrosters, a/c, wipers, radio etc
8. Bulb was replaced on 02/23/13 not a warranty issue, but dealer took care of it
9. I am alerting my DPSM of the situation

Writer told customer will call back instead of keeping her on hold-customer agreed

*** NOTES 03/14/2013 08:09:53 AM (Local Time) SMcgraw Action Type: Manager review

DISPATCHING FOR

1. Product liability

Case History

2. Customer alleges fire came out from the dash
3. Dealer has vehicle
4. Customer no longer wants the vehicle

*** CASE DISPATCHED 03/14/2013 08:10:08 AM (Local Time) SMcgraw
from WIP 0-INBOX to Queue National CA.

*** CASE ACCEPTED 03/14/2013 09:01:41 AM (Local Time) MHillegas
from Queue National CA to WIP Fire.

*** EMAIL OUT 03/14/2013 09:20:39 AM (Local Time) MHillegas Action Type: External email
Hi Ken,

I am sending you the attached case history for your review. Customer alleges vehicle had interior dashboard fire due to an electrical issue. Customer no longer wants the vehicle. Vehicle is currently at MA008. Please give me a call once you've had an opportunity to review this case.

Thanks,
Michele Hillegas
(949) 468-4618

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] MHillegas_03-14-2013 [REDACTED] .doc>>

*** PHONE LOG 03/14/2013 11:30:18 AM (Local Time) MHillegas Action Type: Outgoing call
Conference call with DPSM Ken Domingues, SM Steve O'Shea at MA038 and wtr.

1. Dealer inspected vehicle and found no signs or evidence of fire, flame, melting, smoke trail, burning wiring or plastic and no burning smell was present.
2. Dealer found a stress crack at base of windshield, however, no evidence of an outside impact.
3. Crack is 6 to 8 inches from the A pillar.
4. There is discoloration in the black laminate or shading which may be a heating element.
5. There is a button displaying a windshield and squiggly lines on the left side of the dash.
6. Customer alleges there were flames coming from base of dashboard where the windshield meets the dash pad on driver's side.
7. Customer alleges she heard a buzzing noise and blue tooth functions went inop at the same time.
8. No aftermarkets on vehicle.
9. SM to take pictures and send to wtr and DPSM for review by PQ engineer.

*** PHONE LOG 03/14/2013 03:27:15 PM (Local Time) MHillegas Action Type: Incoming call
Wtr received photos from SM Steve O'Shea at MA038.

1. Wtr scanned photos into case.

*** PHONE LOG 03/14/2013 03:29:40 PM (Local Time) MHillegas Action Type: Incoming call
Correction to above notes:
Wtr spoke with SM Steve O'Shea at MA008 Kia of West Springfield.

*** PHONE LOG 03/14/2013 03:32:43 PM (Local Time) MHillegas Action Type: Incoming call
NCA reviewed case with PQ Platform Engineer:

1. Dealer to re-confirm cracks on windshield are not from an outside impact.
2. If no evidence of outside impact, dealer to further diagnose de-icer grid to determine cause for concern.

*** PHONE LOG 03/14/2013 03:41:29 PM (Local Time) MHillegas Action Type: Outgoing call
Wtr spoke with SM Steve O'Shea at MA008 Kia of West Springfield and stated:

1. Wtr reviewed case with PQ Platform Engineer.
2. Wtr is calling to re-confirm that stress crack to windshield is not from an outside impact.
3. If there is no evidence of an outside impact we would like you to further diagnose de-icer grid for possible cause for concern.

SM SO'Shea stated:

1. Windshield is cracked from the inside.
2. Windshield is smooth on the outside where the crack is located at the base of the windshield.
3. Stress crack was not caused by an outside impact.
4. We will further diagnose de-icer grid and give you a call back with the results.

Wtr stated:

1. Thank you.

*** PHONE LOG 03/15/2013 10:26:20 AM (Local Time) BSherrick Action Type: Incoming call
Cust stated:

1. The dealership called me and said that I can pick up my car
2. The windshield needs to be replaced
3. They believe the fire is because its a heated windshield
4. I think it has something to do with the phone system in the steering wheel

Case History

5. They told me I can pick up my car and drive it
6. I don't want to drive it because it has a cracked windshield
7. I don't want this car
8. I believe this is an electrical problem
9. They said they can take a better look at it when they remove the windshield
10. But I don't know why they would ask me to pick it up because it is a hazzard to drive
11. It had a fire and it has not been resolved yet
12. I need someone to call me
13. I was told that someone would call me within 2 bus days and today is the 2nd bus day

Writer stated:

1. Apologize
2. I have taken notes of what you said
3. I will send that information to your case worker
4. Your case has been assigned to someone who will be calling you
5. I can provide you with their number

Customer stated:

1. I am not able to write down any number right now
2. Can you email me the phone number?

Writer stated:

1. I can do that only so long as you don't correspond back in email

Customer stated:

1. That is fine
2. Thank you

*** PHONE LOG 03/15/2013 10:29:32 AM (Local Time) BSherrick Action Type: Web Contact

Sent email to [REDACTED]

1. Provided phone number for MHillegas

*** PHONE LOG 03/15/2013 11:00:08 AM (Local Time) HSanchez Action Type: Incoming call

Customer states:

1. I am calling to get some information.
2. Provided VIN#.
3. I just want the name & extension for my case manager.

Writer states:

1. Apologized for any trouble.
2. Verified contact info.
3. Advised customer case has been escalated to NCA.
4. Advised customer NCA of Case Managers name & extension.
5. Is there anything writer can further assist with?

Customer states:

1. No I just wanted to confirm on this info.
2. No additional assistance needed at this time.
3. Thanked writer for assistance.

*** PHONE LOG 03/15/2013 04:05:50 PM (Local Time) MHillegas Action Type: Incoming call
Wtr received an email from SM Steve O'Shea at MA008 with a screen shot of diagnosis as follows:

1. Tested windshield wiper deicer.
2. 15A deicer fuse is ok and the switch is working.
3. Measured charging voltage at pin 1 of CHG58 and ground at pin 2.
4. Windshield is cracked across the element in the glass.
5. When measuring the voltage drop across the crack, the voltage drop is about 12 volts.
6. Glass does not heat up in the area of the element.

*** PHONE LOG 03/15/2013 04:07:20 PM (Local Time) MHillegas Action Type: Incoming call
NCA REVIEWED CASE WITH PQ AND KMA LEGAL DEPT.:

1. DEALER TO REPLACE WINDSHIELD.
2. DPSM TO INSPECT VEHICLE PRIOR TO REPAIR TO CHECK FOR ANY UNDERLYING ELECTRICAL ISSUES.

*** PHONE LOG 03/15/2013 04:14:43 PM (Local Time) MHillegas Action Type: Outgoing call

Wtr spoke with DPSM Ken Domingues and stated:

1. Wtr reviewed case with PQ and KMA Legal and was advised to replace the windshield.
2. We would also like you to inspect the vehicle for any other underlying electrical concerns prior to repair.

DPSM stated:

1. I've authorized the dealer to replace the windshield.
2. I can inspect the vehicle between Monday and Tuesday of next week.
3. I will contact SM Steve O'Shea and advise him that I will be inspecting the vehicle prior to the repair being done.

*** PHONE LOG 03/15/2013 04:35:50 PM (Local Time) MHillegas Action Type: Incoming call

Wtr spoke with customer [REDACTED] who stated:

Case History

1. Customer reiterated same concerns as previously stated above.
2. I got a call from the dealer stating that they are replacing the windshield and it should be in next Wed., March 20, 2013.
3. They told me I could pick up my car and then bring it back on Wednesday to have the repair performed.
4. I told them I didn't think the vehicle was safe to drive and they told me I could stay in the loaner until the repair is done.
5. I just don't trust this dealership or the vehicle.
6. I think the concern is caused by an electrical issue because the phone was acting up saying listening, listening when I wasn't even using it.
7. Then I heard a buzzing noise, saw smoke then a flame.
8. Deicer button was not on prior to the incident.
9. Crack wasn't on the windshield when I dropped off the vehicle on 3/13/13.
10. I noticed the crack when I went to the dealership to pick up the car and opened the door to get in.
11. Kerry in Service drove the vehicle into the garage and can verify there was no crack in the windshield.
12. Dealer tech is saying that the crack was in the windshield when he inspected the vehicle.

Wtr stated:

1. Wtr agrees that it would be best if you do not want drive the vehicle until the repair has been completed.
2. Wtr advised customer that KMA will cover the cost of the loaner or rental until the repair has been completed.
3. Wtr reviewed the case with a few corporate engineers and the DPSM and we are all in agreement that the windshield should be replaced.
4. We have asked the DPSM to inspect the vehicle for any other underlying electrical concerns prior to the windshield being completed.
5. DPSM will be inspecting the vehicle either Monday or Tuesday.
6. Wtr will give you a call back with the results of DPSM's inspection.

Customer stated:

1. Thank you so much for your help.

*** PHONE LOG 03/18/2013 12:29:38 PM (Local Time) MHillegas Action Type: Incoming call

Wtr received a copy of an email from DPSM to SM Steve O'Shea stating:

From: Domingues, Ken [KMA]

Sent: Saturday, March 16, 2013 10:44 AM

To: Stephen O'Shea

Cc: Hillegas, Michele [KMA]

Subject: FW: [REDACTED] KIA W/S PICTURES / KNAFU4A26A5 [REDACTED] / MILEAGE 42,026

Steve

I will swing by early Tuesday Morning

Ken Domingues

District Parts and Service Manager

Kia Motors America | 1 Tower Center Blvd Ste 1100| East Brunswick, NJ | 08816

Cell 845-216-1147 | Fax: (401) 633-6082|E-Mail kdomingues@kiausa.com

*** PHONE LOG 03/18/2013 12:32:09 PM (Local Time) MHillegas Action Type: Outgoing call

Wtr called SM Steve O'Shea and left a detailed VM stating:

1. PQ engineer is requesting that you send the old windshield back to Kia Corporate for further inspection and evaluation.
2. You can send the windshield to wtr's attention.
3. Any questions, please give wtr a call back at (949) 468-4618.

*** PHONE LOG 03/19/2013 11:08:18 AM (Local Time) MHillegas Action Type: Incoming call

Wtr received a VM from DPSM Ken Domingues requesting a call back.

*** PHONE LOG 03/19/2013 11:11:58 AM (Local Time) MHillegas Action Type: Outgoing call

Wtr called DPSM Ken Domingues (845) 216-1147 and left a detailed VM requesting a call back.

*** PHONE LOG 03/19/2013 01:20:28 PM (Local Time) MHillegas Action Type: Incoming call

Wtr received email communication from RCAA KZaia as follows:

From: Zaia, Kelly [KMA]

Sent: Tuesday, March 19, 2013 10:20 AM

To: Cameron, Michele [KMA]

Cc: Pfeifer, Matthew [KMA]; Domingues, Ken [KMA]

Subject: Lavolette - Customer alledging fire from dash - [REDACTED]

Importance: High

Good afternoon Michele,

I received a BBB case for this customer with no start date. I do see you own the case and the old windshield will be sent back to Corporate for further testing.

Customer is requesting replacement vehicle on BBB forms.

I wanted to check with you to see if I would take over customer handling on this BBB case.

Thank you!

Kelly Zaia | Consumer Affairs Analyst

Case History

Kia Motors America, Inc.

T Tower Center Blvd. Ste. 1100, East Brunswick NJ 08902 T 732 565 5128 F 732 565 5132 E kzaia@kiausa.com

*** PHONE LOG 03/19/2013 01:21:12 PM (Local Time) MHillegas Action Type: Outgoing call
Wtr called DPSM Ken Domingues (845) 216-1147 and left a detailed VM requesting a call back.

*** PHONE LOG 03/19/2013 01:46:39 PM (Local Time) MHillegas Action Type: Incoming call
Wtr spoke with DPSM Ken Domingues who stated:

1. Inspected vehicle this morning.
2. There is no evidence of rock chips or any other outside impacts.
3. It appears the deicer shorted out.
4. There is no evidence of a thermal reaction.
5. Dealer will be removing the cowl to inspect for further damage and/or other concerns.
6. I will f/u with the dealer in the morning to get their findings and will give you a call to advise.

Wtr stated:

1. Wtr advised DPSM that ERCA Office received a BBB complaint filed by the customer.
2. Region to handle the BBB complaint.
3. Thanks for the update.

*** PHONE LOG 03/20/2013 08:46:42 AM (Local Time) MHillegas Action Type: Incoming call
Wtr received an email from RCAA Kelly Zaia stating:

From: Zaia, Kelly [KMA]
Sent: Wednesday, March 20, 2013 05:38 AM Pacific Standard Time
To: Pfeifer, Matthew [KMA]; Hillegas, Michele [KMA]
Cc: Domingues, Ken [KMA]
Subject: RE: [REDACTED] Customer alledging fire from dash - [REDACTED]

Good Morning all,

To seek repurchase or replacement in Massachusetts, claim must be filed within 2 years or 24k

Warranty start is 9/20/10 so this customer will not qualify under the program.

(Seeking repairs is 3 years or 36k, so they will also not qualify for this resolution).

Thanks for all of your help!

Kelly

*** PHONE LOG 03/21/2013 12:10:15 PM (Local Time) MHillegas Action Type: Outgoing call
Wtr called DPSM Ken Domingues 845-216-1147 and left a detailed VM requesting a call back.

*** PHONE LOG 03/21/2013 12:25:25 PM (Local Time) MHillegas Action Type: Incoming call
Wtr received an email from RCAA KZaia stating:

From: Zaia, Kelly [KMA]
Sent: Wednesday, March 20, 2013 1:42 PM
To: Domingues, Ken [KMA]; Hillegas, Michele [KMA]
Cc: Pfeifer, Matthew [KMA]
Subject: RE: [REDACTED] Customer alleging fire from dash - [REDACTED]

Hi all,

Looks like used vehicles are covered for 1 year or 15,000 miles under BBB summary.

MA Consumer Protection Act (Chapter 93A) covers unfair or deceptive practices on the part of merchants. If you have a lemon, it's automatically considered an unfair or deceptive practice. This is all I could find on 93A, BBB does not mention it and more than likely will go off of the program summary for the state. Let me know if you have any other info on this.

Michele and I spoke and I will let you all know if for some reason BBB would accept this as an official case.

Thanks for all of your help.

Kelly

*** PHONE LOG 03/22/2013 12:30:01 PM (Local Time) MHillegas Action Type: Incoming call
Wtr spoke with RCAA KZaia who stated:

1. BBB complaint states that customer does not want the car back.
2. Request to replace vehicle.
3. Concerns stated: 2X's hard to start; fire in the dash.

Wtr stated:

1. Thanks for the info.

Case History

*** PHONE LOG 03/22/2013 12:55:11 PM (Local Time) MHillegas Action Type: Outgoing call

Wtr spoke with DPSM Ken Domingues 845-216-1147 and stated:

1. Wtr is calling to get an update on the repair to customer, [REDACTED] vehicle.

DPSM stated:

1. Windshield has been replaced and customer has picked up the vehicle.
2. It was just a burnout in the windshield.
3. No problem found with the connector or wiring.

Wtr stated:

1. Thanks for the update.

*** PHONE LOG 03/22/2013 01:02:16 PM (Local Time) MHillegas Action Type: Outgoing call

Wtr spoke with SM Steve O'Shea at MA008 and stated:

1. Wtr is calling in regard to the windshield repair to [REDACTED] vehicle.

SM SO'Shea stated:

1. We replaced the windshield yesterday and customer picked up the vehicle today.
2. Concern was isolated to the lower grid where the deicer is located.
3. Inspected connector and wiring and found no problem and no evidence of melting or burning.
4. We will be shipping the old windshield back to Kia Corporate per your request.

Wtr stated:

1. Wtr gave Kia Corporate address and FedEx no. to SM.
2. Wtr requested a copy of the RO and gave NCA's fax number to SM.
3. Thanks for all your help in this matter.

*** PHONE LOG 03/26/2013 12:47:18 PM (Local Time) MHillegas Action Type: Outgoing call

Wtr called customer, [REDACTED] and left a detailed VM requesting a call back.

*** PHONE LOG 03/26/2013 05:58:08 PM (Local Time) MHillegas Action Type: Incoming call

Wtr received a call back from customer, [REDACTED] who stated:

1. I am returning your call in regard to the windshield repair performed on my vehicle.
2. So far everything is okay with the vehicle since I picked it up last Friday, March 22, 2013.
3. However, I'm really upset because the gas tank was empty and I had to make sure that the rental car had gas in it before I turned it in.
4. The only thing the dealer gave me was two free car washes for the inconvenience.
5. Not to mention the other concern with the battery and starter.
6. This vehicle has had nothing but problems since I purchased it.
7. I don't know if I feel safe driving this vehicle.
8. I don't really want this car anymore.
9. If I turn in this vehicle then I'm going to lose the \$4,000.00 I put down on this car.
10. I'm going to have to continue pursuing a claim with the BBB or use other resources I guess.

Wtr stated:

1. Wtr apologized for the inconvenience this concern has caused you so early on into your ownership period.
2. Wtr advised the customer that the cause for the concern was isolated to the deicer grid at the base of the windshield.
3. Dealer and DPSM inspected vehicle and found no further concerns with the connectors and wiring.
4. There were no other vehicle concerns identified.
5. Dealer and DPSM did not find any evidence of burn or fire damage to the vehicle.
6. Concern was isolated to the deicer heating element shorting out.
7. We have requested that the dealer send us the old windshield for further evaluation and analysis by our PQ Engineering Dept.
8. Wtr advised customer that replacing the vehicle is not an option that wtr can offer customer at this time.
9. What exactly are you requesting of Kia at this time?

Customer stated:

1. I don't just want two free car washes; I want compensation for the inconvenience and time lost from work.

Wtr stated:

1. Wtr would like to offer to reimburse you for one car payment for the inconvenience.
2. Wtr requested a copy of customer's most recent car payment statement.

Customer stated:

1. I can email a copy of my car payment statement to you.
2. Please send me an email with your contact information.
3. Thank you, I don't mean to take out all of my frustrations on you, I know it's not your fault.

Wtr stated:

1. Wtr understands the reason for your frustration.
2. Wtr to send customer an email with wtr's contact information.

*** PHONE LOG 04/02/2013 10:47:51 AM (Local Time) MHillegas Action Type: Incoming call

Wtr received email from customer, [REDACTED] with car payment summary attached.

1. Attached is my payment summary report from my credit union.
2. On 3/16 I paid \$260.00.
3. Payment summary would not print correctly.

Case History

*** PHONE LOG 04/02/2013 10:49:44 AM (Local Time) MHillegas Action Type: Incoming call

Wtr spoke with customer, [REDACTED] and stated:

1. I received your email with the car payment summary attached.
2. However, the payment summary report will not print correctly on one page.
3. Wtr requested that customer fax a copy of the summary report to wtr.
4. Wtr gave NCA's fax number to customer.
5. Thank you.

Customer stated:

1. I can fax a copy of the summary report tomorrow.

*** PHONE LOG 04/11/2013 03:24:39 PM (Local Time) MHillegas Action Type: Incoming call

Tread review completed.

*** PHONE LOG 05/02/2013 03:12:34 PM (Local Time) MHillegas Action Type: Incoming call

NCA received a copy of payment summary for car payment from customer, [REDACTED]

1. Wtr scanned document into case.

*** PHONE LOG 05/02/2013 03:13:59 PM (Local Time) MHillegas Action Type: Incoming call

NCA received a copy of RO# [REDACTED] from MA008.

1. Wtr scanned document into case.

Attachments to Case:

File Name

Email Attachment 03/14/2013 09:13:35 AM

[REDACTED] - photos, Carfax.pdf
[REDACTED] packing list.pdf
[REDACTED] car pmt summary.pdf
[REDACTED] RO# [REDACTED] pdf

Location

\\copubs\ClarifyObj\CA_Attachments\SendHistory\Case_[REDACTED]_MHillegas_03-14-2013 [REDACTED].doc
\\copubs\ClarifyObj\CA_Attachments\Laviolette - photos, Carfax.pdf
\\copubs\ClarifyObj\CA_Attachments\Laviolette packing list.pdf
\\copubs\ClarifyObj\CA_Attachments\Laviolette car pmt summary.pdf
\\copubs\ClarifyObj\CA_Attachments\Laviolette RO# [REDACTED] pdf

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

Accident Report

Case [REDACTED]

Report Details

*** End ***

1. Who Owns the Vehicle?

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

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

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

3. Do You Own the Vehicle?

Yes

4. What is the Age of the Driver?

<Driver's Age>
[REDACTED]

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

<DATE> and <TIME>
[REDACTED] 13 7:40AM

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

<ROAD WEATHER CONDITIONS>
NA -

7. What Speed was the Vehicle Traveling?

<VEHICLE SPEED>
3 5MPH

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

<INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>

I was driving to work, my radio turned off and kept saying listening. A few minutes later I heard buzzing, then I saw smoke coming from the dash on the drivers side by the windshield, then a flame about the size of half dollar came out, I blew it out, then it came back. I pulled over and then I popped open the hood to make sure nothing else was on fire. I calmed down and then I called Kia, while I was trying to call Kia the phone system got all screwed up, it was trying to facetime. I drove straight to Kia.

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?

<VEHICLE LOCATION>

Kia of West Springfield

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?

<RESOLUTION SOUGHT>

I don't want this car anymore. I just want my money back. I have had so many problems with the vehicle. I need a reliable vehicle!

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

Alan St. Sauveur

KIA of WEST SPRINGFIELD - MA 01088

From: Stephen O'Shea
Sent: Monday, March 25, 2013 10:12 AM
To: Alan St. Sauveur
Cc: Michael G. Fearon
Subject: windsheild RO [REDACTED]

Please ship windshield back to Kia Motors of America
111 Peters Canyon Road
Irvine CA. 92606
Attention: Michelle Hillegas

Fed Ex account # [REDACTED]

Steve O'Shea
Service Director
Fathers and Sons Kia

[NOTE: THIS GLASS IS SPIDERED]

Confirm your shipment details

Outbound Shipment

From	Alan Saint - Shipping Dept. Kia of West Springfield - MA008 179 New Bridge Street WEST SPRINGFIELD, MA United States 01089 4132147540	Ship date	03/29/2013
		Number of packages	1
		Total weight	54.00 lbs
		Carriage Value	0.0 USD
		Service type	3Day Freight
		Package type	Your Packaging
		Dimensions	68 x 12 x 48 in
		Shipper account number	MyAccount-365
To	ATTN: Michelle Hillegas KIA MOTORS AMERICA, INC. 111 Peters Canyon Road IRVINE, CA United States 92606 8002253217	Bill transportation to	Third party
		Your reference	MA008 / *KNAFU4A26A5
		Pickup/Drop-off	Use an already scheduled pickup at my locati
		P.O. no.	
		Invoice no.	
		Department no.	
		Special Services	

MAR 28, 2013 R/O CLOSE OUT

Store 01 SERVC01 PORT 5095 3651

X. R/O NO.	TYPE SERVICE D# 1 PR 3 ST K	11. ADVISOR	54378
1. CUSTOMER		12. DATE IN	03/15/2013
		13. TIME IN	07:36am
		14. DATE PR	03/21/2013
PHONE (B)	THORNDIKE MA	15. TIME PR	03:30pm
	PHONE (H)	16. TAG NO.	
2. SERIAL#	KNAFU4A26A5	17. MI I/O	42058/42058
LICENSE#	STK#	18. PO NO.	
DESC.	K1 FORTE SILVER 10	19. COMMENTS	Y
		20. RECOMMEN	
3. JOBS (J#)	1	21. JRNL PFX	PICKUP
STATUS	F	22.	
4. LABOR	0.00		45.70
5. PARTS	0.00		508.53
6. SUBLET	0.00		0.00
7. G.O.G.	0.00		0.00
8. MISC	0.00		0.00
9. TAX	0.00		0.00
10. EST \$ [	0.00] TOTALS [C]		0.00
			554.23 [I]

(S=SAVE) (I=INVOICE) (CR=CONS REACH) (W=WARRANTY) (ST=STATUS) (LINE#) (TAB)

J#	PART-NO.....	DESCRIPTION...	T	COST....	QTY	PRICE...	EXT.PRC.	CWI	GRP
1	KI86110-1M040	GLASS ASSY-W/S	N	346.84	1	485.58	485.58	W	—
1	KI86130-1M001	MOULDI108028	N	16.39	1	22.95	22.95	W	

BILL TYPE	COST	PRICE
CUSTOMER	0.00	0.00
WARRANTY	363.23	508.53
INTERNAL	0.00	0.00
TOTALS	363.23	508.53

(E=ENTER) (P=PAGE) (T=TRANSFER) (S=SP ORD)

JOB#(1) OP/CODE 13K1Z BODY ELECTRICAL LT/?
LABOR(C/W/I) W JRNL PFX (C) (W) (I) VLR
BILLING TIME 0.50 LABOR RATE 91.40 GRP
LABOR CHARGES 45.70 NOTE
COMPLAINT PLEASE DIAGNOSE TO SEE IF WINDSHIELD WIPER HEATING ELEMENT
IS OPERATIONAL
CAUSE TESTED WINDSHIELD WIPER DEICER. 15A DEICER FUSE IS OK AND
ORIG/MORE-> THE SWITCH IS WORKING. MEASURED CHARGING VOLTAGE AT PIN 1
CORRECTION SUBLET WINDSHIELD REPLACEMENT. AFTER NEW GLASS WAS INSTALLED
ORIG/MORE-> THE WINDSHIELD DEICER WAS WORKING PROPERLY.

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	508.53	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE....	START	FINSH	HOURS	ADJ...TY	P
1	1	2004	ALAN	F	W	03/15/13	8.30	8.80	0.00		
2	1	2004	ALAN	F	W	03/20/13	11.70	13.00	0.00		
TOTAL LABOR TIME							0.50	INVENTORY COST			11.50

(B=BOOKED) (C=CHANGE) (CC=CCC SCREEN) (D=DELETE) (E=ENTER) (J=JRNL PFX) (TAB)

JOB#: 1 OPERATION: 13K1Z DESCRIPTION: BODY ELECTRICAL

1. COMPLAINT : PLEASE DIAGNOSE TO SEE IF WINDSHIELD WIPER HEATING ELEMENT IS OPERATIONAL

2. CAUSE : TESTED WINDSHIELD WIPER DEICER. 15A DEICER FUSE IS OK AND
ORIG/MORE-> THE SWITCH IS WORKING. MEASURED CHARGING VOLTAGE AT PIN 1
OF CHG58 AND GROUND AT PIN 2. WINDSHIELD IS CRACKED ACROSS
THE ELEMENT IN THE GLASS. WHEN MEASURING THE VOLTAGE DROP
ACROSS THE CRACK, THE VOLTAGE DROP IS ABOUT 12 VOLTS. GLASS
DOES NOT HEAT UP IN THE AREA OF THE ELEMENT.

3. CORRECTION: SUBLET WINDSHIELD REPLACEMENT. AFTER NEW GLASS WAS INSTALLED
ORIG THE WINDSHIELD DEICER WAS WORKING PROPERLY.
CHECKED OPERATION OF STEERING WHEEL CONTROLS AND BLUE TOOTH.
OPERATING AS DESIGNED

(E=ENTER) (LINE#) (M#=MORE LINES) (O=ORIG ENTRY)



Shipment Receipt

Address Information

Ship to:

ATTN: Michelle Hillegas
KIA MOTORS AMERICA, INC.
111 Peters Canyon Road
IRVINE, CA 92606
US
8002253217

Ship from:

Alan Saint - Shipping Dept.
Kia of West Springfield -
MA008
179 New Bridge Street
WEST SPRINGFIELD, MA 01089
US
4132147540

Shipment Information:

Tracking no.: [REDACTED]
Ship date: 03/29/2013
Estimated shipping charges: 0.00

Package Information

Service type: 3Day Freight
Package type: Your Packaging
Number of skids: 1
Total pieces on skids: 1
Booking confirmation no.:
Total weight: 54 LBS
Declared Value: 0.00 USD
Special Services:
Pickup/Drop-off: Use an already scheduled pickup at my location

Billing Information:

Bill transportation to: Third party
Your reference: MA008 / *KNAFU4A26A5 [REDACTED]
P.O. no.: [REDACTED]
Invoice no.: RO [REDACTED]
Department no.: [REDACTED]

Thank you for shipping online with FedEx ShipManager at fedex.com.

Please Note

FedEx will not be responsible for any claim in excess of \$100 per package, whether the result of loss, damage, delay, non-delivery, misdelivery, or misinformation, unless you declare a higher value, pay an additional charge, document your actual loss and file a timely claim. Limitations found in the current FedEx Service Guide apply. Your right to recover from FedEx for any loss, including intrinsic value of the package, loss of sales, income interest, profit, attorney's fees, costs, and other forms of damage whether direct, incidental, consequential, or special is limited to the greater of \$100 or the authorized declared value. Recovery cannot exceed actual documented loss. Maximum for items of extraordinary value is \$500, e.g., jewelry, precious metals, negotiable instruments and other items listed in our Service Guide. Written claims must be filed within strict time limits. Consult the applicable FedEx Service Guide for details. The estimated shipping charge may be different than the actual charges for your shipment. Differences may occur based on actual weight, dimensions, and other factors. Consult the applicable FedEx Service Guide or the FedEx Rate Sheets for details on how shipping charges are calculated.

From: (413) 214-7540
Alan Saint - Shipping Dept.
Kia of West Springfield - MA008
179 New Bridge Street

Origin ID: BDLRT



Ship Date: 29MAR13
ActWgt: 54.0 LB
CAD: [REDACTED] NET3370

Dims: 68 X 48 X 12 IN

Booking # [REDACTED]

WEST SPRINGFIELD, MA 01089

SHIP TO: (800) 225-3217

BILL THIRD PARTY

ATTN: Michelle Hillegas
KIA MOTORS AMERICA, INC.
111 Peters Canyon Road

IRVINE, CA 92606

Delivery Address Bar Code



Ref # MA008 / *KNAFU4A26A5
Invoice # RC
PO # [REDACTED]
Dept # [REDACTED]

WED - 03 APR H1
3 DAY FRT

TRK#
0201

UZ NZJRT

CA-US
SNA



518G164BE93AB



Fathers & Sons

A family of fine automobiles.

434 Memorial Ave.
West Springfield, MA 01089
Phone: 413-785-1631

If you are happy,
Please give all
EXCELLENT!



Excellent
100%

If you are not
happy, PLEASE
call us!



50% Very Good
Very Good is a falling grade.



25% Good



12.5% Fair



0% Poor

We want you
Completely
Satisfied.
More Importantly
we want you to
be HAPPY!



CUSTOMER NO.	ADVISOR STEVE	54378	TAB NO.	INVOICE DATE 03/28/13	INVOICE NO.
THORNDIKE, MA	LABOR RATE	LICENSE NO.	MILEAGE 42,058	COLOR SILVER/	
	YEAR / MAKE / MODEL 10/KIA/FORTE/4 DR		DELIVERY DATE 02/04/13	DELIVERY MILES 40,221	
	VEHICLE ID. NO. K N A F U 4 A 2 6 A 5		SELLING DEALER NO.	PRODUCTION DATE	
	P. T. E. NO.	P. O. NO.	R. O. DATE 03/15/13	REPRINT# 1	
	COMMENTS				

JOB# 1 CHARGES

LABOR

PLEASE DIAGNOSE TO SEE IF WINDSHIELD WIPER HEATING ELEMENT IS OPERATIONAL.
TESTED WINDSHIELD WIPER DEICER, 15A DEICER FUSE IS OK AND THE SWITCH IS WORKING. MEASURED CHARGING VOLTAGE AT PIN 1 OF CHG58 AND GROUND AT PIN 2. WINDSHIELD IS CRACKED ACROSS THE ELEMENT IN THE GLASS. WHEN MEASURING THE VOLTAGE DROP ACROSS THE CRACK, THE VOLTAGE DROP IS ABOUT 12 VOLTS. GLASS DOES NOT HEAT UP IN THE AREA OF THE ELEMENT.
FAILURE OF HEATED WINDSHIELD ELEMENT.
SUBLET WINDSHIELD REPLACEMENT. AFTER NEW GLASS WAS INSTALLED THE WINDSHIELD DEICER WAS WORKING PROPERLY.
CHECKED OPERATION OF STEERING WHEEL CONTROLS AND BLUE TOOTH. OPERATING AS DESIGNED
GLASS INSTALLATION SUBLET DISCOUNT AUTO GLASS

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
	1		86110-1M040	GLASS ASSY-W/SHL		
	1		86130-1M001	MOULD1108028		

TOTAL - PARTS

WARRANTY
WARRANTY
0.00

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION
				03/28/13	REPLACE WINDSHEILD

TOTAL - SUBLET

WARRANTY
0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX KICS JOB# 1 TOTAL

0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
SEE STEVE 0

ATTENTION
MICHELLE



Thank You
We Appreciate
Your Business



Fathers & Sons

A family of fine automobiles.

434 Memorial Ave.
West Springfield, MA 01089
Phone: 413-785-1631

If you are happy,
Please give all
EXCELLENT!



Excellent
100%

If you are not
happy, PLEASE
call us!



50% Very Good
Very Good is a failing grade.



25% Good



12.5% Fair



0% Poor

We want you
Completely
Satisfied.
More importantly
we want you to
be HAPPY!



CUSTOMER NO.	ADVISOR STEVE	54378	TAG NO.	INVOICE DATE 03/28/13	INVOICE NO.
THORNDIKE, MA	LABOR RATE	LICENSE NO.	MILEAGE 42,058	COLOR SILVER/	
	YEAR / MAKE / MODEL 10/KIA/FORTE/4 DR		DELIVERY DATE 02/04/13	DELIVERY MILES 40,221	
	VEHICLE I.D. NO. K N A F U 4 A 2 6 A 5		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 03/15/13	REPRINT# 1	
	COMMENTS				

MO: [REDACTED]

IF YOU HAVE A QUESTION ON YOUR REPAIRS
PLEASE CALL YOUR SERVICE ADVISOR
THIS IS YOUR ONLY INVOICE
PLEASE PAY FROM THIS INVOICE ONLY
THANK YOU

FATHERS & SONS IS COMMITTED TO PROTECTING OUR ENVIRONMENT
THE MISCELLANEOUS CHARGE ON YOUR BILL IS ONLY A FRACTION
OF THE COST TO PROPERLY HANDLE THE HAZARDOUS WASTE AND
MATERIALS INVOLVED IN THE REPAIR OF VEHICLES.
TOGETHER WE CAN HELP MAKE OUR ENVIRONMENT SAFER FOR
EVERYONE. THANK YOU FOR YOUR CONCERN,
- THE STAFF AT FATHERS & SONS -
FATHERS & SONS INC.
>>> ON LINE AT <http://www.fathers-sons.com> <<<

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00



*Thank You
We Appreciate
Your Business*

PO [REDACTED]

[REDACTED] 3/20/2013

FATHER & SONS
989 MEMORIAL AVE
WEST SPRINGFIELD, MA., 01089

DESCRIPTION
2010 KIA PORTE

[REDACTED]	Discount	[REDACTED]
INSTALL CUSTOMER WINDSHIELD		
& molding		\$95.00

KIA SERVICE STEVE

[REDACTED]	\$0.00
[REDACTED]	\$95.00
[REDACTED]	\$0.00
[REDACTED]	\$95.00

I hereby authorize and empower the above insurance co. To pay this invoice in full settlement, satisfaction and discharge Of all loss under the above policy



Consumer Assistance Center Case Report

Printed By: MHillegas

Case Number - [REDACTED]

03/14/2013 09:13:55 AM

Case Details

Title: Customer alleges flames shot out from the dash

VIN: KNAFU4A26A5 [REDACTED]

Mileage: 42000

Status: Working

Year: 2010

Model: FORTE SEDAN

Priority: Non-Priority

Severity: Low

Call Source: Phone - English

Owner: Michele Hillegas

Owner Email: mhilllegas@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: [REDACTED]

Fax:

Address1: [REDACTED]

Address2:

City: Thorndike

State: MA

Zip: [REDACTED]

Email: [REDACTED]

Dealer Details

Code: MA008

Name: Kia of West Springfield

Case History

*** PHONE LOG 03/14/2013 07:57:24 AM (Local Time) SMcgraw Action Type:

Customer states

1. I've had so many problems with my vehicle
2. I bought it Feb 4th
3. It has been back to the dealer 4 times
4. The interior started on fire, I think it was an electrical issue
5. When I took it into the dealer, they looked at it and they said they could find nothing
6. I got the vehicle back with a crack in the windshield which I think they did it!
7. They replaced the battery, because it was not starting
8. I've had starting issues
9. I do not feel safe in this vehicle!

Writer placed customer on hold-called dealer

Service Manager Steven

1. Bought the vehicle used in Feb
2. No start issue-battery issues 02/18/13 battery replaced
3. No start issue-starter issue 02/26/13 -02/27/13 starter replaced covered under warranty
4. Customer then called 03/13/13 stating flames were coming out from the left side of the dash board
5. No melt marks, no smell, tech looked under, test drives
6. Stress mark crack on the windshield where the customer alleges the flames were coming -we did not cause this
7. The vehicle is here, and we are letting it run with heat, defrosters, a/c, wipers, radio etc
8. Bulb was replaced on 02/23/13 not a warranty issue, but dealer took care of it
9. I am alerting my DPSM of the situation

Writer told customer will call back instead of keeping her on hold-customer agreed

[!<For Internal Use Only:

>!]

*** NOTES 03/14/2013 08:09:53 AM (Local Time) SMcgraw Action Type: Manager review

Case History

DISPATCHING FOR

1. Product liability
2. Customer alleges fire came out from the dash
3. Dealer has vehicle
4. Customer no longer wants the vehicle

[!<For Internal Use Only:
>!]

*** CASE DISPATCHED 03/14/2013 08:10:08 AM (Local Time) SMcgraw
from WIP 0-INBOX to Queue National CA.

*** CASE ACCEPTED 03/14/2013 09:01:41 AM (Local Time) MHillegas
from Queue National CA to WIP Fire.

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

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. (814)

Description of continuing defect(s) or condition(s) MISADJUSTED BRAKE SWITCH / 40 BRAKES
BRAKE SWITCH OUT OF ADJUSTMENT. (518011MA20)(51712 - 1M000)(51718-2H000)
(51720) - 2K000(51750 2H000) FORD CODE C. 1513 C. 1237 BRAKE LIGHT SWITCH ERROR
(NOTE: this is not a complete list; the manufacturer should ascertain all repair information.) 40 BRAKE 8814 and more

I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Vehicle Make KIA Model FORTE EX Year 2013

VIN KIN1A1F1U141A121X1D15 / Date of Delivery 02/27/2013

Name and City/State of selling dealer or leasing company (if applicable) CITY KIA OF GREATER ORLANDO
9550 S ORANGE BLOSSOM TRL ORLANDO, FL. 32837

Name and City/State of authorized service agent(s) attempting previous repairs:
CITY KIA GREATER ORLANDO
9550 S ORANGE BLOSSOM TRL ORLANDO FL 32837

Consumer [REDACTED]

Address [REDACTED]

ST ORLANDO FL

Home phone [REDACTED]

Work phone [REDACTED]

Signature [REDACTED]

Date Mailed 6-15-2013 ()

RECEIVED

JUN 24 2013

CONSUMER AFFAIRS



Kia Motors America, Inc.
Southern Region
100 Galleria Parkway, Suite 1550, Atlanta, GA 30339-5959 USA
T 1 678 385 8500 F 1 678 385 8501

June 10, 2013

[REDACTED]
Orlando, FL [REDACTED]

Ref: 2013 Kia Forte
KNAFU4A2XD5 [REDACTED]
C/A File # [REDACTED]

Dear Ms. [REDACTED]

Your case was forwarded to my Southern regional office to discuss the concerns that you are having with your vehicle. I have attempted to reach you numerous times. The home phone number in our system is [REDACTED]. I have called this number numerous times and left numerous voice messages and to date no one has returned my call.

If you still have concerns with your Kia vehicle, please feel free to contact me at 678-385-8537 or 800-225-3193 ext 1.

Thank you.

Sincerely,

Danielle Burke
Consumer Affairs Analyst
Southern Region

[REDACTED]



Kia Motors America, Inc.
Southern Region

100 Galleria Parkway, Suite 1550, Atlanta, GA 30339-5959 USA
T 1 678 385 8500 F 1 678 385 8501

June 26, 2013

[REDACTED]
Orlando, FL [REDACTED]

RE: File # [REDACTED]

Dear Ms. [REDACTED]

Please consider this Kia Motors America response to the notice received from you as required by your State. After reviewing the concerns with your vehicle, an appointment has been scheduled for inspection of your vehicle. Please deliver your vehicle to City Kia or Greater Orlando at 9 am on July 11, 2013. Upon inspection, Kia Motors America, Inc. will repair any warrantable defects.

City Kia or Greater Orlando
3705 Seminole Drive
Orlando, FL 32837

Upon your arrival at the dealership, you must see the Service Manager, for a test drive before and after any repairs are to be completed.

If after completion of the scheduled repairs you feel that you need additional assistance, you may contact this office by mail or fax with a list of any unresolved concerns and a request for our review. We request that you submit your preferred resolution along with a copy of all sales, service and maintenance records for our review and determination.

We regret that you have experienced this problem with your Kia and we appreciate your patience.

Sincerely,

Danielle Burke
Consumer Affairs

cc: Service Manager,
District Parts and Service Manager, Kia Motors America

[REDACTED]

Fax

To: Service Manager

From: Phillip Bayless

Fax:

Date: June 26, 2013

Phone: (407) 839-1000

Pages: 3 (Including Fax Cover Sheet)

Re:

CC: File to case

☐ **Urgent**

☐ **For Review**

☐ **Please Comment**

☐ **Please Reply**

☐ **Please Recycle**

•**Comments:** KNAFU4A2XD5

Please see the attached appointment confirmation letter for Please copy the service file and send to:

Kia Motors America, Inc.
Southern Region Office
100 Galleria Parkway, Suite 1550
Atlanta, GA 30339
678-385-8500

Please send hard a copy overnight, Attn: ____Danielle Burke_____.

DO NOT FAX!





Kia Motors America, Inc.
Southern Region
100 Galleria Parkway, Suite 1550, Atlanta, GA 30339-5959 USA
T 1 678 385 8500 F 1 678 385 8501

FILE COPY

June 26, 2013

[REDACTED]
Orlando, FL [REDACTED]

RE: File # [REDACTED]

Dear Ms. [REDACTED]

Please consider this Kia Motors America response to the notice received from you as required by your State. After reviewing the concerns with your vehicle, an appointment has been scheduled for inspection of your vehicle. Please deliver your vehicle to City Kia or Greater Orlando at 9 a.m on July 11, 2013. Upon inspection, Kia Motors America, Inc. will repair any warrantable defects. Any repairs outside of the warranty will be relegated to you (the customer) to resolve.

City Kia or Greater Orlando
3705 Seminole Drive
Orlando, FL 32837

Upon your arrival at the dealership, you must see the Service Manager, for a test drive before and after any repairs are to be completed.

If after completion of the scheduled repairs you feel that you need additional assistance, you may contact this office by mail or fax with a list of any unresolved concerns and a request for our review. We request that you submit your preferred resolution along with a copy of all sales, service and maintenance records for our review and determination.

We regret that you have experienced this problem with your Kia and we appreciate your patience.

Sincerely,

Danielle Burke
Consumer Affairs

cc: Service Manager
District Parts and Service Manager, Kia Motors America





Consumer Assistance Center Case Report

Printed By: JLierra

Case Number - [REDACTED]

05/16/2013 12:47:37 PM

Case Details

Title: IQS cst: veh was noisy, smoked, had no power 3x; I do not want veh

VIN: KNAFU4A2XD5 [REDACTED]

Mileage: 3209

Status: Working

Year: 2013

Model: FORTE SEDAN

Priority: Non-Priority

Severity: Low

Call Source: Phone - English

Owner: Jesus Liera

Owner Email: jesusliera@kiaconsumeraffairs.com

Case Type Level1: Complaint

Case Type Level2: Quality

Case Type Level3: Engine/Exhaust/Battery/Fuel System

Case Type Level4: Engine Performance

Contact Details

Name: [REDACTED]

Phone: [REDACTED]

Alt Phone:

Fax:

Address1: [REDACTED]

Address2:

City: Orlando

State: FL

Zip: [REDACTED]

Email: [REDACTED]

Dealer Details

Code: FL112

Name: City Kia of Greater Orlando

Case History

*** PHONE LOG 03/14/2013 01:15:26 PM (Local Time) KJohnson Action Type: Incoming call

Caller Ms. [REDACTED] sister, stated:

- 1 - My sister's spanish is better than her english
[wtr could hear male and female speaking Spanish in background; sister seemed to be translating for them]
- 2 - the day after she got this veh, it started making noise, smoking, slowed down
- 3 - rs took it to the dealer and they said she did not know how to drive
- 4 - she took the car back, and it happened again
- 5 - again the dealer said there was nothing wrong and returned it
- 6 - it happened a third time and she video'd it happening
- 7 - you could hear the car going rrr-rrr-rrr and see that it would not faster than 20 mph
- 8 - the car is at the dealer and they are going to keep it for 2 weeks
- 9 - she is in an enterprise car, but she has to pay the insurance
- 10 - she does not want this car [repeated]
- 11 - what should she do?

Writer:

- 1 - Apologized
- 2 - fyi, we have spanish speakers at this office and if your sister ever needs help, she can speak directly to one of them
- 3 - if she does not want to keep veh, recommend she talk to sales manager or consult WCIM
- 4 - wtr will work w/ dlr to be sure all necessary resources are involved to fix veh [she does not want veh]
- 5 - provided case no.

Customer:

- 1 - Thank you

[!<For Internal Use Only:
>!]

*** PHONE LOG 03/14/2013 01:29:16 PM (Local Time) KJohnson Action Type: Outgoing call

Called fl112 and SVCM Todd stated:

- 1 - veh has been here twice; this is second time
- 2 - the first time it came in was 3/7; this time it came in 3/13
- 3 - she says there is white smoke coming out from under the hood and the car has no speed

Case History

4 - I put 280 miles on the veh and CND

5 - there were no codes

6 - I drove highway and city, turning veh off, letting it sit, and restarting it

7 - I drove it in to really try to get it to duplicate and I could not

8 - This time I spoke with Phil Bayless and he said to keep veh for 5 days and continue to drive it and see if we can duplicate it

9 - so far I have put 140 miles on it without problem so far

10 - again it is a combination of city and highway driving

11 - she took a video, but the camera is moving all around and you really cannot tell what is happening

12 - In some ways, what she is saying does not make sense

13 - We see no signs of smoke residue on the engine, no sign of a plastic bag being caught and burning off, no sign of fluids leaking or anything like this

14 - I think she might be driving two-footed, but she says she is not

15 - if you brake and accelerate at the same time, the car will go into failsafe mode

[!<For Internal Use Only:

>!]]

*** PHONE LOG 03/14/2013 01:33:07 PM (Local Time) KJohnson Action Type: Outgoing call

Called RCAA Danielle, who stated:

1 - dispatch case

[!<For Internal Use Only:

>!]]

*** PHONE LOG 03/14/2013 01:35:25 PM (Local Time) KJohnson Action Type: Outgoing call

Called cst and left VM:

1 - I am sending your case to regional office

2 - someone will contact you in 2 business days

[!<For Internal Use Only:

>!]]

*** EMAIL OUT 03/14/2013 01:40:40 PM (Local Time) KJohnson Action Type: External email

Karen @46041

Phillip,

I believe you are aware of this vehicle.

This is a 13 Forte, KNAFU4A2XD5 [REDACTED] 240 miles, orig owner [REDACTED] [REDACTED] This is IQS.

Customer states that veh is at fl112 for third time for a problem where engine becomes noisy, smoke comes out from under hood, and veh will not have any speed or power.

SVCM Todd says this is second visit.

Customer's first language is Spanish and her sister (ms. [REDACTED] called for her. Her sister says Ms. [REDACTED] speaks English all right, that she understands her, but that she was calling for her sister.

Ms. A states her sister does not want veh back. Dlr CND after extensive test-driving and is continuing to testdrive veh.

I am dispatching for early intervention.

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] KJohnson_03-14-2013 [REDACTED].doc>>

*** NOTES 03/14/2013 01:41:53 PM (Local Time) KJohnson Action Type: Manager review

Writer dispatching to southern region

(a) for early intervention

(b) to contact customer

Because

1 - 2013 Forte, 240 miles, orig owner

2 - veh is at dlr for 2nd time with an engine complaint that dlr CND

3 - cst does not want veh

4 - dpsm notified

5 - rcaa agrees to dispatch

[!<For Internal Use Only:

>!]]

*** CASE DISPATCHED 03/14/2013 01:42:46 PM (Local Time) KJohnson
from WIP g. Default to Queue Southern Region.

*** CASE ACCEPTED 03/15/2013 07:01:41 AM (Local Time) OSprague
from Queue Southern Region to WIP default.

Case History

*** PHONE LOG 03/15/2013 12:29:20 PM (Local Time) OSprague Action Type: Outgoing call

Writer spoke to customer and stated:

1. Your case was forwarded to regional office
2. Case is being assigned to analyst in this office
3. Do you have your vehicle or is it at the dealer?

CALL WAS DISCONNECTED

Writer called customer back and left message stating:

1. Case forwarded to regional office
2. Case being assigned to analyst, Danielle Burke
3. Analyst will contact you within 24 business hours
4. Please call if you need assistance prior to her calling you back (provided contact info - Direct line since area code is in NY)

Case assigned to analyst DBurke for customer contact

[!<For Internal Use Only:
>!]

*** PHONE LOG 03/18/2013 06:48:57 AM (Local Time) OSprague Action Type: Outgoing call

Writer requested sales and service docs from FL112

[!<For Internal Use Only:
>!]

*** PHONE LOG 03/18/2013 01:32:54 PM (Local Time) DABurke Action Type: Outgoing call

Wtr states:

1. Called the customer to discuss the case.
2. Explained that the KCC transferred the case to wtr for review.
3. Apologized for the concern that they are having with the vehicle.
4. Is your concern current?

Cust Ms. [REDACTED] states:

1. Thank you for calling.
2. The vehicle is still at the dlr.
3. I am afraid of the vehicle.
4. The rental vehicle that I have does not do what my vehicle does.
5. Me and my daughter were on I-4 and we were almost killed.
6. My english is not good at all.

Wtr states:

1. I understand your engilsh just fine.

Cust states:

1. I hope they find the problem and repair it under the warranty.

Wtr states:

1. I do as well.
2. I will call the dlr to later and request your R.O.'s and get an update on the vehicle.
3. Once I have all the information I will call you back to discuss the case further.
4. Thanked the customer and ended the call.

[!<For Internal Use Only:
>!]

*** NOTES 03/18/2013 05:54:19 PM (Local Time) KJohnson Action Type: E-mail rec.

From DPSM:

- 1 - I am aware of this vehicle.
- 2 - SVCM Todd put 200 miles on it the last time to try and duplicate and could not.
- 3 - He is planning on driving it extensively again to attempt to duplicate.
- 4 - Dealer has yet to duplicate the customers concerns.
- 5 - Dealer also drove with customer to give her the opportunity to attempt to duplicate it.

[!<For Internal Use Only:
>!]

*** PHONE LOG 03/21/2013 12:46:36 PM (Local Time) DABurke Action Type: Outgoing call

Wtr states:

1. Called the dlr for an update on the vehicle.

Todd Srv Mngr states:

1. The customer's vehicle has been repaired.
2. We found a misadjusted brake switch and it cooked the brake pads the rotors and the front wheel bearings.
3. We adjusted the brake switch, replaced the pads and the rotors and the front wheel bearing.

Wtr states;

1. Please fax over the R.O.'s as soon as possible.

Case History

2. Thank you and ended the call.

[!<For Internal Use Only:
>!]

*** PHONE LOG 03/21/2013 01:11:04 PM (Local Time) DABurke Action Type: Outgoing call

Called the customer and stated;

1. I am calling with some good news.
2. The dlr found your concern and has replaced the brake switch, rotors and front wheel bearing.
3. Your vehicle is repaired and ready to be picked up.

Mrs. [REDACTED] states:

1. I do not want the vehicle I am afraid of the car.

Wtr states:

1. I apologize for the concern that you have had with the vehicle.
2. Repurchase or replacement of the vehicle is not an option Kia is offering at this time.
3. Once you pick up the vehicle I will give you a chance to drive the car and I will call you back on Monday for an update.
4. At that time after I confirm that the vehicle is repaired I will discuss a GW offer for your inconvenience.

Mr. [REDACTED] states:

1. Ok, thank you I look forward to speaking to you.

Wtr states:

1. Thanked the customer apologized for the concern and ended the call.
2. Will call the customer on Monday for an update.

[!<For Internal Use Only:
>!]

*** PHONE LOG 03/22/2013 07:39:46 AM (Local Time) AJudson Action Type: Incoming call

FL112 SVC MGR Todd states:

1. Gave name, customer name and VIN.
2. Calling to review customer case.

Writer States:

1. Advised customer case opened with SRCA DABurke.
2. Verified SVC MGR has customer information.
3. Gave customer case number.

[!<For Internal Use Only:
>!]

*** PHONE LOG 03/26/2013 10:10:48 AM (Local Time) DABurke Action Type: Outgoing call

Wtr states:

1. Called the customer at [REDACTED] to ensure the vehicle was repaired.
2. There was no answer LVM for call back.

[!<For Internal Use Only:
>!]

*** PHONE LOG 04/01/2013 10:19:20 AM (Local Time) DABurke Action Type: Outgoing call

Wtr states:

1. Called the customer @ [REDACTED] to discuss the case.
2. There was no answer LVM for call back.

[!<For Internal Use Only:
>!]

*** PHONE LOG 04/02/2013 01:44:56 PM (Local Time) DABurke Action Type: Outgoing call

Wtr states:

1. Called the customer @ [REDACTED] there was no answer LVM for call back.

[!<For Internal Use Only:
>!]

*** PHONE LOG 04/17/2013 09:25:43 AM (Local Time) DABurke Action Type: Outgoing call

Wtr states:

1. Called the customer at [REDACTED] to ensure the vehicle was repaired.
2. There was no answer LVM for call back.
3. Sending a call me letter and closing the case.

[!<For Internal Use Only:
>!]

*** CASE CLOSE 04/17/2013 09:27:06 AM (Local Time) DABurke Resolution Code = Letter Sent.

*** CASE REOPENED 05/16/2013 12:31:42 PM (Local Time) JLierra
with Condition of Open and Status of Working.

*** NOTES 05/16/2013 12:32:17 PM (Local Time) JLierra Action Type: Manager review

Case History

Duplicate Case for Concerns
Cust Wants to return the vehicle

Dealer :City Kia of Greater Orlando
Technician :John Garcia
Service Manager :Zulma Rodriguez
Dealer Phone :4078391000
DPSM :Phillip Bayless
Vehicle Model :FORTE SEDAN
Model Year :2013
Mileage :3902

Initial comments by Technician found in TL Case # [REDACTED] :

*** Performed by contact: John Garcia, 7186877786
*** This is a Request for Assistance ***

Problem Description :
brake locked up and esc light on

Diagnostics Performed :
scan test found c1513,c1237.brake light switch was replaced ,same thing happened and looks like the problem is in the primary pressure in the HECU.Had a complaint before for brake smell in the past they have replaced front wheel bearing,rotors and pads.please advice

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

*** NOTES 05/09/2013 07:24 AM US Mountain Standard Time DFerrick Action Type:Manager review

Notes from duplicate case

Techline case [REDACTED] created on 2013-05-08 17:21:02 by City Kia of Greater Orlando.

Please contact dealership and customer to see if any further assistance can be provided and that the concerns have been addressed.Thank You.

--For Reference--

TL Case created by (Dealer Technician) : John Garcia

TL Case creator phone : 7186877786

TL Case creator email : None@yahoo.com

Below are the notes from the TL case describing the concern:

*** Performed by contact: John Garcia, 7186877786
*** This is a Request for Assistance ***

Problem Description :
brake locked up and esc light on

Diagnostics Performed :
scan test found c1513,c1237.brake light switch was replaced ,same thing happened and looks like the problem is in the primary pressure in the HECU.Had a complaint before for brake smell in the past they have replaced front wheel bearing,rotors and pads.please advice

*** PHONE LOG 05/10/2013 06:28 AM US Mountain Standard Time TLarson Action Type:Outgoing call
Writer Called FL112 Service (VM)

- 1 Left message requesting call back
- 2 Provided Call back info and case number
- 3 Calling to get info on cusotmer [REDACTED]
- 4 Notes indicate it was in for a brake issue
- 5 Please Call me back so we can discuss further

*** PHONE LOG 05/14/2013 09:52 AM US Mountain Standard Time TLarson Action Type:Outgoing call

Contact Name: [REDACTED]
Customer phone #: [REDACTED]
Customer address: [REDACTED]
Year/Model/Mileage of Vehicle: 13 Forte 3902
RO # and Open Date 5/8/13
Days Down at initial Service Alert report: 2
Repair Issue: Brake Switch Adjusted
ETA for completion of repairs: Done 5/10
Repeat Repair (Y/N), if so, how many? Yes x 2
Techline Case? If so, #? [REDACTED]
Rental Provided? If so, since when? NO
DPSM contacted by dealer? NO
Service Campaign? NO
Service Advisor Contact? Joshua

Case History

Description of Concern and Repair History:

Writer Reviewed Case with Joshua @ FL015

- 1 We are done with the repairs
- 2 We readjusted the Brake Switch
- 3 Customer Call back [REDACTED]

*** PHONE LOG 05/14/2013 09:58 AM US Mountain Standard Time TLarson Action Type:Outgoing call
Writer Called Customer @ [REDACTED] (VM, Spanish)

- 1 Calling to follow up on your visit to the KIA dealer
- 2 Wanted to verify that your vehicle was fixed and is working properly
- 3 Please Call us back and let us know how its operating
- 4 Provided Call back info and case number

*** PHONE LOG 05/15/2013 11:00 AM US Mountain Standard Time JLiera Action Type:Outgoing call

Called Cust

Writer stated:

1. No answer
2. LVM with contact info and case number
3. Calling to follow up on your visit to the KIA dealer
4. Wanted to verify that your vehicle was fixed and is working properly
5. Are their any other questions or concerns
6. Requested a call back

*** PHONE LOG 05/16/2013 12:29 PM US Mountain Standard Time JLiera Action Type:Outgoing call

Called Cust

Writer stated:

1. Calling to follow up on your visit to the KIA dealer
2. Wanted to verify that your vehicle was fixed and is working properly

Caller stated:

1. This is something difficult
2. The last time that the dealer fixed the vehicle it worked for about 2 weeks
3. After that it started to have the issue with the brakes
4. The time before that was the same thing
5. I will be driving for a while and then all of a sudden the vehicle will begin to have a roaring noise and will not accelerate more then 20MPH
6. It doesn't happen all the time but it will and then goes and comes back
7. Also the brakes will get really hard and will not stop the vehicle
8. It's a safety hazard for me
9. It's the same problem over and over with the brakes and will not stop the vehicle
10. I am scared to drive this vehicle and do not want it anymore
11. I am looking into getting a lemon law for it because they this is too much
12. I cannot continue to drive this car
13. I have to lose days from work to be handling all this and eventually the vehicle will end up back at the dealership for the same problem

Writer stated:

1. Apologized
2. Explained that because this is the third time that she has the vehicle at the dealership and does not feel safe in the vehicle I will get the case out to the region for further review
3. Explained that they will contact her in about 1-2 business days

Cust stated:

1. Ok thank you

[!<For Internal Use Only:
>!]

*** PHONE LOG 05/16/2013 12:47:09 PM (Local Time) JLiera Action Type: Outgoing call

Called DPSM Phillip Bayless

Writer stated:

1. Wanted to make you aware of this case that I am sending to the region

Case History

2. Cust has a 2013 Forte, [REDACTED]
3. Cust had brake switch adjusted at City Kia of Greater Orlando last week but wants to have the vehicle re purchased
4. Explained that the is the third time she has this concern and repair on the vehicle
5. Cust claims that she does not feel safe in the vehicle and is claiming a lemon law on it
5. Will send you an E-mail with more info

Phillip stated:

1. Ok forward me the notes
2. I will check in with the dealership

[!<For Internal Use Only:
>!]

Attachments to Case:

File Name

Email Attachment 03/14/2013 01:35:59 PM

Location

\\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_[REDACTED]KJohnson_03-14-2013[REDACTED].doc

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



Consumer Assistance Center Case Report

Printed By: KJohnson

Case Number - [REDACTED]

03/14/2013 01:36:08 PM

Case Details

Title: IQS cst: veh was noisy, smoked, had no power 3x; I do not want veh

VIN: KNAFU4A2XD5 [REDACTED]

Mileage: 240

Status: Working

Year: 2013

Model: FORTE SEDAN

Priority: Non-Priority

Severity: Low

Call Source: Phone - English

Owner: Karen Johnson

Owner Email: KJohnson@kiaconsumeraffairs.com

Case Type Level1: Complaint

Case Type Level2: Quality

Case Type Level3: Engine/Exhaust/Battery/Fuel System

Case Type Level4: Engine Performance

Contact Details

Name: [REDACTED]

Phone: [REDACTED]

Alt Phone:

Fax:

Address1: [REDACTED]

Address2:

City: Orlando

State: FL

Zip: [REDACTED]

Email: [REDACTED]

Dealer Details

Code: FL112

Name: City Kia of Greater Orlando

Case History

*** PHONE LOG 03/14/2013 01:15:26 PM (Local Time) KJohnson Action Type: Incoming call

Caller Ms. [REDACTED] sister, stated:

- 1 - My sister's spanish is better than her english
[wtr could hear male and female speaking Spanish in background; sister seemed to be translating for them]
- 2 - the day after she got this veh, it started making noise, smoking, slowed down
- 3 - rs took it to the dealer and they said she did not know how to drive
- 4 - she took the car back, and it happened again
- 5 - again the dealer said there was nothing wrong and returned it
- 6 - it happened a third time and she video'd it happening
- 7 - you could hear the car going rrr-rrr-rrr and see that it would not faster than 20 mph
- 8 - the car is at the dealer and they are going to keep it for 2 weeks
- 9 - she is in an enterprise car, but she has to pay the insurance
- 10 - she does not want this car [repeated]
- 11 - what should she do?

Writer:

- 1 - Apologized
- 2 - fyi, we have spanish speakers at this office and if your sister ever needs help, she can speak directly to one of them
- 3 - if she does not want to keep veh, recommend she talk to sales manager or consult WCIM
- 4 - wtr will work w/ dlr to be sure all necessary resources are involved to fix veh [she does not want veh]
- 5 - provided case no.

Customer:

- 1 - Thank you

[!<For Internal Use Only:
>!]

*** PHONE LOG 03/14/2013 01:29:16 PM (Local Time) KJohnson Action Type: Outgoing call

Called fl112 and SVCM Todd stated:

- 1 - veh has been here twice; this is second time
- 2 - the first time it came in was 3/7; this time it came in 3/13
- 3 - she says there is white smoke coming out from under the hood and the car has no speed

Case History

4 - I put 280 miles on the veh and CND

5 - there were no codes

6 - I drove highway and city, turning veh off, letting it sit, and restarting it

7 - I drove it in to really try to get it to duplicate and I could not

8 - This time I spoke with Phil Bayless and he said to keep veh for 5 days and continue to drive it and see if we can duplicate it

9 - so far I have put 140 miles on it without problem so far

10 - again it is a combination of city and highway driving

11 - she took a video, but the camera is moving all around and you really cannot tell what is happening

12 - In some ways, what she is saying does not make sense

13 - We see no signs of smoke residue on the engine, no sign of a plastic bag being caught and burning off, no sign of fluids leaking or anything like this

14 - I think she might be driving two-footed, but she says she is not

15 - if you brake and accelerate at the same time, the car will go into failsafe mode

[!<For Internal Use Only:

>!]

*** PHONE LOG 03/14/2013 01:33:07 PM (Local Time) KJohnson Action Type: Outgoing call

Called RCAA Danielle, who stated:

1 - dispatch case

[!<For Internal Use Only:

>!]

*** PHONE LOG 03/14/2013 01:35:25 PM (Local Time) KJohnson Action Type: Outgoing call

Called cst and left VM:

1 - I am sending your case to regional office

2 - someone will contact you in 2 business days

[!<For Internal Use Only:

>!]

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

 CARFAX® Vehicle History Report™ US \$39.99	
Vehicle Information: 2012 KIA FORTE EX VIN: KNAFU4A2XC5 SEDAN 4 DR FRONT WHEEL DRIVE Standard Equipment Safety Options	 No accident / damage reported to CARFAX  CARFAX 1-Owner vehicle  2 Service records available  Personal vehicle  36,035 Last reported odometer reading  \$200 Above retail book value



This CARFAX Vehicle History Report is based only on [information](#) supplied to CARFAX and available as of 4/3/14 at 11:19:06 AM (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.

 Price Calculator™		
Adjust the value of this 2012 Kia Forte EX based on the information available in this report		
1) Retail Book Value \$ 0 Enter retail book value here	2) CARFAX Price Adjustment™ + \$200 Above retail book value	3) Adjusted Retail Value = Begin by entering the retail book value
 Start by entering the retail book value from a pricing guide website.	 This vehicle is worth more than average, based on information in this report.	 Compare adjusted retail value to seller's asking price when making your decision.

 Ownership History	
The number of owners is estimated	
Year purchased	2012
Type of owner	Personal
Estimated length of ownership	2 yrs. 1 mo.
Owned in the following states/provinces	California
Estimated miles driven per year	32,783/yr
Last reported odometer reading	36,035



 Title History	
CARFAX guarantees the information in this section	
Owner 1	

Salvage | Junk | Rebuilt | Fire | Flood | Hail | Lemon

Guaranteed
No Problem

Not Actual Mileage | Exceeds Mechanical Limits

Guaranteed
No Problem

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



Additional History

Owner 1

Not all accidents / issues are reported to CARFAX

Total Loss

No total loss reported to CARFAX.

No Issues 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 indication of an odometer rollback.

No Issues Indicated

Accident / Damage

No accidents or damage reported to CARFAX.

No Issues Reported

Manufacturer Recall

No open recalls reported to CARFAX.

No Recalls Reported



Detailed History

Glossary

Owner 1

Purchased: 2012
Type: Personal
Where: California
Est. miles/year: 32,783/yr
Est. length owned: 2/25/12 - present (2 yrs. 1 mo.)

Date:	Mileage:	Source:	Comments:
01/06/2012		Valley Auto Center Fontana, CA	Vehicle offered for sale
01/12/2012	6	Valley Auto Center Fontana, CA 909-350-2700 valleyautocenter.com	Pre-delivery inspection completed
02/25/2012		Valley Auto Center Fontana, CA 909-350-2700 valleyautocenter.com	Vehicle sold
02/25/2012	18	California Motor Vehicle Dept. Pomona, CA	Odometer reading reported Titled or registered as personal vehicle
03/16/2012		California Motor Vehicle Dept. Pomona, CA	Title issued or updated First owner reported Loan or lien reported
04/01/2013	36,035	Valley Auto Center Fontana, CA 909-350-2700 valleyautocenter.com	Body noise checked



Avoid financial headaches. Make sure the [loan](#) has been paid off if you're buying from a private seller.



I'm here to help! Print and bring my [SmartBuyer Checklist](#) when you go to test drive this 2012 Kia Forte EX.

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 Price Adjustment™

Accidents, service records, number of owners and many other history factors can affect a vehicle's value. The CARFAX Price Adjustment is a tool that analyzes millions of used car transactions to measure how the combination of all the information reported to CARFAX affects the value of a particular vehicle. The vehicle's retail book value plus the CARFAX Price Adjustment will give you a more accurate measure of the vehicle's value. Use this tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

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 1994 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

Title Issued

A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

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Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512, 8,600,823; 8,595,079; 8,606,648; 7,505,838.

4/3/14 11:19:06 AM (EDT)



LOMA LINDA UNIVERSITY
MEDICAL CENTER

P.O. BOX 2000 • LOMA LINDA, CALIFORNIA 92354

FACSIMILE TRANSMISSION COVER SHEET

To: Jeannie Mojica

Company: Kia

Phone: 949-468-4509

Fax:

From:

Company:

Phone:

Fax:

Date:

Pages (including this cover page):

Comments: Kia case#

This is my Fire report for my 2012 Kia

If you do not receive all the pages, please contact us immediately at the telephone # listed above.

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Page 1 of 6	
A NFIRS - 1 BASIC FDID CA State MM Incident Date DD YYYY 2014 Station 000 Incident Number 000 Exposure 000 ☐ Delete ☐ Change	
B Location Type ☐ Check this box to indicate that the address for this incident is provided on the Wildland Fire Module in Section B, "Alternative Location Specification." Use only for wildland fires. ☐ Street address ☒ Intersection ☐ In front of ☐ Rear of ☐ Adjacent to ☐ Directions ☐ US National Grid Number/Milepost Prefix Street or Highway SAN BERNARDINO City WEIR RD State CA ZIP Code 92583 Census Tract 1 District S318	
C IncidentType ☐ 131 1 Passenger vehicle fire Incident Type	E1 Dates and Times Midnight is 0000 Check boxes if dates are the same as Alarm Date Month Day Year Hour/Min ☒ Alarm ☐ Arrival ☐ Controlled ☒ Last Unit Cleared ALARM always required ARRIVAL required, unless canceled or did not arrive CONTROLLED optional, except for wildland fires LAST UNIT CLEARED, required except for wildland fires 2014 0547 2014 0553 2014 0622 Shifts and Alarms Local option Shift or Platoon 1 Alarms S318 District S318
D Aid Given or Received ☐ None 1 ☐ Mutual aid receive 2 ☐ Auto. aid received 3 ☐ Mutual aid given 4 ☐ Auto. aid given 5 ☐ Other aid given Their FDID Their State Their Incident Number	E2 Shifts and Alarms Local option Shift or Platoon 1 Alarms S318 District S318
E3 Special Studies Local option Special Study ID# Special Study Value	
F Actions Taken ☐ 52 ☐ Forcible entry Primary Action Taken (1) 10 ☐ Fire control or extinguish Additional Action Taken (2) 58 ☐ Operate apparatus or vehicle Additional Action Taken (3)	G1 Resources ☐ Check this box and skip this block if an Apparatus or Personnel Module is used. Apparatus Personnel Suppression 1 3 EMS 0 0 Other 0 0
G2 Estimated Dollar Losses and Values LOSSES: Required for all fires if known. Optional for non-fires. None Property \$ 5,000 Contents \$ 500 PRE-INCIDENT VALUE: Optional Property \$ 11,000 Contents \$ 500	
Completed Modules ☒ Fire-2 ☐ Structure Fire-3 ☐ Civilian Fire Cas.-4 ☐ Fire Service Cas.-5 ☐ EMS-6 ☐ HazMat-7 ☐ Wildland Fire-8 ☒ Apparatus-9 ☐ Personnel-10 ☐ Arson-11	H1 Casualties ☐ None 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 U ☐ Unknown	H3 Hazardous Materials Release ☐ None 1 ☐ Natural gas: slow leak, no evacuation or HazMat actions 2 ☐ Propane gas: < 21 lb tank (as in home BBQ grill) 3 ☐ Gasoline: vehicle fuel tank or portable container 4 ☐ Kerosene: fuel burning equipment or portable storage 5 ☐ Diesel fuel/fuel oil: vehicle fuel tank or portable storage 6 ☐ Household solvent(s): home/office spill, cleanup only 7 ☐ Motor oil: from engine or portable container 8 ☐ Paint: from paint cans totaling < 55 gallons 0 ☐ Other: special HazMat action required or spill > 55 gal (Please complete the HazMat form.)
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 & residential 59 ☐ Office use 60 ☐ Industrial use 63 ☐ Military use 65 ☐ Farm use 00 ☐ Other mixed use	
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/boarded house 449 ☐ Commercial 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-generation plant 629 ☐ Laboratory/science laboratory 700 ☐ Manufacturing plant 819 ☐ Livestock/poultry storage (barn) 882 ☐ Non-residential parking garage 891 ☐ Warehouse	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 Look up and enter a Property Use code and description only if you have NOT checked a Property Use box. Property Use 963 Code 963

NFIRS - 1
BASIC

A FDID State Incident Date 2014 Station Incident Number Exposure ☐ Delete ☐ Change

K1 Person/Entity Involved

Local Option

☐ Check this box if same address as incident Location (Section B). then skip the three duplicate address lines.

Mr., Ms., Mrs.

Business Name (if applicable)

Area Code

Phone Number

First Name

MI

Last Name

Suffix

Number

Prefix

Street or Highway

Street Type

Suffix

Post Office Box

Apt./Suite/Room

City

State

ZIP Code

K2 Owner

Local Option

☐ Same as person involved? Then check this box and skip the rest of this block.

☐ Check this box if same address as incident Location (Section B). then skip the three duplicate address lines.

Mr., Ms., Mrs.

First Name

MI

Last Name

Suffix

Number

Prefix

Street or Highway

Street Type

Suffix

Post Office Box

Apt./Suite/Room

City

State

ZIP Code

M Authorization

Check box if same as Officer in charge.

☒

Officer in charge ID

10485

Signature

Ronald Goad

Fire Captain

Position or rank

Fire Suppress

Assignment

Month

Day

Year

Member making report ID

Signature

Position or rank

Assignment

Month

Day

Year

A ☐ Delete ☐ Change

ME231 was dispatched to the indicated location for a vehicle fire. Upon arrival on scene, ME231 found a 4 door sedan with active fire confined to the passenger compartment. All doors were closed and no windows were broken upon our arrival. Access was made through the unlocked driver door and extinguishment of the fire was performed. The area of origin appeared to be to the back seat area of the vehicle. The owner was on scene and denied any recent mechanical problems with the vehicle. The driver reported driving for about 30 minutes on the freeway and beginning to smell smoke after exiting the freeway at [REDACTED] and [REDACTED]. The driver denied placing anything hazardous in the rear of the vehicle. The vehicle was left with the owner with no further fire or hazard existing. LLUMC security on scene will remain to assist with tow of the vehicle.

Owner Information:

ga, CA

NFIRS - 2 FIRE

A FDID CA Incident Date 2014 Station Incident Number Exposure 000 ☐ Delete ☐ Change

B Property Details**B1** ☐ Not Residential

Estimated number of residential living units in building of origin whether or not all units became involved

B2 ☐ Buildings not involved

Number of buildings involved

B3 ☐ NoneAcres burned (outside fires) ☐ Less than one acre**C On-Site Materials or Products**☐ None Complete if there were any significant amounts of commercial, industrial, energy, or agricultural products or materials on the property, whether or not they became involved

Enter up to three codes. Check one box for each code entered.

On-Site Materials Storage Use

On-site material (1) ☐ 1 Bulk storage or warehousing
☐ 2 Processing or manufacturing
☐ 3 Packaged goods for sale
☐ 4 Repair or service
☐ U Undetermined

On-site material (2) ☐ 1 Bulk storage or warehousing
☐ 2 Processing or manufacturing
☐ 3 Packaged goods for sale
☐ 4 Repair or service
☐ U Undetermined

On-site material (3) ☐ 1 Bulk storage or warehousing
☐ 2 Processing or manufacturing
☐ 3 Packaged goods for sale
☐ 4 Repair or service
☐ U Undetermined

D Ignition**D1** 81 Operator/passenger area

Area of fire origin

D2 UU Undetermined

Heat source

D3 UU Undetermined

Item first ignited

☐ Check box if fire spread was confined to object of origin.**D4** UU Undetermined

Type of material first ignited Required only if item first ignited code is 00 or <70

E1 Cause of Ignition☐ Check box if this is an exposure report.

- 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☐ None

UU Undetermined
 Factor contributing to ignition (1)

 Factor contributing to ignition (2)

E3 Human Factors Contributing to IgnitionCheck 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
 1 ☐ Male 2 ☐ Female

F1 Equipment Involved in Ignition☒ None ☐ If equipment was not involved, skip to Section G

Equipment Involved
 Brand
 Model
 Serial #
 Year

F2 Equipment Power Source

Equipment Power Source

F3 Equipment Portability

- 1 ☐ Portable
 2 ☐ Stationary

Portable equipment normally can be moved by one or two persons, is designed to be used in multiple locations, and requires no tools to install.

G Fire Suppression Factors☐ None

Enter up to three codes.

 Fire suppression factor (1)

 Fire suppression factor (2)

 Fire suppression factor (3)

H1 Mobile Property Involved☐ None

- 1 ☐ Not involved in ignition, but burned
 2 ☐ Involved in ignition, but did not burn
 3 ☒ Involved in ignition and burned

H2 Mobile Property Type and Make 10 Passenger road vehicle, o

Mobile property type

 K1 KIA

Mobile property make

Local Use☐ Pre-Fire Plan Available

Some of the information presented in this report may be based upon reports from other agencies:

- ☐ Arson report attached
☐ Police report attached
☐ Coroner report attached
☐ Other reports attached

PORTB2

Mobile property model

License Plate Number

State

VIN

Structure fire? Please be sure to complete the Structure Fire form (NFIRS-3).

A	FDID	State	Incident Date	Station	Incident Number	Exposure	☐ Delete ☐ Change	NFIRS - 9 APPARATUS OR RESOURCES
----------	---------------------------	----------------------------	------------------------------------	------------------------------	--------------------------------------	-------------------------------	--	---

B Apparatus or Resources Use codes listed below	Dates and Times Check if same date as Alarm date on the Basic Module (Block E1)	Sent	Number of People	Apparatus Use Check ONE box for each apparatus to indicate its main use at this incident	Actions Taken List up to 4 actions for each apparatus
	Month Day Year Hour / Min				
1 ID ★ Type	Dispatch ☒ 2014 0548 Arrival ☒ 2014 0553 Clear ☒ 2014 0622	☒		☒ Suppression ☐ EMS ☐ Other	
2 ID ★ Type	Dispatch ☐ Arrival ☐ Clear ☐	☒		☐ Suppression ☐ EMS ☐ Other	
3 ID ★ Type	Dispatch ☐ Arrival ☐ Clear ☐	☒		☐ Suppression ☐ EMS ☐ Other	
4 ID ★ Type	Dispatch ☐ Arrival ☐ Clear ☐	☒		☐ Suppression ☐ EMS ☐ Other	
5 ID ★ Type	Dispatch ☐ Arrival ☐ Clear ☐	☒		☐ Suppression ☐ EMS ☐ Other	
6 ID ★ Type	Dispatch ☐ Arrival ☐ Clear ☐	☒		☐ Suppression ☐ EMS ☐ Other	
7 ID ★ Type	Dispatch ☐ Arrival ☐ Clear ☐	☒		☐ Suppression ☐ EMS ☐ Other	
8 ID ★ Type	Dispatch ☐ Arrival ☐ Clear ☐	☒		☐ Suppression ☐ EMS ☐ Other	
9 ID ★ Type	Dispatch ☐ Arrival ☐ Clear ☐	☒		☐ Suppression ☐ EMS ☐ Other	

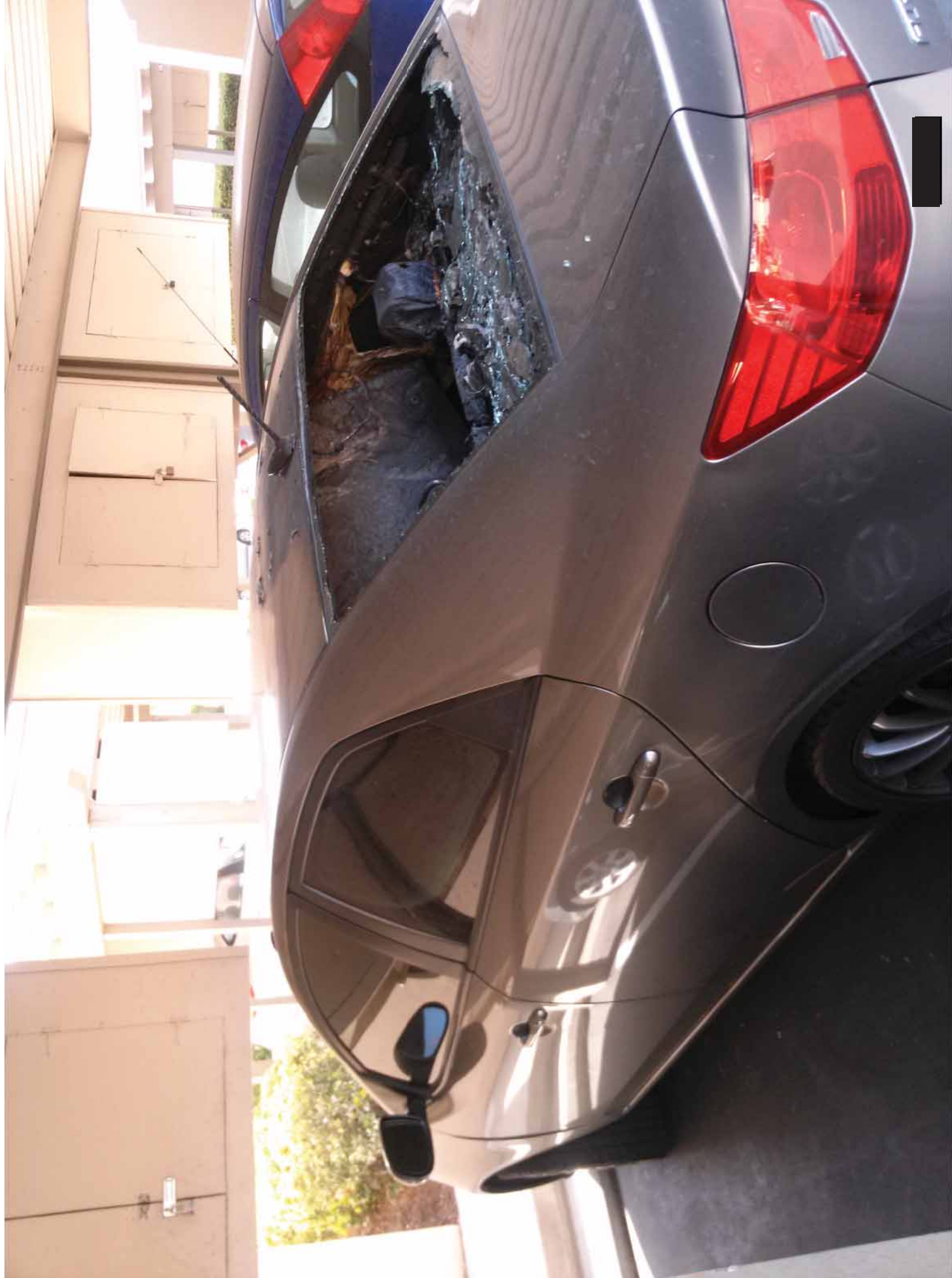
Apparatus or Resource Type Ground Fire Suppression 11 Engine 12 Truck or aerial 13 Quint 14 Tanker and pumper combination 16 Brush truck 17 ARFF (aircraft rescue and firefighting) 10 Ground fire suppression, other Heavy Ground Equipment 21 Dozer or plow 22 Tractor 24 Tanker or tender 20 Heavy ground equipment, other	Aircraft 41 Aircraft: fixed-wing tanker 42 Helitanker 43 Helicopter 40 Aircraft, other Marine Equipment 51 Fire boat with pump 52 Boat, no pump 53 Marine equipment, other Support Equipment 61 Breathing apparatus support 62 Light and air unit 60 Support apparatus, other	Medical and Rescue 71 Rescue unit 72 Urban search and rescue unit 73 High-angle rescue unit 75 BLS unit 76 ALS unit 70 Medical and rescue unit, other Other 91 Mobile command post 92 Chief officer car 93 HazMat unit 94 Type I hand crew 95 Type II hand crew 99 Privately owned vehicle 00 Other apparatus / resources	More Apparatus? Use additional sheets. NN None UU Undetermined
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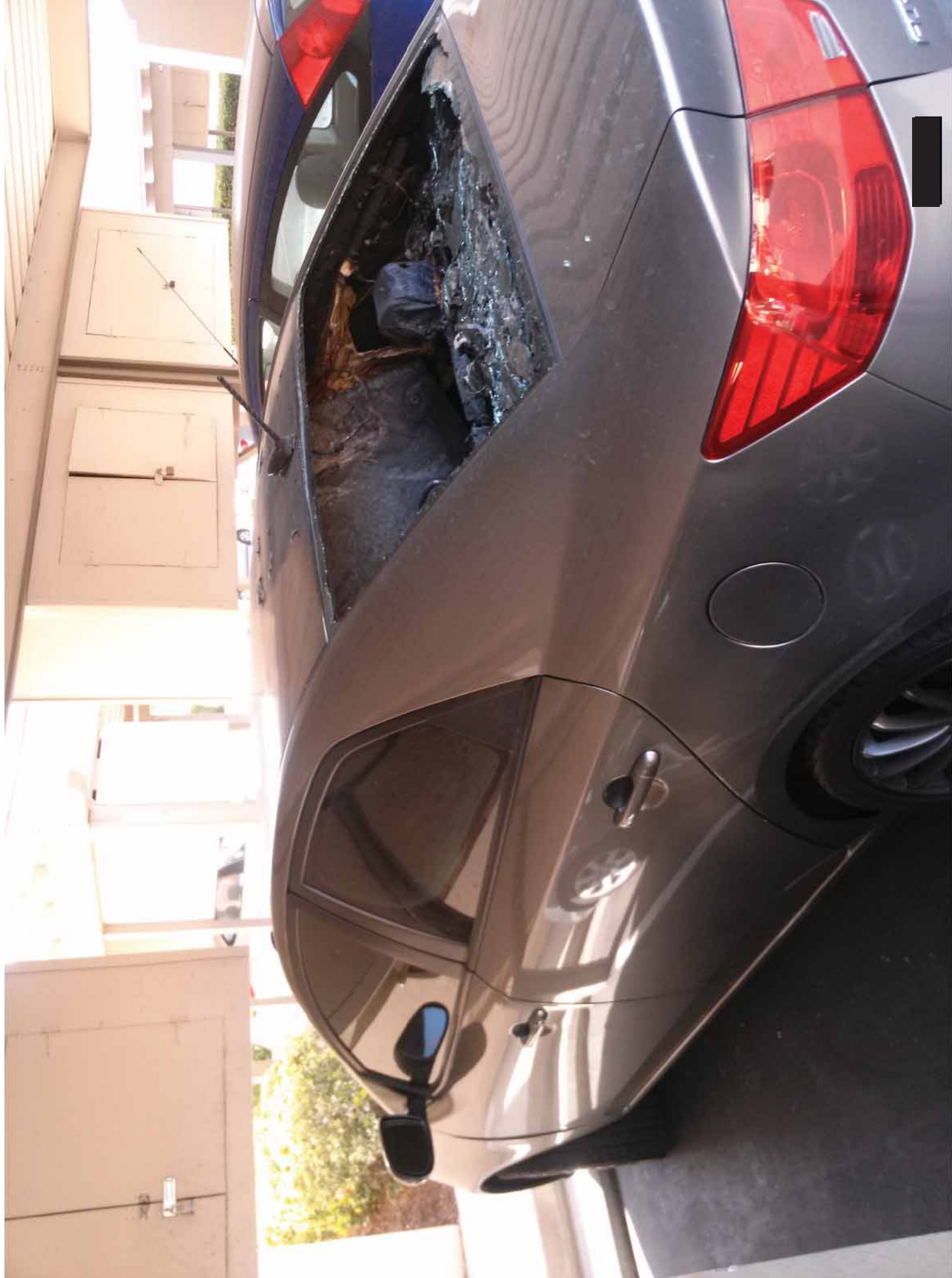
A	FDID	State CA	Incident Date 2014	Station	Incident Number	Exposure 000	☐ Delete ☐ Change	NFIRS - 10 PERSONNEL
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B Apparatus or Resources Use codes listed below	Dates and Times Check if same date as Alarm date on the Basic Module (Block E1) ↓ Month Day Year Hour / Min.	Midnight is 0000	Sent ☐	Number of People	Apparatus Use Check ONE box for each apparatus to indicate its main use at this incident	Actions Taken List up to 4 actions for each apparatus
---	---	------------------	-------------------------------	---------------------------------------	--	---

1	ID	Dispatch ☒	Arrival ☒	Clear ☒	2014	0548	2014	0553	2014	0622	03	☒ Suppression ☐ EMS ☐ Other	78	10	58	
---	-------------------------	--	---	---	------	------	------	------	------	------	----	---	----	----	----	--

Personnel ID	Name	Rank or Grade	Attend ☒	Action Taken	Action Taken	Action Taken	Action Taken
10485	Ronald H Good	Fire Suppr	☒				
11290	Jason W Pitts	Fire Suppr	☒				
10062	Michael Arvizo	Fire Suppr	☒				

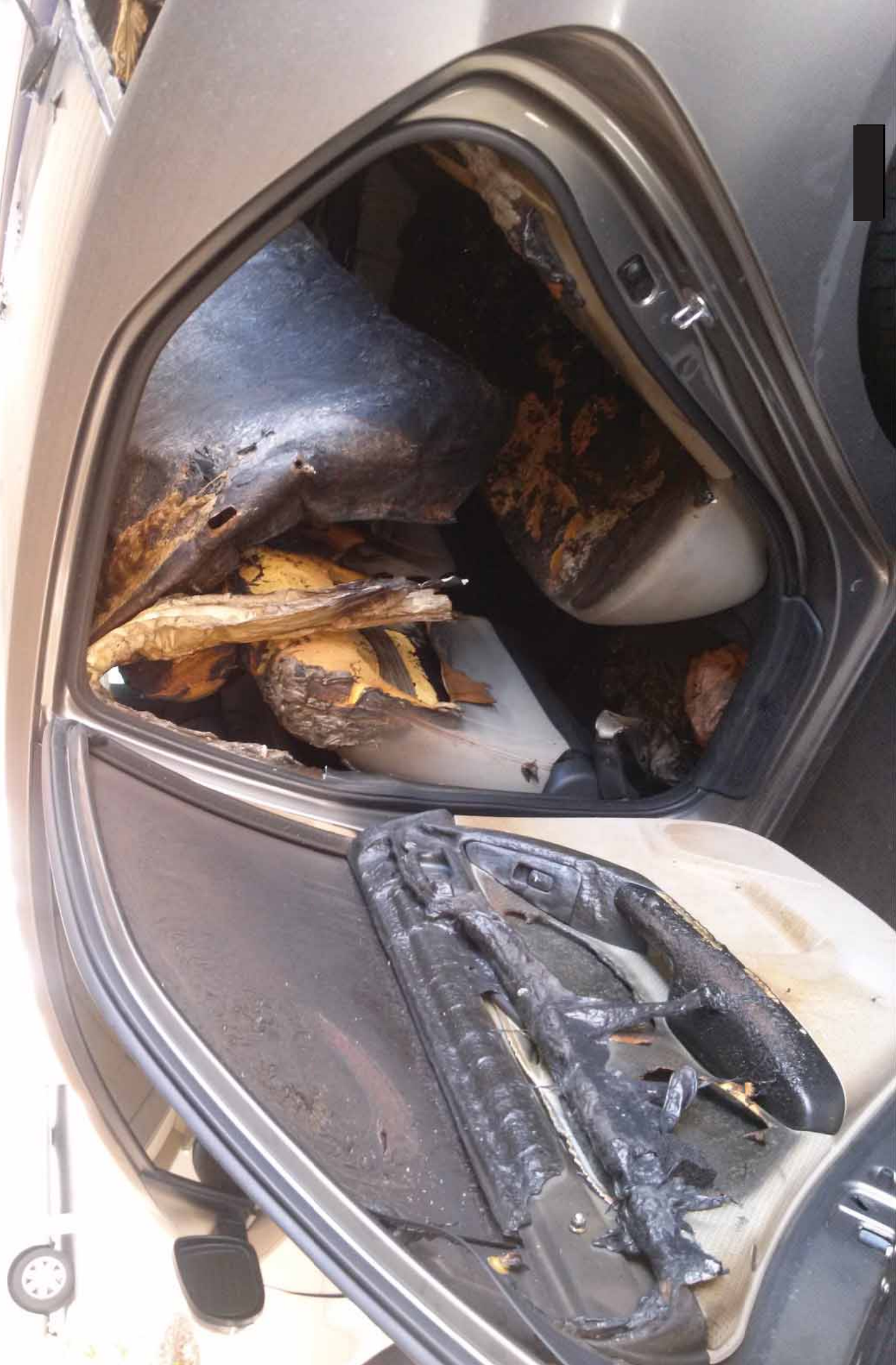




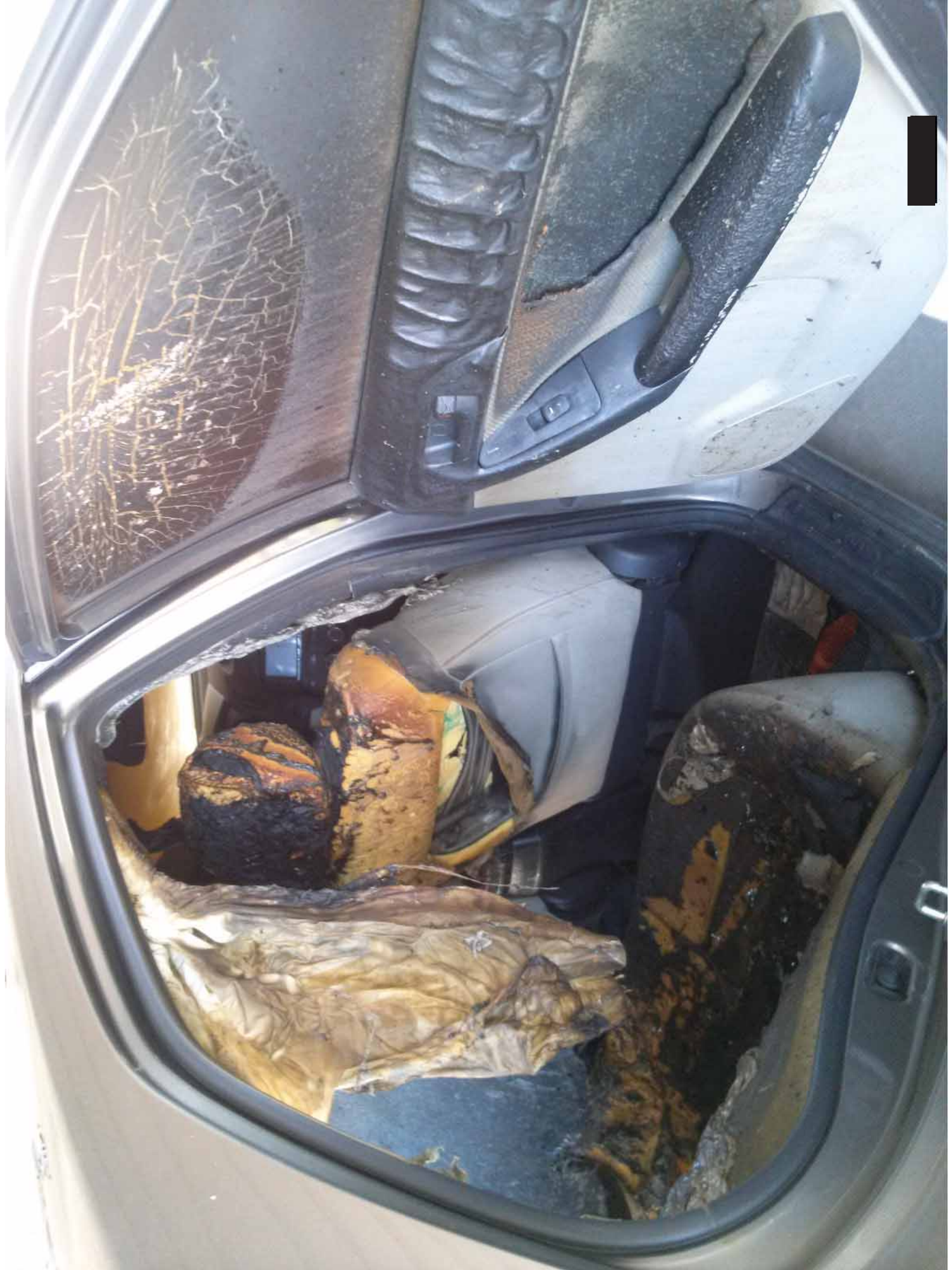


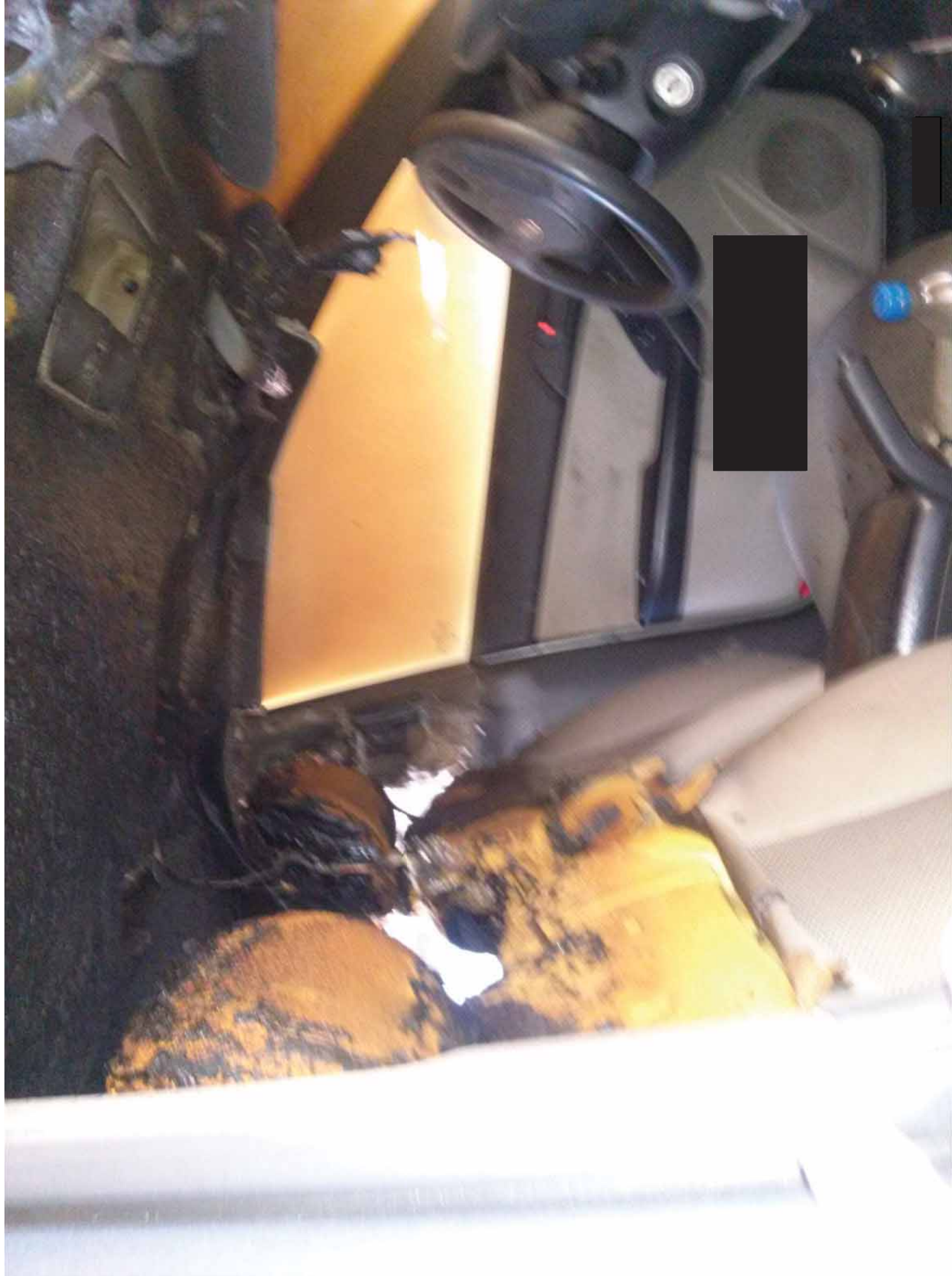


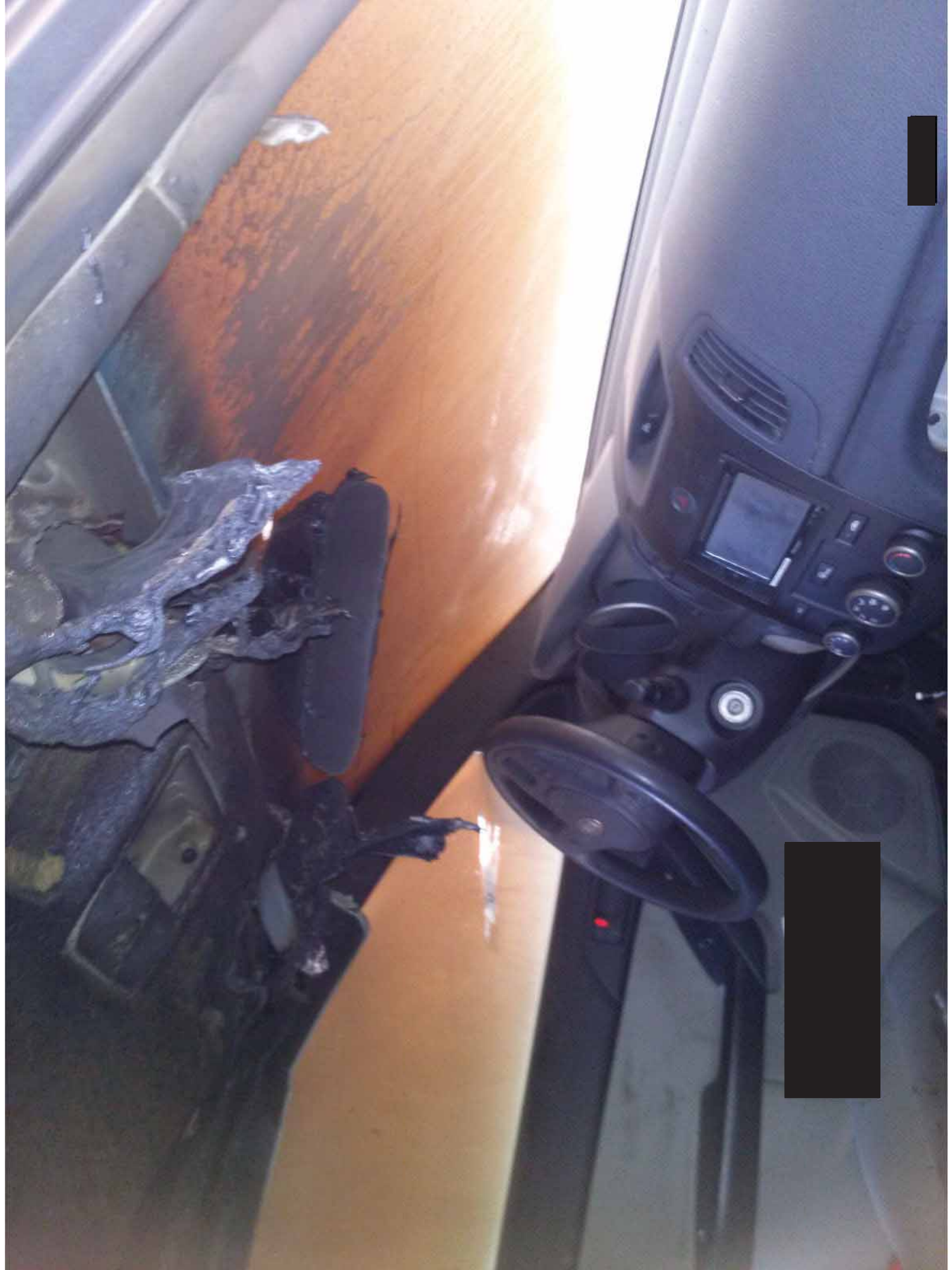


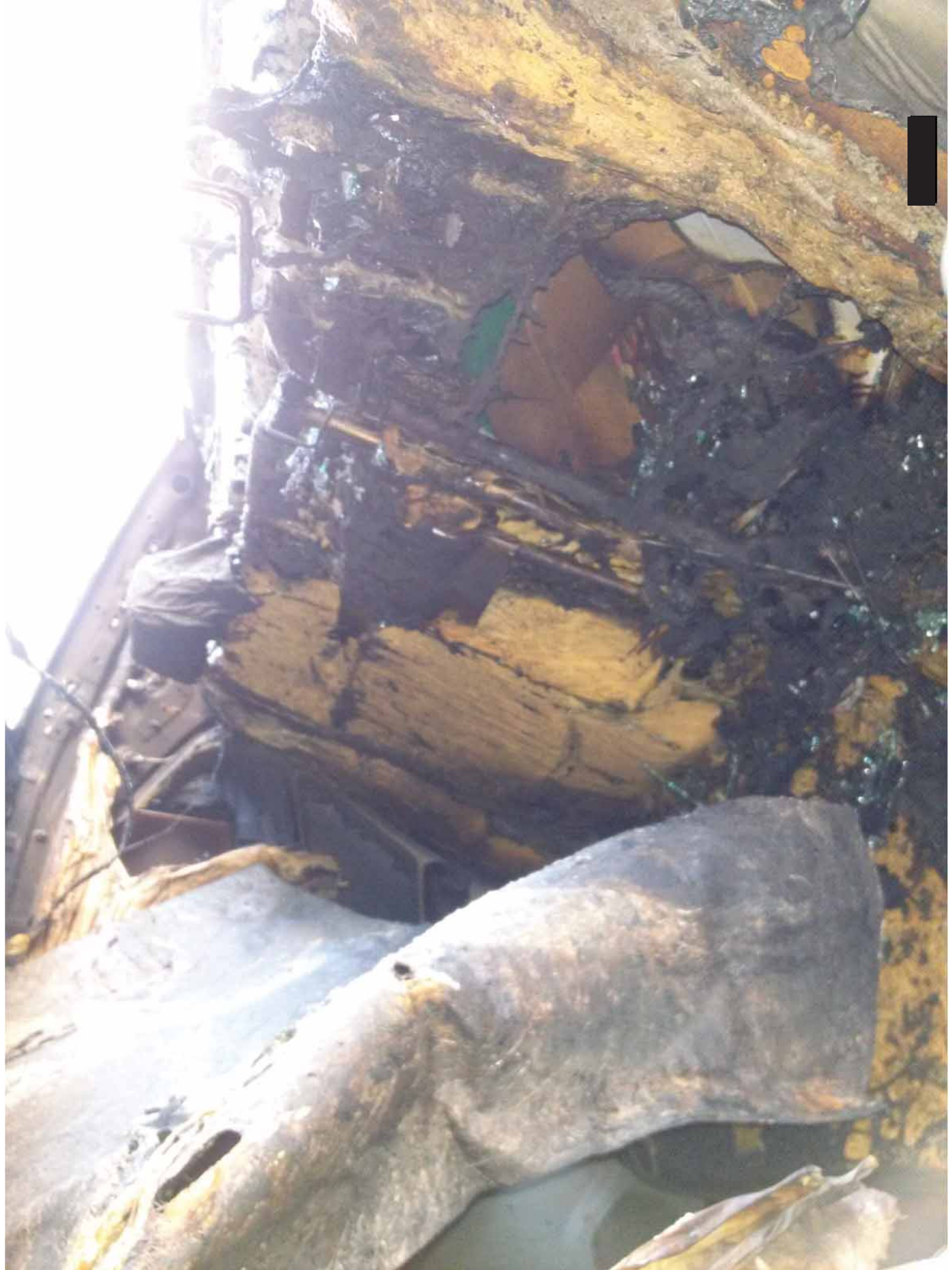


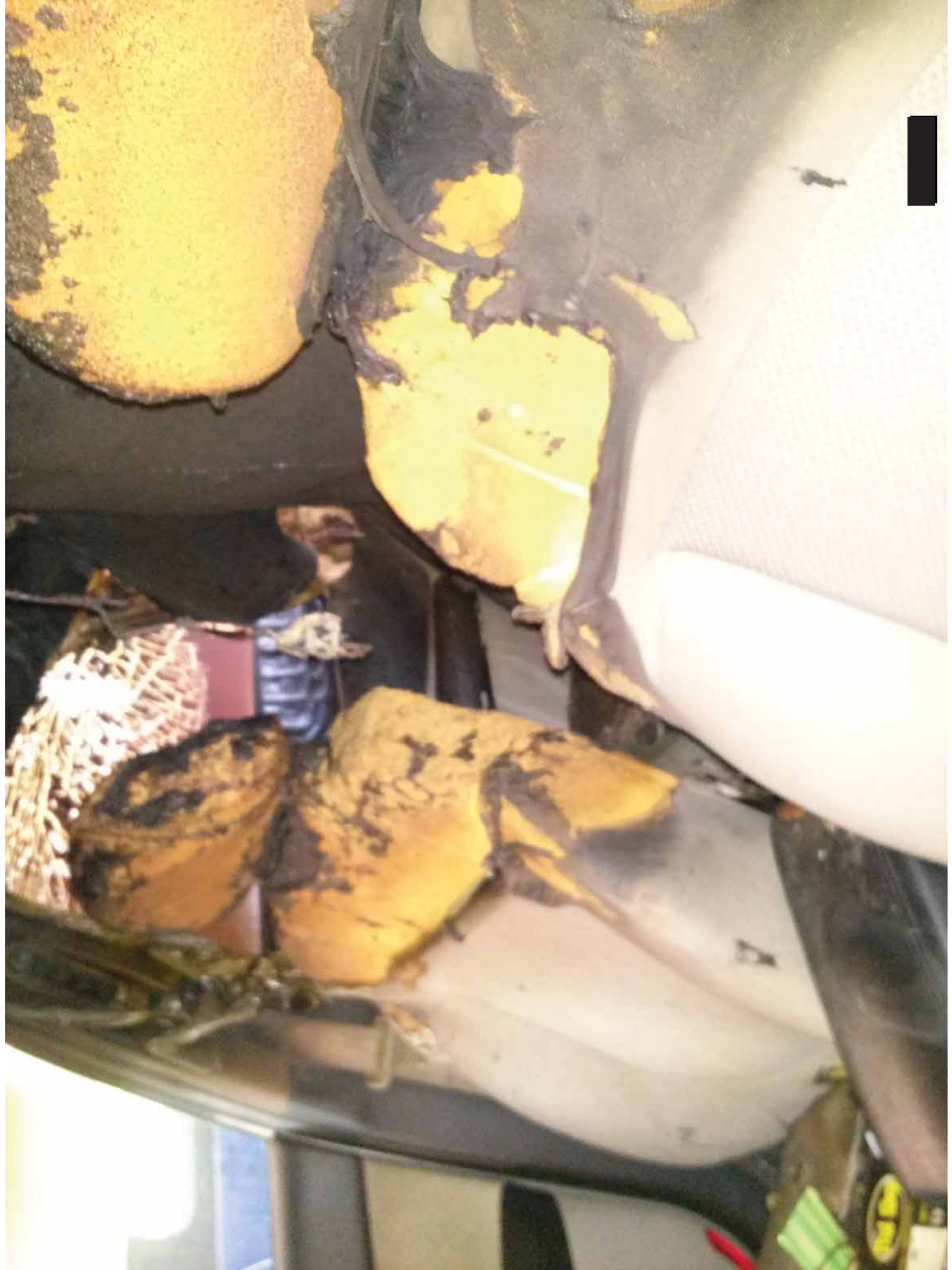


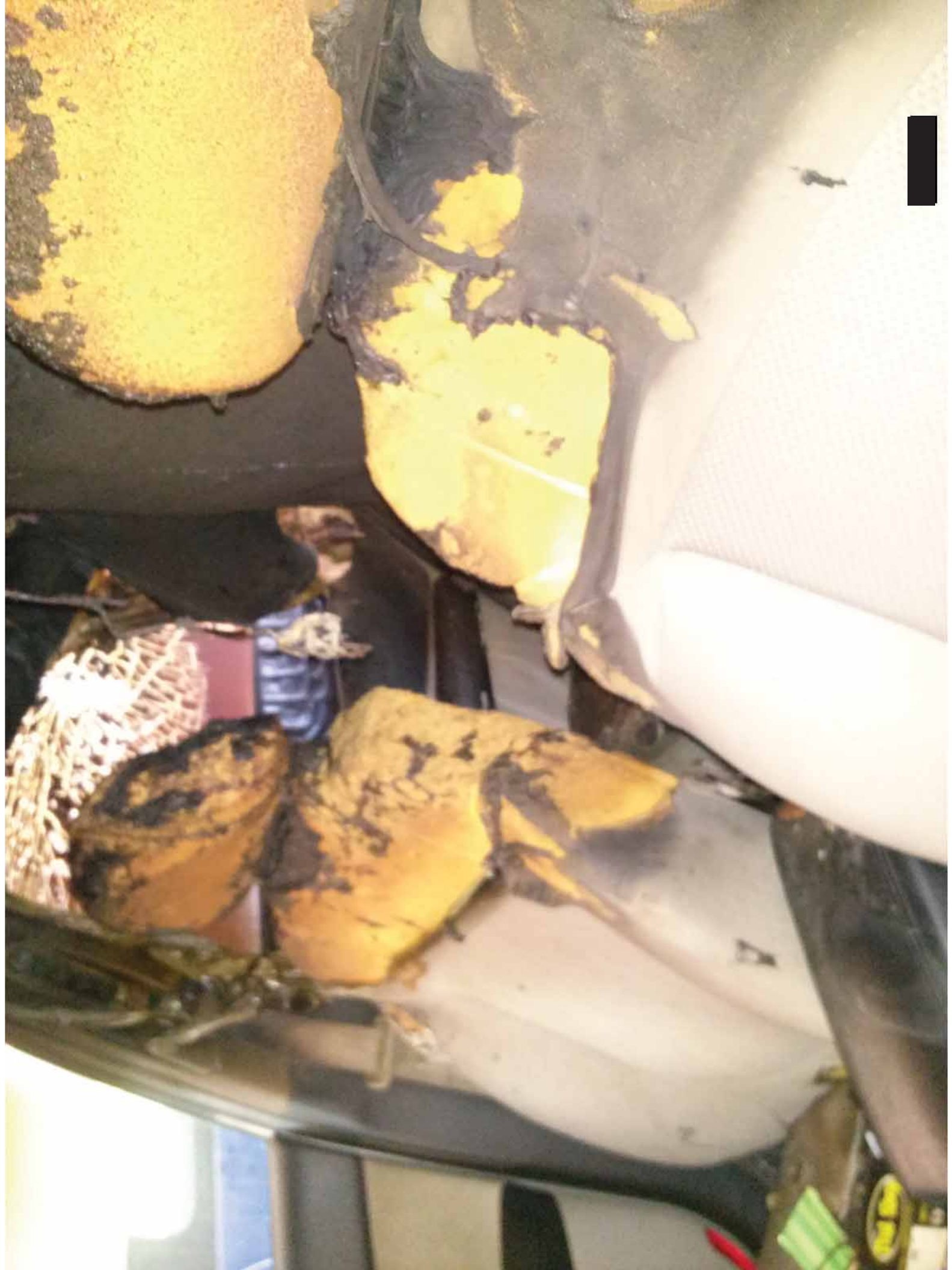














D218

12750-01031

1-1M030

12750-01031

12750-01031





21E

USE THE DESIGNATED FUSE ONLY
 지정된 퓨즈만을 사용하십시오

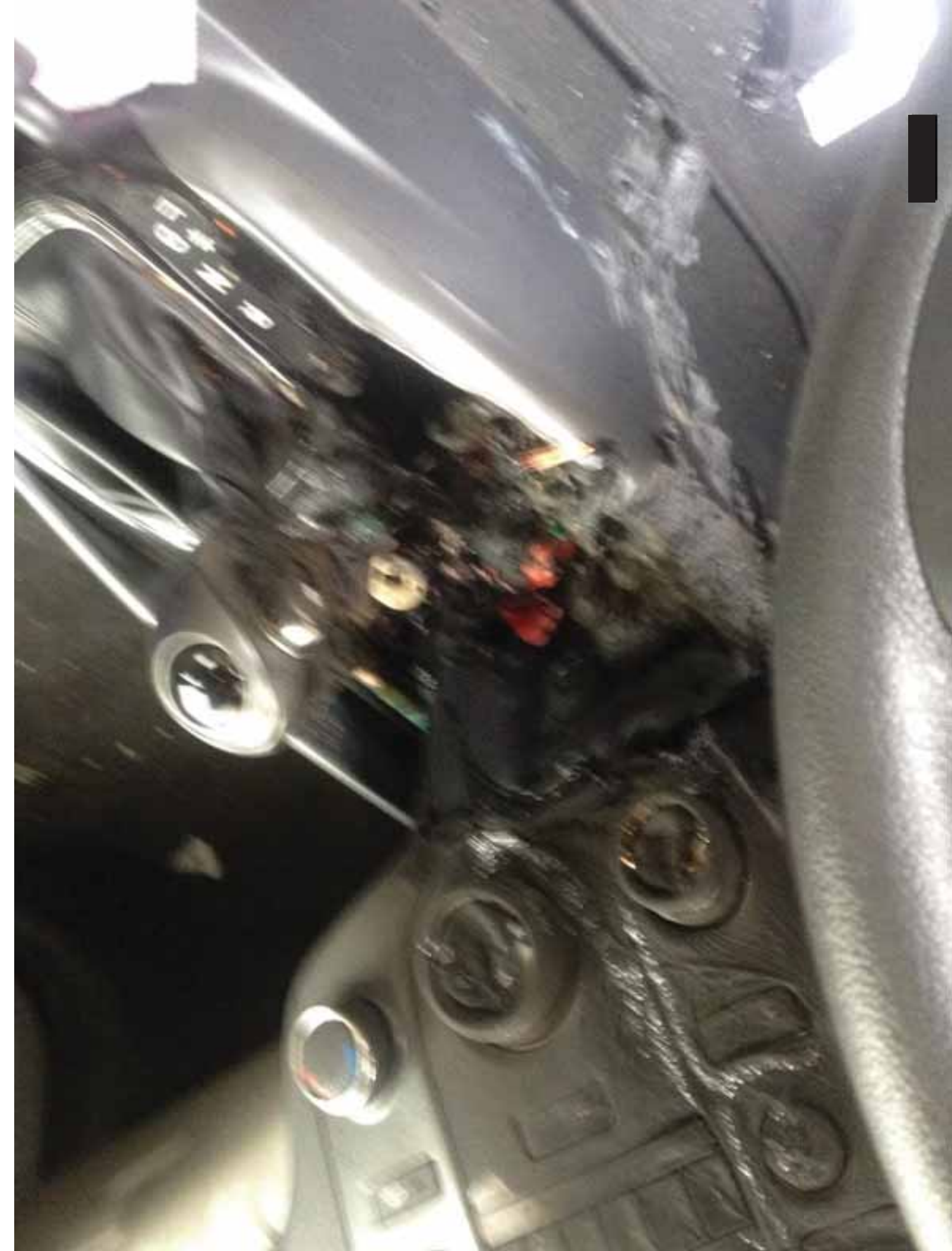
10A	START 시동	10A	D/CLOCK 시계	15A	P/OUTLET 보조사출
10A	A/CON SW	10A	C/LIGHTER	10A	T/SIG LP
15A	MIRR HTD	20A	COILIGNITER	10A	A/BAG IND
10A	S/HTR 시트열선	15A	DR LOCK	10A	A/BAG IND
10A	A/CON 에어컨	15A	DEICER	10A	CLUSTER 계기판
25A	HEAD LAMP 전조등	10A	STOP LP	10A	IGN1-A
15A	WIPER FRT 앞유리창	10A	ROOM LP	15A	A/BAG 에어컨
15A	WIPER RPT 뒷유리창	15A	STOP LP	15A	HAZARD LP 비상등
15A	DR/FOG LP fog	15A	AUDIO 오디오	10A	TAIL LP RH
10A	SMK 흡연용	15A	TRUNK OPEN	10A	TAIL LP LH
25A	P/WDW DR	25A	PDM	10A	HAZARD LP
25A	P/WDW ASS	25A	PDM	10A	HAZARD LP

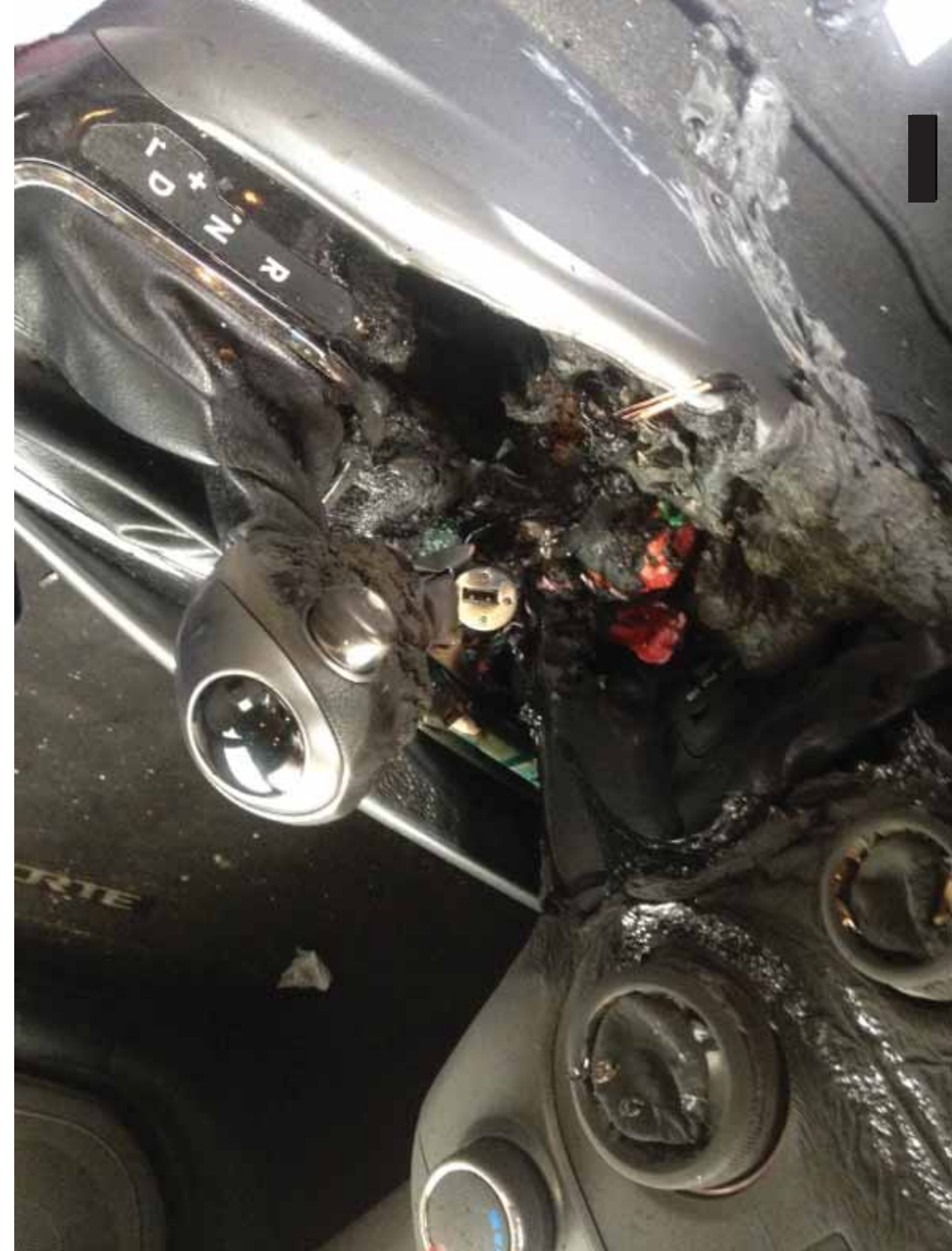




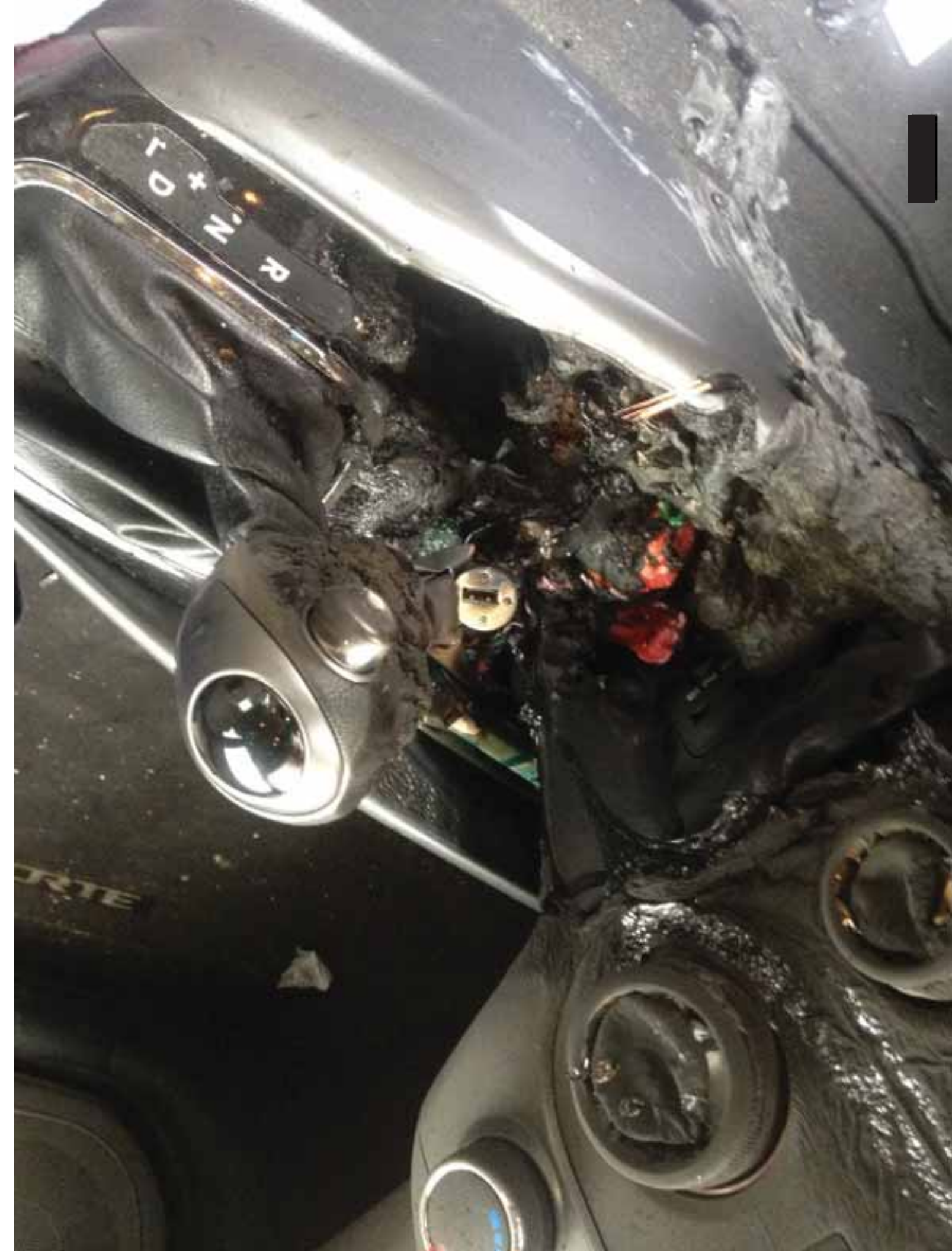














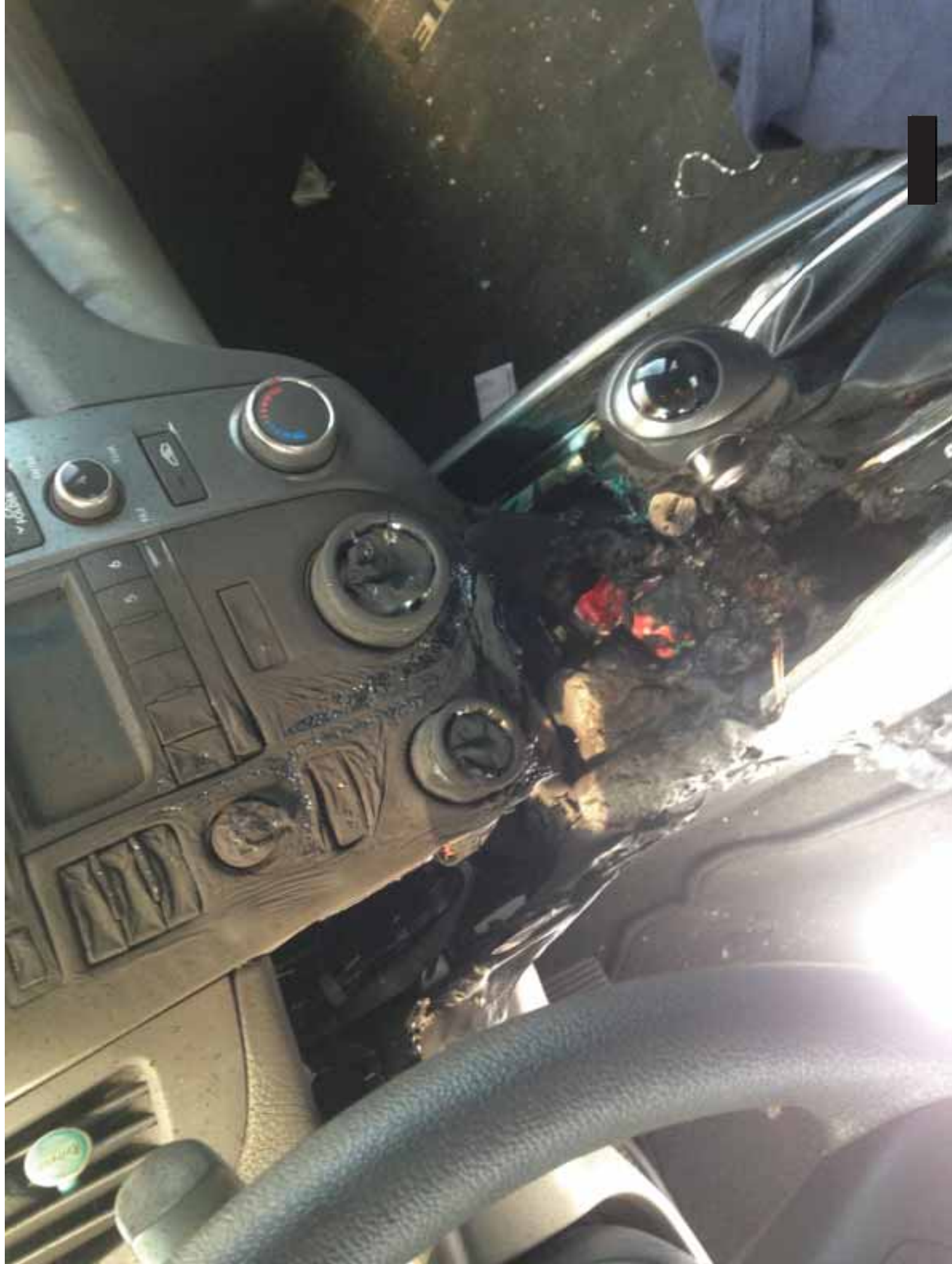








Photo Information

1. Front and driver side of the vehicle.



Photo Information

2. Rear and driver side of the vehicle.





Photo Information

3. Rear and passenger side of the vehicle.



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4. Front and passenger side of the vehicle. Note that extensive degradation of the vehicle did occur during the course of the fire.



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5. The left front wheel showing design.



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9. Overview of the motor compartment following removal of the hood. All components were found in their appropriate locations.



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10. The driver side of the motor compartment. The damage configuration demonstrates the fires movement from the passenger compartment through the firewall/bulkhead in [REDACTED] motor compartment.



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15. Additional view of the back seating area again showing extensive degradation of the seats as well as the door panels.



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16. The front seating area. Extensive degradation of the seats as well as the adjacent door panels and overhead did occur during the course of the fire.



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22. Close up view of the wiring conductors again showing evidence of shorting, arcing and melting. A failure of the conductors for unknown reasons is the most probable cause of the fire.



Photo Information

23. The windshield frame. The oxidation and demarcation patterns further demonstrate the fires development within the interior dash at the driver side.



Photo Information

24. Additional close up view of the area of origin at the driver side dash. The oxidation, demarcation and burn patterns do demonstrate the fires development at the interior [REDACTED] the location of the wiring harness conductors and/or adjacent components.

GOODWILL CHECKLIST

Customer: XXXXXXXXXX	File / Clarify # XXXXXX
--	---

	Dates
Compliance date (e.g., state arbitration, mandated BBB, state filing fee) if applicable	
To meet compliance date, region must have check(s) by	
Date region completed package	
Date NCA reviewed package	
A minimum of 10 business days is required for a priority package to be processed	

✓	Check and include all documents that apply in order listed below
✓	Checklist
✓	Signature Page – Kia Request for Goodwill Assistance (AS400)
✓	Repurchase Analysis Form (RAF) (if applicable)
✓	Score Card
✓	ANY GOODWILL OVER \$500.00 REQUIRES A SIGNED OFFER LETTER OR RELEASE
✓	ANY GOODWILL OVER \$1,200.00 REQUIRES A SIGNED RELEASE
(AG) Attorney General/State Case Settlement or (BB) BBB Case Settlement Prior to Arbitration	
☐ AG/ State or BBB documentation ☐ RO Recap & Repair Orders ☐ Techline or FTR Reports (if applicable)	
(LS) Legal Settlement: Settled prior to a lawsuit or (LL) Legal Settlement: Settled after lawsuit has been filed	
☐ Attorney Demand Letter & Settlement Letter (e-mail acceptance of offer is OK) or Legal Notice of Case Settlement (from KMA Legal Dept) ☐ RO Recap & Repair Orders ☐ Techline or FTR Reports (if applicable)	
(MR) Multiple Repairs – 2 or more repairs for the same or different repairs ☐ RO Recap ☐ Repair Orders ☐ Techline or FTR Reports (if applicable)	(CS) Customer Satisfaction <u>ONLY WHEN NO OTHER CATEGORY IS APPLICABLE</u> Other: Documents to support customer satisfaction decision
(DS) Days Out of Service – Any single RO that is open 15 days or more ☐ RO Recap & Repair Orders ☐ If days down on a single RO is 15 days or more, provide DPSM explanation or an RAF ☐ If days down were due to backordered part(s), provide parts order form from the dealer ☐ Techline or FTR Reports (if applicable)	(PL) Product Liability or (SS) Subrogation ☐ Demand Letter from Attorney or Insurance Company ☐ Legal Notice of Case Settlement (from KMA Legal Dept) or Settlement Letter (if settled by Region) ☐ RO Recap ☐ Repair Orders
(RT) Repair/Towing or (RV) Rental Reimbursement ☐ Repair, Towing, or Rental Receipt ☐ Repair Order (if applicable)	(CR) Campaign/Recall Repair Reimbursement ☐ Repair Receipt ☐ Repair Order from Kia Dealer (showing recall completed)
(SF) State Filing Fee ☐ State Documentation	
✓ COPIES OF ALL CLARIFY CASES ARE REQUIRED IN PACKAGE	

NOTES:

1. When reimbursing customer for car payments, please provide proof of monthly car payment.
2. For JM&A Maintenance/Extended Service Contracts – Please include rate sheet and copy of contract.

Kia RCAA Case Scorecard



Analyst <u>JMOJICA</u>	Date of Review <u>4/27/15</u>
Case# <u>[REDACTED]</u>	Customer Name <u>[REDACTED]</u>

Case Handling Result:

☐ Repair	☐ ADL- Repurch./SOC
☐ Info Provided	☐ BBB-Goodwill
☒ Goodwill	☐ No Assistance
☐ ADL-Goodwill	☐ Lawsuit Goodwill
☐ Voluntary Repurchase/SOC	☐ Lawsuit Repurchase/SOC
☐ BBB Arbitration Repurchase/SOC	☐ Compliment

RCAM Review & Evaluation:

☐ 24/24 If "No" _____

☐ Positive Language. Comments: _____

☐ Case Mgmt. (i.e., Resolution Model, etc.) _____

☐ Case Documenting (i.e., logical, clear, thorough, etc.) _____

☐ TREAD Coding. Comments: _____

☐ Other _____

Areas of Strength:

Areas of Improvement:

RCAM Signature & Date



CASE: 1 CLRFY: KNAFK4A61E5
RSP DLR: 90202 DIST: 01 REGION: NA MODEL: 2014 FORTE LX
WARRANTY START DATE: 7/20/13 MILES: 012100
REASON FOR GOODWILL: SS Subrogation Settlement
CAUSE: MS MISC
PART#: 25385 A6000QK
PART DESC: RESISTOR
SPECIFIC OFFER: CH CASH SETTLEMENT NATIONAL RCVD REQST: 00 00 00
NATIONAL SENT CHECK: 00 00 00

GOODWILL COMMENTS:
4/27/15 JM: NATIONWIDE PUT KMA ON NOTICE OF SUBROGATION. PER NATIONWIDE'S I
NVESTIGATION, THE FIRE ORIGINATED ON THE DRIVER'S SIDE DASH ASSEMBLY AT OR
NEAR THE INSIDE FUSE PANEL. PER KMA'S INVESTIGATION, SC113 APPLIED TO THIS
VEHICLE. PER KMA ENGINEER, KMA OFFERED TO SETTLE WITH NATIONWIDE IN THE AMO
UNT OF \$14,382 WHICH INCLUDES THE INSURED'S DEDUCTIBLE.

CHECK REQUEST: MAKE CHECK PAYABLE TO: DEALER CODE:
NATIONWIDE INSURANCE
1100 LOCUST ST. DEPT. 2019
DES MOINES IA 50391

TOTAL AMOUNT: \$ 14382.00

JEANNIE MOJICA DATE: 4/27/15
BRAD HOLT DATE:
MICHELE CAMERON DATE:
JAMIE AN DATE:
JOHN CROWE DATE:

* * * * * - GOODWILL EXPENSE * * * * *



On Your Side®

Nationwide Insurance
Allied Insurance
Nationwide Agribusiness
Titan Insurance
Victoria Insurance

Kia Motors Corp of America

Page 1 of 2

Date prepared

May 8, 2014

Claim number

Questions?

Contact Claims Associate
Kathleen Styer
STYERK@NATIONWIDE.COM
Phone 315-453-3587

Kia Motors Corp of America
111 Peters Canyon Rd
Irvin, CA 92606-1790

RECEIVED

MAY 12 2014

CONSUMER AFFAIRS

Claim details

Insurer: NATIONWIDE AFFINITY INSURANCE COMPANY OF AMERICA
Policyholder: GEORGE R KOONS
Claimant: Kia
Claim number: [REDACTED]
Loss date: [REDACTED] 2014
Vehicle: 2014 Kia Forte, VIN: KNAFK4A61E5 [REDACTED]

Dear Kia Motors Corp 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 attend a joint inspection of the vehicle.

Please contact the undersigned upon receipt of this notice to advise your intentions with regards to attending a joint inspection of the vehicle.

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 AFFINITY INSURANCE COMPANY OF AMERICA
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 Corp of America Attn: Jeannie Mojica
Page 1 of 2

Date prepared March 4, 2015
Claim number [REDACTED]

Questions? Contact Claims Associate
Kathleen Styer
STYERK@nationwide.com
Phone 315-453-3587

Kia Motors Corp of America Attn: Jeannie Mojica
111 Peters Canyon Rd
Irvin, CA 92606 Via Email

We're seeking payment for damages

Dear Kia Motors Corp of America ,

We've been informed you're the insurance carrier for the at-fault party, who was involved in an incident with our policyholder, [REDACTED] on [REDACTED] 2014. We've investigated the cause of the incident and determined that Kia Motors is responsible for the damages to our policyholder's property. We're now seeking reimbursement from your company.

Claim details

Insurer: NATIONWIDE AFFINITY INSURANCE COMPANY
OF AMERICA
Policyholder: [REDACTED]
Claimant: Kia Motors
Claim number: [REDACTED]
Your account number: [REDACTED]
Loss date: [REDACTED] 2014

About our subrogation demand

This is how our subrogation demand was determined:

Company loss:	\$13,922.00
Less (salvage):	\$40.00
Deductible:	\$500.00
Total amount due:	\$14,382.00
Insured's out-of-pocket rental:	\$000.00

The supporting documentation of our subrogation claim is enclosed.
Salvage Document Attached

Action requested

- Please send payment to Nationwide Insurance, Attn: Trust Department, 1100 Locust Street, Dept. 2019, Des Moines, IA 50391-2019
- Please pay any out-of-pocket expenses directly to our insured



Thank you for your cooperation

If you have any questions or concerns, please contact me at 315-453-3587 or STYERK@nationwide.com.

Sincerely,

Kathleen Styer
NATIONWIDE AFFINITY INSURANCE COMPANY OF AMERICA
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.



COPART AUTO AUCTIONS
6355 B HIGHWAY 411
MADISONVILLE, TN 37354
PHONE (423) 442-5866
TAX ID# 680416471

Date 3/04/15

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

FINAL INVOICE

Copart Lot# [REDACTED] 114 TN - KNOXVILLE
Loss Date [REDACTED]/14
Called In 4/25/14
P/U Cleared 4/28/14
Pickup Date 4/29/14
Original Title 6/13/14
Trans Title 8/12/14
Sale Document 8/12/14
Loss Type COLLISION
Description 14 KIA FORTE LX BURN
Vehicle ID# KNAFK4A61E5 [REDACTED]
License#/ST
Mileage UNREADABLE
Pickup From RESIDENCE
[REDACTED]
[REDACTED]
HAPPY VALLEY, TN
[REDACTED]

N338 PIP779A
LISA KNEF
NATIONWIDE- CFTC1VEC
5525 PARKCENTER CIRCLE
DUBLIN, OH 43017

Claim# [REDACTED]
Policy# [REDACTED]
Loss Code
Reference# COMP 1
Insured [REDACTED]
Owner [REDACTED]

ADVANCE CHARGES PAID BY COPART

TOTAL ADVANCE CHARGES * * * * * .00

COPART SERVICE CHARGES

TITLE PROCESSING. * * * * * 10.00 VIN REPLACEMENT
PIP PROGRAM CHARGE * * * * * 75.00

TOTAL COPART SERVICE CHARGES * * * * * 85.00

TOTAL DUE COPART 85.00
PROCEEDS FROM SALE 125.00CR *Bid Raised By Internet*
PREVIOUS PAYMENTS FROM COPART * * * * * 40.00

NET DUE COPART * * * * * .00

COPART PAYMENTS DETAIL

COPART CHECK# [REDACTED] 03/04/15 40.00

SALE INFORMATION

Lot# [REDACTED]
Sale Date 3/03/15
Sale Amount 125.00
ACV 14422.00
Repair Est 14422.00
Return .8%
Cert# [REDACTED]
Payment From Buyer 3/03/15

Sold To 236758 PURDY'S SERVICE CENTER
221 S MAIN STREET
SWEETWATER, TN 37874
(423) 337-6613

Item# 2520 Invoice Date 3/04/15
Invoice Amount .00 USD

REMIT TO: COPART
4610 WEST AMERICA DRIVE
FAIRFIELD, CA 94534

[REDACTED]

FIRE & THEFT Total Loss Settlement Worksheet

**** FINAL SETTLEMENT BREAKDOWN ****

ACV = \$14,422.00

Additional Consideration +

Subtotal ACV = \$14,422.00

UPD Applied -

Total ACV = \$14,422.00 Percentage

Tax + \$0.00

Additional Tax +

Tag/Title Fee +

Total Tax/T&T = \$0.00

Subtotal = \$14,422.00

Salvage Value: -

(Deductible) - \$500.00

Subtotal = \$13,922.00

Gap Calculation +

NCR Calculation +

Allowance +/-

Total Settlement Offer = \$13,922.00

EATON ENGINEERING COMPANY
4516 Lexington Road
Harrodsburg, Kentucky 40330

Thomas E. Eaton, PE, ScD
Telephone: (859) 734-3135

3 September 2014

Ms. Meredith Zetzer
NATIONWIDE INSURANCE CO.
5525 Park Center Drive – CO-0503
Dublin, Ohio 43017

RE: ENGINEERING EVALUATION OF THE CAUSE OF A FIRE INVOLVING
A 2014 KIA FORTE OWNED BY [REDACTED] TALLASSEE,
TENNESSEE THAT OCCURRED ON [REDACTED] 2014

EEC FILE: [REDACTED]
NWIC CLAIM NO: [REDACTED]
POLICY NO: [REDACTED]
KIA VIN: KNAEK4A61E5 [REDACTED]
INSURED: [REDACTED] Tallassee, Tennessee

Dear Ms. Zetzer:

This letter is to report the results of an engineering evaluation of the cause of a fire involving a 2014 Kia Forte owned by [REDACTED] Tallassee, Tennessee.

This report is based on an inspection of the fire damaged vehicle at Coparts (stock no. [REDACTED] in Madisonville, Tennessee, that was performed on 14 August 2014. The vehicle inspection was performed in association with Mr. Jerry Carter, CFI, a fire investigator with Technifire Services Co. During the vehicle inspection, Mr. Carter reviewed the findings of his fire origin and cause investigation regarding this loss.

Mr. Carter determined that the fire in Ms. [REDACTED] vehicle originated inside the passenger compartment. Mr. Carter further localized the fire origin area to the left side of the dash assembly in the vicinity of the steering column. Mr. Carter did report that the vehicle was parked at the time the fire was discovered in the early AM on [REDACTED] 2014. The 2014 Kia had been last driven on Thursday, 18 April 2014 and had been moved on Friday, 19 April 2014. When the fire was discovered, the vehicle owner's uncle reportedly first observed fire inside the passenger compartment in the dash area.

[REDACTED]

From a general inspection of the fire damaged vehicle, it was evident that both the engine and passenger compartments were gutted by fire. All four tires had been consumed by fire. From inspection of the fire damages and burn patterns, the fire was determined to have originated inside the passenger compartment. Fire damage in the engine compartment progressed from rear to front and from driver to passenger side, i.e., the engine compartment fire extended from the driver's, rear corner area.

The fire debris was removed from the foot wells on both the passenger and driver's sides of the passenger compartment. Removing the foot well, fire debris revealed that the fire had burned longer and created more damage to combustible materials on the driver's side as compared to the passenger side.

In removing the fire debris from the front of the passenger compartment, two, small, DC power supply cords were found. One DC power cord had a mini-USB port and went to a small camera. The camera did not cause the fire. The camera DC power cord was not plugged in when the fire occurred; it was on the right side of the center console and went to the right foot well. The remains of a cell phone were also found in near the center console of the passenger side. This cell phone, while heavily fire damaged, had not caused the fire.

A second DC power cord was found on the left side of the center console. This DC power cord was plugged in. The cord was found broken near the seat beside the left side of the center console. However, the appliance end of the cord could not be found, and the associated DC appliance could not be identified.

Inspection of the DC power supplies and the center console area showed no evidence of a fire cause or fire origin from either DC power cord. The right cord was not plugged-in. The left DC power cord was plugged-in but did not show evidence of causing the fire or of being present in the area where the fire originated.

The engine compartment electrical system was inspected. No electrical fire cause was indicated in the engine compartment. The electrical wiring and equipment in the engine compartment had been attacked by fire extension from the passenger compartment. No evidence of an electrical failure or problem was found on the battery cables, main power block, alternator, engine wiring harness, or starter. Some blown fuses were indicated at the main power block.

The passenger compartment electrical system was inspected. No problem was indicated with the wiring and equipment in the front doors or on the center console. No problem was indicated with the dash electrical wiring and dash electrical equipment on the passenger side of the steering column.

Inspection of the passenger compartment electrical system did reveal a series of severe, progressing, electrical wiring shorts involving the main feeder circuit in the driver's side of the dash. The feeder wiring shorts were directly above the main circuit board for the inside fuse panel. The most severe fire damage to the dash assembly wiring harness was in the immediate vicinity of the wiring shorts. The instrument cluster, printed circuit board had directional fire attack from the left (driver's) side of the steering column.

Multiple wiring shorts just to the left of the steering column indicated that the fire originated in this area and spread across energized wiring during the early stages of the fire. There was no evidence of an electrical short, fault, or failure involving the electric steering assist system; the power steering motor was in the area where the fire began. No electrical wiring shorts were found on the battery, alternator, and feeder electric cables in engine compartment or on the wiring harness other areas of the passenger compartment. The absence of electrical shorts in the engine compartment showed that the battery had been significantly discharged when the fire progressed into the engine compartment from the dash assembly.

The severe electrical wiring shorts in the driver's side dash were at the origin of the fire. This origin area was consistent with the early eyewitness to the fire observing fire in the dash. The electrical wiring shorts in the driver's side dash were in an area that had not been altered or modified since the vehicle was assembled. The electrical wiring shorts in the driver's side dash did involve electrical wiring that was constantly energized while the vehicle ignition was in the off position.

From inspection of the remains of Ms. [REDACTED] 2014 Kia Forte, it was determined that the fire was ignited by multiple electrical wiring short circuits (faults) involving the main feeder circuit at or near the passenger compartment fuse panel. Because the vehicle dash assembly and the associated electrical system wiring and equipment were unaltered on the 2014 Kia Forte, it is this engineer's opinion that the fire was the direct result of a defect in the manufacture of the vehicle.

[REDACTED]

A DVD-R disk containing a set of digital photographs taken during the vehicle inspection on 14 August 2014 during the vehicle inspection is enclosed. Eaton Engineering did not collect or receive physical evidence in this case. Eaton Engineering is holding no physical evidence in this case.

To conclude, based on the information available at this time, it is this engineer's opinion that the fire involving a 2014 Kia Forte owned by [REDACTED] originated at the driver's side of the dash assembly at or near the inside fuse panel. The fire was caused by multiple, electrical, wiring shorts involving the main electric feeder cable to the fuse panel that ignited ordinary combustibles. The electrical shorts that ignited the fire developed, because of a defect in the manufacture of the 2014 Kia Forte. There was no indication that the vehicle had been modified or altered in the fire origin area inside the dash assembly just to the left of the steering column.

Very truly yours,

[REDACTED]

Thomas E. Eaton, PE, ScD
Consulting Engineer

Enclosures

[REDACTED]

Post Office Box 17356, Chattanooga, Tennessee 37415
(423) 876-1700 Office (423) 876-1181 FAX

TechniFire Services Company LLC

August 18, 2014

Ms. Kathie Styer
Nationwide Insurance Company
Via Email: styerk@nationwide.com

RE: Insured: [REDACTED]
Date of Loss: [REDACTED] 2014
Policy No.: [REDACTED]
Claim No.: [REDACTED]
TechniFire No.: [REDACTED]

Dear Ms. Styer:

Per your direction, Dr. Thomas Eaton of Eaton Engineering Company was contracted to conduct an engineering evaluation of the 2014 Kia Forte (VIN: KNAFK4A61E [REDACTED]) belonging to the above named insured. On August 14, 2014, the examination was conducted at Copart Salvage Auto Auction in Madisonville, Tennessee. This investigator was present during Dr. Eaton's examination and provided information in regards to the loss.

Dr. Eaton's examination did reveal the fire originated at the interior driver side dash area at the location of electrical wiring conductors and adjacent components. There was no evidence of modifications to the electrical system. Additionally, there was no evidence found to indicate the fires inception as a result of any aftermarket components including items which may have been connected at the cigar lighter/power point areas. Dr. Eaton's report and invoice will be provided under separate cover.

If you have any questions or concerns, please feel free to contact me. Until then I remain,

Respectfully yours,

[REDACTED]
Jerry R. Carter, IAAI-CFI

jrc/mlc

Enclosure

[REDACTED]



Photo Information

1. Front and driver side of the vehicle.



Photo Information

2. Rear and driver side of the vehicle.





Photo Information

3. Rear and passenger side of the vehicle.



Photo Information

4. Front and passenger side of the vehicle. Note that extensive degradation of the vehicle did occur during the course of the fire.



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10. The driver side of the motor compartment. The damage configuration demonstrates the fire's movement from the passenger compartment through the firewall/bulkhead into the motor compartment.



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15. Additional view of the back seating area again showing extensive degradation of the seats as well as the door panels.



Photo Information

16. The front seating area. Extensive degradation of the seats as well as the adjacent door panels and overhead did occur during the course of the fire.



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23. The windshield frame. The oxidation and demarcation patterns further demonstrate the fires development within the interior dash at the driver side.



Photo Information

24. Additional close up view of the area of origin at the driver side dash. The oxidation, demarcation and burn patterns do demonstrate the fires development at the interior [redacted] the location of the wiring harness conductors and/or adjacent components.

SETTLEMENT AGREEMENT AND GENERAL RELEASE

This Settlement Agreement and General Release (hereinafter referred to as the "Agreement") is entered into by and among the following parties: (1) Nationwide Insurance (hereinafter referred to as "Claimant"); and (2) Kia Motors America; Kia Motors Corporation (hereinafter referred to as "Kia").

RECITALS

- A. A dispute has arisen between Claimant and Kia regarding a 2014 Kia Forte bearing vehicle identification number KNAFK4A61E5 [REDACTED] (hereinafter referred to as "Subject Vehicle").
- B. Claimant has complained of irregularities, misrepresentations, defects, non-conformities and problems relating to the sale or lease of and with the Subject Vehicle.
- C. Claimant and Kia wish to settle all existing disputes as well as any and all past and present and known and unknown disputes regarding but not limited to the Subject Vehicle.

NOW, THEREFORE, in consideration of the mutual promises, covenants, representations and agreements herein contained, the parties hereto agree as follows:

AGREEMENT

- 1. In consideration of this agreement, Kia shall make a lump sum payment to the claimant in the amount of \$14,382. The Claimant agrees that the foregoing constitutes full payment and satisfaction of any and all claims, which he/she presently asserted or could have asserted against Kia.
- 2. It is understood and agreed that this settlement is a compromise of disputed claims and does not constitute an admission of liability on the part of Kia.
- 3. Claimant hereby releases and fully discharges Kia, Kia Motors America, Kia Motors Corporation, claimant's finance company and any and all other defendants and potentially liable parties, and each of their predecessors, successors, subsidiaries and affiliated entities, parents, partners, officers, directors, shareholders, agents, employees, representatives, attorneys, successors and assigns, past and present, and each of them (hereinafter referred to as the "Releasees") from any and all claims, demands and causes of action and any and every kind and nature, without limitations, whether known or unknown, suspected or unsuspected, which Claimant now owns or holds or at any time heretofore has owned or held against the Releasees arising out of, resulting from, or in any way related to the above Recitals. In the event Claimant has filed any action, lawsuit, litigation, claim or complaint, legal, administrative or otherwise, with respect to this matter, Claimant hereby agrees to dismiss said action, lawsuit and/or litigation with prejudice as to all parties and/or to withdraw said claim or complaint forthwith.
- 4. Section 1542 of the California Civil Code, provides that:

"A general release does not extend to claims which the creditor does not know or suspect exist in his favor at the time of executing the release, which if known by him, must have materially affected his settlement with the debtor."
- 5. Notwithstanding Section 1542 or other similar provisions, Claimant agrees that this release shall constitute a full release in accordance with its terms. Claimant knowingly and voluntarily waives the provisions of §1542, and acknowledges and agrees that this waiver is an essential and material term of the Agreement that led to it, and that, without such waiver, the settlement would not have been entered into. Claimant acknowledges his/her understanding that the effect of the Agreement is to waive and release all future potential claims for damages which were or may have been suffered but which have not yet manifested themselves.
- 6. Claimant further expressly understands and agrees that the signing of the Agreement shall be forever binding on Claimant and Claimant's agents, predecessors, successors, affiliates, assigns, heirs, personal representatives, executors, administrators, attorneys, employees, agents, servants and insurers, and no rescission, modification or release of the undersigned from the terms of the Agreement will be made for any mistakes as set forth herein. Claimant further warrants that no promise or inducement has been offered except as herein set forth and that the Agreement was executed without reliance upon any statements or representation by Kia and Claimant warrants that he/she is legally competent to execute this Settlement Agreement and General Release.



7. Claimant hereby agrees to indemnify, defend, and hold harmless Kia from all loss, cost, claim or expense (including but not limited to all expenses of investigation and defense of any such claims or action, including reasonable attorneys' fees and expenses) arising out of any claim made or action instituted by any person or entity who claims to be the beneficiary of such assignment or transfer, and to pay and satisfy any judgment resulting therefrom or any such claim or action.

8. Claimant acknowledges that he/she has not been influenced to any extent in entering into the Agreement by any representations or statements regarding any such action, claim, demand or cause of action made by any party. Claimant acknowledges that he/she has had the opportunity to consult with his/her attorneys, and that he/she has voluntarily executed the Agreement after independent investigation and without fraud, duress or undue influence.

9. The Agreement constitutes the entire understanding between the parties hereto pertaining to the subject matter hereof and fully supersedes any and all prior agreements and understanding, whether written or oral, between the parties hereto pertaining to the subject matter hereof.

10. The Agreement shall be construed and enforced in accordance with the laws of the State of California. Any action to enforce this settlement or to address any cause of action arising from the facts contained in the Agreement will be filed in the Superior Court of California, County of Orange. All parties voluntarily agree to jurisdiction in said court.

11. Each party hereto shall bear all attorney's fees, expenses and costs arising from the actions of its own counsel in connection with the Complaint and/or Cross-complaint, the Agreement, and the matters and documents referred to herein, the filing of a Dismissal of the Complaint, and all related matters.

12. In consideration of the mutual benefit to the Claimant and Kia and other consideration the receipt of which is acknowledged, Claimant and Kia agree to keep the terms of this settlement and agreement **STRICTLY CONFIDENTIAL**, including a mutual agreement to not make or post disparaging statements about each other or the products involved with print, electronic, social media or internet media. However, nothing contained in this paragraph shall prohibit any party or attorney to this agreement from disclosing either the existence of or the terms of this settlement or agreement to their respective insurance carriers, accountants, the parties or courts of competent jurisdiction in furtherance of the legal process or as otherwise required by a legal duty or obligation owed by Claimant or Kia, or to others with the prior written consent of the Kia. In the event Claimant or Kia discloses any of the terms of this settlement or agreement as allowed by this paragraph, such party shall prior to such disclosure, secure in writing from the person or entity to whom disclosure is made, other than a court, such party's or entity's agreement to maintain the disclosed information in confidence.

Print Claimant's Name(s): _____

By: _____
Nationwide Insurance

Date: _____



COPART AUTO AUCTIONS
6355 B HIGHWAY 411
MADISONVILLE, TN 37354
PHONE (423) 442-5866
TAX ID# 680416471

Date 3/04/15

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

FINAL INVOICE

Copart Lot# [REDACTED] 114 TN - KNOXVILLE
Loss Date [REDACTED]/14
Called In 4/25/14
P/U Cleared 4/28/14
Pickup Date 4/29/14
Original Title 6/13/14
Trans Title 8/12/14
Sale Document 8/12/14
Loss Type COLLISION
Description 14 KIA FORTE LX BURN
Vehicle ID# KNAFK4A61E5 [REDACTED]
License#/ST [REDACTED]
Mileage UNREADABLE
Pickup From RESIDENCE
[REDACTED]
[REDACTED]
HAPPY VALLEY, TN [REDACTED]
[REDACTED]

N338 PIP779A
LISA KNEF
NATIONWIDE- CFTC1VEC
5525 PARKCENTER CIRCLE
DUBLIN, OH 43017

Claim# [REDACTED]
Policy# [REDACTED]
Loss Code
Reference# COMP 1
Insured [REDACTED] [REDACTED]
Owner [REDACTED] [REDACTED]

ADVANCE CHARGES PAID BY COPART

TOTAL ADVANCE CHARGES 00

COPART SERVICE CHARGES

TITLE PROCESSING. 10.00 VIN REPLACEMENT
PIP PROGRAM CHARGE. 75.00

TOTAL COPART SERVICE CHARGES. 85.00

TOTAL DUE COPART 85.00
PROCEEDS FROM SALE 125.00CR *Bid Raised By Internet*
PREVIOUS PAYMENTS FROM COPART. 40.00

NET DUE COPART 00

COPART PAYMENTS DETAIL

COPART CHECK# [REDACTED] 03/04/15 40.00

SALE INFORMATION

Lot# [REDACTED] Sold To 236758 PURDY'S SERVICE CENTER
Sale Date 3/03/15 221 S MAIN STREET
Sale Amount 125.00 SWEETWATER, TN 37874
ACV 14422.00 (423) 337-6613
Repair Est 14422.00

Return .8% Item# 2520 Invoice Date 3/04/15
Cert# [REDACTED] Invoice Amount .00 USD
Payment From Buyer 3/03/15 REMIT TO: COPART
4610 WEST AMERICA DRIVE
FAIRFIELD, CA 94534

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3. Claimant hereby releases and fully discharges Kia, Kia Motors America, Kia Motors Corporation, claimant's finance company and any and all other defendants and potentially liable parties, and each of their predecessors, successors, subsidiaries and affiliated entities, parents, partners, officers, directors, shareholders, agents, employees, representatives, attorneys, successors and assigns, past and present, and each of them (hereinafter referred to as the "Releasees") from any and all claims, demands and causes of action and any and every kind and nature, without limitations, whether known or unknown, suspected or unsuspected, which Claimant now owns or holds or at any time heretofore has owned or held against the Releasees arising out of, resulting from, or in any way related to the above Recitals. In the event Claimant has filed any action, lawsuit, litigation, claim or complaint, legal, administrative or otherwise, with respect to this matter, Claimant hereby agrees to dismiss said action, lawsuit and/or litigation with prejudice as to all parties and/or to withdraw said claim or complaint forthwith.
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7. Claimant hereby agrees to indemnify, defend, and hold harmless Kia from all loss, cost, claim or expense (including but not limited to all expenses of investigation and defense of any such claims or action, including reasonable attorneys' fees and expenses) arising out of any claim made or action instituted by any person or entity who claims to be the beneficiary of such assignment or transfer, and to pay and satisfy any judgment resulting therefrom or any such claim or action.

8. Claimant acknowledges that he/she has not been influenced to any extent in entering into the Agreement by any representations or statements regarding any such action, claim, demand or cause of action made by any party. Claimant acknowledges that he/she has had the opportunity to consult with his/her attorneys, and that he/she has voluntarily executed the Agreement after independent investigation and without fraud, duress or undue influence.

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Print Claimant's Name(s):

Kathie Styer for Nationwide Ins.

By:

Kathie Styer
Nationwide Insurance

Date:

4-9-15



Nationwide Insurance
Allied Insurance
Nationwide Agribusiness
Titan Insurance
Victoria Insurance

Kia Motors Corp of America Attn: Jeannie Mojica
Page 1 of 2

Date prepared March 4, 2015
Claim number [REDACTED]-GA

Questions? Contact Claims Associate
Kathleen Styer
STYERK@nationwide.com
Phone 315-453-3587

Kia Motors Corp of America Attn: Jeannie Mojica
111 Peters Canyon Rd
Irvin, CA 92606 Via Email

We're seeking payment for damages

Dear Kia Motors Corp of America ,

We've been informed you're the insurance carrier for the at-fault party, who was involved in an incident with our policyholder, [REDACTED] on [REDACTED] 2014. We've investigated the cause of the incident and determined that Kia Motors is responsible for the damages to our policyholder's property. We're now seeking reimbursement from your company.

Claim details

Insurer: NATIONWIDE AFFINITY INSURANCE COMPANY
OF AMERICA
Policyholder: [REDACTED] R [REDACTED]
Claimant: Kia Motors
Claim number: [REDACTED]
Your account number: [REDACTED]
Loss date: [REDACTED] 2014

About our subrogation demand

This is how our subrogation demand was determined:

Company loss:	\$13,922.00
Less (salvage):	\$40.00
Deductible:	\$500.00
Total amount due:	\$14,382.00
Insured's out-of-pocket rental:	\$000.00

The supporting documentation of our subrogation claim is enclosed.
Salvage Document Attached

Action requested

- Please send payment to Nationwide Insurance, Attn: Trust Department, 1100 Locust Street, Dept. 2019, Des Moines, IA 50391-2019
- Please pay any out-of-pocket expenses directly to our insured



Thank you for your cooperation

If you have any questions or concerns, please contact me at 315-453-3587 or STYERK@nationwide.com.

Sincerely,

Kathleen Styer
NATIONWIDE AFFINITY INSURANCE COMPANY OF AMERICA
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 Corp of America

Page 1 of 2

Date prepared May 8, 2014
Claim number [REDACTED]

Questions? Contact Claims Associate
Kathleen Styer
STYERK@NATIONWIDE.COM
Phone 315-453-3587

Kia Motors Corp of America
111 Peters Canyon Rd
Irvin, CA 92606-1790

RECEIVED

MAY 12 2014

CONSUMER AFFAIRS

Claim details

Insurer: NATIONWIDE AFFINITY INSURANCE COMPANY OF AMERICA
Policyholder: [REDACTED]
Claimant: Kia
Claim number: [REDACTED]
Loss date: [REDACTED] 2014
Vehicle: 2014 Kia Forte, VIN; KNAFK4A61E5 [REDACTED]

Dear Kia Motors Corp 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 attend a joint inspection of the vehicle.

Please contact the undersigned upon receipt of this notice to advise your intentions with regards to attending a joint inspection of the vehicle.

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 AFFINITY INSURANCE COMPANY OF AMERICA
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 Corp of America
Attn: Jeannie Mojica

Date prepared May 21, 2014
Claim number [REDACTED]

Questions? Contact Claims Associate
Kathleen Styer
STYERK@NATIONWIDE.COM
Phone 315-453-3587

Kia Motors Corp of America
Attn: Jeannie Mojica
111 Peters Canyon Rd
Irvin, CA 92606-1790

RECEIVED

MAY 28 2014

CONSUMER AFFAIRS

Claim details

Insurer: NATIONWIDE AFFINITY INSURANCE COMPANY OF AMERICA
Policyholder: [REDACTED]
Claimant: Kia Motors
Claim number: [REDACTED]
Loss date: [REDACTED] 2014
Vehicle: 2014 Kia Forte
Your File: [REDACTED]

Dear Ms. Mojica,

Pursuant to your request, attached please find a copy of our expert report, photos of the vehicle and a police report; there was no fire report filed. Upon review please contact me to discuss 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 AFFINITY INSURANCE COMPANY OF AMERICA
One Nationwide Gateway
Des Moines, IA 50391-5595

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BLOUNT COUNTY SHERIFFS OFFICEIncident Report
Case Number: [REDACTED]

Page 1 of 2

INCIDENT # : [REDACTED]
Address: [REDACTED]
City, State, Zip: TALLASSEE, TN. [REDACTED]
Zone: C1
Reporting Officer: 329 - JAMERSON, MICHAEL
Assigned Officer: 406 - SERATT, MICHAEL
School: NS - NO SCHOOL

Report Date: [REDACTED] 2014
Report Time: 18:54 - hours
Date Occured From: [REDACTED] 2014 - 00:00 - hours
Date Occured Thru: [REDACTED] 2014 - 02:00 - hours
Reportable: NO
Assigned Date: 04/21/2014
Exceptional Clearance:

INCIDENT OFFENSE(S)

U.C.R.: M99 -FIRE AUTO

VICTIM(S)

Victim: [REDACTED]
Address: [REDACTED]
City, State, Zip: TALLASSEE, TN. [REDACTED]
Home Phone: [REDACTED]
Employer: YAMAHA
Email: [REDACTED]

Race: W **Sex:** F **Height:** 508 **Weight:** 138
Hair: BLN **Eyes:** BLU **Hispanic:** No
Work Phone: [REDACTED]
Occupation: LABOR
DL#: TN [REDACTED] **D.O.B.:** [REDACTED]

WITNESS(ES)

Witness: [REDACTED]
Address: [REDACTED]
City, State, Zip: TALLASSEE, TN. [REDACTED]
Home Phone: [REDACTED]
Employer: RETIRED
Email: [REDACTED]

Race: W **Sex:** M **Height:** 602 **Weight:** 140
Hair: BLK **Eyes:** GR **Hispanic:** No
Work Phone: [REDACTED]
Occupation: [REDACTED]
DL#: / **D.O.B.:** [REDACTED]

Witness: [REDACTED]
Address: [REDACTED]
City, State, Zip: TALLASSEE, TN. [REDACTED]
Home Phone: [REDACTED]
Employer: [REDACTED]
Email: [REDACTED]

Race: W **Sex:** M **Height:** [REDACTED] **Weight:** [REDACTED]
Hair: [REDACTED] **Eyes:** [REDACTED] **Hispanic:** No
Work Phone: [REDACTED]
Occupation: [REDACTED]
DL#: / **D.O.B.:** [REDACTED]

SUSPECT(S) / ARRESTEE(S)

Home Address: [REDACTED]
City, State, Zip: [REDACTED]
Home Phone: [REDACTED]
Occupation: [REDACTED]
Employer: [REDACTED]
D.O.B.: [REDACTED]
Race: [REDACTED] **Sex:** [REDACTED] **Height:** [REDACTED] **Weight:** [REDACTED]
Features: [REDACTED]
Clothes: [REDACTED]

Arrest Date: [REDACTED] **Time:** [REDACTED] **Hours:** [REDACTED] **UCR:** [REDACTED]
Arrested By: [REDACTED]
Arrested At: [REDACTED]
Armed With: [REDACTED]
Warrants Signed: [REDACTED]
Work Phone: [REDACTED]
DL#: [REDACTED]
Hair: [REDACTED] **Eyes:** [REDACTED] **Hispanic:** [REDACTED]
Email: [REDACTED]
State Control #: [REDACTED]

CHARGE	Court	Court Date	TIME	DOCKET	BOND	CHARGE DESCRIPTION
--------	-------	------------	------	--------	------	--------------------

Reporting Officer: 329 - JAMERSON, MICHAEL

Approving Officer: 306 - HALL, SAMUEL

Print Date: Friday, April 25, 2014 03:04:05PM

Form IncidentReport_Rev2_TnBCSO Incident Tracking [REDACTED]

2422

BLOUNT COUNTY SHERIFFS OFFICE

Incident Report

Case Number: [REDACTED]

Page 2 of 2

NARRATIVE

Reporting Officer: 329 - JAMERSON, MICHAEL

On [REDACTED] 2014, I, Deputy R. Jamerson, responded to [REDACTED] Upon arrival I made contact with [REDACTED]

Ms. [REDACTED] stated that when she arrived home today from camping she noticed her car had been burned. Ms. [REDACTED] stated she had parked her car next to the house on Friday the 18th, prior to leaving town.

I then spoke with the neighbor, the victim's uncle, [REDACTED] Mr. [REDACTED] stated that around 2:00 A.M. a neighbor honked their horn and yelled something was burning at his brother's house. Mr. [REDACTED] said he saw the car on fire next to the home and pulled the car away using his backhoe.

Mr. [REDACTED] stated the neighbor that honked was [REDACTED] I have not been able to speak with Mr. [REDACTED]

Options were explained.

A/V # [REDACTED]

[REDACTED] - 04/21/2014 08:29:43

PROPERTY INVOLVED

Item Number: 0 DAMAGED / DESTROYED- KIA FORTE

Qty: 1.

Item Related To: [REDACTED]

CASE MANAGEMENT INFO

Reporting Officer: 329 - JAMERSON, MICHAEL

Report Date: [REDACTED] 2014

Approving Officer: 306 - HALL, SAMUEL

Approving Date: 04/21/2014

Assigned Officer: 406 - SERATT, MICHAEL

Assigned Date: 04/21/2014

Clearing Officer:

Clearing Date:

Officer Signature: _____ Date: _____ Supervisor: _____

**A Privileged and Confidential Report
Prepared For**

**Nationwide Insurance Company
c/o Mr. Meredith Zetzer**

Insured

[REDACTED]

Policy Number

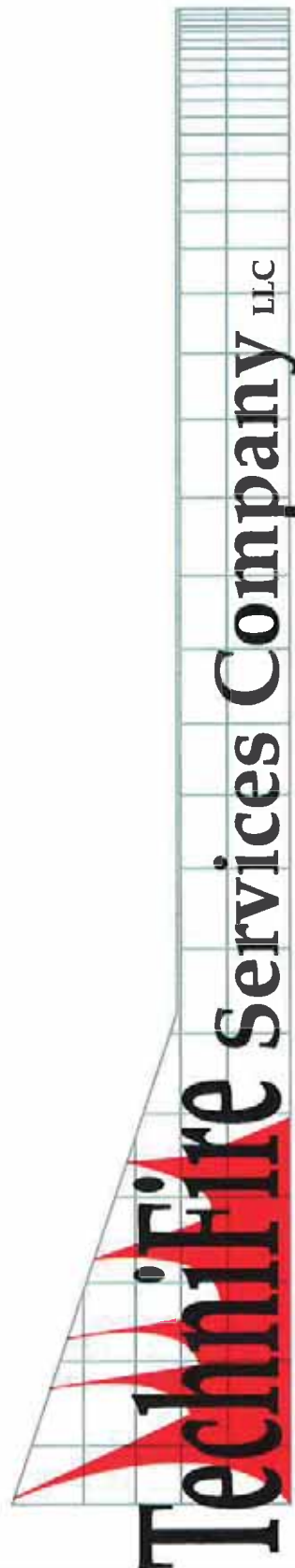
[REDACTED]

Claim Number

[REDACTED]

TechniFire Number

[REDACTED]



Insured: [REDACTED]

Policy Type: Auto Coverage

Date of Loss: [REDACTED] 2014

Loss Location: [REDACTED]
Tallassee, TN [REDACTED]

Risk Information:

Make: Kia

Model: Forte

Year: 2014

VIN: KNAFAK4A61E [REDACTED]

Mileage: ~ 12,100 per insured

Notes:

The insured reports the vehicle was parked and not in operation at the time the fire occurred. The insured's uncle discovered the fire and reports that it was initially visible at the interior dash area. No recent repairs had been made to the vehicle. It was last driven on Thursday night; however, it was moved on Friday to a different location prior to the fires occurrence on Sunday.

File History

Jerry Carter is the assigned investigator representing TechniFire Services Company.

On April 25, 2014, this file was established under the direction of Ms. Meredith Zetzer, who represents Nationwide Insurance Company in Dublin, Ohio.

On May 1, 2014, the vehicle examination was conducted at the Copart Salvage Auto Auction in Madisonville, Tennessee.

On May 1, 2014, a verbal report was provided to Ms. Meredith Zetzer.

Instructions Received:

- Conduct vehicle inspection for origin and cause

During the Investigation:

- The salvage was examined for origin and cause determination
- Information was provided by Ms. Meredith Zetzer

Persons referred to in this report:

Ms. [REDACTED]	Insured
Ms. Meredith Zetzer	Nationwide Insurance Co.

Subrogation potential:

Under assessment

[REDACTED]

Origin and Fire Spread

The fire began at the interior of the passenger compartment more especially at the driver side dash. Flame development was to wiring insulation and subsequently the adjacent combustible components and assemblies at the within the dash. Unchecked fire growth did result in heavy fire involvement within the interior of the passenger compartment. The fire did ultimately move through the firewall/bulkhead into the motor compartment where the ignition and burning of the combustible components did ensue.

By the time ultimate extinguishment of the vehicle was effected, heavy fire involvement was present throughout the passenger compartment, motor compartment and trunk storage compartment areas. In fact, it does appear the vehicle is a total loss.

Fire Causation

The most probable cause of the fire is a failure of the electrical conductors and/or components located at the interior driver side dash. The exact mechanism of failure is not known due to the extensive degradation within the dash and the vehicle. There was however evidence of localized shorting and arcing of the conductors at the interior driver side dash area. The fire patterns on the dash frame, windshield frame, hood and adjacent motor and passenger compartment components do indicate the fires inception within the interior driver side dash area.

The electrical system for the vehicle was connected and energized at the time of the fire. The oxidation and demarcation patterns on the dash frame, fire wall/bulkhead, windshield frame and the hood do further indicate the fires initial inception within the interior of the dash at the location of the wiring conductors and adjacent components. Additionally, information provided by the insured's uncle reports the fire was first noticed at the dash area.

Debris samples that were removed from the interior of the passenger compartment failed to reveal the presence of an identifiable ignitable liquid. In fact, there was no evidence found to indicate the fire occurred as a result of an incendiary cause.

Evidence Obtained During the Vehicle Examination

By this Investigator

Two debris samples were removed and forwarded to AK Analytical Services in Hendersonville, Tennessee.

- Sample #1 contained debris from the driver side of the passenger compartment.
- Sample #2 contained debris from the passenger side of the passenger compartment.

Results: Both samples failed to reveal the presence of an identifiable ignitable liquid. A copy of the laboratory analysis is contained as a supplement to this report.

By other Investigators/Agents

There was no indication that any evidence had been removed by others prior to my vehicle examination.



INSPECTION SUMMARY

Exterior

The exterior of the vehicle was heavily oxidized from the front bumper to the rear of the vehicle and no plastic or fiberglass components remained unburned. The only areas where any paint remained was at the underside of the doors. The doors were closed at the time of the fire. The hood was down and latched and the trunk lid was closed. There was no indication that any exterior component had been removed prior to the fire. In fact, even the fuel cap was found to have been in the filler neck.

Undercarriage

All components of the undercarriage were found to have been in their appropriate locations when the fire occurred. There is no evidence of the fires inception at the undercarriage area.

Motor Compartment

The motor compartment was extensively degraded by the fire. The hood was down and latched at the inception of the fire. All components of the motor compartment were found to have been in their appropriate locations at the time the fire occurred. The damage configuration within the motor compartment does demonstrate the fires movement through the firewall/bulkhead from the passenger compartment into the motor compartment area.

Passenger Compartment

The passenger compartment was gutted by the fire and no upholstery or dash material remained unburned. The doors were closed at the time of the fire. All components of the passenger compartment were found to have been in their appropriate locations at the time the fire occurred. The damage configuration does demonstrate the fires inception at the dash area more especially at the driver side.



SYSTEMS

Electrical

Both the primary and secondary electrical systems were connected when the fire occurred. The battery remains were found at the motor compartment. There was no evidence of shorting or arcing found to indicate a failure of the battery or primary wiring as a cause of the fire. The secondary wiring in the motor compartment was extensively degraded as a result of heat and flame impingement. The secondary wiring within the passenger compartment was most significantly damaged at the driver side interior dash where there was evidence of localized shorting and arcing of the conductors. In fact, a failure of the electrical wiring conductors and/or components is the most probable cause of the fire.

Fuel System

The fuel tank and all rigid and flexible lines were connected when the fire occurred. There were no breaks or deformities found in the rigid lines running from the tank to the motor compartment. The fuel system components within the motor compartment were extensively degraded due to heat and flame impingement. The vehicle was not in operation at the time of the fire. There is no indication the fire occurred as a result of a vehicle fuel system failure.

Drive Train

All the major drive train components were found in their appropriate locations and externally appeared to be operable. The vehicle was not in operation at the time of the fire. There is no indication the fire occurred as a result of a drive train system failure.



TO: Meredith Zetzer
Nationwide Insurance Company

SUBJECT: [REDACTED]

LOCATION: [REDACTED] Tallassee, TN

SUBMITTER NO: [REDACTED]

NATIONWID POLICY / CLAIM NO: [REDACTED]

INCIDENT DATE: [REDACTED] 14

LAB NO: [REDACTED]

DATE: May 6, 2014

On May 2, 2014, the following items were received from Jerry Carter, via United Parcel Service with a request for analysis.

ITEMS:

Two one-gallon metal cans containing debris and labeled:

Contents Observed by Laboratory

(I)	Charred debris-driver side of passenger compartment	Verified
(II)	Charred debris-passenger side of passenger compartment	Verified

EXAMINATION REQUESTED: Ignitable Liquid Determination

RESULTS:

Each item was subjected to passive headspace concentration and examined by Gas Chromatography / Mass Spectrometry.

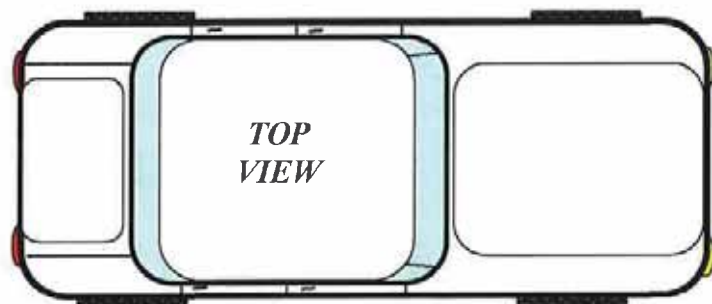
The above Item(s) failed to reveal the presence of an identifiable ignitable liquid.

The failure of any sample to demonstrate the presence of an ignitable liquid does not preclude the presence of one. It is merely a statement that none was found in that particular sample.

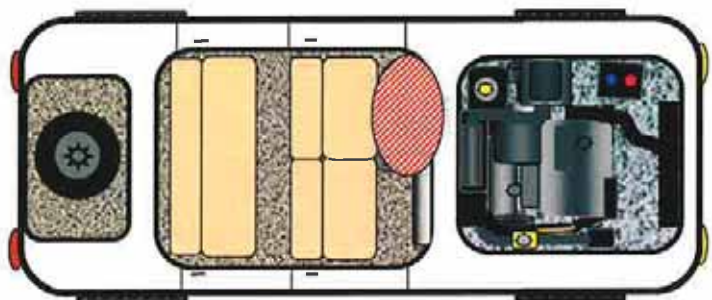
DISPOSITION: The evidence will remain at this agency pending further notice.

Respectfully submitted,

[REDACTED]
Dennis C. Akin, F-ABC
Forensic Scientist



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INTERIOR VIEW



*UNDERSIDE
VIEW*

Note: Not to scale. This diagram is for illustration only and may not accurately represent the vehicle's dimensions or compartment usage

 **Area of Origin**
 **Sampled Area**

TechniFire Services Company

Investigator: Jerry R. Carter, IAAI-CFI

Insured: [REDACTED]
Date of Loss: 2014
Policy Number: [REDACTED]
Claim Number: [REDACTED]
TechniFire File: [REDACTED]

Submitted this 19TH day of May, 2014.



Jerry R. Carter, IAAI-CFI

TechniFire Services Company
P. O. Box 17356
Chattanooga, TN 37415
(423) 876-1700





Photo Information

1. Front and driver side of the vehicle.



Photo Information

2. Rear and driver side of the vehicle.





Photo Information

3. Rear and passenger side of the vehicle.



Photo Information

4. Front and passenger side of the vehicle. Note that extensive degradation of the vehicle did occur during the course of the fire.



Photo Information

5. The left front wheel showing design.



Photo Information

6. The tire pad showing tread design and condition.





Photo Information

7. The fuel filler neck. The cap was in place at the time of the fire.



Photo Information

8. Overview of the hood and front grill area. The hood was down and latched at the inception of the fire.



Photo Information

9. Overview of the motor compartment following removal of the hood. All components were found in their appropriate locations.



Photo Information

10. The driver side of the motor compartment. The damage configuration demonstrates the fire's movement from the passenger compartment through the firewall/bulkhead in [REDACTED] motor compartment.



Photo Information

11. The passenger side of the motor compartment. There is no evidence of the fires initial inception within the motor compartment area.



Photo Information

12. The remains of the battery and primary electrical wiring showing extensive degradation due to heat and flame impingement. There is however no evidence of the fires inception at the battery location.



Photo Information

13. The trunk storage compartment showing extensive degradation. The spare tire was not found at its mounting location.



Photo Information

14. The back seating area showing extensive degradation of the seat assembly.



Photo Information

15. Additional view of the back seating area again showing extensive degradation of the seats as well as the door panels.



Photo Information

16. The front seating area. Extensive degradation of the seats as well as the adjacent door panels and overhead did occur during the course of the fire.



Photo Information

17. Additional view of the front seating area. Although extensively degraded, there is no evidence of the fires inception at the seat or floorboard area.



Photo Information

18. The dash. All components were found to have been in their appropriate locations at the time the fire occurred.



Photo Information

19. Additional view of the dash showing the remains of the instrument cluster at the driver side. The fire did begin within the interior dash at the driver side.



Photo Information

20. Additional view of the dash showing the dash frame and adjacent components and assemblies. Again, all components were found to have been in their appropriate location at the time the fire occurred.



Photo Information

21. Close up view of the driver side dash showing the remains of the wiring harness conductors. There is evidence of localized shorting and arcing at the driver side interior dash area.



Photo Information

22. Close up view of the wiring conductors again showing evidence of shorting, arcing and melting. A failure of the conductors for unknown reasons is the most probable cause of fire.



Photo Information

23. The windshield frame. The oxidation and demarcation patterns further demonstrate the fires development within the interior dash at the driver side.



Photo Information

24. Additional close up view of the area of origin at the driver side dash. The oxidation, demarcation and burn patterns do demonstrate the fires development at the interior [redacted] the location of the wiring harness conductors and/or adjacent components.





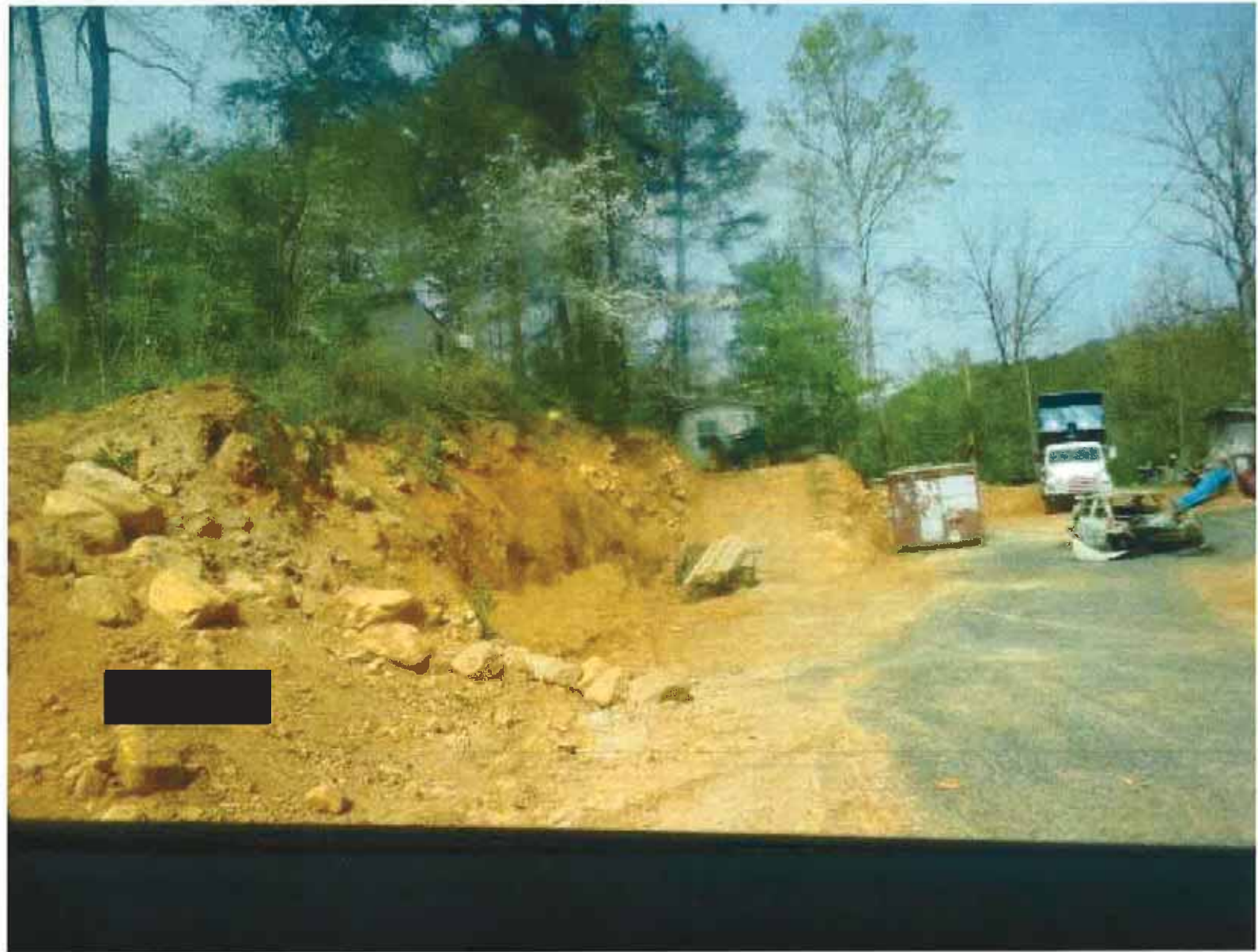


























































Nationwide Insurance
Allied Insurance
Nationwide Agribusiness
Titan Insurance
Victoria Insurance

Kia Motors Corp of America
Attn: Jeannie Mojica, Consumer Affairs

Date prepared November 25, 2014
Claim number [REDACTED]

Questions? Contact Claims Associate
Kathleen Styer
STYERK@nationwide.com
Phone 315-453-3587

Kia Motors Corp of America
Attn: Jeannie Mojica, Consumer Affairs
111 Peters Canyon Rd
Irvin, CA 92606-1790

RECEIVED

DEC 01 2014

CONSUMER AFFAIRS

Claim details

Insurer: NATIONWIDE AFFINITY INSURANCE COMPANY OF AMERICA
Policyholder: [REDACTED]
Claimant: Kia
Claim number: [REDACTED]
Loss date: [REDACTED] 2014

Dear Ms. Mjjica,

Enclosed please find our original CD of the photos secured during our expert's inspection and his initial report. Please have these items reviewed and contact regarding settlement.

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 AFFINITY INSURANCE COMPANY OF AMERICA
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.



EATON ENGINEERING COMPANY
4516 Lexington Road
Harrodsburg, Kentucky 40330

Thomas E. Eaton, PE, ScD
Telephone: (859) 734-3135

3 September 2014

Ms. Meredith Zetzer
NATIONWIDE INSURANCE CO.
5525 Park Center Drive – CO-0503
Dublin, Ohio 43017

RE: ENGINEERING EVALUATION OF THE CAUSE OF A FIRE INVOLVING
A 2014 KIA FORTE OWNED BY [REDACTED] TALLASSEE,
TENNESSEE THAT OCCURRED ON [REDACTED] 2014

EEC FILE: [REDACTED]
NWIC CLAIM NO: [REDACTED]
POLICY NO: [REDACTED]
KIA VIN: KNAFK4A61E5 [REDACTED]
INSURED: [REDACTED] Tallassee, Tennessee

Dear Ms. Zetzer:

This letter is to report the results of an engineering evaluation of the cause of a fire involving a 2014 Kia Forte owned by [REDACTED] Tallassee, Tennessee.

This report is based on an inspection of the fire damaged vehicle at Coparts (stock no. [REDACTED]) in Madisonville, Tennessee, that was performed on 14 August 2014. The vehicle inspection was performed in association with Mr. Jerry Carter, CFI, a fire investigator with Technifire Services Co. During the vehicle inspection, Mr. Carter reviewed the findings of his fire origin and cause investigation regarding this loss.

Mr. Carter determined that the fire in Ms. [REDACTED] vehicle originated inside the passenger compartment. Mr. Carter further localized the fire origin area to the left side of the dash assembly in the vicinity of the steering column. Mr. Carter did report that the vehicle was parked at the time the fire was discovered in the early AM on [REDACTED] 2014. The 2014 Kia had been last driven on Thursday, 18 April 2014 and had been moved on Friday, 19 April 2014. When the fire was discovered, the vehicle owner's uncle reportedly first observed fire inside the passenger compartment in the dash area.

[REDACTED]

From a general inspection of the fire damaged vehicle, it was evident that both the engine and passenger compartments were gutted by fire. All four tires had been consumed by fire. From inspection of the fire damages and burn patterns, the fire was determined to have originated inside the passenger compartment. Fire damage in the engine compartment progressed from rear to front and from driver to passenger side, i.e., the engine compartment fire extended from the driver's, rear corner area.

The fire debris was removed from the foot wells on both the passenger and driver's sides of the passenger compartment. Removing the foot well, fire debris revealed that the fire had burned longer and created more damage to combustible materials on the driver's side as compared to the passenger side.

In removing the fire debris from the front of the passenger compartment, two, small, DC power supply cords were found. One DC power cord had a mini-USB port and went to a small camera. The camera did not cause the fire. The camera DC power cord was not plugged in when the fire occurred; it was on the right side of the center console and went to the right foot well. The remains of a cell phone were also found in near the center console of the passenger side. This cell phone, while heavily fire damaged, had not caused the fire.

A second DC power cord was found on the left side of the center console. This DC power cord was plugged in. The cord was found broken near the seat beside the left side of the center console. However, the appliance end of the cord could not be found, and the associated DC appliance could not be identified.

Inspection of the DC power supplies and the center console area showed no evidence of a fire cause or fire origin from either DC power cord. The right cord was not plugged-in. The left DC power cord was plugged-in but did not show evidence of causing the fire or of being present in the area where the fire originated.

The engine compartment electrical system was inspected. No electrical fire cause was indicated in the engine compartment. The electrical wiring and equipment in the engine compartment had been attacked by fire extension from the passenger compartment. No evidence of an electrical failure or problem was found on the battery cables, main power block, alternator, engine wiring harness, or starter. Some blown fuses were indicated at the main power block.

The passenger compartment electrical system was inspected. No problem was indicated with the wiring and equipment in the front doors or on the center console. No problem was indicated with the dash electrical wiring and dash electrical equipment on the passenger side of the steering column.

Inspection of the passenger compartment electrical system did reveal a series of severe, progressing, electrical wiring shorts involving the main feeder circuit in the driver's side of the dash. The feeder wiring shorts were directly above the main circuit board for the inside fuse panel. The most severe fire damage to the dash assembly wiring harness was in the immediate vicinity of the wiring shorts. The instrument cluster, printed circuit board had directional fire attack from the left (driver's) side of the steering column.

Multiple wiring shorts just to the left of the steering column indicated that the fire originated in this area and spread across energized wiring during the early stages of the fire. There was no evidence of an electrical short, fault, or failure involving the electric steering assist system; the power steering motor was in the area where the fire began. No electrical wiring shorts were found on the battery, alternator, and feeder electric cables in engine compartment or on the wiring harness other areas of the passenger compartment. The absence of electrical shorts in the engine compartment showed that the battery had been significantly discharged when the fire progressed into the engine compartment from the dash assembly.

The severe electrical wiring shorts in the driver's side dash were at the origin of the fire. This origin area was consistent with the early eyewitness to the fire observing fire in the dash. The electrical wiring shorts in the driver's side dash were in an area that had not been altered or modified since the vehicle was assembled. The electrical wiring shorts in the driver's side dash did involve electrical wiring that was constantly energized while the vehicle ignition was in the off position.

From inspection of the remains of Ms. [REDACTED] 2014 Kia Forte, it was determined that the fire was ignited by multiple electrical wiring short circuits (faults) involving the main feeder circuit at or near the passenger compartment fuse panel. Because the vehicle dash assembly and the associated electrical system wiring and equipment were unaltered on the 2014 Kia Forte, it is this engineer's opinion that the fire was the direct result of a defect in the manufacture of the vehicle.

[REDACTED]

A DVD-R disk containing a set of digital photographs taken during the vehicle inspection on 14 August 2014 during the vehicle inspection is enclosed. Eaton Engineering did not collect or receive physical evidence in this case. Eaton Engineering is holding no physical evidence in this case.

To conclude, based on the information available at this time, it is this engineer's opinion that the fire involving a 2014 Kia Forte owned by [REDACTED] originated at the driver's side of the dash assembly at or near the inside fuse panel. The fire was caused by multiple, electrical, wiring shorts involving the main electric feeder cable to the fuse panel that ignited ordinary combustibles. The electrical shorts that ignited the fire developed, because of a defect in the manufacture of the 2014 Kia Forte. There was no indication that the vehicle had been modified or altered in the fire origin area inside the dash assembly just to the left of the steering column.

[REDACTED]
Thomas E. Eaton, PE, ScD
Consulting Engineer

Enclosures

FIRE & THEFT Total Loss Settlement Worksheet

**** FINAL SETTLEMENT BREAKDOWN ****

ACV = \$14,422.00

Additional Consideration +

Subtotal ACV = \$14,422.00

UPD Applied -

Total ACV = \$14,422.00 Percentage

Tax + \$0.00

Additional Tax +

Tag/Title Fee +

Total Tax/T&T = \$0.00

Subtotal = \$14,422.00

Salvage Value: -

(Deductible) - \$500.00

Subtotal = \$13,922.00

Gap Calculation +

NCR Calculation +

Allowance +/-

Total Settlement Offer = \$13,922.00

EATON ENGINEERING COMPANY
4516 Lexington Road
Harrodsburg, Kentucky 40330

Thomas E. Eaton, PE, ScD
Telephone: (859) 734-3135

3 September 2014

Ms. Meredith Zetzer
NATIONWIDE INSURANCE CO.
5525 Park Center Drive – CO-0503
Dublin, Ohio 43017

RE: ENGINEERING EVALUATION OF THE CAUSE OF A FIRE INVOLVING
A 2014 KIA FORTE OWNED BY [REDACTED] TALLASSEE,
TENNESSEE THAT OCCURRED ON [REDACTED] 2014

EEC FILE: [REDACTED]
NWIC CLAIM NO: [REDACTED]
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KIA VIN: KNAFK4A61E5 [REDACTED]
INSURED: [REDACTED] Tallassee, Tennessee

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Mr. Carter determined that the fire in Ms. [REDACTED] vehicle originated inside the passenger compartment. Mr. Carter further localized the fire origin area to the left side of the dash assembly in the vicinity of the steering column. Mr. Carter did report that the vehicle was parked at the time the fire was discovered in the early AM on 20 April 2014. The 2014 Kia had been last driven on Thursday, 18 April 2014 and had been moved on Friday, 19 April 2014. When the fire was discovered, the vehicle owner's uncle reportedly first observed fire inside the passenger compartment in the dash area.

From a general inspection of the fire damaged vehicle, it was evident that both the engine and passenger compartments were gutted by fire. All four tires had been consumed by fire. From inspection of the fire damages and burn patterns, the fire was determined to have originated inside the passenger compartment. Fire damage in the engine compartment progressed from rear to front and from driver to passenger side, i.e., the engine compartment fire extended from the driver's, rear corner area.

The fire debris was removed from the foot wells on both the passenger and driver's sides of the passenger compartment. Removing the foot well, fire debris revealed that the fire had burned longer and created more damage to combustible materials on the driver's side as compared to the passenger side. [REDACTED]

In removing the fire debris from the front of the passenger compartment, two, small, DC power supply cords were found. One DC power cord had a mini-USB port and went to a small camera. The camera did not cause the fire. The camera DC power cord was not plugged in when the fire occurred; it was on the right side of the center console and went to the right foot well. The remains of a cell phone were also found in ~~near the center console~~ of the passenger side. This cell phone, while heavily fire damaged, had not caused the fire.

A second DC power cord was found on the left side of the center console. This DC power cord was plugged in. The cord was found broken near the seat beside the left side of the center console. However, the appliance end of the cord could not be found, and the associated DC appliance could not be identified

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[REDACTED]
[REDACTED]
[REDACTED]

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Multiple wiring shorts just to the left of the steering column indicated that the fire originated in this area and spread across energized wiring during the early stages of the fire. There was no evidence of an electrical short, fault, or failure involving the electric steering assist system; the power steering motor was in the area where the fire began. No electrical wiring shorts were found on the battery, alternator, and feeder electric cables in engine compartment or on the wiring harness other areas of the passenger compartment. The absence of electrical shorts in the engine compartment showed that the battery had been significantly discharged when the fire progressed into the engine compartment from the dash assembly.

The severe electrical wiring shorts in the driver's side dash were at the origin of the fire. This origin area was consistent with the early eyewitness to the fire observing fire in the dash. The electrical wiring shorts in the driver's side dash were in an area that had not been altered or modified since the vehicle was assembled. The electrical wiring shorts in the driver's side dash did involve electrical wiring that was constantly energized while the vehicle ignition was in the off position.

From inspection of the remains of Ms. [REDACTED] 2014 Kia Forte, it was determined that the fire was ignited by multiple electrical wiring short circuits (faults) involving the main feeder circuit at or near the passenger compartment fuse panel. Because the vehicle dash assembly and the associated electrical system wiring and equipment were unaltered on the 2014 Kia Forte, it is this engineer's opinion that the fire was the direct result of a defect in the manufacture of the vehicle.

A DVD-R disk containing a set of digital photographs taken during the vehicle inspection on 14 August 2014 during the vehicle inspection is enclosed. Eaton Engineering did not collect or receive physical evidence in this case. Eaton Engineering is holding no physical evidence in this case.